



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

8787 N. Stemmons Frwy.
Suite 600
Dallas, TX 75247
Phone: 800-969-7932
Fax: 214-357-9870
www.twu556.org

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: April 12, 2019
Re: April 2019 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 - 126

ID	Event Date	Status	Summary
6969	11/9/2018	Sent to ERC for review	OWWE/PAX BRIEFED AFTER DOOR CLOSURE - This flight had so much drama we were dealing with that I forgot to brief my exit before the front door was shut.
7438	1/18/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - 1st opportunity to get food.
7439	1/18/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - No time for food @ start of day
7513	2/2/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Getting food as crew member to take prescription with food
7649	2/12/2019	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - pax had large box securely stowed under window seat stowage area, flight not full, pax sat aisle, row empty.
7715	2/25/2019	Sent to ERC for review	CABIN READINESS/CABIN NOT SECURED - Severe turbulence, wing struck ground, diversion, passenger illness, passengers up during taxi
7720	2/28/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - Took a couple steps off aircraft to drop off bag for Provo
7728	2/28/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Disarm/cross check aft galley door

7744	2/22/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE - Flight attendants safety/security violations. Both the C and the B.
7790	3/7/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - slide partially slid out
7795	3/8/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - slide falling out of casing
7818	3/11/2019	Sent to ERC for review	SPECIAL PAX/LAP CHILDREN - child sitting on father's lap
7878	3/19/2019	Sent to ERC for review	IEFB/MISSING IEFB - I left my IEFB on the plane in LAS. I did not realize this until I was working my next leg from LAS to TPA.
7880	3/18/2019	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - Ground Ops shut AC door and removed air stairs/Jetbridge without cabin secured
7882	3/18/2019	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - OPS agent closed the entry door while pax were still up and the cabin was not secure!
7885	3/19/2019	Sent to ERC for review	ALCOHOL/PAX SIGNS OF INTOXICATION - Intoxicated pax on board, customer svc asked us if we wanted to keep him on
7894	3/20/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE - critical phase of flight
7896	3/16/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - FA A asked me to talk to Pilots at length before disarming our doors
7898	3/19/2019	Sent to ERC for review	IEFB/MISSING IEFB - Delayed flight ##### due to leaving my IEFB on previous flight.
7899	3/20/2019	Sent to ERC for review	CABIN READINESS/CABIN NOT SECURED - I had to secure trash in the forward lavatory for landing.
7906	3/21/2019	Sent to ERC for review	MINIMUM CREW/THROUGH FLIGHT - Exited aircraft with through passengers on board
7907	3/20/2019	Sent to ERC for review	SECURITY/SECURITY CHECKS - I signed my # for the liquor kit, B asked me to sign for her, I would not. She then told me everyone signs for everyone.
7908	3/21/2019	Sent to ERC for review	CABIN EQUIPMENT/SEATBELT - After PAX deplaned FA B discovered two seatbelts missing in the last row.
7911	3/21/2019	Sent to ERC for review	IEFB/MISSING IEFB - I lost my iPad and had to have one printed out, it took one hour and fifteen minutes and delayed the flight
7912	3/20/2019	Sent to ERC for review	IEFB/MISSING IEFB - We hit turbulence and had to quickly secure the cabin and I left my iPad, next day we boarded while manual was printing
7913	3/17/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Did not have passport, forgot to get exemption card.
7916	3/22/2019	Sent to ERC for review	ILLNESS\INJURY EVENTS/PASSENGER - Procedures, Policy, CFR(s) & Safety
7917	3/22/2019	Sent to ERC for review	PREFLIGHT DUTIES/EQUIPMENT CHECKS - Found outdated Ditching Checklist
7922	3/22/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS\DEMO - Forgot to do opening PA
7930	3/23/2019	Sent to ERC for review	CABIN EMERGENCY/EVACUATION - Failure to tell FAs to Disarm doors during emergency evac
7931	3/23/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/CROSSCHECK PROCEDURE - I cracked the fwd galley door open for Provo before a cross checked

