



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, Sean Doyle
Date: March 8, 2019
Re: March 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 - 301

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.
7405	1/12/2019	Sent to ERC for review	IEFB/MISSING IEFB - left iPad on flight ##### the previous day
7406	1/14/2019	Sent to ERC for review	IEFB/MISSING IEFB - Flew accidentally without IEFB for 2 flights.
7412	1/15/2019	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Oversized carry-ons brought onboard
7424	1/16/2017	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Failure to screen carry-ons
7425	1/17/2019	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Oversized carry-ons brought on a/c
7430	1/18/2019	Sent to ERC for review	IEFB/NON-FUNCTIONING - My electronic flight bag froze, and does not allow access to the manual
7434	1/18/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - Slide malfunction
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
7461	1/23/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Blocked exits
7462	1/22/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left IEFB on other airplane during an aircraft swap
7466	1/24/2019	Sent to ERC for review	IEFB/MISSING IEFB - Lost EFB
7472	1/25/2019	Sent to ERC for review	CABIN READINESS/POC PLACEMENT\USE - Did not stow person oxygen in row one
7474	1/25/2019	Sent to ERC for review	CRM/CABIN CREW - CREW MEMBER REFUSAL TO FOLLOW FAM PROCEDURES AND ATTITUDE/PUSHBACK
7476	1/25/2019	Sent to ERC for review	CRM/CABIN CREW - Delay of flight and continuing diminished safety standards due to SWA requiring me remain onboard
7477	1/26/2019	Sent to ERC for review	CRM/CABIN CREW - Failure to follow outlined secure cabin procedures due to an ongoing high stress and hostile work environment.
7482	1/26/2019	Sent to ERC for review	CRM/CABIN CREW - Failure To Brief W/C PAX for evacuation procedure due to ongoing Crew Conflict Issues
7486	1/28/2019	Sent to ERC for review	OWWE/PAX BRIEFED AFTER TAKEOFF - After passengers were briefed in the emergency exit another passenger moved into the exit row. I briefed her during cruise
7487	1/26/2019	Sent to ERC for review	MAINTENANCE/OTHER - Seatbelt signs
7488	1/27/2019	Sent to ERC for review	NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - moderate turbulence. Capt. discontinued service. PAX loitered in aft galley waiting for lav
7489	1/29/2019	Sent to ERC for review	IEFB/MISSING IEFB - Had to get new iPad
7490	1/29/2019	Sent to ERC for review	IEFB/MISSING IEFB - I forgot my iPad at the hotel
7491	1/29/2019	Sent to ERC for review	PREFLIGHT DUTIES/EQUIPMENT CHECKS - Failure to report nuisance mask
7492	1/29/2019	Sent to ERC for review	CABIN READINESS/CABIN NOT SECURED - Personal item in cabinet with equipment
7493	1/24/2019	Sent to ERC for review	IEFB/NON-FUNCTIONING - delay of flight due to iefb not able to sync
7494	1/26/2019	Sent to ERC for review	PREFLIGHT DUTIES/EQUIPMENT CHECKS - International bag was not loaded on board as requested from reporting to gate
7495	1/30/2019	Sent to ERC for review	BOARDING/FA NOT IN BOARDING POSITION - Unable to be in boarding position
7496	1/30/2019	Sent to ERC for review	BOARDING/FA NOT IN BOARDING POSITION - Not in boarding position
7497	1/31/2019	Sent to ERC for review	SECURITY/SECURITY CHECKS - Prohibited item planted in fwd 800Max G2
7498	1/30/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Alcohol Related
7499	1/29/2019	Sent to ERC for review	IEFB/MISSING IEFB - I accidentally left IPAD in the forward cabin jumpseat
7500	1/31/2019	Sent to ERC for review	IEFB/MISSING IEFB - Flying a flight without Manual.
7501	1/30/2019	Sent to ERC for review	IEFB/NON-FUNCTIONING - iPad broke during this flight

7502	1/29/2019	Sent to ERC for review	IEFB/NOT SYNCHED - I was unaware that IFB update prompted the day before while charging for upcoming trip failed.
7503	1/30/2019	Sent to ERC for review	IEFB/OTHER - My sled was taken or possibly lost.
7504	2/1/2019	Sent to ERC for review	TSA/SECURITY CHECK POINT RELATED - Security issue
7505	2/1/2019	Sent to ERC for review	SECURITY/SECURITY CHECKS - Failed to notice the Aft Entry Door had blue security seal before we pushed back. Left seal intact till we arrived STL
7506	2/1/2019	Sent to ERC for review	IEFB/MISSING IEFB - paper copy of IEFB was not ready.
7507	1/31/2019	Sent to ERC for review	ILLNESS\INJURY EVENTS/PASSENGER - We had a medical emergency in the FWD part of the cabin and at one point the AFT part was unsupervised.
7508	2/1/2019	Sent to ERC for review	NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/CREW NON-COMPLIANCE - Contacted flight deck during sterile flight deck
7509	2/1/2019	Sent to ERC for review	CABIN READINESS/PAX NOT SEATED - Passenger in lavatory upon landing
7510	2/1/2019	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - Aircraft door closed prior to cabin being secured.
7511	2/2/2019	Sent to ERC for review	UNSAFE ACTIVITY/OTHER - Flight Attendants B and D would not sit down after told us to take our seats.
7512	2/1/2019	Sent to ERC for review	IEFB/MISSING IEFB - Lost EFB: printed one in MSY
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
7514	2/2/2019	Sent to ERC for review	IEFB/MISSING IEFB - I left my EFB on Aircraft I arrived on into Phoenix.
7515	2/2/2019	Sent to ERC for review	IEFB/MISSING IEFB - left IEFB on MCO excl. plane
7516	2/2/2019	Sent to ERC for review	MAINTENANCE/GIRT BAR J HOOKS - Girt bar fell out of the bracket.
7517	2/3/2019	Sent to ERC for review	IEFB/MISSING IEFB - I forgot my iPad in the MDW lounge
7518	2/3/2019	Sent to ERC for review	IEFB/NOT SYNCHED - Forgot to sync iefb
7519	2/3/2019	Sent to ERC for review	CRM/CABIN CREW - I was not notified boarding was beginning. I was not in my boarding position
7520	2/3/2019	Sent to ERC for review	CHILD RESTRAINT SYSTEM/IMPROPER PLACEMENT - Car seat (CRS) placed in row 11 which is directly fwd of the emergency exit seats.
7521	2/3/2019	Sent to ERC for review	ALCOHOL/PAX SIGNS OF INTOXICATION - Refused customer alcohol
7522	2/4/2019	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - Delay of flight due excessive bags, ops supervisor tried to close AC door when cabin not secure, OWWE not briefed
7523	2/4/2019	Sent to ERC for review	CABIN PET\SERVICE ANIMAL/OTHER - Dog carrier in bulkhead row

7524	2/4/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Delay of flight for having to get food.
7525	2/4/2019	Sent to ERC for review	TURBULENCE/OTHER - Customer service
7526	2/4/2019	Sent to ERC for review	TURBULENCE/OTHER - Flight deck failed to communicate anticipated turbulence or address it once we encountered it mid-flight.
7527	2/4/2019	Sent to ERC for review	OWWE/PREBOARD PAX OCCUPIED EXIT SEAT – Pre-boarded passenger moved from seated position to an exit row seat.
7528	2/4/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - My Company ID expired at the end of January.
7529	2/4/2019	Sent to ERC for review	CABIN EQUIPMENT/FIRST AID - FAK, hazard cleanup kit, and rescue mask all needed to be replaced and only FAK was replaced
7530	2/4/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Boarded aircraft without company identification
7531	2/4/2019	Sent to ERC for review	SPECIAL PAX/COS - Extra seat at the over wing exit
7532	2/2/2019	Sent to ERC for review	CABIN EQUIPMENT/EMERGENCY EQUIPMENT - The AFT Megaphone appears to be installed in a non-standard manner. Handle extending slightly out of galley space.
7533	2/1/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - minimum crew violation
7534	2/3/2019	Sent to ERC for review	IEFB/MISSING IEFB - misplaced iPad
7535	2/5/2019	Sent to ERC for review	IEFB/MISSING IEFB - I left my IEFB charging in the BWI lounge
7536	2/5/2019	Sent to ERC for review	CRM/CABIN CREW - Aircraft pushed back before emergency equipment in aft galley was checked & aft doors were armed
7537	2/2/2019	Sent to ERC for review	NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - Clear Zone Violation
7538	2/4/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Armed door, strap displayed unarmed
7539	2/6/2019	Sent to ERC for review	OWWE/PAX BRIEFED AFTER TAKEOFF - “C” FA forgot to brief the OWWE, remembered when cleared. Thought I saw her but she was chatting.
7540	2/4/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Pilots distracting during door disarming
7542	2/6/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - I forgot my passport
7543	2/6/2019	Sent to ERC for review	CABIN EQUIPMENT/LAVATORY - Aft lavatory doors placarded to lock during taxi, takeoff, and landing without known corresponding procedures
7544	2/6/2019	Sent to ERC for review	TURBULENCE/OTHER - Very short 41-minute flight with turbulence, didn’t finish cabin cleanup and get in jumpseat quick enough.
7545	2/5/2019	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - PAX was moved from exit row to another seat due to leg brace during taxi
7546	2/4/2019	Sent to ERC for review	ILLNESS\INJURY EVENTS/CABIN CREW - hurt my shoulder helping a pax put their roller bag in the OHB
7547	2/5/2019	Sent to ERC for review	IEFB/MISSING IEFB - Did not have IEFB with me
7548	1/30/2019	Sent to ERC for review	CRM/AGENTS - Carry On bags blocking emergency exits

7549	2/7/2019	Sent to ERC for review	GROUND OPS COMMUNICATION PROCEDURES/CARRY ON BAG POLICY NOT ENFORCED - Oversized carry-ons brought onboard
7550	2/7/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left iPad on the plane before
7551	2/5/2019	Sent to ERC for review	OWWE/PETS IN OWWE - Undetected dog carrier in exit row.
7552	2/6/2019	Sent to ERC for review	IEFB/MISSING IEFB - Retrieving I pad from OPS and Delay of a flight
7553	2/7/2019	Sent to ERC for review	TURBULENCE/OTHER - Crew safety
7554	2/7/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left IEFB on previous aircraft.
7555	2/7/2019	Sent to ERC for review	IEFB/MISSING IEFB - left IPAD on previous aircraft
7556	2/8/2019	Sent to ERC for review	SECURITY/SECURITY CHECKS - Security Check
7557	2/4/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left iefb/iPad on previous flight leg
7558	2/7/2019	Sent to ERC for review	SECURITY/SECURITY CHECKS - security seal on aft non-provisioning door. Seal #####
7559	2/8/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DOOR PROCEDURE\OTHER DEPARTMENT - Galley door opened by provisioning before door disarmed
7560	2/7/2019	Sent to ERC for review	ILLNESS\INJURY EVENTS/PASSENGER - PAX with active MRSA case on board. NONE of the crew notified so that we could take precautions against infection
7561	2/4/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - left the aircraft
7562	2/7/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Boarding lights
7563	2/6/2019	Sent to ERC for review	MINIMUM CREW/THROUGH FLIGHT - minimum crew requirement
7564	2/9/2019	Sent to ERC for review	MINIMUM CREW/THROUGH FLIGHT - inbound crew deplaned leaving through pax unattended
7565	2/9/2019	Sent to ERC for review	IEFB/MISSING IEFB - Missing IEFB
7566	2/9/2019	Sent to ERC for review	IEFB/MISSING IEFB - I left my manual at the hotel.
7567	2/9/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left iPad on last aircraft and had to run back to get it
7568	2/9/2019	Sent to ERC for review	IEFB/NON FUNCTIONING - FAM was not accessible
7569	2/9/2019	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - Parents in Exit row
7570	2/9/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left iefb at hotel.
7572	2/10/2019	Sent to ERC for review	IEFB/LOW BATTERY - not fully charged iPad
7573	2/10/2019	Sent to ERC for review	IEFB/MISSING IEFB - iPad taken off plane
7574	2/10/2019	Sent to ERC for review	IEFB/MISSING IEFB - IFEB was left at the gate in MDW

