



TWU 555 Safety & Health Committee

To: Jesse Soto, Safety & Health Advisor
From: Dina Enders, Safety & Health Committee
Date: 22 September 2015
Subject: PHX Operations Safety Visit

The visit was at your request to address local concerns PHX OPS. Safety Rep Dave Beebe and Steve Prouty accompanied me on this inspection.

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

RAMP WALK

1. Leadership joined TWU Safety Team on the required ramp walk. ASM Rhonda Ramirez took notes during the safety walk and prior to my visit had already put several phone calls in to resolve a few Open Safety Items.
2. I explained to Rhonda Ramirez that there are 121 SRSs that need to be written since these items are being discussed in the safety meeting and nothing had been done. These are just a few safety concerns found during the safety walk.
3. I remind the reader as you read this report, know that these items have been documented on paper for over a year with zero resolution from leadership. C-Concourse was completed during the jet way inspection and D-Concourse we were able to just review two gates with serious safety concerns that needed to be address. There are 6 gates that we didn't get to look at due to lack of time during the safety inspection.

EMPLOYEES SAFETY CONCERNS

- PTK not available in the jet ways for our customers who need a little help, leadership has one PTK per concourse.
- Safety Items not being addressed by management in a timely matter.
- Safety concerns brought up by TWU are not being put into the monthly joint safety meeting minutes.

GATES-JET WAY SAFETY CONCERNS:

C-1

1. Steering only turns left, while trying to position to aircraft.
2. Metal plate exposed next to aircraft.
3. Plastic cover over auto level is broken and loose.
4. Metal trim around window at bottom of jet way is missing.
5. Canopy is torn at the top.
6. Missing a corner panel at the top edge of the bottom section of jet way.
7. The grey cabinet in jet way is off the wall.
8. One flood light is out.
9. Missing metal trim on the wall panel at bottom of jet way.
10. Metal electric cover at top of jet way is loose and is missing screws.
11. Missing button cover for flood light switch at control panel.
12. SDS sticker missing on telephone.
13. Alignment tape for aircraft door has several markings on the jet way bumper.
14. Door leading to the ramp, security key pad is Inoperable unable to open door.
15. Electrical outlet underneath jet way is missing cover plate

C-2

1. Jet way rolls about two feet after releasing the power.
2. Cautions tape on uneven surface is needed
3. Metal side panel on outside jet way by canopy is damaged from resting against aircraft peto tube.
4. Both uneven surfaces have large dents and need to be repaired.
5. Metal trim on carpet by rotunda is bent back and sticking up.

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6. The air vent for air conditioning in jet way is loose at the top and missing screws.
7. Two jet way poster signs are missing one side of the frame.
8. Isle chair is missing in jet way.
9. SDS sticker missing on telephone.
10. Alignment tape for aircraft door has several marking on the jet way bumper.

C-3

1. The carpet is coming up by rotunda creating a trip hazard **OSHA 29 CFR 1910.22**.
2. The metal trim on uneven surface has exposed sharp metal edges.
3. Missing panel on the second light fixture from top of jet way.
4. Poster sign in jet way is missing a slide and top edge.
5. SDS sticker missing from telephone.
6. Alignment line for aircraft door has several markings on jet way bumper.

C-4

1. Sharp edges on metal trim around cut-out in floor, at the top of jet way.
2. Missing two canopy pads.
3. Isle chair pad is missing.
4. Missing bolt on hand rail by uneven surface.
5. Missing ceiling panel in the middle of jet way.
6. Both jet way tires have several splits in them.
7. Canopy is torn on side and has exposed metal.
8. Carpet is coming up at the rotunda, creating a trip hazard **OSHA 29 CFR 1910.22**.
9. Air conditioning is Inoperable blows hot air.
10. The 9th step from the top of jet way stairs is loose **OSHA 29 CFR 1910.22**
11. The bottom step on jet way stairs is bent upwards **OSHA 29 CFR 1910.22**
12. SDS sticker is missing on telephone.
13. Alignment line for aircraft door has several markings on jet way bumper.

C-6

1. Missing a canopy pad and canopy is torn.
2. Bottom stair on jet way is bent upwards creating a trip hazard OSHA 29 CFR 1910.22.
3. The wall panel in jet way with gray box attached is loose.
4. Nova lift has been tagged out of service since March 2015.
5. Jet way does not turn left while pulling up to aircraft making it difficult to position to aircraft.
6. Two lights inside jet way.
7. SDS sticker is missing on telephone.
8. Alignment line for aircraft door has several markings on jet way bumper.