7932	3/23/2019	Sent to ERC for review	IEFB/MISSING IEFB - Efb
7933	3/24/2019	Sent to ERC for review	CABIN EQUIPMENT/GALLEY
EQUIPMENT - Trash can out of compartment			
7934	3/23/2019	Sent to ERC for review	GROUND OPS
COMMUNICATION PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - forward door shut prior to cabin being secured			
7935	3/24/2019	Sent to ERC for review	JUMPSEAT/NOT SECURED IN JUMPSEAT
TAKEOFF/LANDING - I sat with an ill passenger in the last row for landing.			
7940	3/24/2019	Sent to ERC for review	BOARDING/AGENT INITIATED
BOARDING WITHOUT CREW COORDINATION - Boarding started as soon as I arrived at the gate and before I did my security check			
7942	3/25/2019	Sent to ERC for review	CABIN EQUIPMENT/EMERGENCY
EQUIPMENT - FA leaving personal items where emergency equipment is located			
7944	3/25/2019	Sent to ERC for review	AIRCRAFT DOOR/SLIDE/PARTIAL SLIDE
DEPLOYMENT - Slide fell partially out of bustle			
7947	3/26/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND
RESPONSIBILITIES/OTHER - I do not recall what happened in reference to the letter.			
7952	3/26/2019	Sent to ERC for review	FATIGUE/OTHER - Late to the gate.
7955	3/26/2019	Sent to ERC for review	JUMPSEAT/NOT SECURED IN JUMPSEAT
TAKEOFF/LANDING - I gave the "we have been cleared for departure" announcement before my B flight attendant was secured in her jumpseat			
7962	3/22/2019	Sent to ERC for review	UNSAFE ACTIVITY/OTHER - Pax vape
batteries hot prior to closing fwd entry door			
7965	3/25/2019	Sent to ERC for review	SPECIAL PAX/DISABLED - W/C pax
boarded after CRO asked if DH FA would be her Able Body Asst.			
7968	3/28/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND
RESPONSIBILITIES/OTHER - When main door was open and we sat for a while I took drink orders			
7969	3/28/2019	Sent to ERC for review	SPECIAL PAX/LAP CHILDREN - Child in
lap above 2			
7972	3/29/2019	Sent to ERC for review	CABIN READINESS/CABIN NOT
SECURED - Coffee cup was not retrieved prior to fwd door closing for push back			
7973	3/28/2019	Sent to ERC for review	AIRCRAFT DOOR/SLIDE/PARTIAL SLIDE
DEPLOYMENT - Slide came out of container			
7974	3/23/2019	Sent to ERC for review	SECURITY/FLIGHT DECK ACCESS
PROCEDURES - Exited flight deck before checking for FA in place			
7975	3/29/2019	Sent to ERC for review	CABIN READINESS/PAX NOT SEATED -
Aircraft landed with a passenger in the lavatory.			
7976	3/29/2019	Sent to ERC for review	IEFB/MISSING IEFB - Did not have iPad
7978	3/30/2019	Sent to ERC for review	PREFLIGHT DUTIES/EQUIPMENT
CHECKS - Liquor seals that are sealing emergency equipment			
7979	3/30/2019	Sent to ERC for review	AIRCRAFT DOOR/SLIDE/DISARMING
PROCEDURE - Blocking usable exit			
7980	3/23/2019	Sent to ERC for review	FATIGUE/OTHER - This overnight from
HOU to SJO is so short and problems always occur, flight attendants are always fatigued!			
7981	3/30/2019	Sent to ERC for review	IEFB/LOW BATTERY - iPad issue
7982	3/29/2019	Sent to ERC for review	IEFB/MISSING IEFB - I forgot my iPad on
the aircraft in Seattle. I told Captain they printed one up in Sacramento Called NOC.			
7983	3/30/2019	Sent to ERC for review	AIRCRAFT DOOR/SLIDE/ARMING
PROCEDURE - Preparing to land, I noticed the aft galley service door was unarmed.			

7984	3/30/2019	Sent to ERC for review	CHILD RESTRAINT SYSTEM/UNAPPROVED DEVICE - A child was sitting on an unapproved booster seat.
7985	3/29/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/ARMING PROCEDURE - C Flight Attendant used her feet to arm the door for push back.
7987	3/25/2019	Sent to ERC for review	CABIN READINESS/CABIN NOT SECURED - Securing/cleaning up the cabin early
7988	4/1/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS/DEMO - I failed to denote that the aircraft was equipped with life rafts during the emergency safety demo. I
7989	3/31/2019	Sent to ERC for review	CABIN EMERGENCY/FIRE - Laptop shooting flames
7990	3/30/2019	Sent to ERC for review	SECURITY/SEAL MISSING - Security Seals were not placed on all doors of the A/C, only the Forward Entry Door
7991	4/2/2019	Sent to ERC for review	OWWE/PREBOARD PAX OCCUPIED EXIT SEAT – pre-board pax in owwe
7992	4/2/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE - Under 10, 000 feet I turned my cell phone on airplane mode and checked the flight time at my jump seat.
7993	4/2/2019	Sent to ERC for review	TURBULENCE/FA INJURY - Was serving a full service and hit severe turbulence. Could not secure the cabin or our galley before landing
7995	4/3/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Lobby time
7996	4/3/2019	Sent to ERC for review	OWWE/PAX BRIEFED AFTER TAKEOFF - failure to brief exit row
7997	4/2/2019	Sent to ERC for review	SECURITY/FLIGHT DECK ACCESS PROCEDURES - Failure to call for a LAV break
7998	3/21/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - customer having a panic attack because the Ops Agent was not letting her husband board
7999	4/4/2019	Sent to ERC for review	BOARDING/FA NOT IN BOARDING POSITION - I was not in my boarding position when pre-boarding began.
8000	4/4/2019	Sent to ERC for review	SPECIAL PAX/DISABLED - Lithium Battery
8001	4/4/2019	Sent to ERC for review	TURBULENCE/OTHER - Alcohol Related and Turbulence/ Safety
8002	3/15/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Sexual Misconduct & Physical abuse by another flight attendant
8003	4/4/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Without thinking gave passenger predeparture drink (Was focused on wanting to give Him above average service)
8004	4/5/2019	Sent to ERC for review	OWWE/PETS IN OWWE - pax had pet in carrier under seat in exit row
8005	4/5/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS/DEMO - Cabin checking seat belts
8006	4/4/2019	Sent to ERC for review	CHILD RESTRAINT SYSTEM/IMPROPER PLACEMENT - Failure to notice car seat in aisle behind exit row
8007	4/5/2019	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/PREFLIGHT BRIEFING WITH OPERATIONS AGENT NOT GIVEN - Poor communication with Ops
8008	4/4/2019	Sent to ERC for review	IEFB/LOW BATTERY - EFB noncompliance
8009	4/4/2019	Sent to ERC for review	IEFB/LOW BATTERY - Noncompliance

