

TECHNICAL OPERATIONS SAFETY ACTION PROGRAM

Overview

Developed for Rep Training



VSRP Review

T-SAP is part of the VSRP, a key component to the ATO Safety Management System (SMS), providing

a method to identify and correct potential safety hazards in a non-punitive environment.

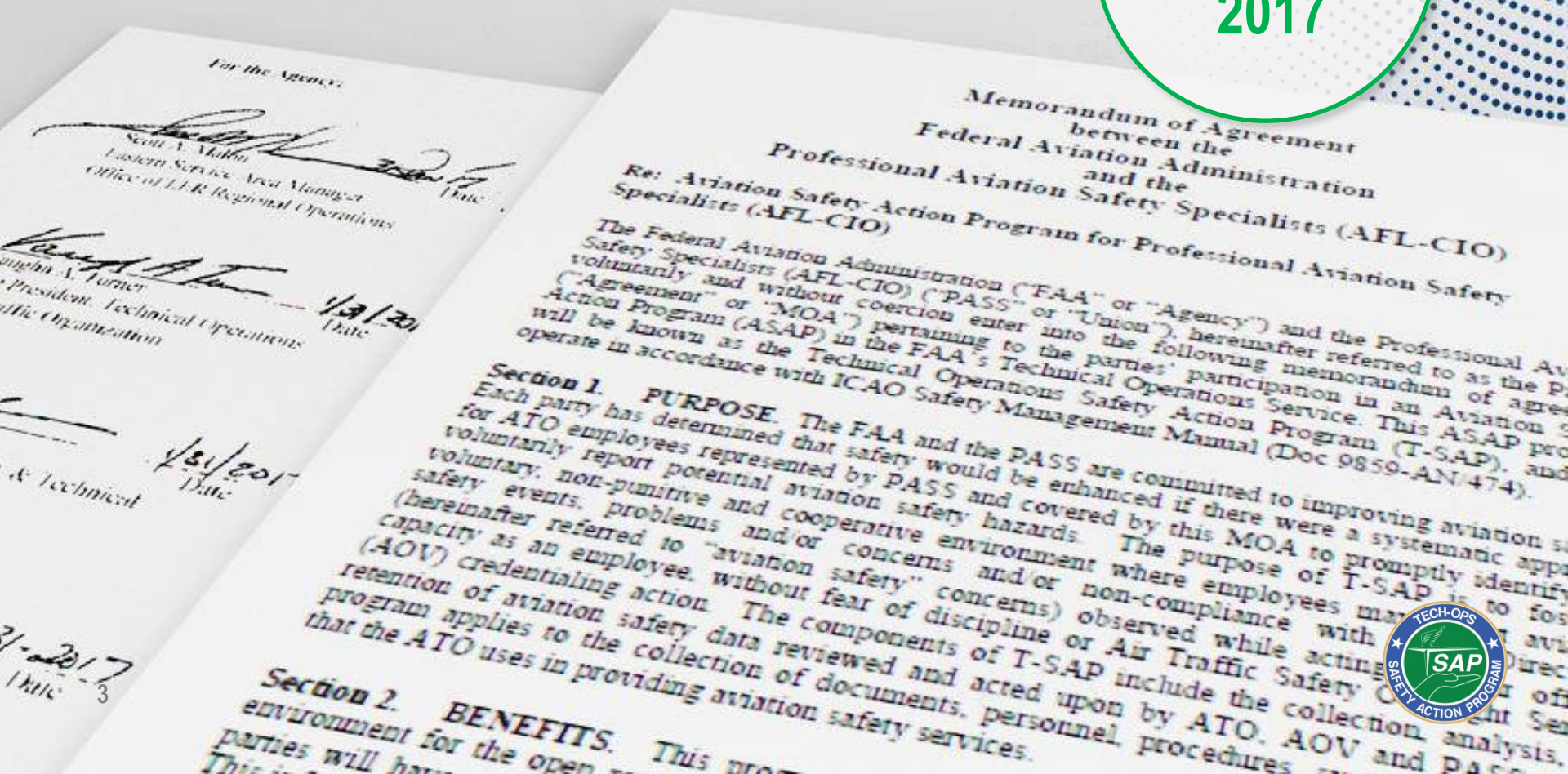


These important programs encourage voluntarily submitted safety reports **from employees involved in the delivery of air traffic services and are foundational to a healthy safety culture.**