7575 2/9/2019 Sent to ERC for review CABIN EQUIPMENT/EMERGENCY EQUIPMENT - Megaphone wasn't working. Maintenance didn't have batteries. Capt. used his. Wasn't working again upon landing in PHX

7576 2/10/2019 Sent to ERC for review CABIN EQUIPMENT/COMMUNICATION SYSTEM - Boarding without pilots

7577 2/10/2019 Sent to ERC for review GROUND OPS COMMUNICATION/PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - Operations agents closing the FWD entry door without checking if the cabin is secure.

7578 2/9/2019 Sent to ERC for review NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON COMPLIANCE - Passenger lit up a cigarette in the aft lav

7579 2/11/2019 Sent to ERC for review AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Cross check was completed, I verified the bar was removed and didn't notice the strap was still in place.

7580 2/9/2019 Sent to ERC for review IEFB/MISSING IEFB - I didn't have my iPad

7581 2/11/2019 Sent to ERC for review IEFB/OTHER - REQUIRED ITEM(S) -IPAD SLED

7582 2/10/2019 Sent to ERC for review NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - pax misconduct, non-compliance, theft, obstruction of safety related duties

7583 2/1/2019 Sent to ERC for review PREFLIGHT DUTIES/EQUIPMENT CHECKS - I don't remember if I asked the C FA if the overwing exit was briefed and if I did equipment check

7584 2/11/2019 Sent to ERC for review IEFB/LOW BATTERY - Failure to have EFB at 90%

7585 2/11/2019 Sent to ERC for review IEFB/MISSING IEFB - Missing iPad

7586 2/11/2019 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS/DEMO - Taxing in announcements was not done.

7587 2/10/2019 Sent to ERC for review TURBULENCE/OTHER - Unable To Complete Full Service Due To Heavy Moderate Turbulence -Dangerous To be Out Of Our Jumpseats

7588 2/11/2019 Sent to ERC for review GROUND OPS COMMUNICATION/PROCEDURES/OTHER - Operations agent did not check any of the flight attendant's ID's prior to FA's entering the jetway to the aircraft.

7589 2/11/2019 Sent to ERC for review AIRCRAFT DOOR\SLIDE/ARMING PROCEDURE - PA was not made or not heard and back doors were not armed before flight deck door was closed

7590 2/10/2019 Sent to ERC for review AIRCRAFT DOOR\SLIDE/ARMING PROCEDURE - I witnessed the D flight attendant arming door before the fwd entry door was closed, and disarming door early on arrival

7591 2/11/2019 Sent to ERC for review IEFB/MISSING IEFB - Manual missing

7592 2/11/2019 Sent to ERC for review AIRCRAFT DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - I cracked the door after the provisioning agent knocked; the slide was still engaged but did not deploy.

7593 2/11/2019 Sent to ERC for review NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - Deadheading flight attendant standing in the aisle insisting on handing out snacks when seatbelt sign illuminated

7594 2/10/2019 Sent to ERC for review JUMPSEAT/EXTRA CABIN JUMPSEAT RIDER - Non rev flight attendant texting etc. on cell phone during taxi, take off and below 10,000 feet

7595	2/10/2019	Sent to ERC for review	CRM/PILOTS - Pax 29A non compliant and verbally aggressive
7597	2/12/2019	Sent to ERC for review	CABIN EQUIPMENT/EMERGENCY EQUIPMENT - Emergency equipment in improper locations.
7598	2/9/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Customs Forms Not Handed Out to Pax
7599	2/10/2019	Sent to ERC for review	SPECIAL PAX/OTHER - Problem with LEO and storage of his Weapon
7600	2/12/2019	Sent to ERC for review	IEFB/MISSING IEFB - Lost iefb and Sled
7601	2/12/2019	Sent to ERC for review	IEFB/MISSING IEFB - I left my EFB in the lounge charging and had it brought to me during boarding by a supervisor-
7602	2/11/2019	Sent to ERC for review	JUMPSEAT/NOT SECURED IN JUMPSEAT TAKEOFF\LANDING - Not on Jumpseat during landing
7603	2/13/2019	Sent to ERC for review	IEFB/LOW BATTERY - I didn't have my iPad at 90% was at 71%
7604	2/13/2019	Sent to ERC for review	IEFB/MISSING IEFB - Missing ipad
7605	2/13/2019	Sent to ERC for review	PILOT COMMUNICATION PROCEDURES/LANDING NOTIFICATION - Failed to properly secure galley and cabin due to lack of communication from flight deck.
7606	2/12/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Made FA disarm announcement and Jet bridge not moving
7607	2/12/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - ID expired at out station
7608	2/13/2019	Sent to ERC for review	JUMPSEAT/NOT SECURED IN JUMPSEAT TAKEOFF\LANDING - FA A Doing Compliance on Take Off Roll
7609	2/13/2019	Sent to ERC for review	OWWE/PAX BRIEFED AFTER DOOR CLOSURE - One gentleman said I didn't brief OW other pax said I did. I debriefed and filed ASAP
7610	2/13/2019	Sent to ERC for review	MINIMUM CREW/THROUGH FLIGHT - Only 1fa on with thru passengers by accident.
7611	2/13/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left IEFB on flight.
7612	2/13/2019	Sent to ERC for review	IEFB/MISSING IEFB - I left my iPad on the plane and realized I didn't have it when I was on my DH.
7613	2/13/2019	Sent to ERC for review	IEFB/LOW BATTERY - IEFB below 90%
7614	2/14/2019	Sent to ERC for review	OWWE/PETS IN OWWE - during service found a dog at over wing, in a black bag, not pet. Carrier, asked to move for remainder
7615	2/14/2019	Sent to ERC for review	CRM/AGENTS - Ontime Performance Operational Factors
7617	2/14/2019	Sent to ERC for review	IEFB/MISSING IEFB - Couldn't find iPad during a pre-check/ found it later
7618	2/14/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Recycle forward entry door without disarming
7619	2/13/2019	Sent to ERC for review	SECURITY/SECURITY CHECKS - Security check paperwork not signed.
7620	2/14/2019	Sent to ERC for review	CRM/AGENTS - Boarding one hour prior to scheduled departure due to late arriving passengers
7621	2/14/2019	Sent to ERC for review	OWWE/PETS IN OWWE - animal in exit row
7622	2/15/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - 45-minute report for international flights

7623	2/15/2019	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Ops agent started boarding. Flight attendants were still tidying aircraft and not in boarding positions
7624	2/14/2019	Sent to ERC for review	JUMPSEAT/DID NOT OCCUPY ASSIGNED JUMPSEAT - Landed in Aft Jumpseat, instead of assigned FWD jumpseat
7625	2/8/2019	Sent to ERC for review	IEFB/NOT SYNCHED - Stopped boarding and did not allow passengers on plane Since I had to step off aircraft to Sync IEFB per FAR safety regulations.
7626	2/15/2019	Sent to ERC for review	IEFB/MISSING IEFB - IEFB stolen
7627	2/15/2019	Sent to ERC for review	JUMPSEAT/EXTRA CABIN JUMPSEAT RIDER - 4th sleeping on jump seat, wearing headphones, watching TV during takeoff/landing
7628	2/15/2019	Sent to ERC for review	ALCOHOL/CONSUMED OWN ALCOHOL - PAX boarding with alcohol
7630	2/15/2019	Sent to ERC for review	CABIN READINESS/CABIN NOT SECURED - Predeparture compliance checks
7631	2/15/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS/DEMO - I failed to give opening PA
7632	2/14/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left iPad on previous a/c during swap. Found during setup for next flight
7633	2/15/2019	Sent to ERC for review	BOARDING/FA NOT IN BOARDING POSITION - Briefing with Captain and addressing an issue with a large roller bag in first overhead bin
7634	2/15/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS/DEMO - Forgot arrival announcement.
7635	2/13/2019	Sent to ERC for review	CRM/PILOTS - Safely concern missing exit row placard
7636	2/15/2019	Sent to ERC for review	ALCOHOL/PAX SIGNS OF INTOXICATION - Alcohol
7637	2/8/2019	Sent to ERC for review	IEFB/MISSING IEFB - left across street at hotel charging
7638	2/15/2019	Sent to ERC for review	IEFB/MISSING IEFB - IFB
7639	2/15/2019	Sent to ERC for review	SECURITY/OTHER - Pax gave me a box cutter didn't know origin in his bag, didn't see mgr. gave to provisioned (they use them) filed ASAP
7640	2/14/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left F/A Manual and apron on inbound AUS flight. We had unscheduled aircraft change.
7641	2/14/2019	Sent to ERC for review	OWWE/PREBOARD PAX OCCUPIED EXIT SEAT - Unsure if pre-board sat in exit row
7642	2/15/2019	Sent to ERC for review	ILLNESS\INJURY EVENTS/PASSENGER - Passenger illness
7643	2/16/2019	Sent to ERC for review	IEFB/MISSING IEFB - IEFB was not present
7644	2/17/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Possibly delay of flight
7645	2/16/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Feet on bulkhead wall
7646	2/17/2019	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - ROC allowed on/ boarded a non-rev with just me (1j FA onboard.
7647	2/12/2019	Sent to ERC for review	SECURITY/PAX MISCONDUCT (THREAT LEVEL) - Passenger attempted to open Main Cabin Door and Flight Deck Door in flight.