C-7

1. The jet way wheels turn extremely fast and could cause an over swing indication.
2. Panel behind CSA counter needs air vents for the computer's two modems.
3. Need handles installed on panel behind CSA counter to make it easier to remove if needed.
4. Metal side panel on outside of jet way by canopy is damaged from resting against aircraft peto tube.
5. Need caution tape on uneven surface **OSHA 29 CFR 1910.22**.
6. SDS sticker is missing on telephone.
7. Alignment line for aircraft door has several markings on jet way bumper.

C-8

1. Missing a canopy pad and canopy is torn.
2. Both jet way tires have major splits in them.
3. Metal edge on carpet at the bottom of jet way is loose and missing screws.
4. Air condition inside jet way is not working.
5. SDS sticker is missing on telephone.
6. Alignment line for aircraft has several markings on jet way bumper.

C-9

1. Right tire needs to be replaced and left tire has major split.
2. Warning bell continues to ring after you stop driving jet way.
3. Jet way phone is missing leaving exposed wires **OSHA 29 CFR 1910.305**
4. Missing cover on the warning bell button on control panel.
5. There is a two inch gap on the edge of uneven surface near handrail.
6. The jet way wheels turn very fast while steering towards aircraft.

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7. Light switches are not working in jet way (lights stay on light switch Inoperable.)
8. Missing canopy pad and canopy is torn.
9. No writing station in jet way.
10. The SDS sticker is missing on the telephone inside the jet way.
11. Alignment line for aircraft has several markings on jet way bumper.

C-11

1. Metal side panel is loose at passenger door.
2. Outside light to ramp does not have cover.
3. Remove caution tape around hand rail and put caps on the ends.
4. Side panel at the bottom of jet way is broken.
5. Canopy is torn on both sides.
6. Missing metal trim around window at the bottom of jet way by aircraft door.
7. Jet way air conditioning will not turn on from inside the jet way, the outside switch works.
8. The metal thresholds at the bottom of jet way close to aircraft door is loose and creating a trip hazard.
9. Light is out at the bottom of jet way, located under the retractable ceiling.
10. The SDS sticker is missing on the telephone inside the jet way.
11. Alignment line for aircraft has several markings on the jet way bumper.
12. Open hole on the jet way ramp door.
13. Isle chair is missing arm rest pad.

C-12

1. Jet way tires need to be replaced, both have major split and zero tread.
2. The threshold at the jet way door is loose and missing screws.
3. The handrail on the right side of the jet way is missing bolts and creating a loose safety railing.
4. Metal trim on uneven surface has sharp metal edges and sticking out.
5. There is a missing ceiling plate next to the third light fixture from the top of the jet way.
6. Outside light to the ramp is missing cover.
7. Two light fixtures missing panels.
8. The SDS sticker is missing on the telephone inside the jet way.
9. Alignment line for aircraft has several markings on the jet way bumper.

C-13

1. Jet ways tires need to be replaced both have major splits.
2. Missing a button on the vertical drive switch on control panel.
3. The metal trim on the wall in the middle of the jet way is loose and is sticking out.
4. Metal endcap in the middle of jet way is loose and is sticking out.
5. Metal grate on plate form at top of jet way stairs is loose and has a hump crating a trip hazard.
6. Canopy is torn on the top with exposed metal that rest against aircraft.
7. The SDS sticker is missing on the telephone inside the jet way.
8. Alignment line for the aircraft has several markings on the jet way bumper.
9. One ramp flood light is out.

C-14

1. Metal trim around cut-out in floor is loose and has sharp metal edges exposed.
2. Missing canopy pad.
3. Metal side panel on outside of jet way by canopy is damaged from resting against aircraft peto tube.
4. A metal end panel at the top of jet way is missing screws and is loose at the bottom.
5. All safety handrails inside the jet way need to be tightened and one bolt is missing.
6. Jet way canopy has a hole at the top center.
7. Left edge of canopy is torn and sharp metal is exposed.
8. Top uneven surface inside jet way has a hump where the hinge is connected.
9. One light out at bottom of jet way.
10. The SDS sticker is missing on the telephone inside the jet way.
11. Alignment line for the aircraft has several markings on the jet way bumper.