8010	4/5/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left EFB on flight in BWI. Realized on DH flight to ATL
8011	4/7/2019	Sent to ERC for review	CHILD RESTRAINT SYSTEM/IMPROPER PLACEMENT - Child car seat location
8013	4/7/2019	Sent to ERC for review	IEFB/MISSING IEFB - My IIEFB was left on my previous flight, got a loaner from PHX, wouldn't sync, had manual printed, departed late to RNO.
8014	4/6/2019	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - Exit row pax asking for seat belt extension
8015	4/7/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - Capt. and Ops advised it was ok for me to board flight as a commuter.
8016	4/5/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Stored lunch bag before boarding
8017	4/7/2019	Sent to ERC for review	CABIN EQUIPMENT/JUMPSEAT - Aft left inboard jumpseat seatbelt not working properly. I reported this to Capt. and landed in the aft left outboard jumpseat
8018	4/6/2019	Sent to ERC for review	CABIN EQUIPMENT/SEATBELT - female portion of seat belt on the aisle.
8019	4/6/2019	Sent to ERC for review	SPECIAL PAX/UMs - UM leaving aircraft when I was being spoken to by the captain and my attention was in the cockpit
8020	4/7/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - provisioning tried to open door before it was disarmed
8021	4/6/2019	Sent to ERC for review	MINIMUM CREW/THROUGH FLIGHT - Left aircraft with no FAs while through passengers onboard
8022	4/7/2019	Sent to ERC for review	IEFB/LOW BATTERY - IEFB NOT CHARGED TO 90 %
8023	4/7/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - Left boarding position to check if someone could work flight for me.
8024	3/12/2019	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - Disciplined for following FARS
8025	4/7/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE - PED in lap during critical phase of flight
8027	4/8/2019	Sent to ERC for review	IEFB/LOW BATTERY - IEFB lost battery charge
8028	4/8/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Customer was on phone during
8029	4/8/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - I did not disarm the forward entry door cross checked c waited for b conformation and opened my door.
8030	4/4/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Proper door procedures not followed
8031	4/8/2019	Sent to ERC for review	CABIN READINESS/CABIN NOT SECURED - Cabin not secure before we pushed
8032	4/9/2019	Sent to ERC for review	PREFLIGHT DUTIES/EQUIPMENT CHECKS - Boarded a LEO before B finished their checks
8034	4/9/2019	Sent to ERC for review	IEFB/MISSING IEFB - Misplaced EFB
8035	4/8/2019	Sent to ERC for review	CABIN PET\SERVICE ANIMAL/OTHER - customers pet carrier would not fit under the seat