7648	2/17/2019	Sent to ERC for review	ILLNESS\INJURY EVENTS\CABIN CREW - Hard Landing Causing Injury
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.
7650	2/17/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE\DISARMING PROCEDURE - I failed to disarm my doors!
7652	2/18/2019	Sent to ERC for review	CRM/AGENTS - Deplaning on maintenance delay
7653	2/17/2019	Sent to ERC for review	IEFB/OTHER - Safety related, FA not storing EFB in proper location
7654	2/18/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left IEFB onboard last aircraft flight #####, did not have it for Flight #####
7655	2/18/2019	Sent to ERC for review	SECURITY/FLIGHT DECK DOOR NOT LATCHED\LOCKED - Failure in locking flight deck door
7656	2/18/2019	Sent to ERC for review	CABIN READINESS/POC PLACEMENT\USE - Wheelchair Passenger sat in front row of aircraft with POC under her seat (in front of Row 2)
7657	2/19/2019	Sent to ERC for review	CRM/PILOTS - Push back before Flight Deck door closed
7658	2/15/2019	Sent to ERC for review	IEFB/OTHER - Required item-iPad sled
7659	2/18/2019	Sent to ERC for review	BOARDING/OTHER - Boarded with no pilots, aircraft off
7660	2/19/2019	Sent to ERC for review	OWWE/PAX BRIEFED AFTER DOOR CLOSURE - failure to ask C if exit rows had been briefed prior to door closure. Briefing was complete before pushback
7661	2/19/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE\PARTIAL SLIDE DEPLOYMENT - The girt bar was not totally in brackets. Slide did not blow, but slid out of container.
7662	2/20/2019	Sent to ERC for review	IEFB/LOW BATTERY - Failed gate check
7663	2/20/2019	Sent to ERC for review	IEFB/MISSING IEFB - Discovered I inadvertently left my IEFB on previous flight due to aircraft swap & I had flown BWI to HOU sans IEFB
7664	2/20/2019	Sent to ERC for review	PREFLIGHT DUTIES/EQUIPMENT CHECKS - Could not preflight under the sink in the lav. maintenance taped it off prior to me boarding Captain said it was ok
7665	2/20/2019	Sent to ERC for review	IEFB/MISSING IEFB - right before boarding I couldn't find my iPad I notified scheduling and boarding was held iPad was found before boarding
7666	2/21/2019	Sent to ERC for review	NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - inflight sup doing audit notified me that pax wasn't wearing seat belt, asked the pax to buckle and they complied
7667	2/21/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE\ARMING PROCEDURE - flight attendant used her feet to arm slide into brackets
7668	2/18/2019	Sent to ERC for review	IEFB/MISSING IEFB - I accidentally left my iPad on the plane
7670	2/22/2019	Sent to ERC for review	IEFB/NON-FUNCTIONING - Unable to charge iPad
7671	2/21/2019	Sent to ERC for review	IEFB/MISSING IEFB - I lost my iefb

7672 2/21/2019 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Inadvertently and unknowingly flew this flight with an expired company ID badge

7673 2/21/2019 Sent to ERC for review GROUND OPS COMMUNICATION PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - Jetway was pulled back with cabin door half open

7674 2/21/2019 Sent to ERC for review JUMPSEAT/EXTRA CABIN JUMPSEAT RIDER - 4th jump seater almost popped slide

7675 2/22/2019 Sent to ERC for review AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Provisioning agent attempted to open an armed galley service door.

7676 2/22/2019 Sent to ERC for review CABIN READINESS/GALLEY NOT SECURE - Galley latch was secure but opened.

7677 2/23/2019 Sent to ERC for review MAINTENANCE/GIRT BAR J HOOKS - Girt bar/Door

7678 2/22/2019 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - EXCESSIVE TRASH IN AFT LAV INBOUND. CARTS NOT EMPTIED FOR NEW FLT. MORE TRASH LEFT IN AFT LAV.

7679 2/24/2019 Sent to ERC for review CABIN READINESS/POC PLACEMENT\USE - Passenger seated on aisle with POC

7680 2/23/2019 Sent to ERC for review CABIN AIR QUALITY/FUMES - Fuel spill

7681 2/22/2019 Sent to ERC for review CRM/AGENTS - Failure to have child over 2 in a seat

7682 2/23/2019 Sent to ERC for review BOARDING/FA NOT IN BOARDING POSITION - Not in boarding position because of assisting paraplegic pax on board.

7683 2/23/2019 Sent to ERC for review IEFB/MISSING IEFB - I discovered that I had left my IEFB charging in the DEN lounge once I started to get up for service.

7684 2/24/2019 Sent to ERC for review OWWE/PREBOARD PAX OCCUPIED EXIT SEAT - Pre-board passengers sat at the OWWE

7685 2/23/2019 Sent to ERC for review IEFB/MISSING IEFB - I forgot my iPad at home.

7686 2/24/2019 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS/DEMO - No DEMO

7687 2/23/2019 Sent to ERC for review MAINTENANCE/GIRT BAR J HOOKS - Provision unable to open FWD Galley Service Door

7688 2/24/2019 Sent to ERC for review AIRCRAFT DOOR\SLIDE/ARMING PROCEDURE - Air start procedure required deviation from door arming procedure per the captain

7689 2/24/2019 Sent to ERC for review IEFB/MISSING IEFB - Left my IEFB on the plane after aircraft swap

7690 2/24/2019 Sent to ERC for review IEFB/MISSING IEFB - Left iPad in galley of overnight plane and realized in the morning when getting everything together for the day

7691 2/22/2019 Sent to ERC for review IEFB/MISSING IEFB - I left my EFB on the aircraft swap and went back to retrieve it immediately before boarding.

7693 2/25/2019 Sent to ERC for review IEFB/NOT SYNCHED - Was not able to sync iPad before training started because of no wi-fi

7694 2/21/2019 Sent to ERC for review IEFB/LOW BATTERY - iPad battery drained to 48 percent from time I left commuter hotel to the report time at gate

7695 2/25/2019 Sent to ERC for review CABIN EQUIPMENT/COMMUNICATION SYSTEM - Operation supervisor boarded plane with no power/inflight supervisor said it was ok

7696 2/23/2019 Sent to ERC for review SPECIAL PAX/UMs - Didn't receive UM paperwork from OP's

7697	2/19/2019	Sent to ERC for review	PREFLIGHT DUTIES/EQUIPMENT CHECKS - Disorder and disarray impacts duties and causes confusion for work groups and passengers
7698	2/25/2019	Sent to ERC for review	IEFB/MISSING IEFB - Aircraft swap left behind the
7699	2/26/2019	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Gate check interrupts flight attendant duties
7700	2/24/2019	Sent to ERC for review	IEFB/MISSING IEFB - EFB was left on last aircraft. I didn't have EFB
7701	2/23/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - leave A/C momentarily to explain to ops and parent why um needed to go on next flight
7702	2/25/2019	Sent to ERC for review	JUMPSEAT/NOT SECURED IN JUMPSEAT TAKEOFF\LANDING - Was not in my jump seat and didn't inform we were ready for departure
7703	2/26/2019	Sent to ERC for review	CABIN READINESS/CABIN NOT SECURED - Passenger seatback not locking properly
7704	2/26/2019	Sent to ERC for review	OWWE/PAX BRIEFED AFTER DOOR CLOSURE - Failed to brief exit rows do to passenger assistance required
7705	2/25/2019	Sent to ERC for review	TURBULENCE/FA INJURY - Landed in severe wind shear
7707	2/27/2019	Sent to ERC for review	IEFB/OTHER - I had my sled with my apron and didn't bring to class
7708	2/24/2019	Sent to ERC for review	MINIMUM CREW/THROUGH FLIGHT - I was Asked to leave the AC with 19 Through PAX with only 1 FA onboard by Ground OPS to work another flight.
7709	2/26/2019	Sent to ERC for review	MINIMUM CREW/THROUGH FLIGHT - Crew change
7710	2/26/2019	Sent to ERC for review	BOARDING/PRELOADING THE JETBRIDGE - PASSENGERS IN JETWAY PRIOR TO FULL CREW BEING ONBOARD THE AIRCRAFT
7711	2/27/2019	Sent to ERC for review	JUMPSEAT/NOT SECURED IN JUMPSEAT TAKEOFF\LANDING - Pilots elected to take off without my "cleared for departure" PA while I was still walking up the aisle.
7712	2/27/2019	Sent to ERC for review	IEFB/MISSING IEFB - Just prior to door closing reached in flight bag and realized my bag containing my IEFB. wax missing
7713	2/27/2019	Sent to ERC for review	CABIN EMERGENCY/FIRE - Realization from ETOPS Validation Flight Scenario: Need for further training on duty delegation during emergencies.
7714	2/26/2019	Sent to ERC for review	JUMPSEAT/DID NOT OCCUPY ASSIGNED JUMPSEAT - "C" F/A landed in the back. I had no communication this was going to occur. Flight Deck was unaware also
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
7716	2/28/2019	Sent to ERC for review	ALCOHOL/CONSUMED OWN ALCOHOL - Pax drinking own alcohol
7718	2/28/2019	Sent to ERC for review	IEFB/LOW BATTERY - Efb battery
7719	2/21/2019	Sent to ERC for review	IEFB/LOW BATTERY - I plugged my iPad in the hotel and this morning put it in my bag, it was up 2 date and it was only charged to 55%.
7720	2/28/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - Took a couple steps off aircraft to drop off bag for Provo

7721	2/16/2019	Sent to ERC for review	NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - Pax Smoking a vape in the lav
7722	2/25/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE - Checking phone for time, gate information, connections for PAX and crew for plane swap with delay.
7723	2/28/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Delayed Departure
7724	2/28/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Lost badge
7725	2/27/2019	Sent to ERC for review	ALCOHOL/CONSUMED OWN ALCOHOL - Passenger consumed own alcohol even after told he could not
7726	2/28/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left IEFB on previous aircraft due to reschedule in ATL
7727	2/28/2019	Sent to ERC for review	ALCOHOL/PAX SIGNS OF INTOXICATION - Intoxicated passengers allowed to fly
7728	2/28/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Disarm/cross check aft galley door
7729	2/26/2019	Sent to ERC for review	IEFB/MISSING IEFB - Flew without my iPad
7730	3/1/2019	Sent to ERC for review	GROUND OPS COMMUNICATIONPROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Oversized bag brought on board
7731	2/28/2019	Sent to ERC for review	IEFB/MISSING IEFB - OE NAME took my IEFB when he deplaned in Dallas.
7732	2/26/2019	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Flight attendant not in boarding position
7733	3/2/2019	Sent to ERC for review	NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - Noncompliance passenger with loud music on aircraft
7734	3/1/2019	Sent to ERC for review	GROUND OPS COMMUNICATIONPROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Passenger boarded reeking of marijuana also had issues with carry-on bags
7735	3/2/2019	Sent to ERC for review	IEFB/MISSING IEFB - failed to locate iefb
7736	3/2/2019	Sent to ERC for review	ALCOHOL/PAX SIGNS OF INTOXICATION - ALOCHOL RELATED
7737	3/2/2019	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - Underage seating in Over Wing Window Exit
7738	3/2/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left IEFB on prior aircraft
7739	3/1/2019	Sent to ERC for review	IEFB/MISSING IEFB - plane change- left iPad on the previous plane
7740	3/3/2019	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - During deplaning pax informed me that another pax in exit row had a cane
7742	3/3/2019	Sent to ERC for review	IEFB/MISSING IEFB - IEFB left at hotel
7743	3/3/2019	Sent to ERC for review	GROUND OPS COMMUNICATIONPROCEDURES/CARRYON BAG POLICY NOT ENFORCED – PAX boarding with too many bags
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.

