



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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Safety Team Report

Michael Massoni – Operational Safety Chair

...The mission of the Unions Safety Team is to provide Union Leadership in all issues of health & safety; Technical Counsel to the TWU Executive Board; Representation to our Membership; Stewardship within our Company, Industry, its regulatory bodies and most importantly, facilitate Effective Communications between all...

To: TWU Local 556 Executive Board
CC: Thom McDaniel
Date: May 9, 2020
Re: May 2020 EB Safety Team Report

Currently the Safety Team has the following open and/or resolved action items:

Aviation Safety Action Program (ASAP) – Reports Under ERC Review - 0

ASAP Reports received 2020 Year-to-Date:	710
Accepted Reports Year-to-Date:	681
Excluded Reports to date:	29
Open Reports:	0
Total Reports Received in 2019	2880
Total Reports Received in 2018:	1716
Total Reports Received in 2017	947
Total Reports Received over the Life of Program	11,490

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 3/6/20 through 5/9/20 = 411
Emergencies Declared for Period = 14

2020 Year-to-Date = 1160
All of 2019 = 4261
All of 2018 = 2462
All of 2017 = 2371
All of 2016 = 2887
All of 2015 = 2843
All of 2014 = 2119
All of 2013 = 1138*
All of 2011 = 1609
All of 2010 = 1413

All of 2009 = 1210

*ENS tracking and trending was suspended for the period of May 2012 – June 24th, 2013 – However ENS follow-up was maintained throughout this period. The Safety Team has re-established the practice of tracking and trending all ENS events and will include the same in all Safety Team Reports

Flight Attendant Fatigue Risk Mitigation Program Reports Year-to-Date

Reports Received for Period: 3/6/20 through 5/9/20 = 6

Date of Call	Base	Recommendation	Base Recommendation	Base Final
03-24-2020	DAL	No Decision Necessary - Informational only		
03-26-2020	PHX	Non-Paid - No Crew Member Report Declines Cause		Paid - Operational
03-26-2020	PHX	Paid - Operational Cause	Accepts	Paid - Operational Cause
03-26-2020	PHX	Paid - Operational Cause	Accepts	Paid - Operational Cause
03-18-2020	DEN	Non-Paid - Nonoperational Cause	Accepts	Non-Paid - Nonoperational Cause
03-21-2020	DEN	Paid - Operational Cause	Accepts	Paid - Operational Cause

Fatigue Reports received 2020 Year-to-Date:	19
Paid – Operational Causation Year-to-Date:	10
Non-Paid – Non-Operational Causation Year-to-Date:	5
Non-Paid – No Crew Member Report Year-to-Date:	1
No Decision Necessary - Informational Only Year-to-Date:	3

SWALife Hot Aircraft Event Reporting

03/06/20 through 05/09/20 = 1

2020 YTD = 7

2019/2020 Year-over-Year Comparative: -10 (41.17% Decrease Year-over-Year)

All of 2019: 317 = 49.884% Decrease Year-over-Year

All of 2018: 460 = 13.9% Increase Year-over-Year

All of 2017: 396 = 34.3% Decrease Year-over-Year

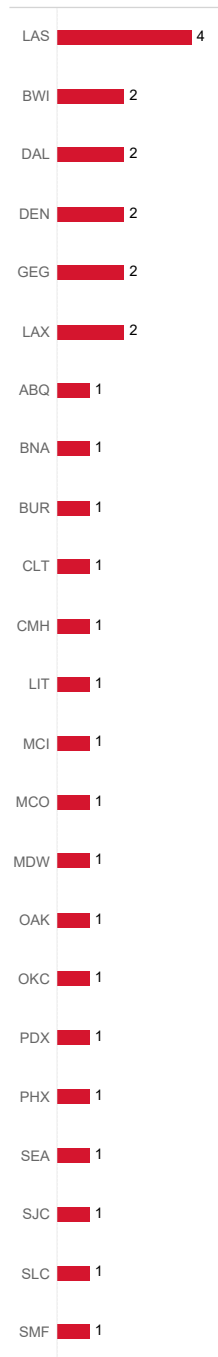
All of 2016: 535 = 32% Decrease Year-over-Year