8036	4/5/2019	Sent to ERC for review	IEFB/MISSING IEFB - forgot EFB on a previous flight
8037	3/27/2019	Sent to ERC for review	MAINTENANCE/OTHER - Suspected mold
8038	4/4/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left EFB on aircraft
8039	4/8/2019	Sent to ERC for review	CABIN EQUIPMENT/EMERGENCY EQUIPMENT - improper location of "EXIT" sign
8040	4/9/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - I step out the plane during boarding, next to the main door, to make a statement to a police officer (IR #####)
8041	4/9/2019	Sent to ERC for review	IEFB/MISSING IEFB - Missing IEFB
8042	4/9/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - No potable water
8043	4/9/2019	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - Fwd entry door being closed before procedure is followed
8044	4/10/2019	Sent to ERC for review	CHILD RESTRAINT SYSTEM/IMPROPER PLACEMENT - child restraint seat placed in wrong location
8045	4/10/2019	Sent to ERC for review	IEFB/MISSING IEFB - Misplaced iPad
8046	4/10/2019	Sent to ERC for review	CABIN PET/SERVICE ANIMAL/OTHER - Pet carrier blocking egress to the isle
8047	4/9/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Declaration form
8048	4/10/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - Boarding without all flight attendants onboard
8049	4/10/2019	Sent to ERC for review	IEFB/MISSING IEFB - Forgot iefb at previous plane-had to get one from supervisor-plane had already left by the time I got to this flight
8050	4/10/2019	Sent to ERC for review	BOARDING/FA NOT IN BOARDING POSITION - out of boarding position
8052	4/11/2019	Sent to ERC for review	FATIGUE/OTHER - Fatigue
8053	4/11/2019	Sent to ERC for review	OWWE/PAX BRIEFED AFTER TAKEOFF - PAX relocated to exit row after briefing
8054	4/10/2019	Sent to ERC for review	NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/CREW NON-COMPLIANCE - FAR121.577a
8055	4/10/2019	Sent to ERC for review	ALCOHOL/PAX SIGNS OF INTOXICATION - CRO called Pax suspected of possible intoxication. Slurry speech, requesting drink, unstable possible disability?
8056	4/5/2019	Sent to ERC for review	OWWE/PETS IN OWWE - Lady sits in emergency exit seat with dog under seat in duffle bag.
8057	4/10/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left IEFB on plane
8058	4/11/2019	Sent to ERC for review	JUMPSEAT/OTHER - Pax felt like fainting allowed them to sit in jump seat to elevate legs and they returned to their seat with a few min.
8059	4/10/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left IEFB HOME

ASAP Reports received 2019 Year-to-Date:	685
Accepted Reports Year-to-Date:	369
Excluded Reports to date:	15
Open Reports:	9
ASAP Reports received 2018 Year-to-Date:	1716
Total Reports Received in 2017	947
Total Reports Received over the Life of Program	8391

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 3/8/19 through 4/12/19 = 345
Emergencies Declared for Period = 23

2019 Year-to-Date = 910

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

SWALife Hot Aircraft Event Reporting

03/08/19 through 04/12/19 = 5

2019 Year-to-Date = 6

2018/2019 Year-over-Year Comparative = -14 (33.3% Decrease Year-over-Year)

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

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

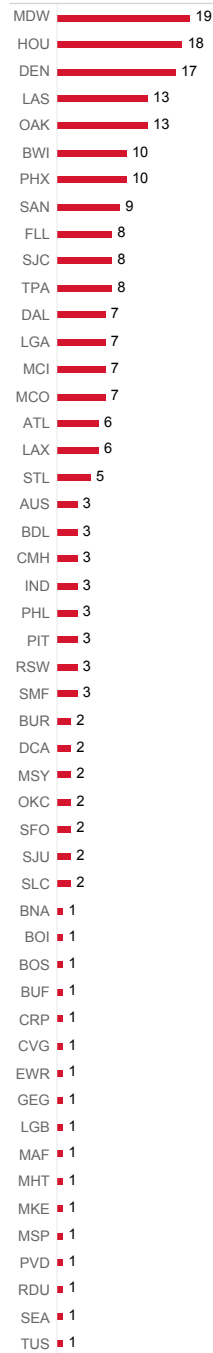
All of 2016 = 535 = 32% Decrease Year-over-Year

All of 2015 (Benchmark High) = 788

Latest Hot Aircraft Reporting Overview (Normalized with all other Sources) 01APR19-07APR19:

Hot Aircraft Overview 04.01.2019 - 04.07.2019

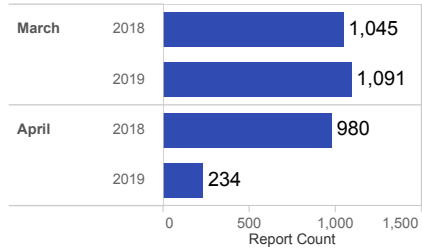
Hot AC Total by City



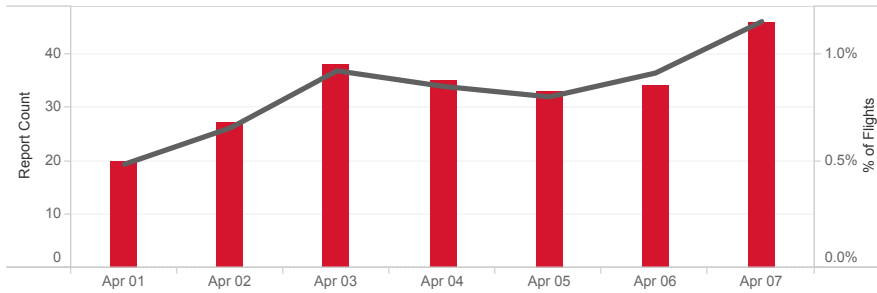
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	3/25/2019	4/1/2019	3/25/2019	4/1/2019
ACARS	263	230	-12.55%	
FO SOPI	1		-100.00%	
IF SOPI	1	2	100.00%	
Inflight Form	5	1	-80.00%	
Grand Total	270	233	-13.70%	