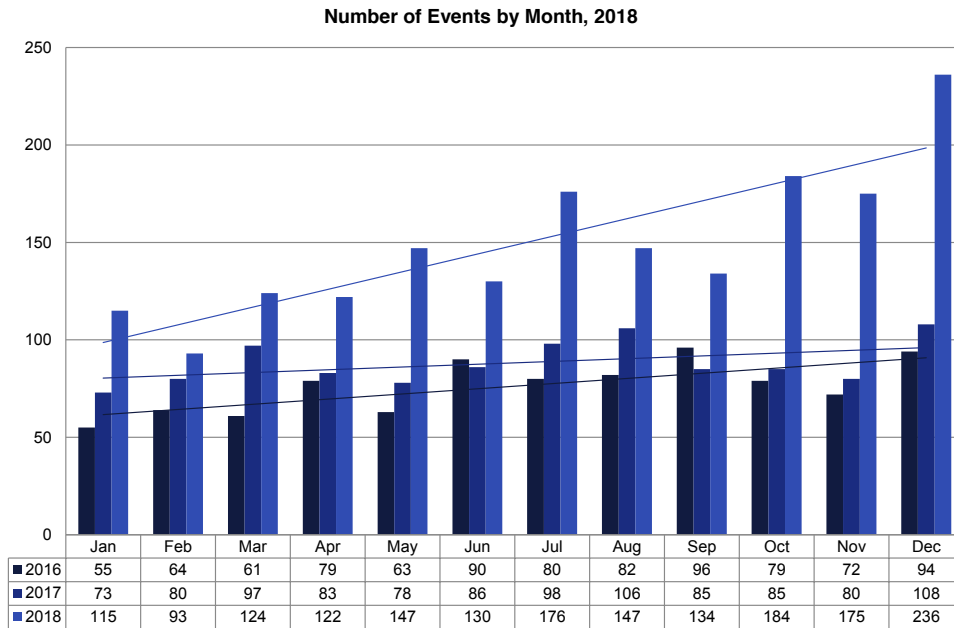
7746	3/4/2019	Sent to ERC for review	JUMPSEAT/INOOPERATIVE - No close seat or jumpseat to sit on during turbulence
7747	3/1/2019	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Boarding of passengers prior to security checks complete
7748	2/3/2019	Sent to ERC for review	SECURITY/FLIGHT DECK DOOR NOT LATCHED/LOCKED - Flight Deck door inadvertently opened during take-off even though it was closed and locked prior to pushback
7749	3/3/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - I failed to cross check the armed doors with the C flight attendant and cracked my door while it was still armed.
7750	3/4/2019	Sent to ERC for review	IEFB/NOT SYNCHED - IEFB Sync button stuck
7751	3/4/2019	Sent to ERC for review	SPECIAL PAX/LAP CHILDREN - 2 lap babies found in one row
7752	3/4/2019	Sent to ERC for review	IEFB/LOW BATTERY - EFIB not charged to 90% due to it running down overnight
7753	3/4/2019	Sent to ERC for review	SPECIAL PAX/DISABLED - Personal item in bulkhead no stowage area during takeoff
7754	3/4/2019	Sent to ERC for review	CABIN EQUIPMENT/COMMUNICATION SYSTEM - Fwd interphone intermittent failure
7756	3/5/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - I did not bring my working wrist watch into recurrent training it was unintentional and left in my vehicle
7757	3/1/2019	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Failure to be in boarding position
7758	3/1/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - Failure to be in boarding position
7759	3/4/2019	Sent to ERC for review	CABIN READINESS/CARRYONS NOT STOWED - During taxi, I allowed a passenger to get out of his seat to put a bag into the overhead bin.
7760	3/5/2019	Sent to ERC for review	PREFLIGHT DUTIES/EQUIPMENT CHECKS - FTR
7761	3/1/2019	Sent to ERC for review	IEFB/NOT SYNCHED - I did not sync my iPad
7762	3/1/2019	Sent to ERC for review	IEFB/NOT SYNCHED - I did not have my iPad synced
7763	3/6/2019	Sent to ERC for review	OWWE/PAX BRIEFED AFTER TAKEOFF - Forgot to brief exit row
7765	3/6/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/ARMING PROCEDURE - Aborted take off
7766	2/27/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/ARMING PROCEDURE - C Flight Attendant used her feet to arm the door
7767	3/3/2019	Sent to ERC for review	OWWE/OTHER - Exit row briefing confusion
7768	3/4/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left IEFB on IB DH Flight from SDF & did not have it when heading to new gate for departure
7769	3/6/2019	Sent to ERC for review	TURBULENCE/OTHER - I was anxious to begin service on a very short 26-minute flight and I forgot to make my service announcement.
7770	3/5/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left iPad on previous aircraft

7771	3/6/2019	Sent to ERC for review	OWWE/PREBOARD PAX OCCUPIED EXIT SEAT – Pre-boarder sat in the exit row
7773	3/6/2019	Sent to ERC for review	BOARDING/PRELOADING THE JETBRIDGE - Ops agent stacked the jetway w pax
7774	3/6/2019	Sent to ERC for review	CABIN READINESS/GALLEY NOT SECURE - Cabin and galley not fully secure for landing
7775	3/6/2019	Sent to ERC for review	BOARDING/PRELOADING THE JETBRIDGE - Customers in jetway waiting to pre-board, when minimum crew is not met
7776	3/6/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Expired id
7777	3/5/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Unable to Crosscheck C's cabin door, it had already been cracked.
7778	3/6/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - Boarding Without All Flight Attendants Onboard
7779	3/6/2019	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Delay due to carry-ons
7780	3/7/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - I did the PA to disarm and cross check doors for arrival, but crew in the Aft of the plane did not hear PA.
7781	3/6/2019	Sent to ERC for review	CABIN PET\SERVICE ANIMAL/OTHER - Customer and her pets removed from flight for failing to follow the instructions of the flight crew
7782	3/7/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left iPad on flight to LIT, got paper manual in LIT, EFB in MCO, didn't sync properly.
7783	3/4/2019	Sent to ERC for review	IEFB/MISSING IEFB - upon deplaning ops checked to make sure all F/A's had iefbs realized I did not

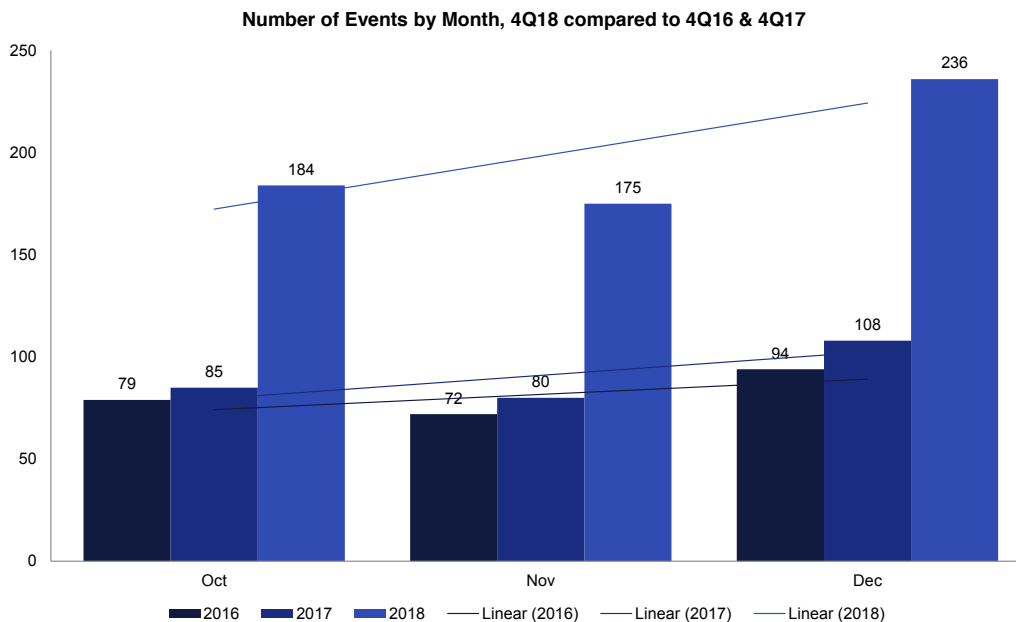
ASAP Reports received 2019 Year-to-Date:	400
Accepted Reports Year-to-Date:	95
Excluded Reports to date:	4
Open Reports:	301
ASAP Reports received 2018 Year-to-Date:	1716
Total Reports Received in 2017	947
Total Reports Received over the Life of Program	8391

ASAP Q4 2018 REVIEW

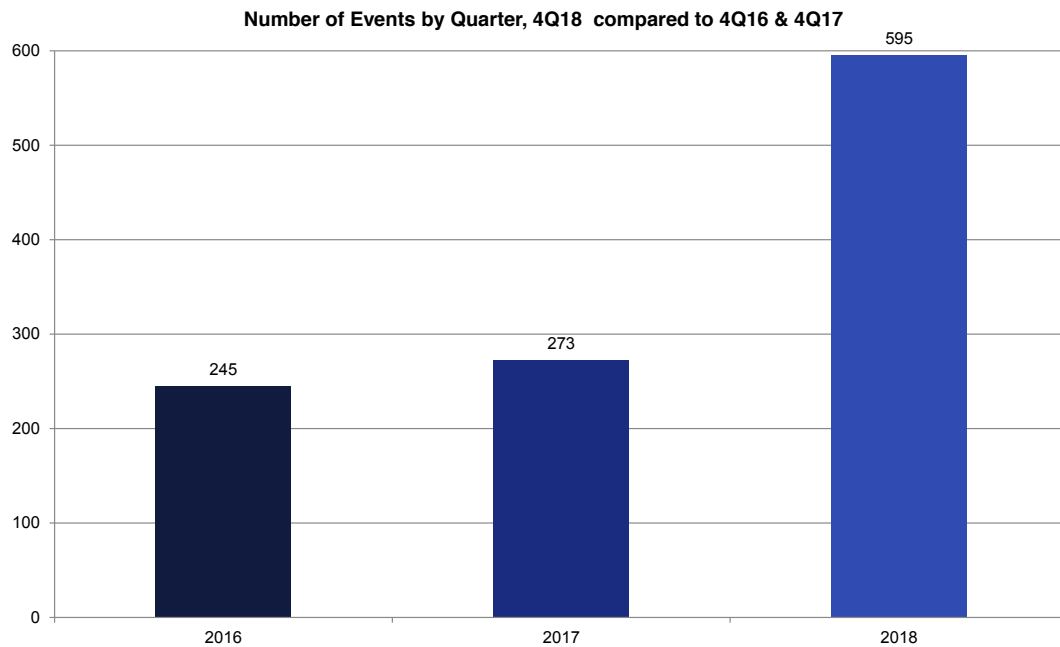
Growth of the program



Growth of the program



Growth of the program, continued



Growth of the program, continued

ASAP Report Growth				
Year	Oct	Nov	Dec	% Change
2016	79	72	94	
2017	85	80	108	
2018	184	175	236	
2017 Growth	8%	11%	15%	11%
2018 Growth	116%	119%	119%	118%