All of 2015 (Benchmark High) = 788

Latest Hot Aircraft Reporting Overview (Normalized with all other Sources) 27APR-03MAY20:

Hot Aircraft Overview 04.27.2020 - 05.03.2020

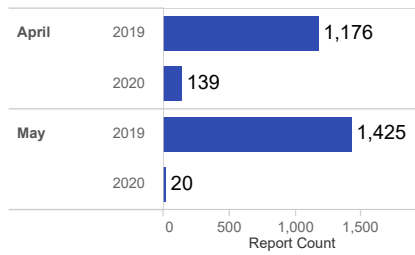
Hot AC Total by City



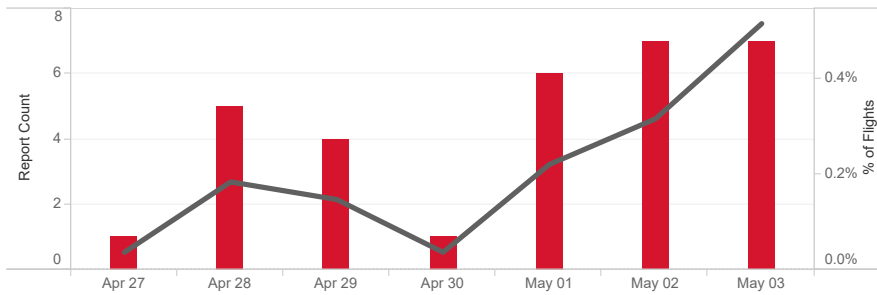
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	4/20/2020	4/27/2020	4/20/2020	4/27/2020
ACARS	19	31		63.16%
Grand Total	19	31		63.16%

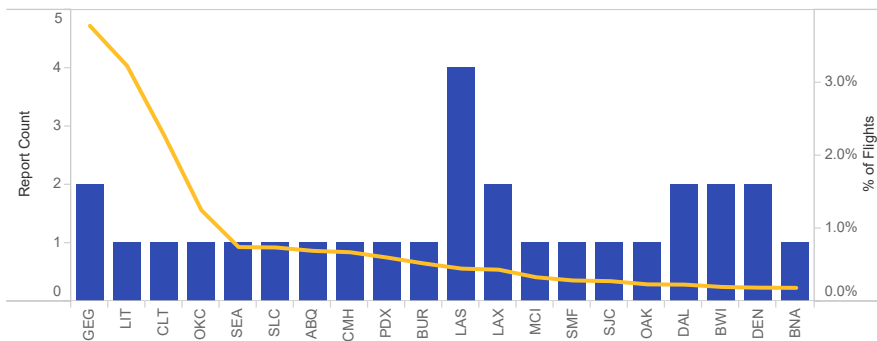
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



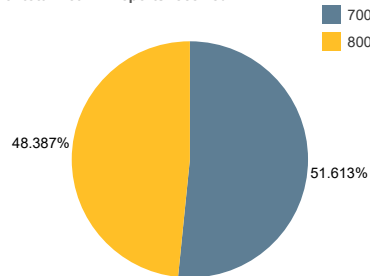
Stations - Top 20 Based on % of Flights



The percentages for the Top 20 Stations are based on the number of Hot AC Events reported on and the number of flights that departed from each city during the respective week.

Hot Aircraft by Fleet

Percent of total Hot AC Reports received



Fleet	Hot AC Reports	% of Flights**
700	16	0.30%
800	15	0.45%

**Percent of Hot AC Events to Total Flights per Fleet
Please note: Fleet not available for every report

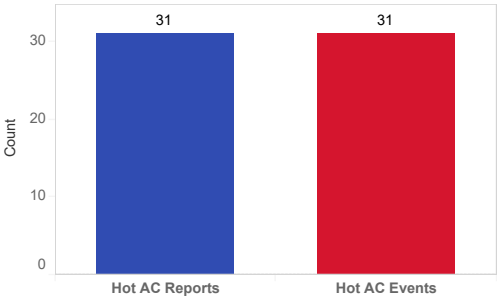
'Hot' Aircraft and Gates

Aircraft with four or more reports

Gates with three or more reports

Reports versus Events

Hot AC Reports are the total number of reports received. Hot AC Events are the unique number of Hot AC occurrences, taking into account multiple reports for the same event.