Memorandum of Agreement

Signed
FEBRUARY
2017



MOA Benefits

The purpose of T-SAP is to foster a **voluntary, non-punitive** and **cooperative environment** where employees may report aviation safety events, problems, concerns, or non-compliance with FAA Directives observed while acting in their official capacity without fear of discipline or Air Traffic Safety Oversight Service (AOV) credentialing action.

This program will foster **open reporting of aviation safety concerns**. Through such reporting, all parties will have access to valuable safety information that may not be otherwise be available.

This information will be used to **identify and mitigate** aviation safety concerns.

**A Key
Element of
VSRP Is
First-Hand
Observation**



Event Review Committee (ERC)

Through consensus,

the ATO, PASS, and AOV
(Air Traffic Safety Oversight Service)
will utilize reported data to help make
proactive changes in aviation safety
throughout the NAS.

***ALL MEMBERS ARE EQUAL AND LEAVE
TITLES/POSITIONS AT THE DOOR,
IN THE INTEREST OF AVIATION SAFETY.***



Analyst's Role

Ensures that names and facility information as appropriate are redacted to protect reporter confidentiality.

Documents the status of the report in the system.

Assists ERC in identifying systemic aviation safety issues.

Conducts research and fact-finding on specific reports.

Responsible for contacting the submitter and/or the OPR (Office of Primary Responsibility) to obtain more information, as required.

In most cases:

- *PASS Analyst will contact bargaining unit employees.*
- *ATO Analyst will contact non-bargaining unit employees.*



Who Can Submit a Report?

ATO employees covered by the CBA engaged in and/or supporting Air Traffic Services with the exception of Flight Inspection Services and Mission Support, as described in Appendix I of the CBA

PASS Bargaining Unit Employees

All Non-Bargaining Unit Employees

All Tech Ops Managers and Supervisors



Aviation Safety Reporting

**Any potential
risk to Aviation
Safety
involving:**

Operations

Equipment

Publications

Deviation (Code 89)

Unanticipated NAS Service Interruptions

Runway Incursions, Incidents

NOTAM Disparities

Lessons Learned

**T-SAP *enhances* other reporting programs,
but does not replace them.**



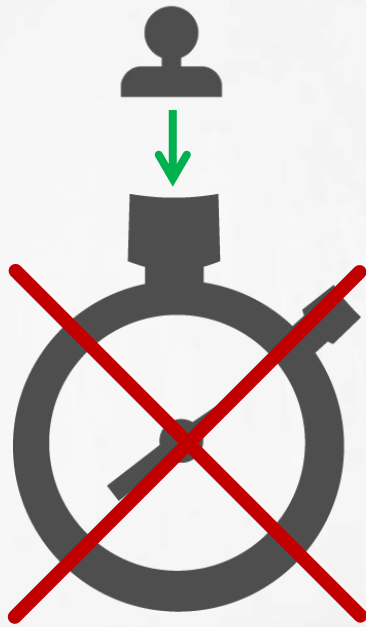
What's Excluded?