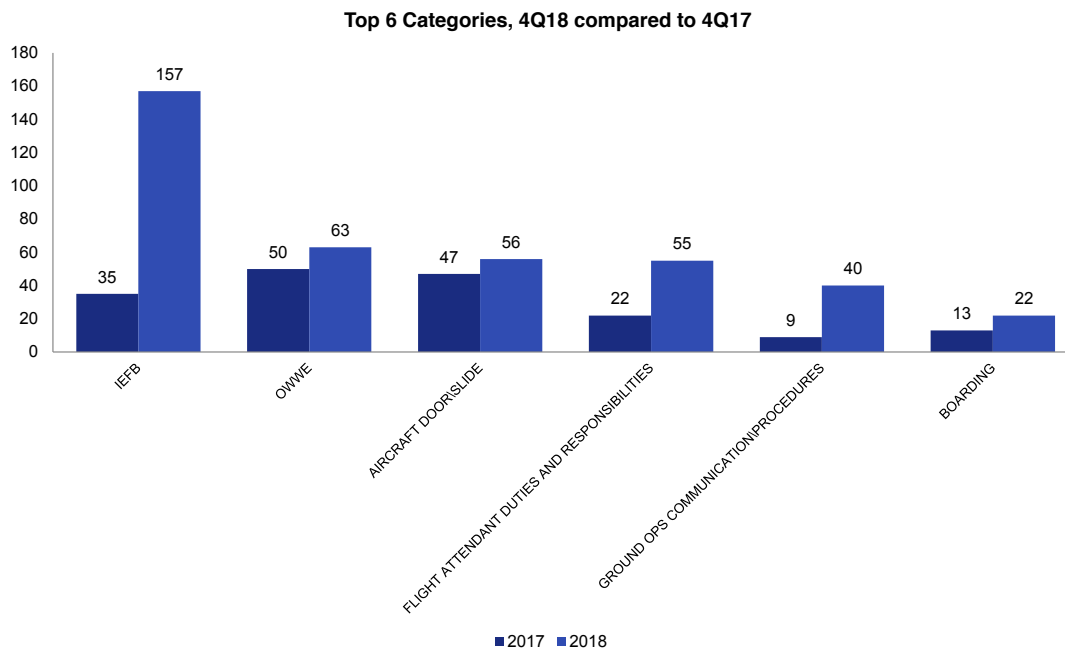
ASAP Report Growth, Less IEFB Reports				
Year	Oct	Nov	Dec	% Change
2016	79	72	94	
2017	78	69	91	
2018	132	125	181	
2017 Growth	-1%	-4%	-3%	-3%
2018 Growth	69%	81%	99%	83%

Growth of the program, continued

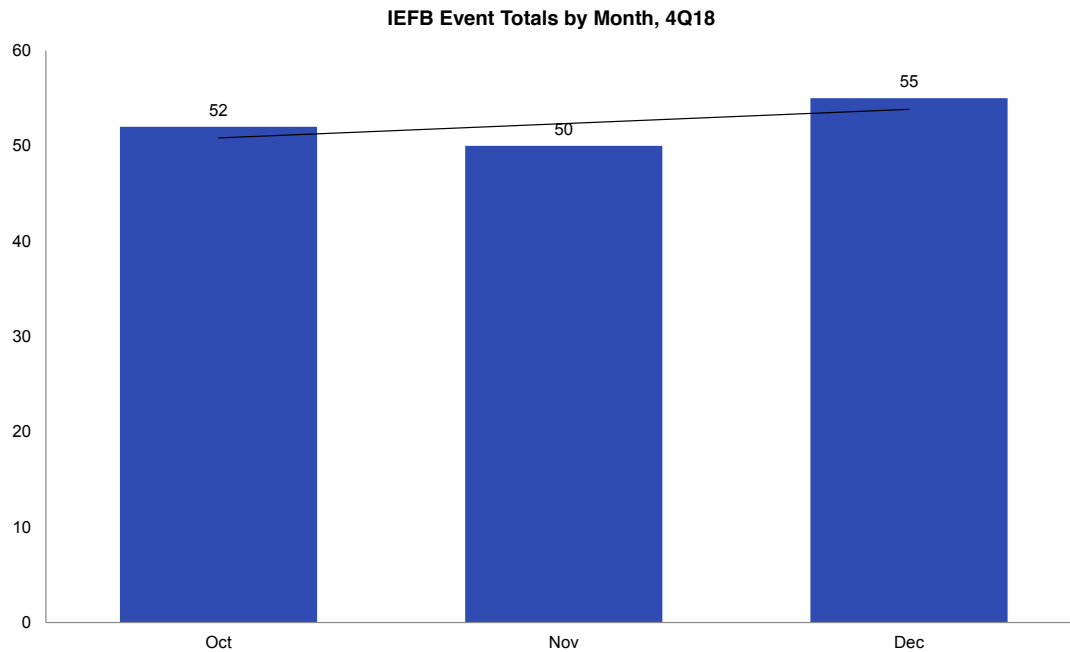
ASAP Report Growth													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	% Change
2016	55	64	61	79	63	90	80	82	96	79	72	94	
2017	73	80	97	83	78	86	98	106	85	85	80	108	
2018	115	93	124	122	147	130	176	147	134	184	175	236	
2017 Growth	33%	25%	59%	5%	24%	-4%	23%	29%	-11%	8%	11%	15%	18%
2018 Growth	58%	16%	28%	47%	88%	51%	80%	39%	58%	116%	119%	119%	68%

ASAP Report Growth, Less IEFB Reports													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	% Change
2016	55	64	61	79	63	90	80	82	96	79	72	94	
2017	69	73	92	78	71	79	91	93	71	78	69	91	
2018	90	63	83	93	102	106	139	109	101	132	125	181	
2017 Growth	25%	14%	51%	-1%	13%	-12%	14%	13%	-26%	-1%	-4%	-3%	7%
2018 Growth	30%	-14%	-10%	19%	44%	34%	53%	17%	42%	69%	81%	99%	39%

