



TWU 555 Safety & Health Committee

To: Jesse Soto, Safety & Health Advisor
From: Dina Enders, Safety & Health Committee
Date: 28 December 2015
Subject: LAX Safety Visit

I made this visit at District 7 Representative Mike Roach request to address local safety concerns with the lack of space on all gates and support our LAX membership. Some of the examples of the current concerns are as follow.

Our CBA requires that local safety representative be called when an incident or accident involving a TWU member occurs. This requirement is not being followed by local management here in LAX.

Southwest primary objective is Safety---Priority One. LAX leadership does not follow or practice Gary Kelly's commitment to safety.

EMPLOYEES SAFETY CONCERNS:

1. Safety Items not being addressed by management in a timely matter. Most employees point out the obvious—that LAX Leadership attitude towards the agents and their lack of attention to many safety concerns brought up to them has a negative impact on the station. The work environment produced by this management attitude style is unhealthy as it increases the stress and lowers morale.
2. Safety concerns brought up by TWU are not being put into the monthly joint safety meeting minutes.
3. Safety Meetings not organized or planned by Leadership, Safety Meeting are not announced until the day of.
4. Monthly Ramp Walk not being performed prior to Safety Meeting.
5. Safety is not adhered to here in LAX. The communication of safety issues between all levels of management and employees must improve.

GATE AREA/CONSTRUCTION:

1. A top concern was to address the serious safety issues with construction in LAX. All gates are compacted and congested. I observed drivers from ramp, provisioning as well as construction drivers having a difficult time maneuvering in and out of these areas due to the lack of space and carts parked all over. All gates are impossible to get into now with the amount of baggage from T-point, transfer baggage and freight being staged at each gate. These pictures are just a few examples: **SRS#6166 Remains an Open Item.**
2. Dumpster Area next to gate 10 has major potholes creating trip hazard, the dumpster is leaking all over the ramp creating the asphalt cracking. **SRS#6168 Remains an Open Item.**
3. Like many stations, the work areas are tight and extreme caution must be used to safely perform ramp, provisioning and operations duties. If an agent needs a guide while performing provisioning and one does not show up the truck must not move until proper help is available. What is the procedure should an emergency arise and the entire gate is being blocked in by carts, construction equipment and Airport vehicles?
4. At all gates provisioning drivers need to be parked in front of the aircraft prior to landing otherwise it is a challenge between the aircraft and equipment parked at each gate

5. Even if the provisioning driver gets to the gate prior to the aircraft, the gate is covered with construction equipment and vendor's trucks
6. All gates, the space at these gates is extremely limited and the staging of equipment compromises our employee's safety. **Remains an Open Item.**
7. Break rooms and Hallways have exposed wires and fixtures above the Employees working area. The construction crew had all been wearing Hard Hats while working and walking down these hallways. Southwest Airline Employees have not been provided the same PPE, the potential hazard of pipes falling from the ceiling is high, an example is the light fixture which is hanging by one wire.



GATE 10

1. Has several safety concerns the only way to download/upload the front of Aircraft is to use a motorized chugger that pulls one cart up at a time to staged at the bottom of the beltloader.
2. Push back has very little room to maneuver into the gate area.
3. Inside the jetbridge, at the top, the threshold is unstable creating a trip hazard for our paying customers and our employees. **OSHA 29 CFR 1910.22**
4. Bottom of Jetbridge where our customer stand, are sharp metal edges exposed. **Remains an Open Item.**
5. To get to the front of the Aircraft with a cart you must drive under the tip of the wing.
6. The makeshift stop mark which was painted by Leadership is not marked properly, unable to be identified at night due to the very poor lighting. I was able to talk with a few members when working at gate 10 and asked them, "do you know where to stop the aircraft before towing it into the gate?" The response from the employees was no, agents are not being trained. **SRS# 6161 Remains an Open Item.**
7. Provisioning Van parks on engine #1 side is unable to provide full service due to lack of space. LAX front galley agent provides Ice and trash. With the FAA rule that all drinks will be dumped into the trash cans-this makes the can heavier which is being carried down the jet way stairs.
8. With the amount of New Hires in LAX, Ramp Supervisor needs to properly train the agents on how to tow into gate 10 safely and show them where to stop the aircraft.
9. Construction trucks and dumpster are located behind gate 10 making this area very congested.
10. Cover Cart for Transfer bags is parked at the very end of the gate next to the service road.
11. There is little room for the provisioning driver to get to the front of the aircraft. LAX has outside block for no parking inside the safety zone marking. This area is being used for cover carts making it difficult for provisioning drivers to get into this gate area safely.
12. Beltloaders must be parked behind the gate, due to the entire gate is the safety zone.
13. Fueler, once the hose and fuel pit is open--the space for the the baggage cart is extremely tight, the cart is being pushed in by hand.
14. Baggage Carts filled with bags for flights coming into the gate are staged right behind this gate, making it difficult for provisioning to get into the Dumpster Areas safely. **Remains an Open Item.**