- ✗ Criminal activity
- ✗ Substance abuse
- ✗ Controlled substances
- ✗ Alcohol
- ✗ Intentional falsification
- ✗ Reports without an Aviation Safety component
- ✗ Unsafe/Unhealthful working condition reports
- ✗ Untimeliness
- ✗ Noncompliance with recommended training



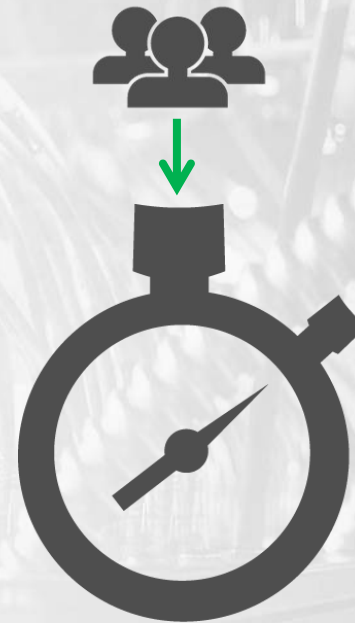
When Should I Submit? (continued)

SOLE-SOURCE



No
Time
Restriction

NON SOLE-SOURCE



Within
1
working day

Voluntary Reporting After an Event

Beneficial for Both the
Agency and Submitter.

Good Data vs. Data that
Makes Us Look Good.

**Nearly all adverse events involve a combination of
active errors (human error) and latent conditions:**

Runway
Incursions

NOTAM
Disparities

Personnel
Errors
(Code 89)

Lessons
Learned

Unknown
Events

Unanticipated
NAS Service
Interruptions

Unsafe/Unhealthful Working Condition (OSH) that has Potential Impact on Aviation Safety

An employee submitting a T-SAP report may indicate whether the filed report contains information regarding an **unsafe/unhealthful** working condition which will be forwarded to the appropriate agency official with a copy to the PASS National Safety Representative.

Any compound report will be accepted, **provided the report otherwise meets the acceptance criteria of the MOA.**

T-SAP will work only the aviation safety component.

The OSH component of the report will be forwarded to the appropriate agency official with a copy to the PASS National Safety Representative.



T-SAP Information Request (TIR)

A TIR is a written document soliciting information relating to an identified potential aviation safety concern.

May request a Risk Assessment in accordance with Safety Risk Management (SRM) policy.

Delivered electronically via the T-SAP Program Office.

Formally tracked and monitored by the ERC.

Provides the affected parties and the ERC with critical data from various parties.

Allows direct communication at the appropriate levels.

Corrective Action Request (CAR)

The CAR is a written/formal request for:

The OPR's analysis and opinion of root cause(s).

May request a Risk Assessment in accordance with Safety Risk Management.

Planned interim risk mitigation actions and their implementation date(s).

A detailed action plan on how to correct (mitigate) the identified issue.

The planned date of completion of all interim and final actions.

A CAR is *formally tracked and monitored* until ERC reaches consensus that the action (mitigation) is satisfactorily completed.

T-SAP Data Handling (Post-Closure)

REPORTS

are archived.

TRENDS

detected by T-SAP are reported to ATO, AOV, and PASS executives.

SUMMARIES

of reported events/situations may be shared with all employees in T-SAP Quarterly Updates and other ATO publications.



Leadership Responsibilities

Managers should notify employees of the opportunity to file a T-SAP report when they are involved in a preliminary investigation related to aviation safety.

If a manager is aware of or working a grievance that T-SAP is making inquiries about, he/she should make the ERC aware of it by notifying the T-SAP Program Manager or T-SAP Analyst.

Benefits of T-SAP

Provides safety data

that would otherwise never see the light of day without voluntary participation.

**FOCUSES
ON WHY,
not “what”
or “who”**

VOICE
through
STATISTICS

A
reporting
path to
action.

Opening lines of
communication:
**ATO, PASS, and AOV
working together**



Future Training and Wrap up

- This briefing is not T-SAP submitter training
- Parties have agreed the preferred method of submitter training is face-to-face
- No form of electronic training has been agreed upon by PASS
- New Hire submitter training at MMAC
- Future Face-to-Face training events

Overall questions on today's presentation?

T-SAP HOTLINE:

1 (877) 360-6961

Option3 - To Contact a PASS Representative.