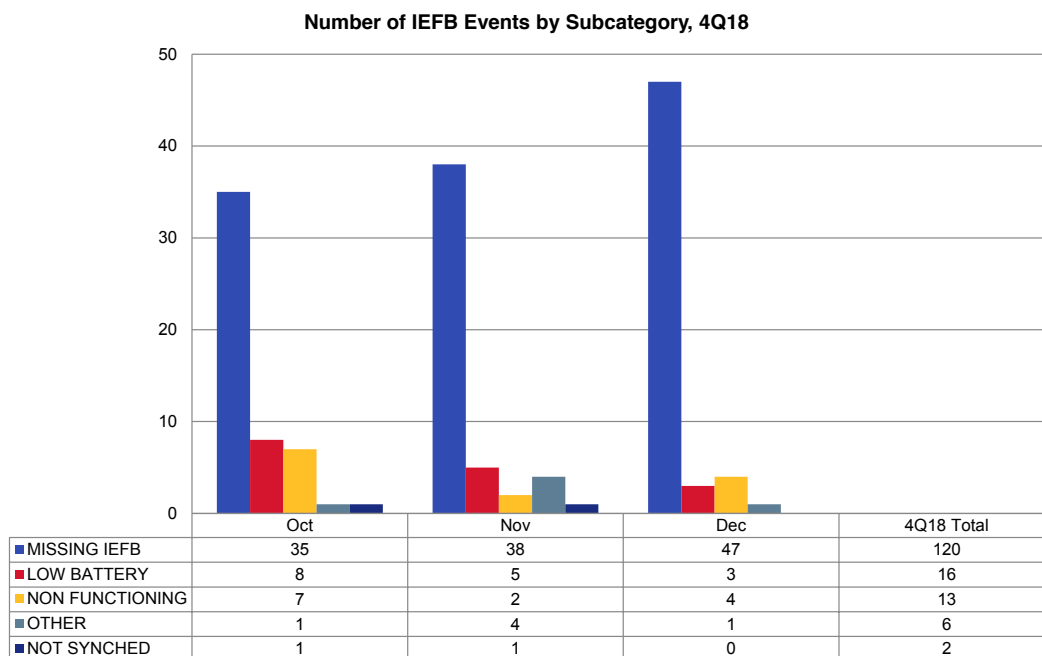
Taxonomy of reported events



Taxonomy of reported events, continued

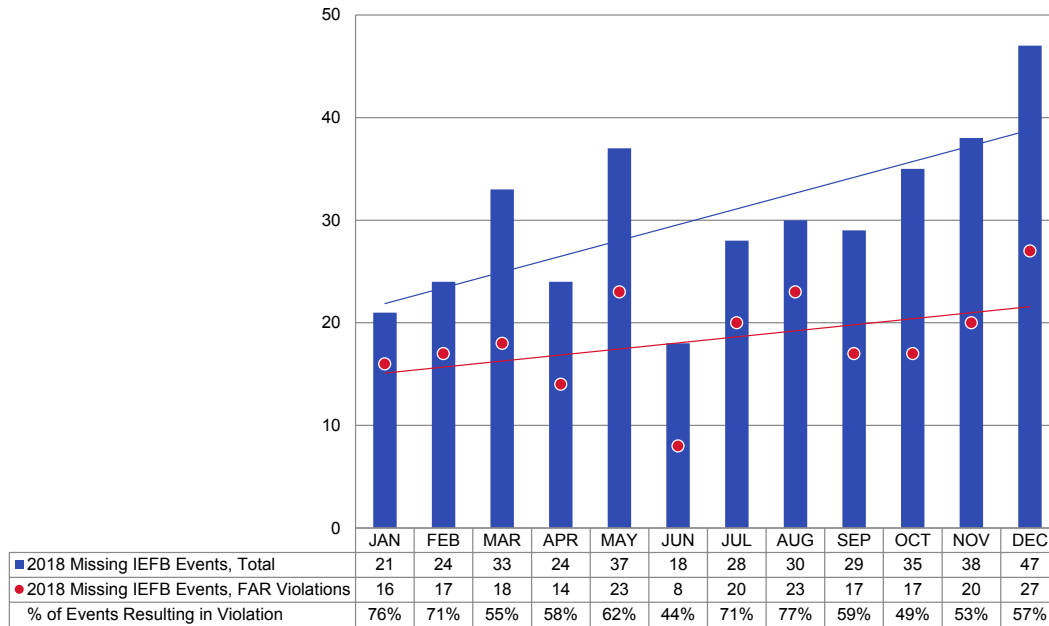


Taxonomy of reported events, continued



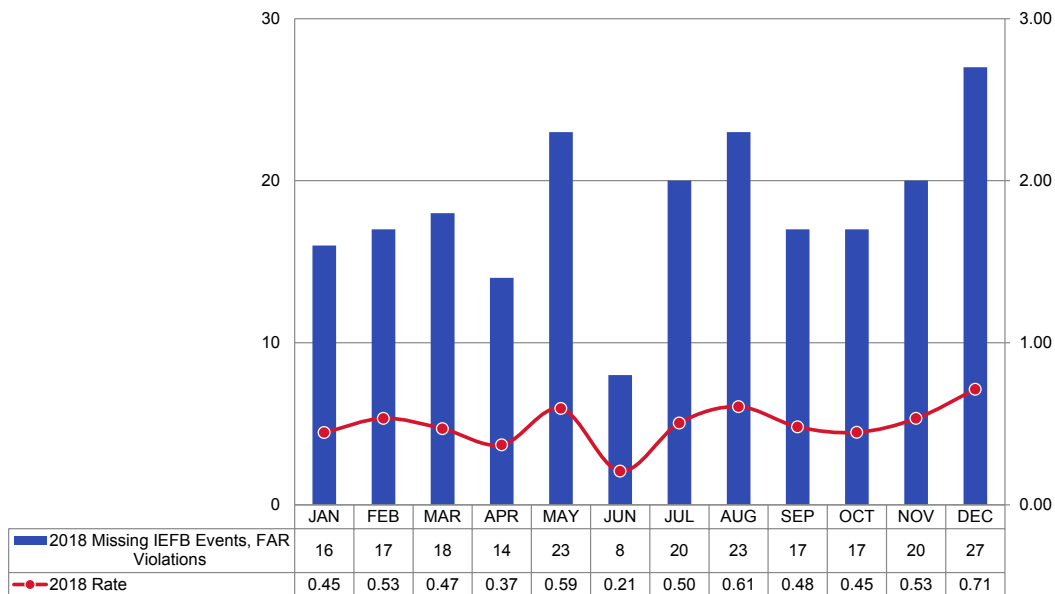
Taxonomy of reported events, continued

Missing IEFB Event Totals by Month

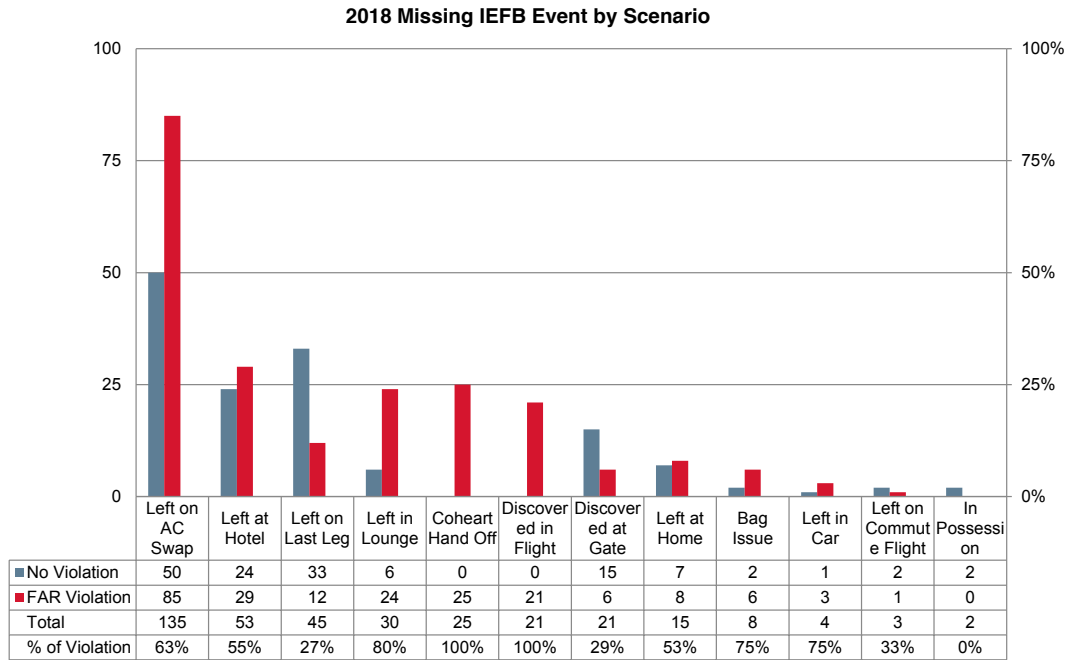


Taxonomy of reported events, continued

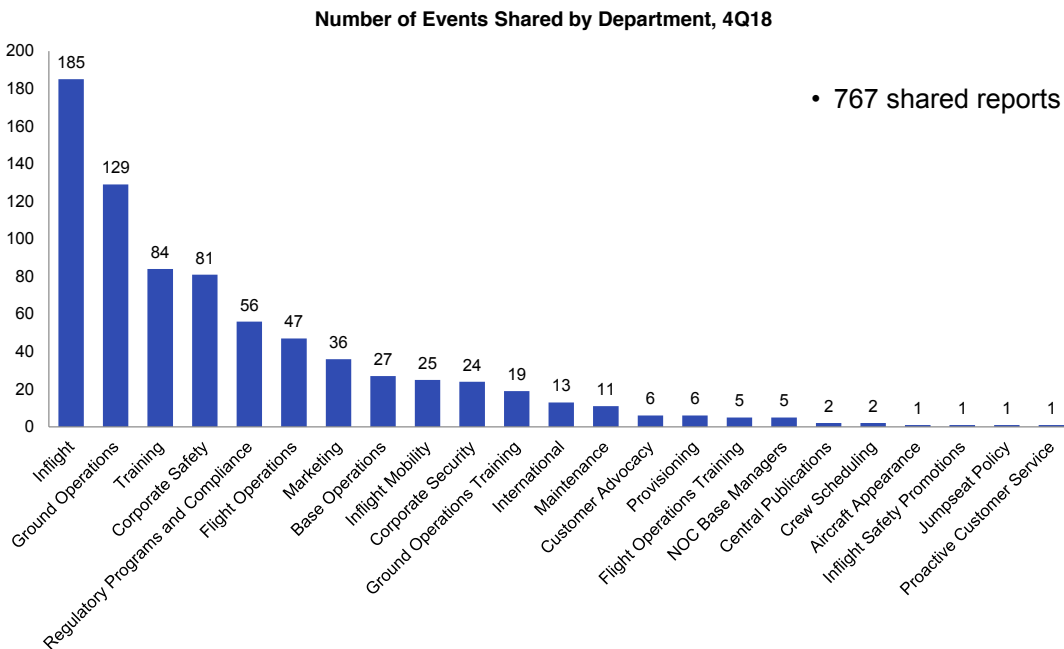
Missing IEFB Events with FAR Violations per 10K Flight Attendant Flight Leg
(Individual FA Operating a Flight)



Taxonomy of reported events, continued



Referrals to other departments



Promotional activities

- LAS Safety Fair, 18OCT (External)
 - Participated in the Safety Fair coordinated by the Las Vegas Station
- PHX Safety Fair, 9NOV (External)
 - Participated in the Safety Fair coordinated by the Phoenix Station



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Southwest

Publications

- ASAP Voice, 20DEC
 - Articles and shared reports focusing on choosing compliance and pets in the overwing window exit

ASAP VOICE
December 2018

In this edition

Articles

- Always choose compliance
- Can't wait to see you in 2019!
- "And your little dog too!"

De-identified reports

- Security Checks
- Missing IEFB
- Over Wing Window Exit
 - OWWE Briefing
 - Pets in the OWWE

Event Review Committee

Michelle Moore, TWU Primary
Janet Doherty, TWU Alternate
Michael Mason, TWU Alternate
Theresa Moore, FAA Primary
Marie Whitworth, FAA Alternate
Doris Durlinger, FAA Alternate
Dawn Ashby, SRA Primary
Janet Doherty, SRA Alternate
Karl Kowal, SRA Alternate
Cory Chestnut, ASAP Manager

Security Checks

Narrative: We started boarding while Provo was still onboard and then I realized I wasn't able to do a Security Search. We then had to do a zone count which took additional time and Ground Ops wanted to close the door without handing over the top copy to the Crew. I stepped her and said, "This is how we make mistakes, rushing." There was way too much going on and we don't really have a process for saying, "Oh, slow down."

Flight Attendant Recommendation: I think Ground Ops should know everything Inflight needs to accomplish so they can cross-check those procedures.

ICFB

Missing IEFB

Narrative: During unscheduled A/C swap in BWI, was told to hurry to next plane. At next A/C, realized had forgotten IEFB on inbound A/C.

Flight Attendant Recommendation: Allow crews adequate time with no pressure to complete inbound duties and make sure we have all required items.

Over Wing Window Exit

OWWE Briefing

Narrative: We were on a 3 hour delay, rushed to get front door closed. Forget briefing before door closed. Once realized, I led the briefings. I was at the exit row during boarding assisting communicating with passengers, assuring they were able bodied but forgot to do the briefing.

Flight Attendant Recommendation: Instead of focusing on the Ground Ops agent wanting to shut the door, I should solely focus on my duties and run through a mental check list each time.

Submit an ASAP Report: [SRA/Alt: My Work Inflight - Crew Member Tools](#) | ASAP or ASAP Helpline: 855-231-8338

ASAP VOICE
December 2018

Can't wait to see you in 2019!

This quarter, part of your Event Review Committee travelled to both the Las Vegas and Phoenix Safety Fairs to chat with you about ASAP. We so appreciate you taking time out of your day to come talk with us about the program and meet some of the folks that make up your ERCC. While we plan to continue to be part of the Base's Safety Fairs in 2019, we also hope to find ways to meet you in our office! We're excited to spend some time on the road with you in 2019!

Pets in the OWWE

Narrative: After the service, I was collecting trash and noticed a small dog on the lap of a lady sitting in the middle seat of the exit row on the First Officer's side of the aircraft. I explained to the lady that she would need to be relocated because she could not occupy a seat in the exit row since she had a pet. Additionally, that the pet needed to stay in the center. Her husband moved with the pet from the aisle seat in the exit row and changed places with another man to whom I gave the exit row briefing. During the boarding process, I did not notice that she had a pet carrier. It looked like a normal duffel bag and it fit under the seat in front of her. I also did not notice the pet carrier during his walk through prior to take off.

Flight Attendant Recommendation: Although I will be even more mindful to look for pet carriers during boarding and the exit row briefing, I don't think any crew member could have done anything differently. The pet carrier looked like the usual carry-on and the pet didn't make a sound. I also did not see the pet carrier tag. Perhaps if the pet carrier was more obvious or the passenger was more honest or rule abiding events like this would cease. Should people with pets pre-board so they are easily identified?

"And your little dog too!"

As we welcome our four-legged Customers onboard, it's critical to remember some spots for them to avoid. The ERCC reminds you that if an animal is found in the over wing window exit, you will need to relocate both the animal and their human companion. Just as we reseat Customers with children out of the OWWE, we want those seated in these rows to be focused on opening the exits in an emergency and not on their canine or feline dependents.