C-16

1. Threshold at the top of jet way is bent and needs replaced.
2. The hinge on the uneven surface is popping up creating a trip hazard **OSHA 29 CFR 1910.22**.
3. The Nova Lift gate sensor is not working.
4. Metal side panel on the outside of jet way by canopy is damaged from resting against aircraft peto tube.
5. Jet way tire have major splits on left side.
6. Missing pad on left side of canopy needs replaced.

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7. Canopy is torn at the top, exposed metal where aircraft parks
8. Four bolts are missing on safety railing inside jet way next to uneven surface.
9. Metal carpet trim piece is missing and has sharp metal edges exposed at the top of the jet way.
10. Metal side panel by passenger door is very loose and needs to have 7 screws replaced.
11. The SDS sticker is missing on the telephone inside the jet way.
12. Alignment line for the aircraft has several markings on the jet way bumper.

C-17

1. Jet way moves forward after disengaging joy stick (*Motor is still running and bell continues to ring.*)
2. The slide gate is missing on the Nova Lift.
3. Roll up door is not working properly.
4. Missing canopy pad.
5. Metal side panel on the outside of jet way by canopy is damaged from resting against aircraft peto tube.
6. Nova lift safety arms sticks in the “up” position.
7. Canopy has a large opening at the top.
8. Need handles installed on the panel behind CSA counter to make it easier to remove if needed.
9. Electrical outlet at the bottom of jet way, where agents stands is burnt out.
10. The SDS sticker is missing on the telephone inside the jet way.
11. Alignment line for the aircraft has several markings on the jet way bumper.

C-18

1. Jet way panel around A/C vent is damaged.
2. Canopy is missing three pads and has sharp metal edges exposed.
3. Metal side panel on the outside of jet way by canopy is damaged from resting against aircraft peto tube.
4. The SDS sticker is missing on the telephone inside the jet way.
5. Alignment line for the aircraft has several markings on the jet way bumper.

C-19

1. Canopy is torn on left side and has sharp metal edges exposed.
2. Canopy is missing two pads.
3. Need to clean exposed wood in corner behind jet way control panel.
4. The jet way warning bell still rings after agent stops driving jet way.
5. Isle chair is missing arm rest pad.
6. Light switch at the top of jet way only works if the bottom switch is in the “on” position (3 way switch is needed.)
7. Canopy has a split half way down on the outside where the pad is missing from resting against peto tube.
8. The jet way wheel is turning on their own, without steering them from control panel.
9. The swing arm on the ramp door is loose and is hanging down.
10. The threshold at this jet way door has 4 missing screws.
11. The metal trim on the carpet by the rotunda is loose and has a screw sticking up creating a trip hazard.
12. The metal endcap by uneven surface is bent and loose.
13. Metal edge by the ramp door is loose and has sharp metal edges exposed.
14. The SDS sticker is missing on the telephone inside the jet way.
15. Alignment line for the aircraft has several different markings on the jet way rubber bumper.

D-5

1. Ramp door light is out and missing cover.
2. Canopy is missing pad.
3. Metal side panel on the outside of jet way by canopy is damaged from resting against aircraft peto tube.
4. Warning beacon light isn't working when backing up away from aircraft.
5. The jet way has a power surge when driving forward at slow speed.
6. Metal endcap by the top uneven surface is bent and loose.
7. The air vent at the top of jet way is providing very little air since the filter is covered with dust and soot.
8. The SDS sticker is missing on the telephone inside the jet way.
9. Alignment line for the aircraft has several different markings on the jet way rubber bumper.

D-6

1. Missing canopy pad located on the outside of the jet way next to where aircraft parks.
2. The jet way door is sticking on the door frame and will not completely shut and is difficult to open.
3. The hinge on the uneven surface is loose and there are several screws missing.
4. The warning beacon light is not working while backing up from aircraft.
5. The SDS sticker is missing on the telephone inside the jet way.
6. Alignment line for the aircraft has several different markings on the jet way rubber bumper.

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7. Door hinge is broken going down to aircraft.
8. Safety Railing bolts is missing making the handrail unstable.
9. Roll up door bottom rubber bumper is damaged.
10. Light fixture cover is missing.

