

Voluntary Safety Reporting Program (VSRP)

Air Traffic Safety Action Program (ATSAP)



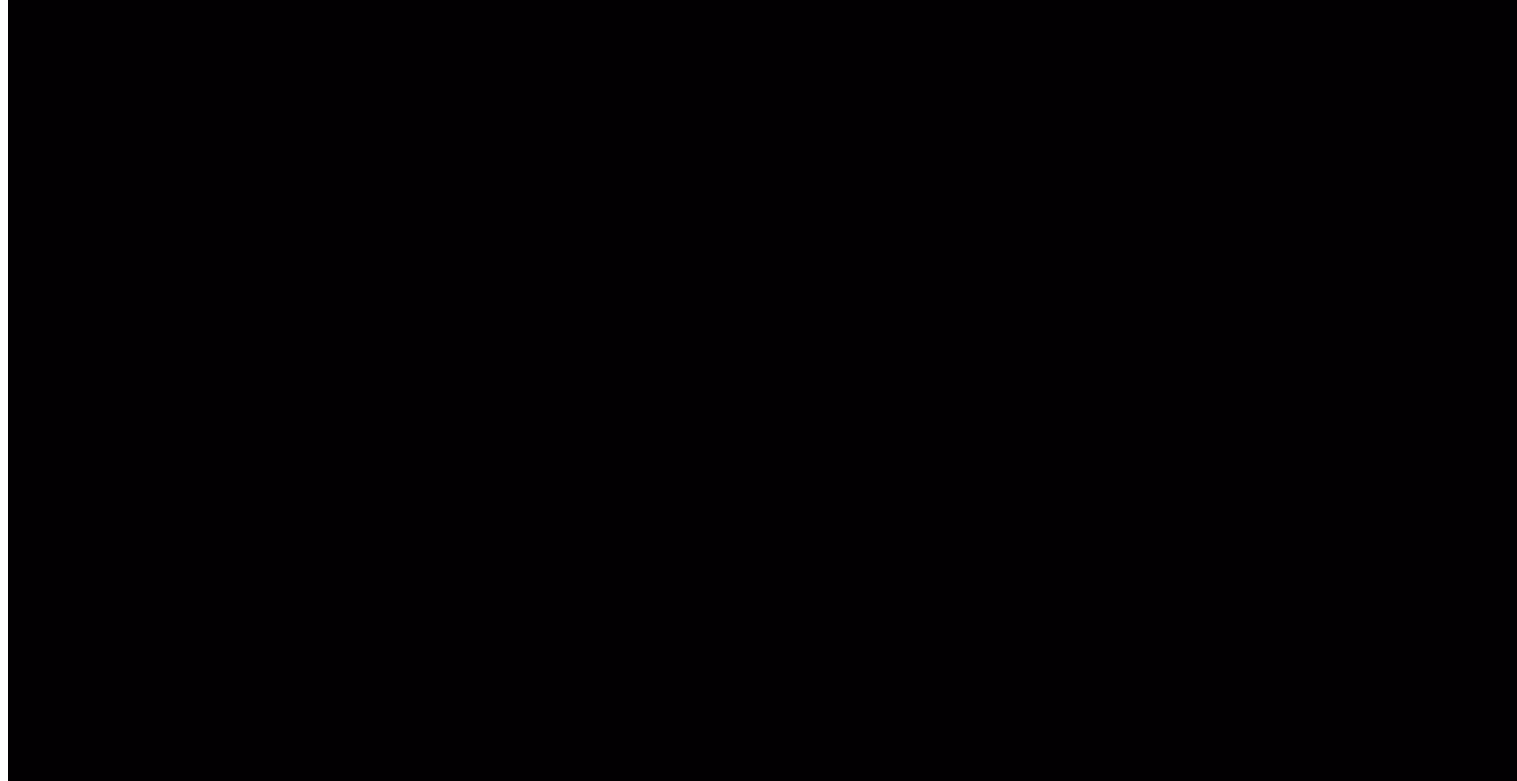
APTA RAIL CONFERENCE

By: Federal Aviation Administration,
Air Traffic Organization (ATO) & the National Air
Traffic Controllers Association (NATCA)