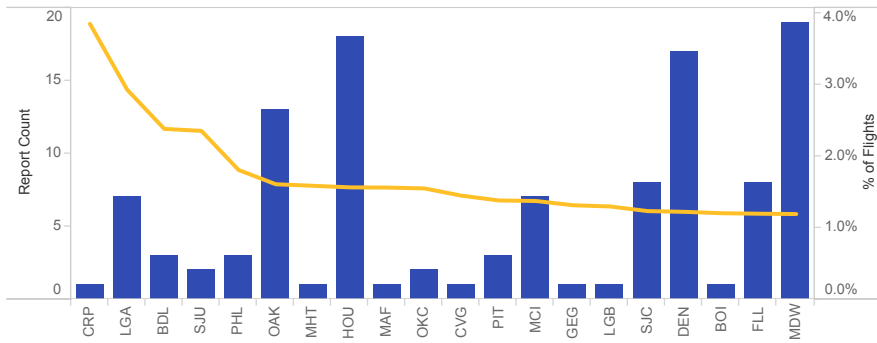
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



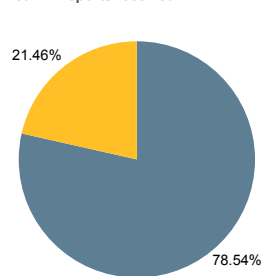
Stations - Top 20 Based on % of Flights



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	183	0.89%
800	50	0.78%

**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

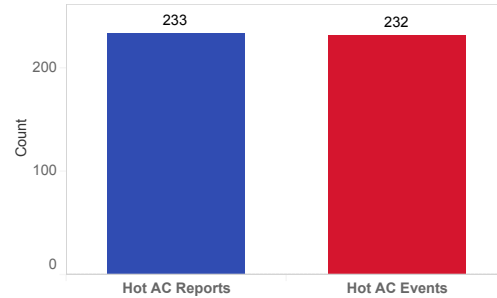
AC Number	
781	4
7729	4

Gates with three or more reports

Station	Gate	
PHX	D8	3
SJC	20	3

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.

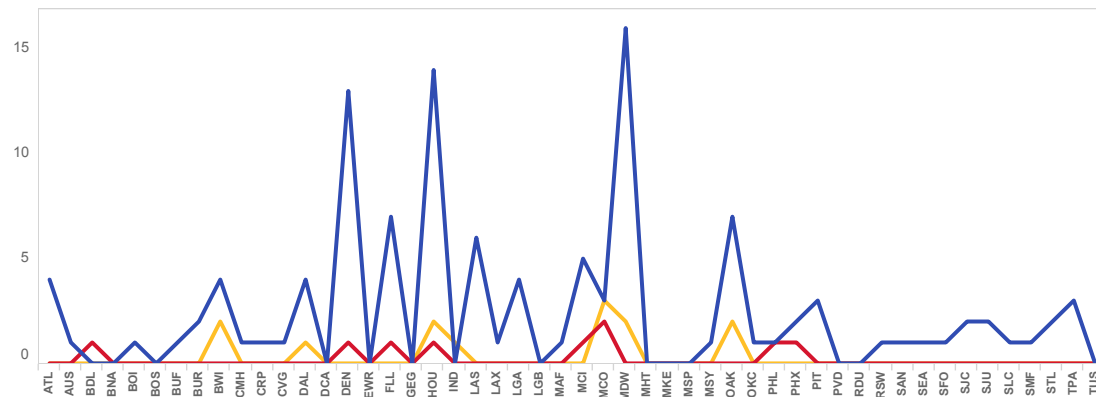


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	3/25/2019	4/1/2019
% Air Not Connected	37.64%	52.17%
% Ops Agent Not Present	4.56%	3.91%
% Ramp Agent Not Available	5.70%	5.65%



