



## ***TWU 555 Safety & Health Committee***

To: Jesse Soto, Safety & Health Advisor  
From: Steve Riley, Safety & Health Committee  
Date: April 9, 2015  
Subject: Safety Visit

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This visit to MCO was to follow up on a visit back in November of 2014. Just like this trip, my previous trip focused on jetways. Operations Union and Safety Rep May Wolf accompanied me on my walk around. May has been very active in identifying existing safety issues here and has filed a large amount of SRS reports on hazards she has found. To date there has been a very slow, if at all, response to the above mentioned SRSs. It has also been proven that some of the items that were listed as fixed in SRS responses--still exist. In one SRS (3702) filed on 02/24/14 May accidentally omitted the gate number of the jetway that needed to have its flood light repaired, yet the SRS was closed stating "Station leadership reports that the flood lights have been replaced". May and I inspected all the Jetways, with the exception of gate 125 that was being worked on by a contractor for the Greater Orlando Aviation Authority (GOAA). Below you will find the observations we made.

### **Gate 101**

- The jetway ceiling is missing the "uneven surface" signs in the bridge.
- The metal caps that cover the end of the wall segments for each tunnel are sticking out on the top ramp and have very jagged edges on the bottom ramp.
- There is, what appears to be, water damage/mold on numerous surfaces throughout the jetway.
- The guide marks on the rubber bumper at the bottom of the bridge are wrong and improperly guide agents trying to park an aircraft.
- The handle on the wall across from the control panel is missing.
- The driver's side window is cracked. This window is important because agents need to get a visual cue before they can move the bridge.

### **Gate 102**

- The jetway has spots of, what appears to be, water damage/mold towards the bottom near the rubber floor.
- The guide marks on the rubber bumper at the bottom are not correct.

### **Gate 103**

- The jetway ceiling is missing the "uneven surface" signs in the bridge.
- The metal caps by the top ramp are torn off and very jagged.
- There is mold on the wall by the top ramp.



## ***TWU 555 Safety & Health Committee***

- There is no yellow and black tape in the wheel tracks, this tape is an important instrument used to illustrate an uneven surface.
- The wall by the bottom ramp has, what appears to be, water damage/mold on it.
- The carpet is coming up near the rubber at the bottom.
- The control panel has a hole in it.
- The canopy has holes in it.

### **Gate 104**

- An overhead light is out.
- A metal picture frame on the wall is broken and has sharp edges.

### **Gate 105**

- There are no "uneven surfaces" signs on the ceiling.
- The wall near the top ramp shows signs of heavy water damage, and there appears to be some kind of fuzz coming from the wall.
- The guide lines are off on the rubber bumper.
- The porch light, the light on the landing of stairs, is out.

### **Gate 106**

- When you enter this jetway it smells as if you have entered a roadside porta potty. This could be from what appears to be a large amount of mold visible along the carpet line near the top of the bridge.
- There is a hole in the control panel.
- The guide lines are off on the rubber bumper.

### **Gate 107**

- There are no uneven signs on the ceiling.
- The metal caps by the bottom left ramp are jagged.
- The guide lines are off on the rubber bumper.
- The travel bell was just ringing on its own when we got into the bridge.
- The porch light is out.

### **Gate 108**

- There are no "uneven surfaces" signs on the ceiling.
- There is no yellow and black tape in the wheel tracks.
- Much like most of the jetways in MCO the wheels in the control panel display do not correctly indicate the direction the wheels are facing.
- There is no pull string for the roll up door.
- There is no safety chain.



## ***TWU 555 Safety & Health Committee***

- The guide lines are off on the rubber bumper.
- The jetway is "jumpy".
- The porch light is out.

### **Gate 109**

- Water damage has cracked the panel near the top.
- The metal trim is not correct in the top rotunda and creates a trip hazard.
- The overhead light by the door is out.
- There are no "uneven surfaces" signs on the jetway.
- The left canopy arm jumps when the canopy is lowered.
- The rubber floor at the bottom is bubbled.
- The florescent light cover at the bottom of the bridge is broken.
- The lock pin for the roll up door is missing.

### **Gate 110**

- There are no "uneven surfaces" signs on the jetway.
- The cap on the right wall is jagged.
- The guide lines are off on the rubber bumper.
- The driver's side window is cracked.
- The canopy is not working as intended.

### **Gate 120**

- The driver's side window is cracked.
- There is a hole in the control panel.
- There is no yellow and black tape in the wheel tracks.