GATE 11A



GATE 12A

1. When Aircraft is parked at this gate and Gate 10 has a plane parked at the gate. It's impossible to drive up safely to the front of the aircraft to provide Ice and Trash Service due to the amount of equipment parked in this area.
2. HMS vendor trucks are pulling in between the winglet and fuel pump and provo truck. Leadership's response to **SRS#6010** was that there are new painting stripes between Gate 10 and 12 to prevent any parking. During my visit, LAX had several orange cones as an outline between these two gates—these cones can easily be moved thus distorting the safety zone. Unfortunately the HMS drivers are still driving into the Safety Zones with their trucks. According to management HMS have been using small trucks. I saw large trucks and they hang out of the dock area making it difficult for Bag Runners to get to the baggage drop off safely.
3. Jetbridge Safety Railing is bent outwards, making stairs unstable when coming up or down.
4. Sharp metal edges are exposed inside the jetbridge where our paying customers are waiting to board the aircraft.
5. Jetbridge inside safety zone is unable to move due to construction.
6. Wheel chairs need to have the pedals and poles repaired to prevent any incident or accident with our customers.
7. Provisioning is unable to back towards the building due to the congestion.

GATE 14 and 16

1. Construction trucks and Airport Vehicles are parked next to Jet bridge and behind the gate area making it hard to get around. Little room to drive up to top of the gate to drop transfer bags off. Adding to the congestion of this gate are Southwest Vans parked just all over without a designated parking area.
2. Behind the gate the area is saturated with aircraft maintenance golf carts, construction trucks and vendor trucks making it hard for provisioning to back toward the building after servicing the front galley. **Remains Open**
3. Propane tanks are not in a secure safety cage **OSHA 29 CFR 1910.1200 Remains Open**
4. Jetbridge on the outside is missing the padding that comes in contact with the aircraft.
5. Jetbridge inside the safety zone is unable to completely get out due to aircraft maintenance golf carts ,southwest van and fueler truck parked next to jetslide.
6. Provisioning unable to back towards building due to the congestion.



GATE 17A

The tall covered carts being staged at the bottom of the gate creates an unsafe condition that must be addressed by Local Management



GATE 17B

1. Gate area is very condensed with how equipment is staged at the gates. Ramp Agents and Provisioning Agents are putting their safety in jeopardy. Provisioning agent while performing job duties in the front galley--the driver must drive right next to the jet way slide on gate 17 to avoid hitting the fuel pit.
2. Tall covered carts are being staged between 17A and 17B creates unsafe conditions that must be addressed by Local Management. There is inadequate space to navigate the baggage carts and ground equipment while there is an aircraft parked at these two gates.
3. Jet Bridge inside safety zone unable to move due to construction. Provisioning agents are unable to back toward the building safely due to the congestion.

GATE 18B



T-POINT

1. Baggage Carts are being over stacked by 2-4 rows over the last rail. There are not enough carts in LAX for the amount of baggage coming out of T-point. **Remains Open**
2. Several carts found at t-point that brakes had failed, when talking with the employees their concern was how long it takes for the equipment to be repaired and put back out to the ramp. **Remains an Open Item.**
3. Due to limited space to stage carts, agents must place bags on the floor creating one more lift for each bag. **Remains an Open Item.**
4. Members concern is construction crew blasting concrete and not watering down the concrete and dirt.
5. Leadership not providing safety glasses and face masks while construction is working during our regular operations. **Remains an Open Item**
6. Anti-Fatigue mats at t-point need to be mounted down, several areas have buckled creating a trip hazard **OSHA 29 CFR 1910.22**
- 7.



EQUIPMENT:

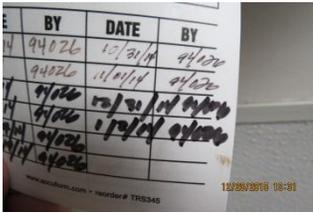
- Bone Yard is no longer available for Southwest Airlines to store their extra equipment, gates are now saturated with broken gate equipment.
- Pushback Tag out of Service parked behind Gate 18B which is already extremely tight behind this gate.
- Baggage Cart missing corner rubber bumper have been reported in several reports to leadership without a resolution from Leadership. **SRS# 6164 Remain an Open Item.** items.21740, 21730, 21729, 21733, 21736, 21728,21734,21737,21727 and 21741.

SPILL CARTS/PORTA GATOR KITS:

- Each spill cart must have all necessary inventories, no exceptions. I found the following items missing from the spill cart: Eye Protection; Gloves; Shoe Covers/Over Booties; Heavy Mill Poly sheeting and trash bags. The two spill carts parked behind Gate 18B need to have the proper PPE and need to be stencil in red for spill cart.
- Gate 14 Porta Gator kit is missing broom.



FIRST AID KITS OSHA 29 CFR 1910.151



- AED machine last checked was on 1/2/2014.
- First Aid Kit had certi-profen that had expired on 5-2015
- Unable to find the roster of Employees certified in First Aid/CPR

Every station has challenges with facilities and equipment maintenance; employees need the proper tools to do their job safely. To remain profitable we all need to do all we can to provide the greatest customer service, in every possible way. Prompt action is greatly appreciated by all employees and the action goes a long way in improving and providing a safe and healthful work environment.

We must insure good customer service to internal and external customers----this isn't the case in LAX

In closing, thank you entire LAX employees for your continued hard work and the dedication to safety displayed on a daily basis. Thanks also to all TWU Local/Safety Reps for trying to improve the work environment for all employees. If you have any question or concerns about this report, feel free to contact me at 214-927-6743 or email me at dina.enders@twu555.org

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