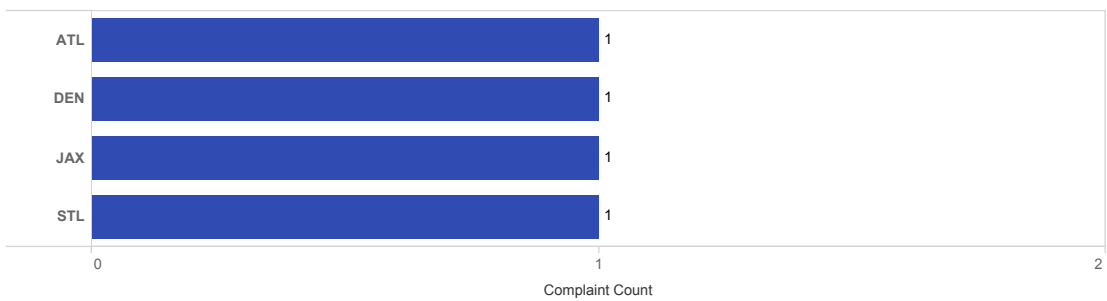
Good Job ACARS

Date	Flight Number	Station	Message
4/5/2019	175	DEN	NICE WORK
		LGA	NICE JOB
4/6/2019	3937	TUS	GREAT JOB.
	5123	PHX	NICE JOB
4/7/2019	2744	TPA	NICE JOB
	3649	LAX	GOOD JOB.

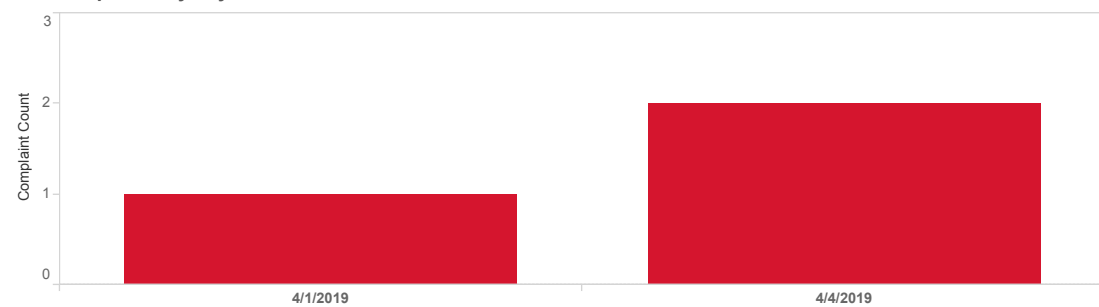
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 04/01/19 to 04/07/19