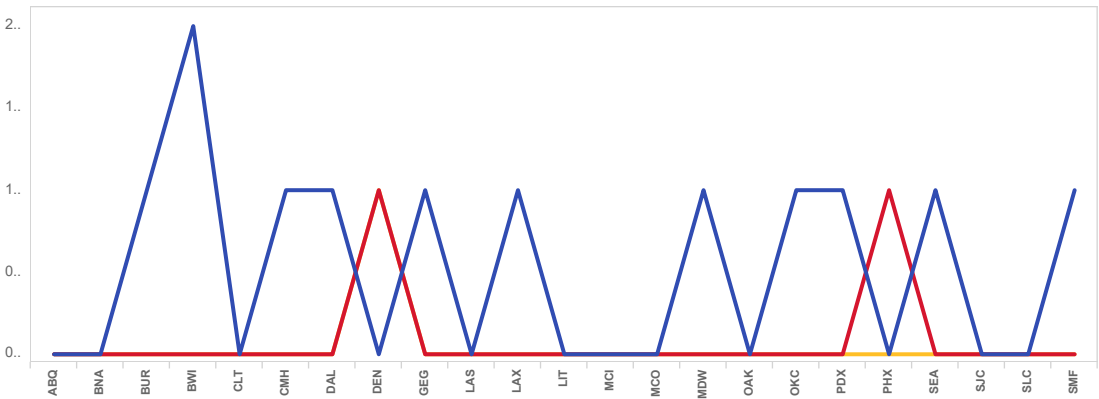


Ground Operations

As reported by the Pilot Group through ACARS messaging.

- Air Not Connected
- Ops Agent Not Present
- Ramp Agent Not Available

	4/20/2020	4/27/2020
% Air Not Connected	52.63%	38.71%
% Ops Agent Not Present		6.45%
% Ramp Agent Not Available		3.23%



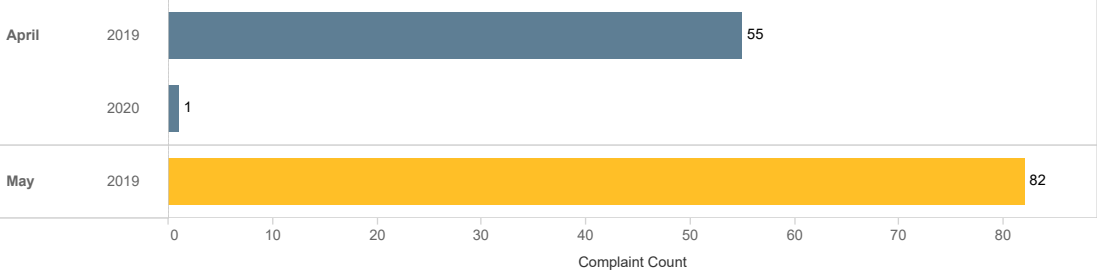
Good Job ACARS

If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Pax Complaints by Originating City