June 2, 2017



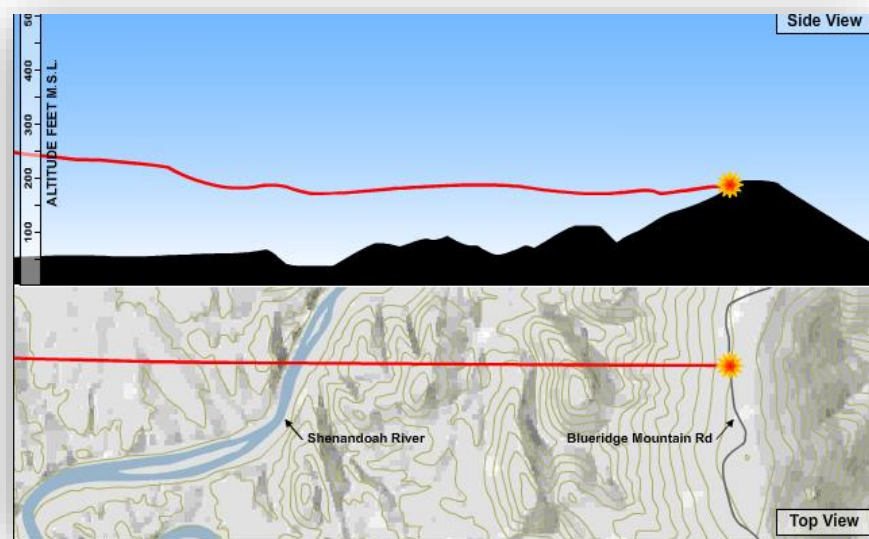
VSRP TALK: MT WEATHER



Before VSRPs...

Controlled Flight into Terrain (CFIT): TWA Flight 514 impacted Mt. Weather, VA, killing 92 passengers and crew on December 1, 1974.

A similar incident had occurred six weeks earlier, but was not reported to other airlines for fear of enforcement action.



Mt. Weather CFIT

Where We Were before ATSAP...

- The prevailing culture revolved around who to blame
- Limited proactive approach to safety issues
- Mostly reactive approach that was event-driven and lacked supporting data

Building a Safety Culture

Organizations with a positive safety culture are characterized by:

Communication founded on mutual **trust**, shared perceptions of the importance of **safety**, and confidence in the efficacy of **preventive measures**.