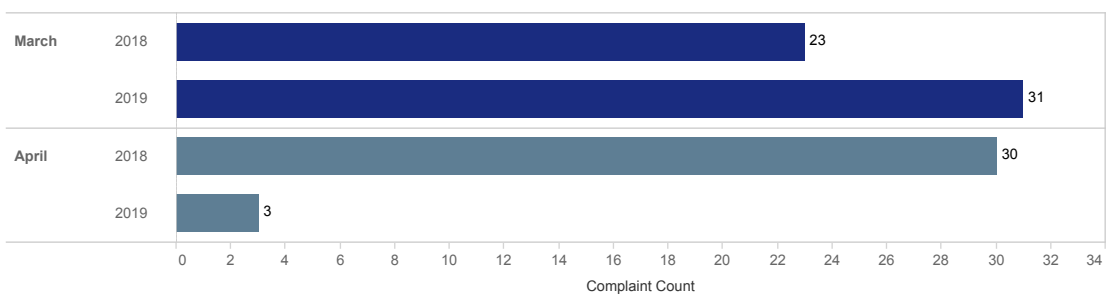
Pax Complaints by Originating City



Pax Complaints by day

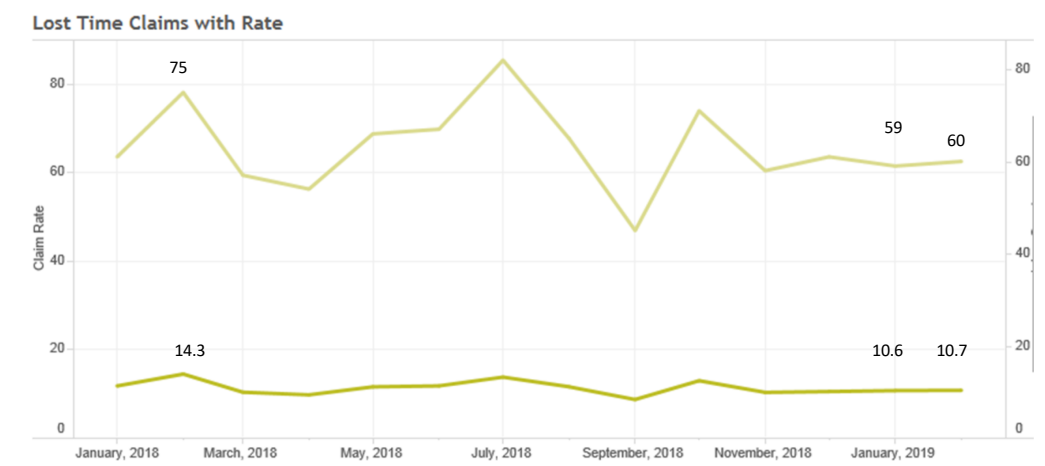


Year over Year Customer Complaints

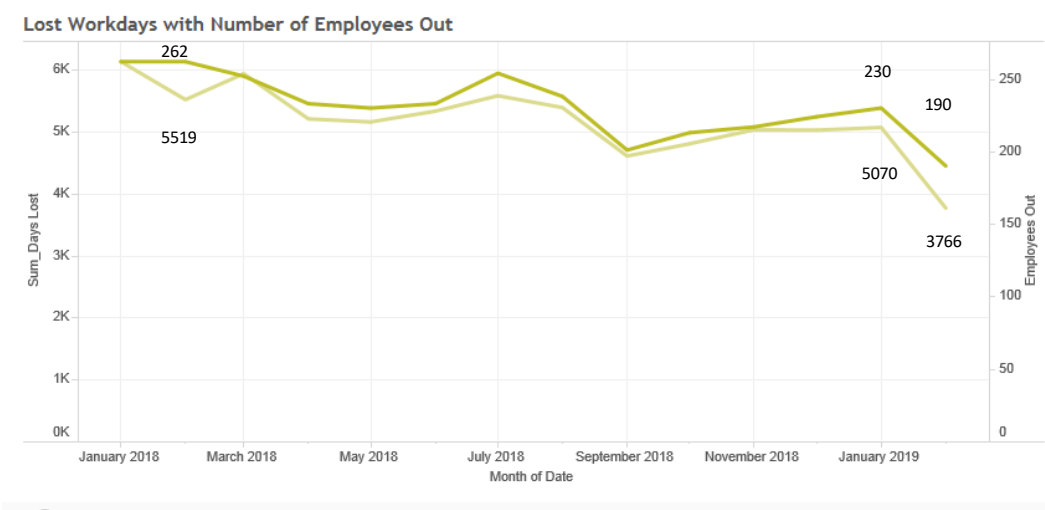


Current Occupational Injury Data:

LTCR



Lost Workdays



OSHA Recordable (Inflight)

	Date Reported / OSHA Recordable					
	2017		2018		2019	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
Jan	69	70	72	67	85	65
Feb	62	75	59	83	86	59
Mar	71	74	73	67	0	0
Apr	82	69	83	56	0	0
May	73	74	84	78	0	0
Jun	72	77	77	69	0	0
Jul	79	69	96	88	0	0
Aug	73	66	95	75	0	0
Sep	53	63	60	53	0	0
Oct	66	69	87	81	0	0
Nov	73	53	79	59	0	0
Dec	77	69	79	66	0	0

Cause (Inflight)

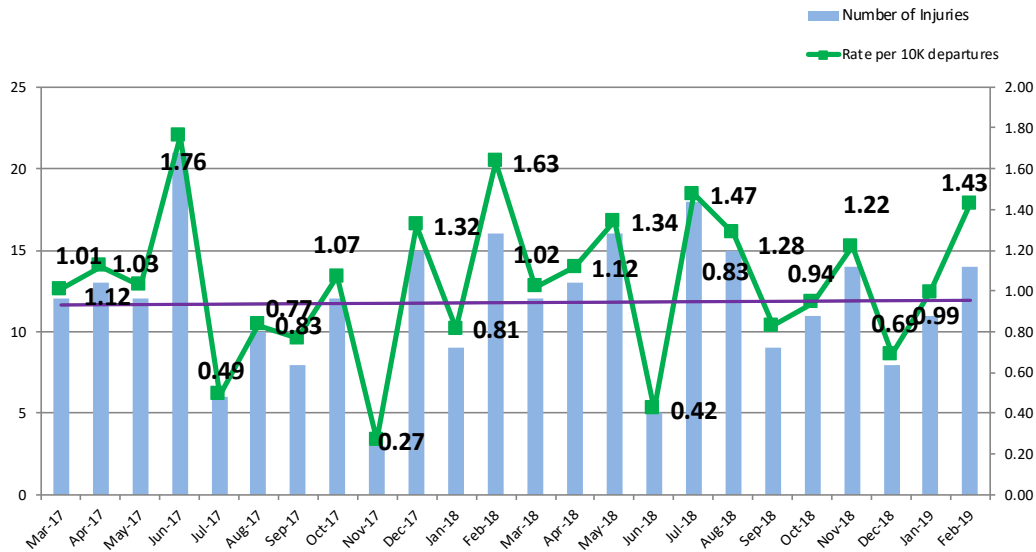
Injuries By Cause General and Cause Specific