Janet Doherty
Sr. Business Consultant,
Employee Training
SRA Alternate

Submit an ASAP Report: [SRA/Alt: My Work Inflight - Crew Member Tools](#) | ASAP or ASAP Helpline: 855-231-8338

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Southwest

Recommendations

- Evaluation of a full beverage service offering regardless of time of departure or length of flight, 7NOV
 - Under evaluation within Ultra-Short Haul Service project
 - ORR: 1035

Inflight ASAP ERC Recommendations, 07NOV18

The Inflight Aviation Safety Action Program Event Review Committee submits the following recommendation for your consideration and comment.

Evaluation of a full beverage service offering regardless of time of departure or length of flight

Current state

- FAH-Southwest Airlines In-Flight Service> 11.3.2 Initiating Service
 - Unless prohibited by safety concerns.
- FAH-Southwest Airlines In-Flight Service> 11.3.5 Full Beverage Service
 - A full beverage service is offered regardless of time of departure or length of flight.
- FAM-EMERGENCY>2.3.0 Service and Seatbelt Policy
 - 2.3.1 Light Turbulence
 - Service: Continue with caution.
 - 2.3.2 Moderate Turbulence
 - Service: Discontinue.
 - 2.3.3 Severe Turbulence
 - Service: Discontinue immediately.

Between January 2017 and September 2018, the ERC received 13 reports of Flight Attendants encountering challenges with delivery of the Full Beverage Service outlined in the FAH on flights of shorter duration. The ERC believes that when a Flight Attendant is required to perform a Full Beverage Service on these flights, they increase their risk of injury and push their own safety aside in order to complete the service. The current state procedure authorizes a Flight Attendant to begin service when a "safe walking attitude is achieved", which is subjective to each individual. This, coupled with a short flight duration, may encourage Flight Attendants to begin service earlier than otherwise advisable. The ERC believes warnings about safety concerns in the FAH and directions regarding service outlined in the turbulence levels of the FAM are insufficient in empowering Flight Attendants to make decisions on service commencement or continuation based on their safety. Rather, Flight Attendants risk their safety to perform a service in fear of poor Customer perception and subsequent disciplinary action.

The ERC believes that empowerment of Flight Attendants to discontinue or forego service in the name of safety, coupled with a product evaluation for shorter duration flights would promote a safer experience in these markets.

Recommendation

- Evaluation of a full beverage service offering regardless of time of departure or length of flight.

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 1/9/19 through 3/8/19 = 486
Emergencies Declared for Period = 40

2019 Year-to-Date = 565

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

01/09/19 through 03/08/19 = 1

2019 Year-to-Date = 1

2018/2019 Year-over-Year Comparative = -11 (90.9% 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) 25FEB19-03MAR19:

Hot Aircraft Overview 02.25.2019 - 03.03.2019

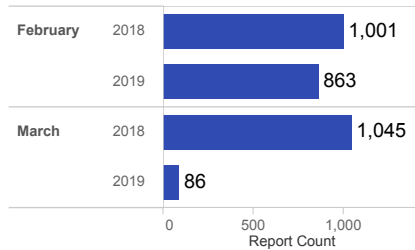
Hot AC Total by City



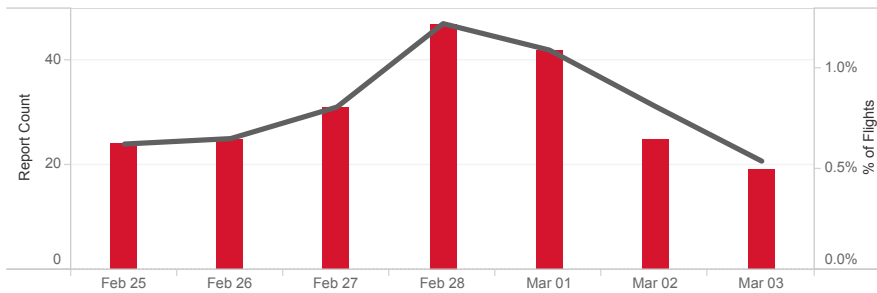
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	2/18/2019	2/25/2019	2/18/2019	2/25/2019
ACARS	172	212		23.26%
Inflight Form	3	1		-66.67%
Grand Total	175	213		21.71%

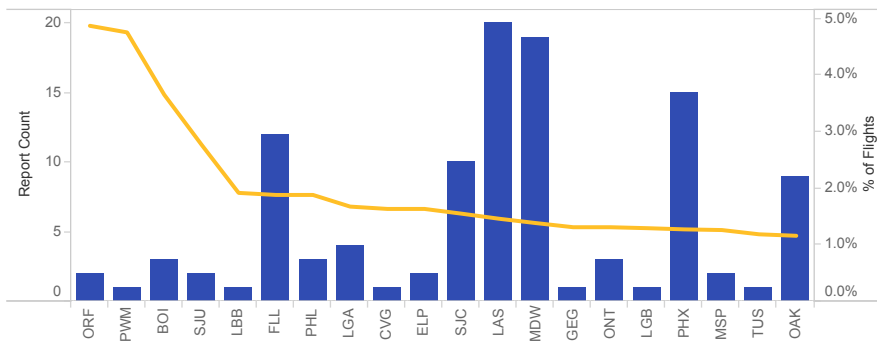
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



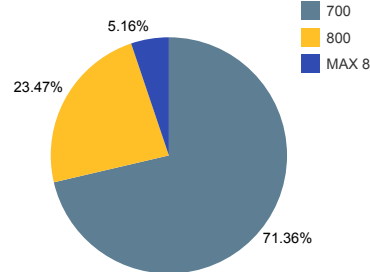
Stations - Top 20 Based on % of Flights



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	152	0.85%
800	50	0.83%
MAX 8	11	1.14%

**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

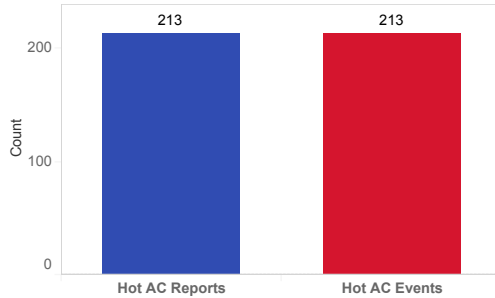
AC Number	
256	5
712	4
964	4
8518	4
8601	4

Gates with three or more reports

Station	Gate	
FLL	B7	3
SJC	25	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.

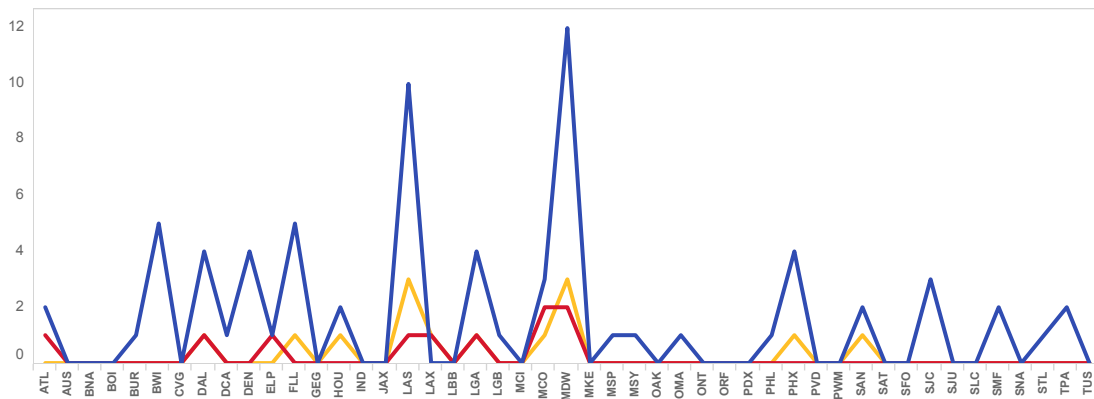


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	2/18/2019	2/25/2019
% Air Not Connected	40.12%	34.43%
% Ops Agent Not Present	4.65%	4.72%
% Ramp Agent Not Available	6.40%	6.60%



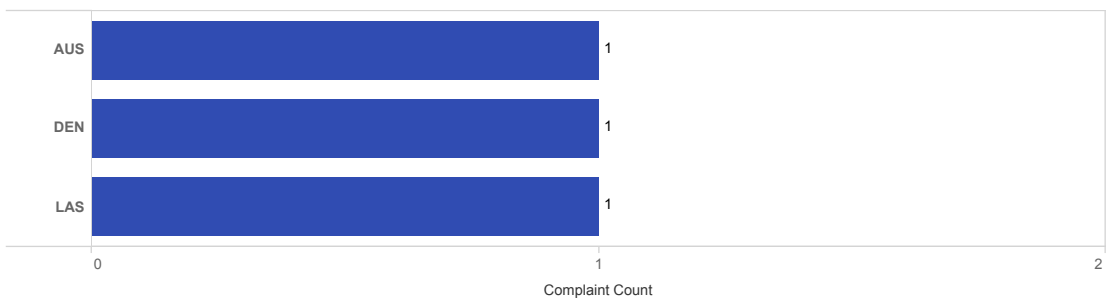
Good Job ACARS

Date	Flight Number	Station	Message
2/26/2019	2212	LAX	GREAT JOB.
2/27/2019	1755	SJC	GREAT JOB.
	2099	OAK	GREAT JOB.
3/1/2019	347	PWM	GREAT STATION
3/2/2019	2849	TPA	NICE WORK

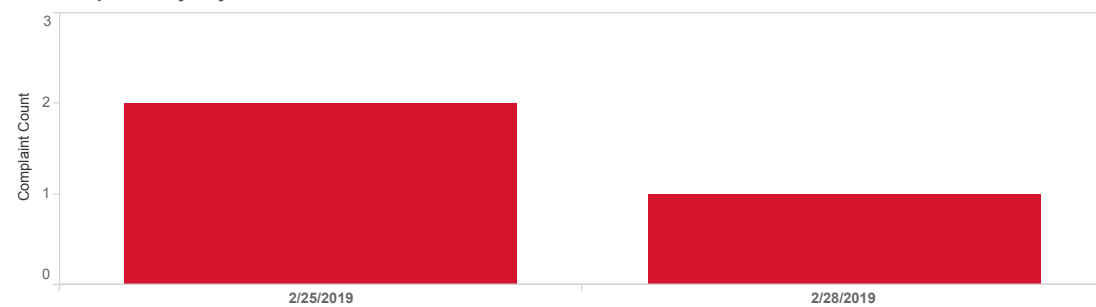
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 02/25/19 to 03/03/19