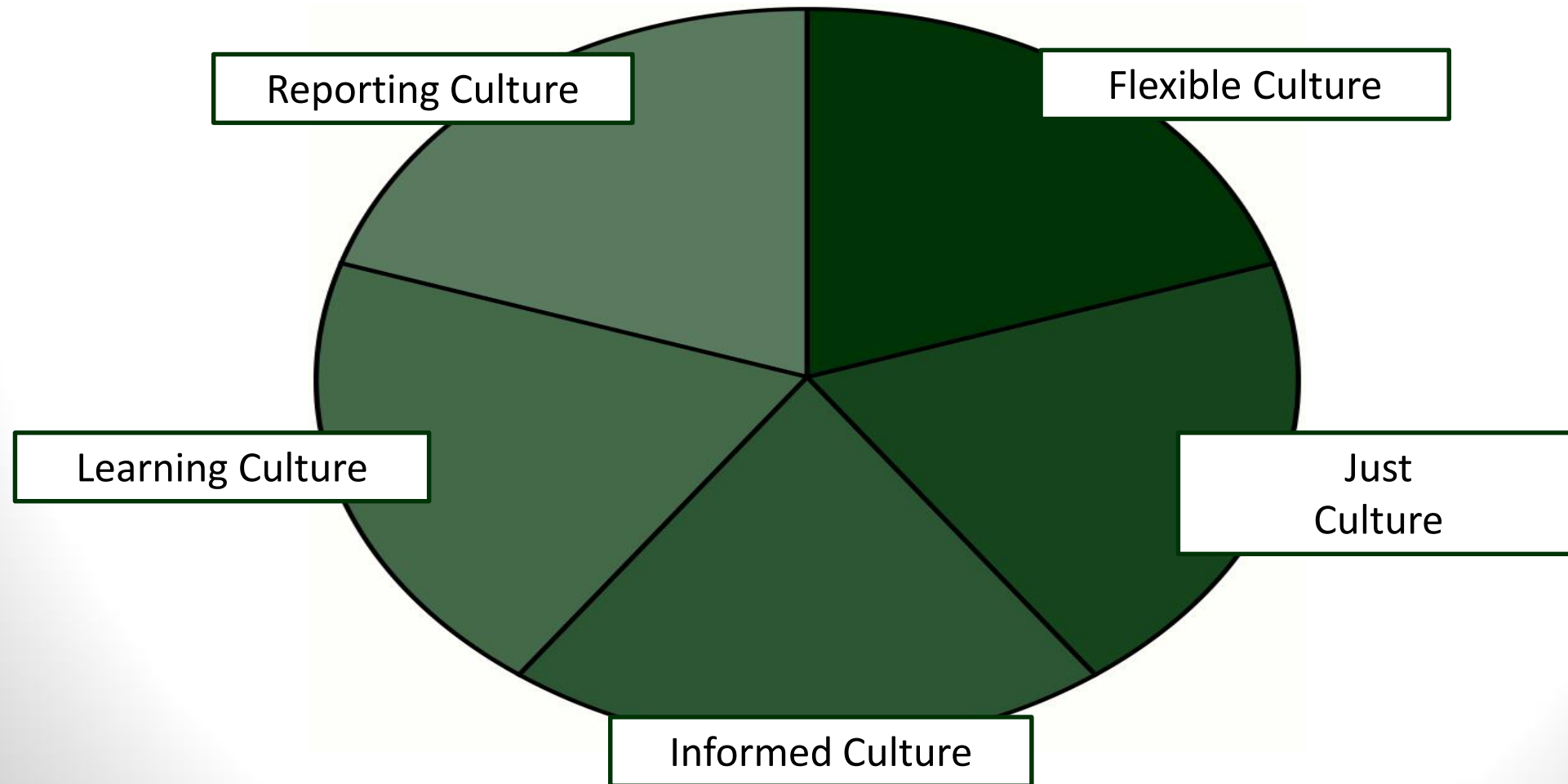


Safety Culture Means...

... a pervasive emphasis on safety that promotes:

- ✧ An inherently questioning attitude,
- ✧ Resistance to complacency,
- ✧ A commitment to excellence,
- ✧ The fostering of personal accountability, and
- ✧ Corporate self-regulation in safety matters.

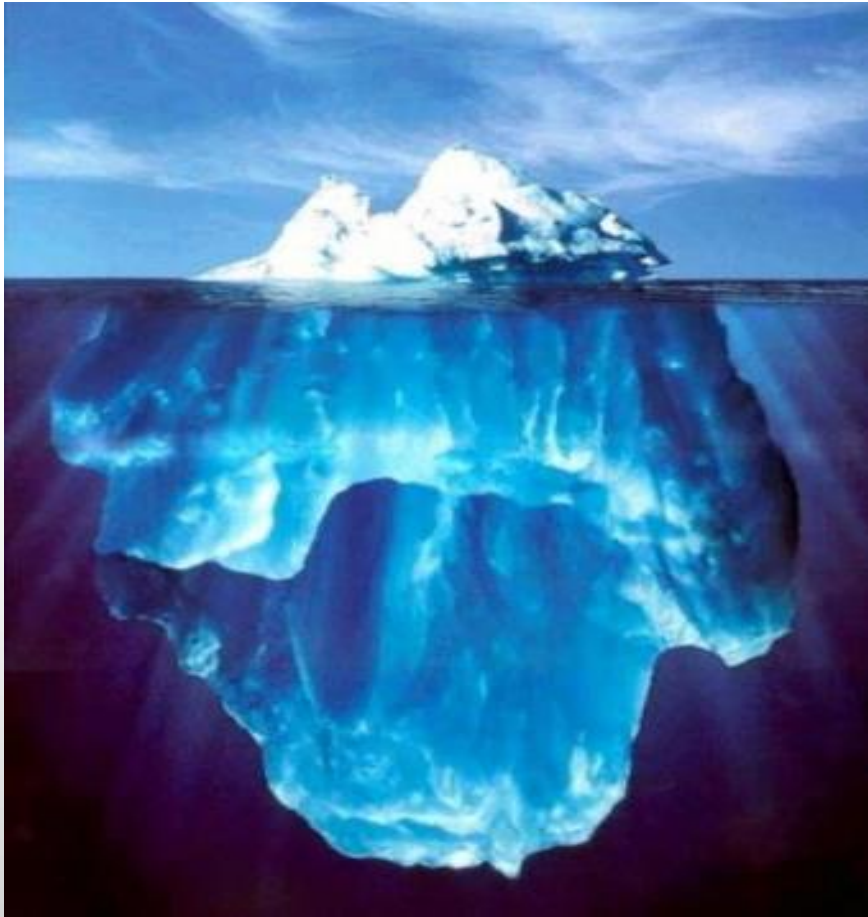
Key Elements of Safety Culture



Where Are We Now?