Top Cause N

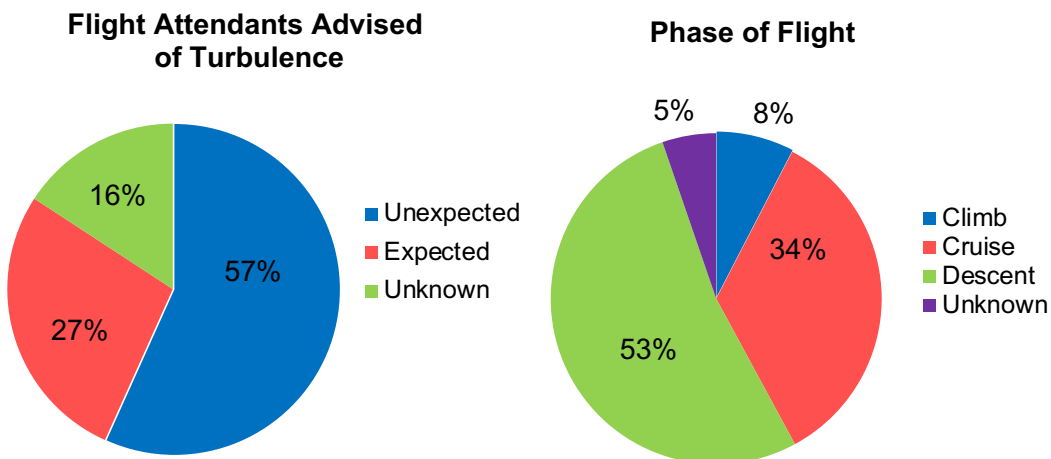
Top Cause Specific

Cause General	2017	2018	2019
Struck by/Against	516	482	82
Slip/Trip/Fall	254	308	45
Other	240	252	50
Carrying/Lifting	199	190	32
Pushing/Pulling	106	131	15
Weather	48	60	12
Caught In/Between	47	46	9
Null	18	28	5
Animal/Insect	18	27	1
Collision	41	38	9
Strain	37	45	6
Contact with object	38	40	5
Cut/Puncture	29	47	3

Flight Attendant Turbulence Injuries

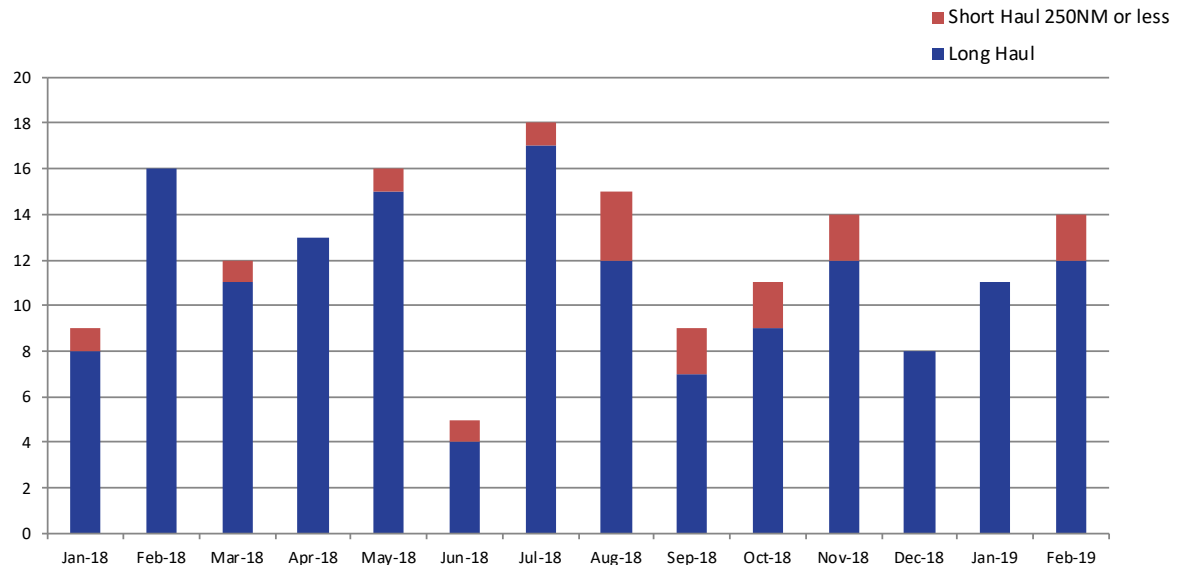


Turbulence Injuries Overview: January 2018 - February 2019



Open Discussion Items:

Flight Attendant Turbulence Injuries: Jan 2018 – Feb 2019



OSHA 300 Log Email Distribution to DEBM's Completed

Scheduled and Standing Meetings:

April 8, 2019 Flight Attendant Fatigue Mitigation Program Meeting (RE: FAA Reauthorization Requirement)

April 17, 2019 – Meeting with Greg Wells and Lauren Peck (RE: Inflight/Ground Ops interface issues per assurance data)

April 18, 2019 – 737 Max Grounding Update

April 25, 2019 – Health and Safety Coordination (HASC) meeting

April 29-30, 2019 – MCO Safety Fair