### **Gate 121**

- There is only one "uneven surfaces" sign.
- There is a light out, this light is also an emergency light.
- The temperature probe has exposed wires.
- The driver's side window is cracked.
- The left side of the canopy is un-sewn from the second layer.
- The canopy traveled after the button was released.
- The porch light is out.
- 2 panes of glass are missing from the metal wall at the bottom.

### **Gate 122**

- There is, what appears to be, water damage/mold on the walls near the top.
- The caps on the walls near the top are sharp.



## ***TWU 555 Safety & Health Committee***

- The porch light is out.
- There are no marks on the rubber bumper on the bottom.
- The temperature probe has exposed wires.
- There is a hole in the control panel.

### **Gate 123**

- The jetway is jumpy.
- There is a jagged edge on the wall near the top ramp.
- The left hand rail by the bottom ramp is broken.
- The right side canopy travels after the button is released.
- The driver's side window is cracked.
- The temperature probe has exposed wires.
- There is glass missing from the metal wall at the bottom.
- There is no yellow and black tape in the wheel tracks.

### **Gate 124**

- There is no yellow and black tape in the wheel tracks.
- Sharp edge on the wall near top ramp.
- The lower right side rail is broken.
- The canopy in this bridge is newly replaced yet it has a hole in it and, unlike all the other canopies in MCO, is single ply.
- The temperature probe has exposed wires.
- There are 3 windows missing in the metal wall at the bottom of the bridge.
- The left lower rail is badly bent.

### **Gate 126**

- There is a light out.
- A rivet has popped on the wall cap near the top ramp.
- Two poster boards have exposed metal edges.
- A rail on the lower ramp is very badly bent.
- The porch light is out.
- The temperature probe has exposed wires.
- There is a yellowish soot on the ceiling near the fan in the ceiling.
- There is a small crack in the driver's side window.
- The canopy is in disrepair.

### **Gate 127**

- A rail is bent by the bottom ramp.
- There is no yellow and black tape in the wheel tracks.



## ***TWU 555 Safety & Health Committee***

### **Gate 128**

- There is a plug that is cracked at the top of the bridge. SRS 4836 was filed on this item and the SRS was closed. The resolution to the SRS simply stated they would let GOAA's contractor know about the plug. Either SWA did not notify GOAA or GOAA has not completed the work. Either way, the work is still not done and the SRS was closed.
- There is a coupling missing on the top of the right side rail as you walk into the jetway. SRS 4834 was filed on this item and the SRS was closed with the remarks, "Station Leadership responded: The coupling for the Handicap Railing at Gate 128 has been replaced." This item still has not been replaced and maybe an insight into a larger problem in MCO.
- There is no lock and no handle on the roll up door.
- The door to the AOA is not shutting on its own.
- There is no temperature probe.
- There is a poster board with sharp metal edges.

### **Gate 129**

- The black and yellow tape is torn in the wheel tracks.
- There is, what appears to be, water damage/mold on the wall panel by the top ramp.
- The canopy has holes in it.
- There is no mark on the rubber bumper.
- The temperature probe has exposed wires.

Prior to leaving MCO May and I met with Station manager Sean Fairbanks. We spoke about the conditions of the jetways and the abundance of open SRSs. Sean explained that there will now be a team of two leaders reviewing the SRSs that have been open for a long time. We asked Sean to walk two of the jetways we found to have the most visible mold, Sean walked those bridges with us taking pictures and notes.

SRS reports are filed, yet the issues are not resolved--It is clear that there is a problem in MCO. It does seem that GOAA is partly to blame for the lack of repairs to the facility, however if the repairs are not being done SWA should get on the airport and demand that our employees and our customers are not exposed to conditions that could cause them harm.

Aside from the jetways, the operations agents in MCO are using a break room that does not have running water. When the refrigerator is cleaned out--containers with spoiling food are left on the counter--no place to wash them or to dispose of food due to no garbage disposal in the room. Supervisors have told agents to use public restrooms to wash their dishes. I did not see where senior leadership washed their food containers, but I would be willing to bet it was not in a public restroom. Agents expect better from SWA. SWA literature says that leaders should lead with a Servant's Heart; in MCO each characteristic of a Servant's Heart is being ignored.



## ***TWU 555 Safety & Health Committee***

### **Servants Heart**

Follow The Golden Rule

Adhere to the Basic Principles

Treat others with respect

Put others first

Be egalitarian

Demonstrate proactive Customer Service

Embrace the SWA Family

I thank the entire TWU membership in MCO for their continued diligence in safety and the hard work they display on a daily basis. I also thank TWU 555 Rep May Wolf for the work she does and for her commitment and dedication to safety and health. Should you have any questions please do not hesitate to reach me at 214-927-6129 or [steve.riley@twu555.org](mailto:steve.riley@twu555.org)

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