- ATSAP led the way to a better safety culture in the ATO.
- Current safety processes are collaborative, supported by Memoranda of Understanding and Orders.
- Numerous issues identified by ATSAP and the Technical Operations Safety Action Program (T-SAP).
- Other VSRPs have been approved and begun.
- “Just Culture” addresses the underlying reason/s for issues rather than assigning blame.
- Slowly and steadily, the ATO is moving towards a proactive approach to addressing safety.

Iceberg of Awareness



4%

Problems known to top management

9%

Problems known to middle management

74%

Problems known to supervisors

100%

Problems known to rank-and-file personnel

Source: Yoshida, Shuichi, 2nd Intl Quality Symposium, 1989

ATSAP Data –Benefits

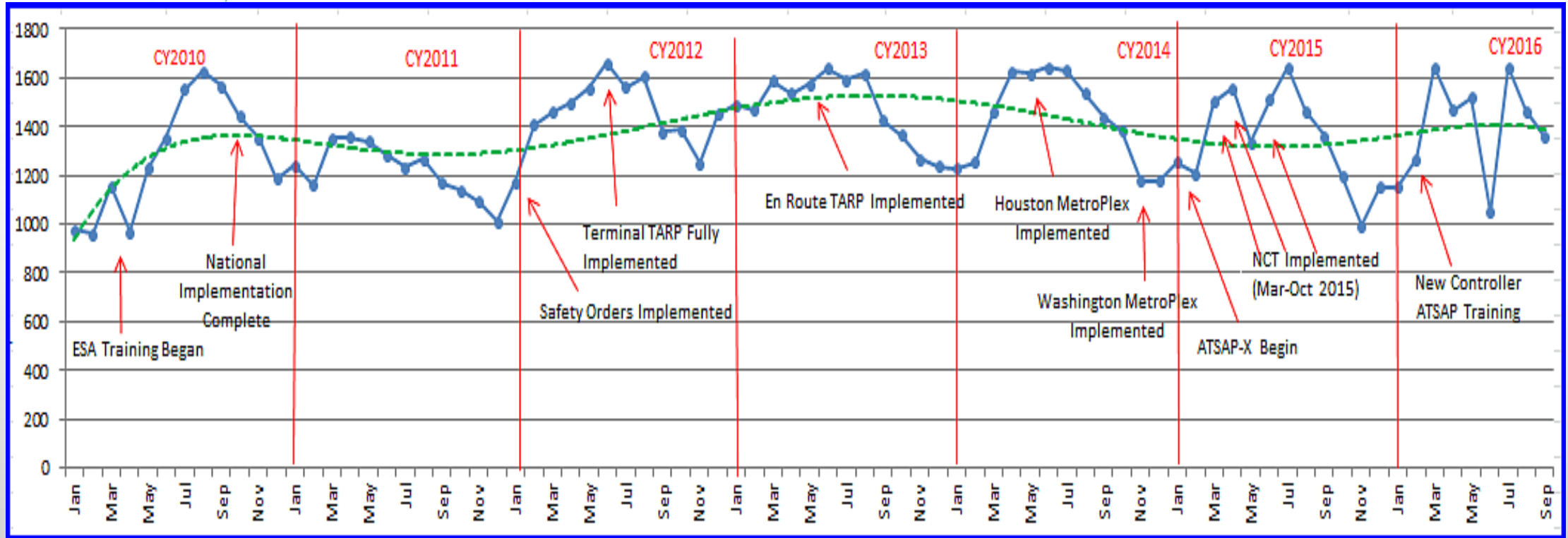
ATSAP data is a crucial data stream to numerous national and local programs ensuring information is provided to those who develop safety solutions.