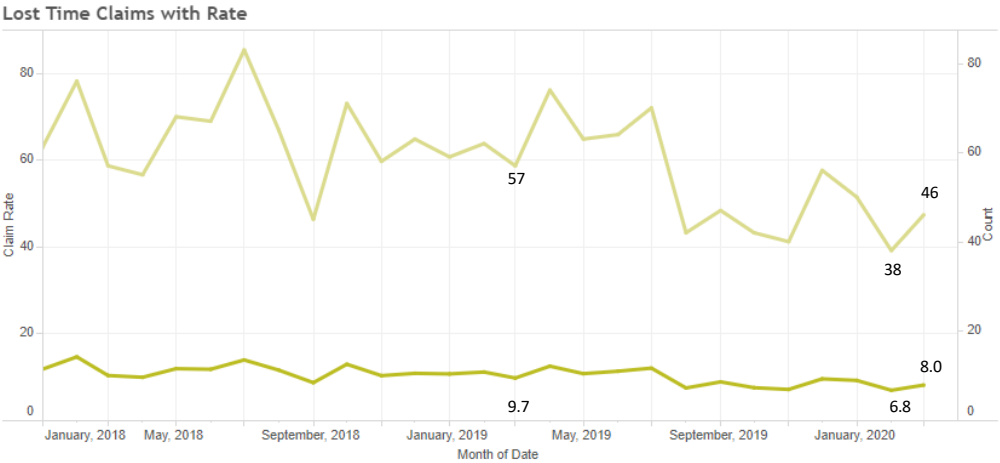
Pax Complaints by day

Year over Year Customer Complaints

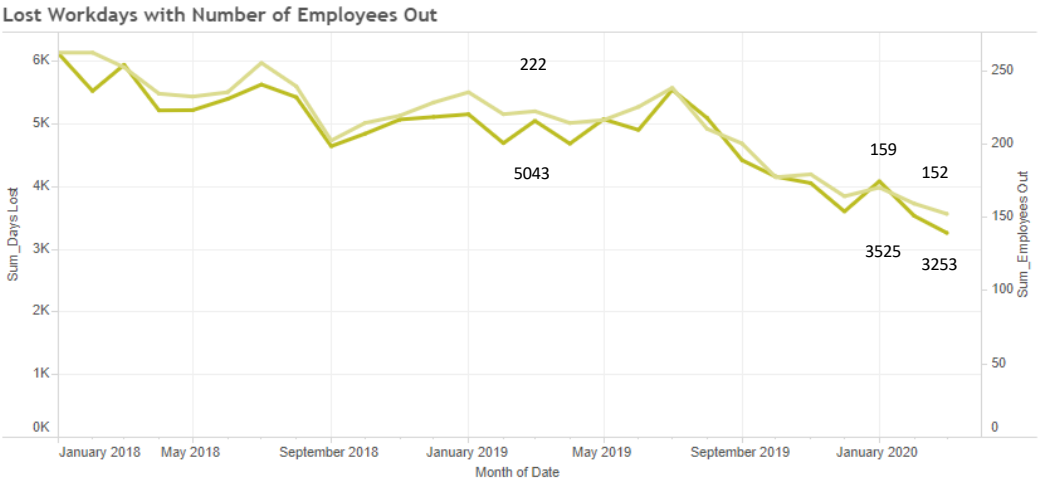


Current Occupational Injury Data:

LTCR



Lost Workdays



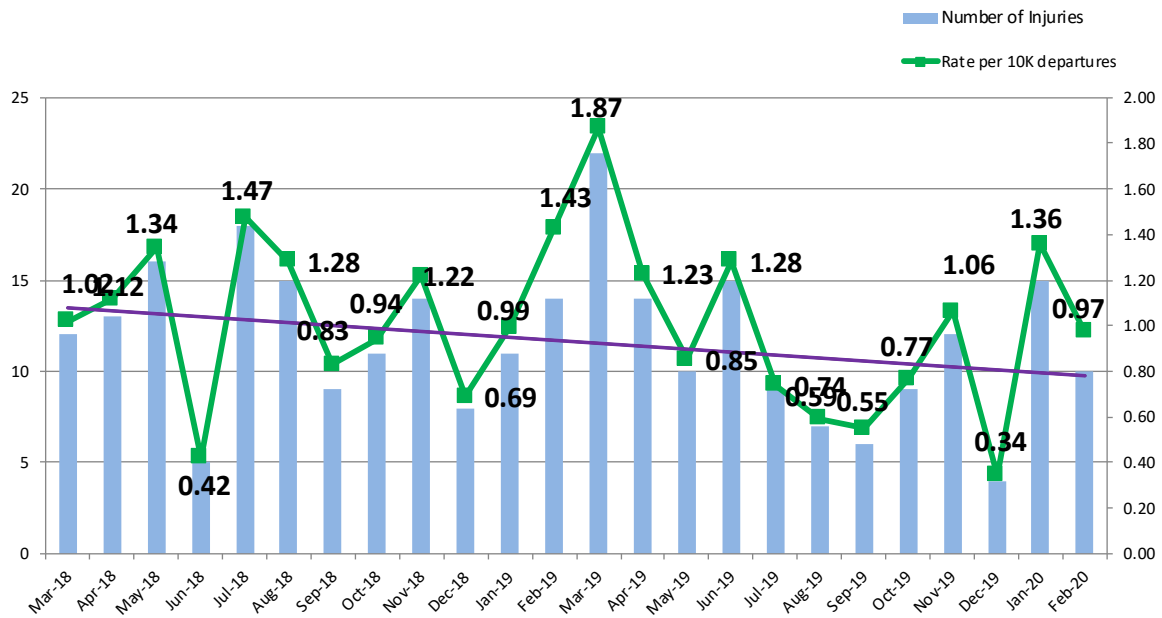
OSHA Recordable (Inflight)