OUTSIDE JETWAY PADDING



JETWAY TIRES/OUTLETS



INSIDE JET WAY



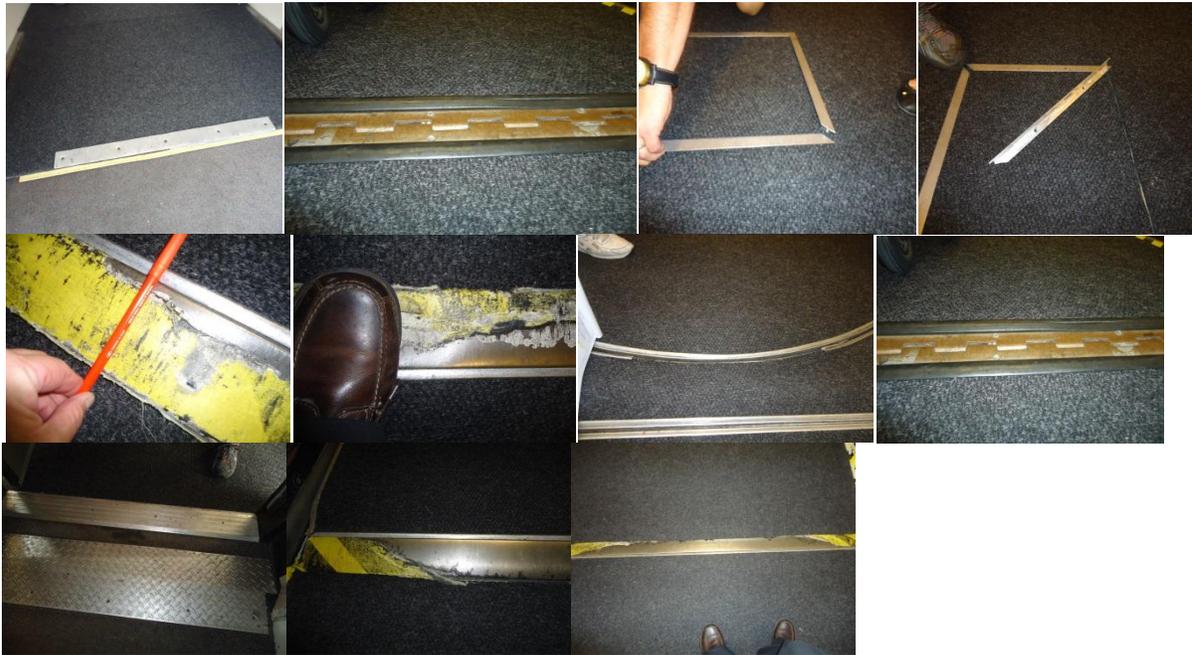
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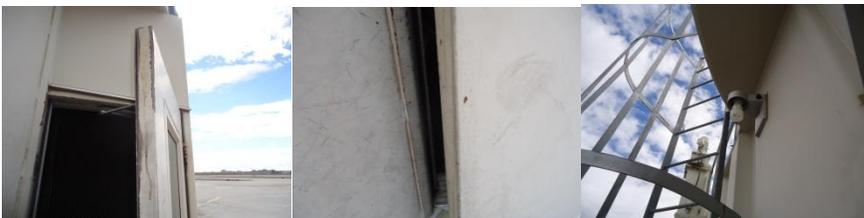
CONTROL PANEL



JETWAY FLOOR



GATE D-6



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ALIGNMENT LINES FOR AIRCRAFT



FIRE EXTINGUISHER GOM 02.100.13 AND OSHA 29 CFR 1910.157

Fire extinguishers do not comply with the monthly audits policy in the **GOM 02.100.40** shows what to look for and what to do. If the tags are missing, expiration dates not present, or if they are, mounted without signage, it could result in a monetary penalty.

TWU Safety Rep Dave Beebe, Steve Proudly and I were able to speak to Rhonda Ramirez during the walk. We discussed most of these unsafe conditions above during Safety Walk with Rhonda.

While circumstances with facilities are a challenge, 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.

We must insure good customer service to internal and external customers—this is not the case in PHX. Rhonda was very receptive and expressed that safety of their employees is a top priority. She recognizes their responsibility for creating a safe and healthful work environment.

In closing, thank you PHX employees for your continued hard work and the dedication to safety displayed on a daily basis. Thank you to all TWU Safety Reps for trying to improve the work environment for all employees. If you have any question or concern about this report my number is 214-927-6743 or email me at dina.enders@twu555.org

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