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.



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President Technical Operations

Office at I. R. Regional Operations

Memorandum of Agreement

Signed **FEBRUARY** 2017

Memorandum of Agreement Federal Aviation Administration

Professional Aviation Safety Specialists (AFL-CIO) Re: Aviation Safety Action Program for Professional Aviation Safety Specialists (AFL-CIO)

The Faderal Aviation Administration (FAA" or "Agency") and the Professional Aviation (AFI - CRO) ("DASS" or "Thuon") heramather referred to as the D The Federal Aviation Administration (FAA or Agency) and the Professional Aviation Safety Specialists (AFL-CIO) (PASS or Union), hereinafter referred to as the Page of Agency of Agency of Agency Safety Specialists (AFL-CIO) ("PASS" or "Union"), hereinafter referred to as the Property of the following memorandum of agrees that the property of the following memorandum of agrees the page 1975 of the page Voluntarily and without coercion enter into the following memorandum of agree Action Program (ASAP) in the FAA's Technical Operations Service. This ASAP program of the Technical Operations Safety Action Program (T.S.A.P.) and Action Program (ASAP) in the FAA's Technical Operations Service. This ASAP program in Manual Manual (Tool Og so AN 474).

operate in accordance with ICAO Safety Management Manual (Doc 9859-AN/474). Section 1. PURPOSE. The FAA and the PASS are committed to improving aviation and that cafety would be anhanced if there were a committee annaly. Section 1. PURPOSE. The FAA and the PASS are communed to improving aviation is for ATO amplitudes represented by DASC and contend by this MOA to promise identification. Each party has determined that safety would be enhanced if there were a systematic voluntarily report potential aviation safety hazards the purpose of promptly dentified events. Dioblems and cooperative environment where employees may consider the purpose of T-SAD in th

safety events, problems and cooperative environment where employees may have referred to concerns and or non-compliance with (hereinafter referred to aviation safety: concerns) observed while acting with safety of discipline of Air Traffic safety. Capacity as an employee without fear of discipline or Air Traffic Safety Concerns or Served while acting on the Served without fear of discipline or Air Traffic Safety Concerns or Served while acting the Served with the Se (AOV) credentaling action. The components of T-SAP include the collection analysis.

retention of attation safety data reviewed and acted upon by ATO AOV. program applies to the collection of documents, personnel proceedings that the ATO uses in providing aviation safety services. Section 2. BENEFITS This This environment for the onen parties will have

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 factfinding 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 nonbargaining 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.



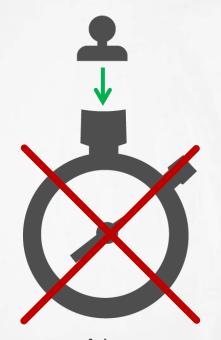
What's Excluded?

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



When Should I Submit? (continued)

SOLE-SOURCE



No Time Restriction **NON SOLE-SOURCE**





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.