	Date_of_Loss__c / OSHA Recordable					
	2018		2019		2020	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
January	75	64	85	60	85	51
February	54	80	81	71	78	37
March	77	66	82	71	99	32
April	79	61	79	69	31	10
May	82	72	89	61		
June	82	69	80	80		
July	95	92	83	68		
August	88	76	66	46		
September	61	54	74	50		
October	87	78	83	44		
November	81	57	73	47		
December	79	71	69	52		

Cause (Inflight-Top 10)

Cause General	2018	2019	2020
Struck by/Against	487	408	94
Other	246	301	95
Slip/Trip/Fall	308	267	64
Carrying/Lifting	193	162	34
Pushing/Pulling	125	104	18
Weather	59	64	12
Caught In/Between	46	46	10
Collision	39	47	14
Inhalation	31	48	13
Contact with object	39	42	10

Flight Attendant Turbulence Injuries

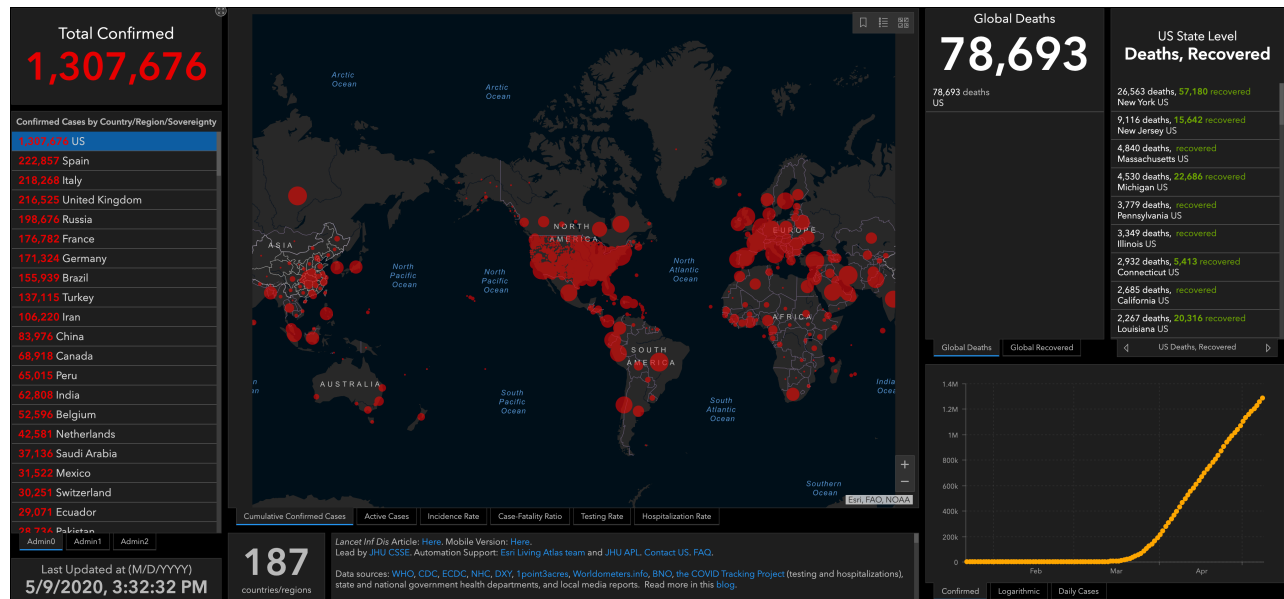


Open Discussion Items:

Coronavirus Update:

Current COVID-19 U.S. Stats as of 09MAY20:

Mortality Rate: 6.01777



May 11, 14, 18, 21, 25, & 28, 2020 – Safety and Regulatory/COVID-19 Teleconference with Steve Murtoff, Tom Raffalski and Dominick Renteria