Examples of how ATSAP data enhances other Programs:	
✓ Runway Safety	✓ CISP with partner airlines (currently 20)
✓ Human Factors Studies (auto handoff & RNAV)	✓ Safety Risk Management Panels (local and national)
✓ ASIAs (Aviation Safety Information Analysis and Sharing)	✓ ERAM (Enroute Automation Modernization)
✓ Partnership for Safety	✓ TAMR (Terminal Automation Modernization and Replacement)
✓ NASA ASRS (Aviation Safety Reporting System)	✓ Fatigue Risk Management Program





SAP Reporting History



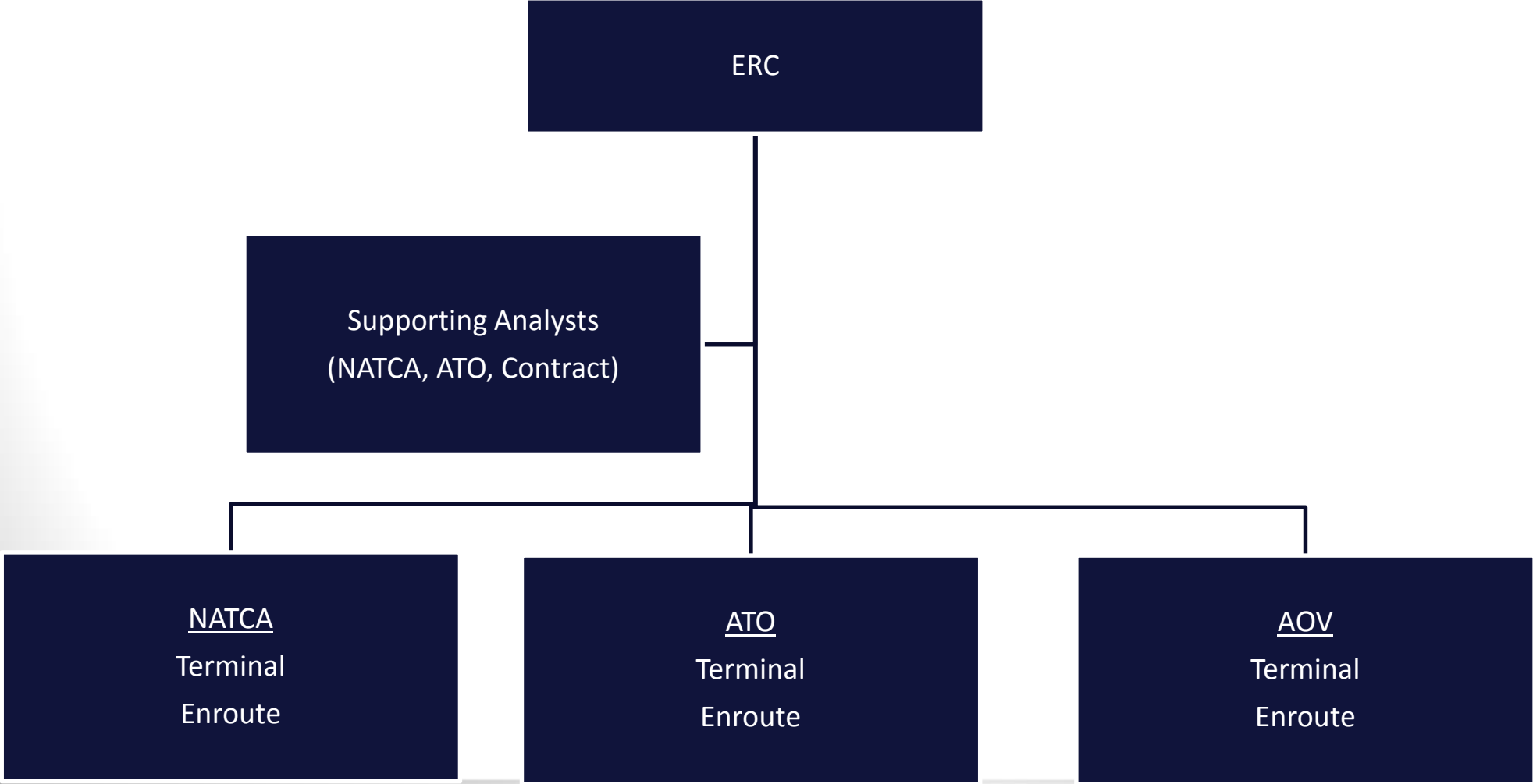
Over 130,000 + reports have been submitted through FY17,Q2