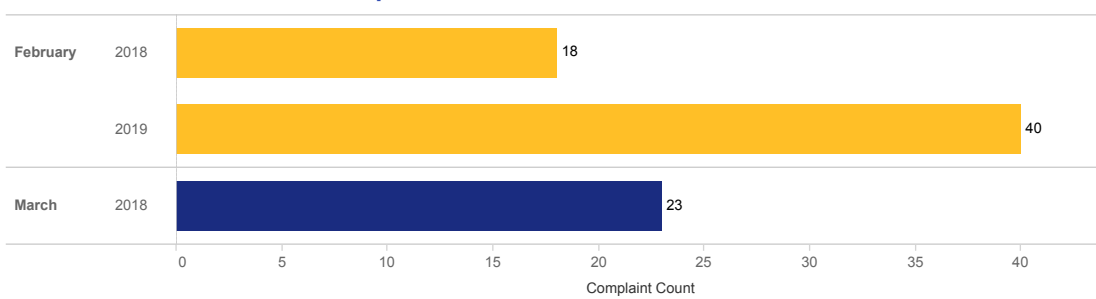
Pax Complaints by Originating City



Pax Complaints by day

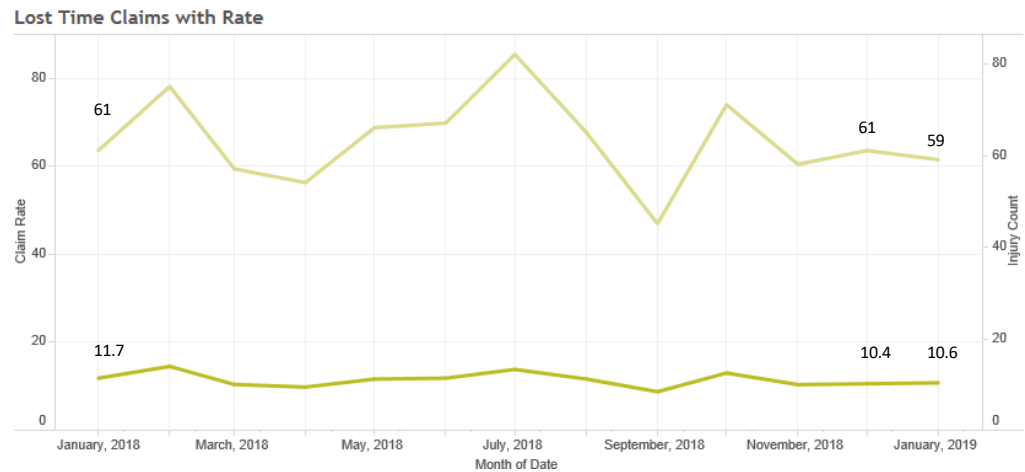


Year over Year Customer Complaints

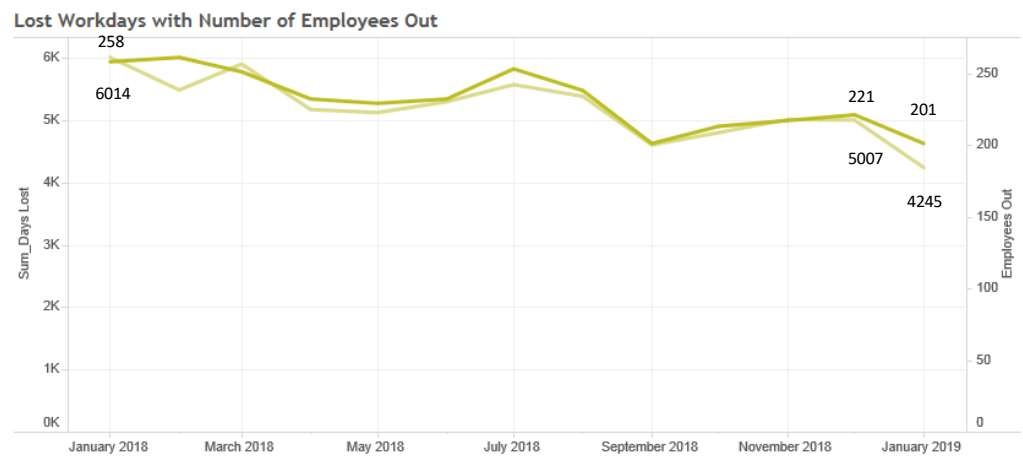


Current Occupational Injury Data:

LTCR



Lost Workdays



OSHA Recordable (Inflight)

	Date Reported / OSHA Recordable					
	2016		2017		2018	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
Jan	54	60	69	70	72	67
Feb	60	53	62	75	59	83
Mar	74	69	71	74	73	67
Apr	54	81	82	69	83	56
May	65	71	73	74	84	78
Jun	62	72	72	77	76	70
Jul	53	60	79	69	96	88
Aug	67	72	73	66	95	75
Sep	52	52	53	63	60	53
Oct	46	66	66	69	87	81
Nov	57	61	73	53	79	59
Dec	74	70	77	69	81	64

OSHA Recordable (Inflight)

	Date Reported / OSHA Recordable					
	2017		2018		2019	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
Jan	69	70	72	67	93	57
Feb	62	75	59	83	0	0
Mar	71	74	73	67	0	0
Apr	82	69	83	56	0	0
May	73	74	84	78	0	0
Jun	72	77	76	70	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	81	64	0	0

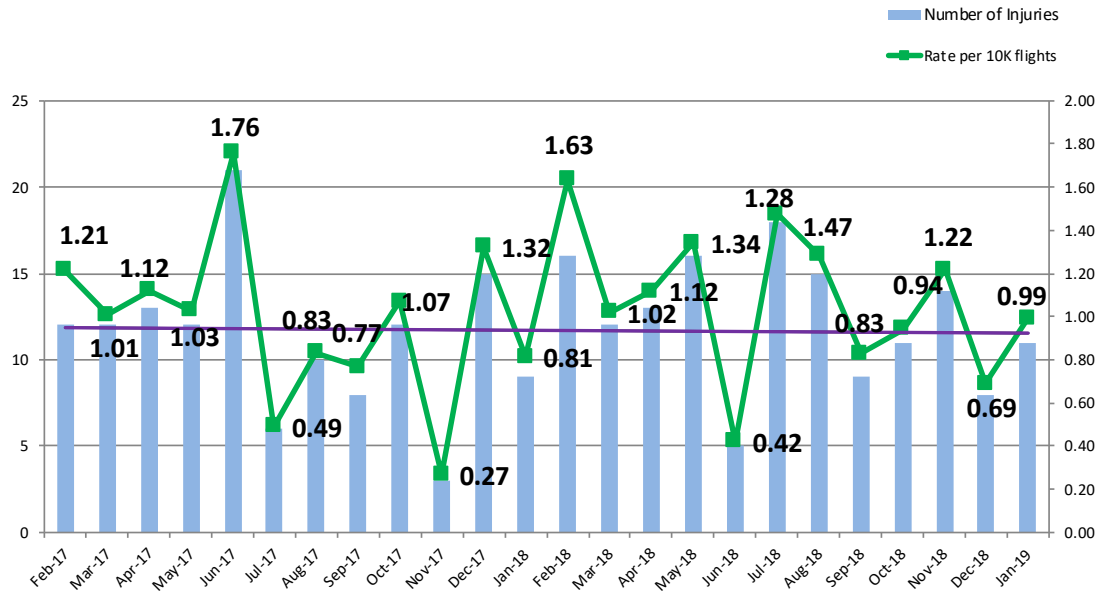
Cause (Inflight)

Cause General	2017	2018	2019
Struck by/Against	516	482	38
Slip/Trip/Fall	254	308	26
Other	240	253	28
Carrying/Lifting	199	190	16
Pushing/Pulling	106	132	6
Weather	48	60	9
Caught In/Between	47	46	5
Null	18	27	2
Animal/Insect	18	27	0
Strain	37	45	3
Collision	41	38	5
Contact with object	38	40	3
Cut/Puncture	29	47	2

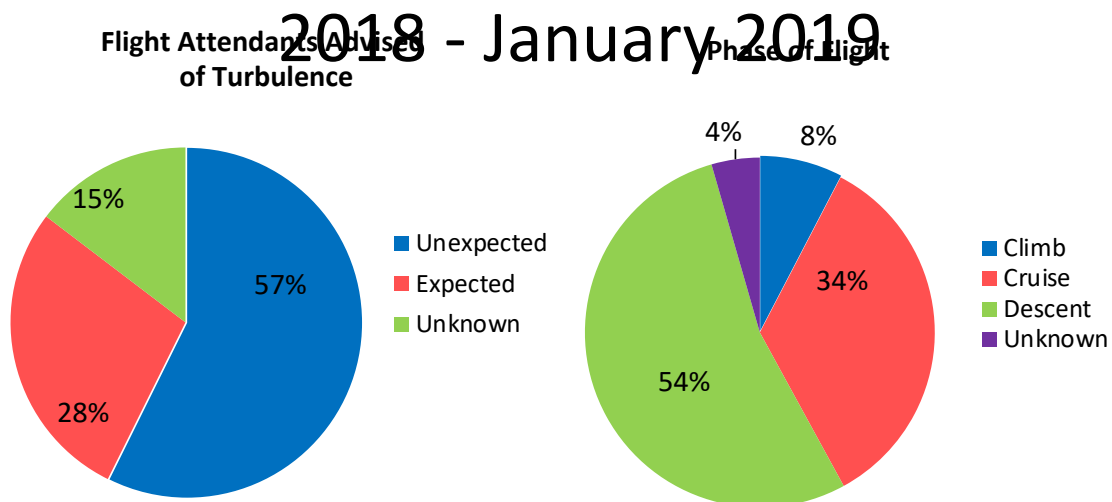
Cause (Inflight)

Cause General	2016	2017	2018
Struck by/Against	453	516	482
Slip/Trip/Fall	274	254	308
Other	170	240	253
Carrying/Lifting	195	199	190
Pushing/Pulling	121	106	132
Weather	43	48	58
Caught In/Between	45	47	46
Cut/Puncture	35	29	47
Collision	23	41	37
Contact with object	15	38	40
Strain	11	37	45
Inhalation	15	35	30
Chemical Exposure	38	18	18

Flight Attendant Turbulence Injuries



Turbulence Injuries Overview: January



Open Discussion Items:

OSHA 300 Log Email Distribution to DEBM's Completed

Aviation Safety Action Program (ASAP) Report Processing Backlog

We continue to see a significant backlog in ASAP report processing stemming from the Government shutdown. This, even though we have been meeting consistently since the reopening of the Government. We will be attempting to have several weeks of “blitz” meetings, meaning 2 or more meetings in one week, in an attempt to clear the backlog. The good news in all of this is that we continue to see record program participation by our Flight Attendants and are on track to have another record year.

As a reminder, should you receive inquiries as to why an ASAP is taking so long to process, please pass along the aforementioned information. Also keep in mind that on events that are non-sole source to the Company, i.e., the Company has knowledge of the event outside of ASAP, the reporting Flight Attendant is covered by our Letter of Understanding (LOU) with Southwest Airlines (see at SWALife->Inflight->Main in the lower right corner) and protected against discipline until their report receives a final disposition by the ERC. Remember, non-sole source ASAP reports, whether to the Company or FAA, should always be filed within 24 hours of the event.

Scheduled and Standing Meetings:

March 4-6, 2019 A4A Cabin Air Quality Mitigation Working Group Meeting - MCO (JetBlue University)

March 13-15, 2019 – TWU International Air Quality Task Force Meeting - SFO

March 26, 2019 – HASC Meeting

March 27-28, 2019 – ATL Safety Fair with ASAP ERC - ATL