Event Review Committee (ERC) Function



ERC Structure



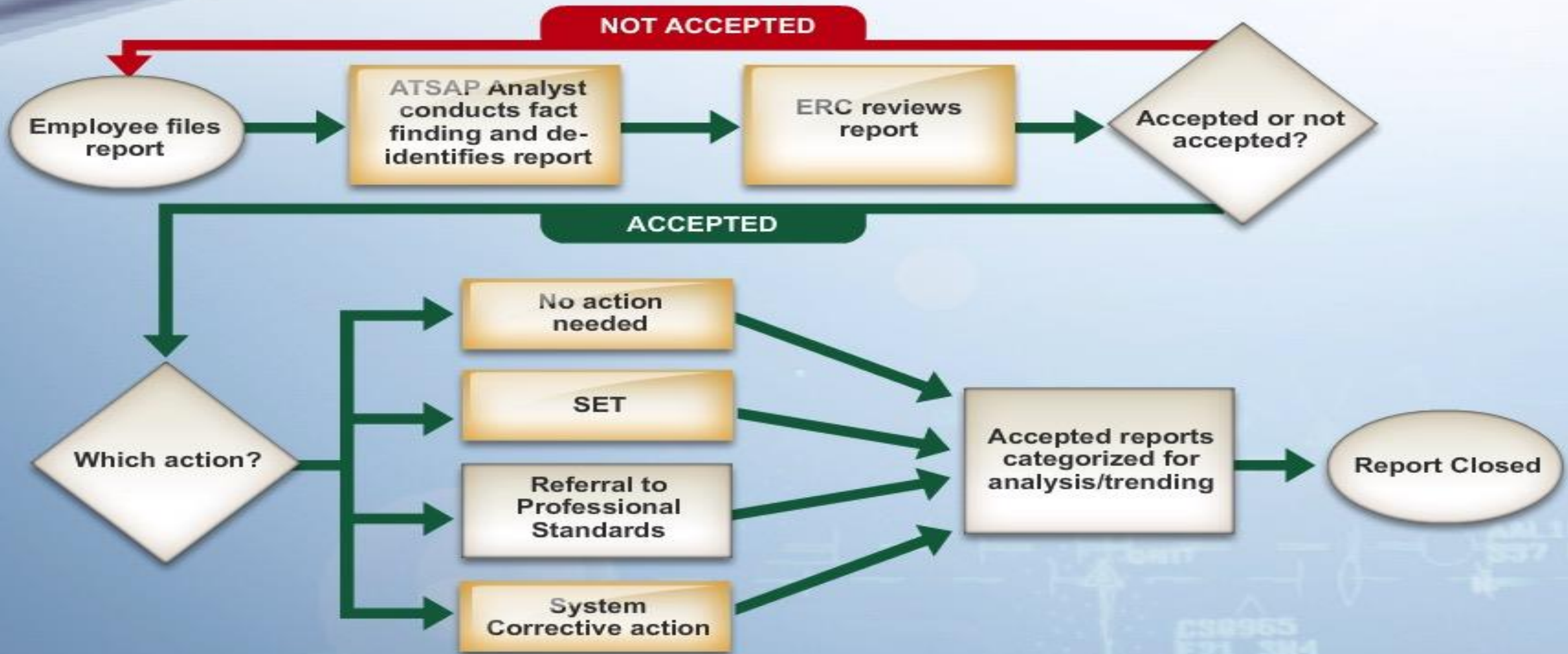
ERC PROCESS

COLLABORATION & CONSENSUS

“The success of any VSRP is based on the ability to reach consensus. Failure to reach consensus brings into question the capability of all parties to collaborate successfully, and may ultimately result in the program’s failure.”

JO 7200.20 Voluntary Safety Reporting Program (VSRP)





Our Responsibility

Everyone

- Protect confidentiality in all aspects
- Protect program integrity

Facilities

- Provide information to ERC when requested
- Provide information to ERC regarding potential SET
- Feedback on SET effectiveness

ERC

- Communicate with Facility Management and Union
- Work with the facility to provide effective SET, when needed
- Identify systemic corrective actions.



Manager's Role

Create a climate where reporting is not only safe but valued, and employees have confidence that they will not be punished if they make a mistake.

- Practice good Individual Performance Management with consistent coaching and interaction
- Move away from event-based reactions
- Build trust with your employees
- Encourage collaboration



VALUE INPUT FROM
FRONTLINE
EMPLOYEES





Questions?

