

T-SAP is Promoting a Positive Safety Culture in Tech Ops Through Voluntary Reporting

Historically, aviation safety used a forensic approach. Post-accident or incident investigations were used to determine causal factors. Action was taken to mitigate identified hazards. The old way focused on individuals as the primary cause of the failure. Blaming the person involved in the accident or incident (rather than learning from mistakes to create a safer operation) was common practice.

Now, a predictive approach has been introduced into Tech Ops safety and the focus is not on “who” and “what,” but “why” and “how.” Improving the safety of the National Airspace System (NAS) requires a commitment from everyone.

The new approach for Tech Ops utilizes voluntary reporting by frontline employees and managers to identify hazards that may be lurking within the NAS. By analyzing the reported information, Tech Ops is able to identify insidious trends, emerging threats, and potential causal factors. The data is used to mitigate the effects of dangerous trends, threats and precursors to accidents and incidents — before they occur.



NON-PUNITIVE

VOLUNTARY

PROACTIVE

TREND ANALYSIS

CORRECTIVE ACTION

...FOR A SAFER NATIONAL
AIRSPACE SYSTEM

To Submit a Report

Login at:

www.t-sap.org

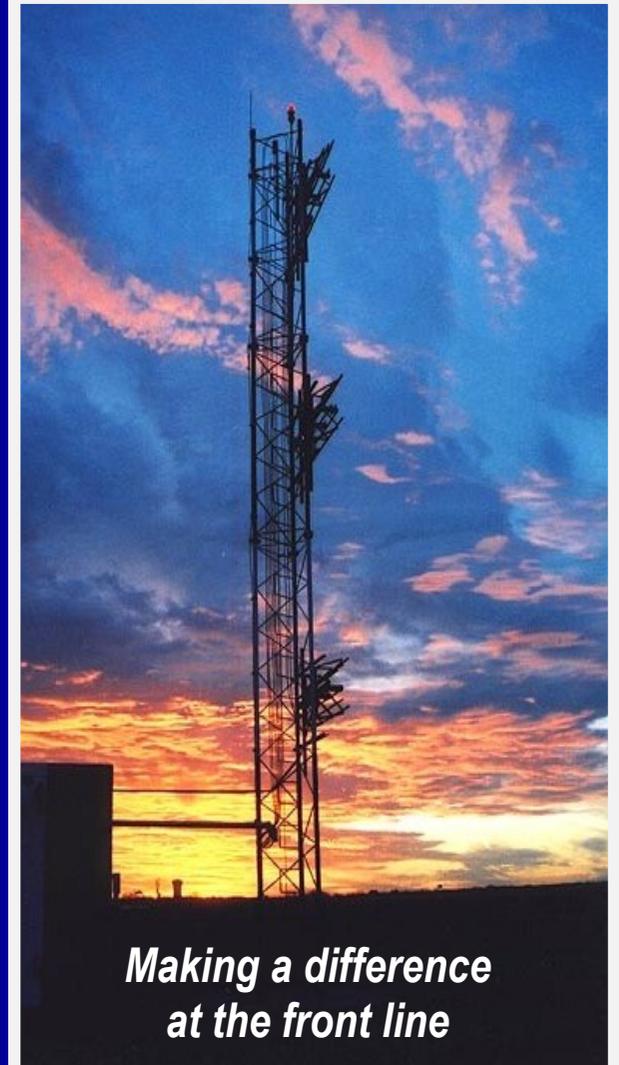
Questions? Call:

1-877-360-6961

Or E-mail:

tsap@cssiinc.com

Version 1.0



*Making a difference
at the front line*

www.t-sap.org



TECH OPS SAFETY ACTION PROGRAM



HOW WILL MY REPORT MAKE A DIFFERENCE?

In the report you submit online, you will have an opportunity to provide valuable safety information to the T-SAP Event Review Committee (ERC):

- ◆ About the event or hazardous situation
- ◆ What you believe were the causes of that event
- ◆ Any suggested changes that you recommend to prevent the event or situation from reoccurring

Through the Tech Ops Safety Action Program, you, the Tech Ops professional, can contribute significantly to improved safety in the National Airspace System (NAS).

AT THE FRONT LINE, you see first-hand potential hazards which, if not addressed, can lead to safety events or accidents. In the past, you lacked a process to identify these situations in a confidential, non-punitive way. T-SAP provides you with an online system to easily report safety events and concerns without fear of reprisal.

The program will foster a voluntary, cooperative, non-punitive environment for open and confidential reporting of safety concerns. You can report safety-related events or concerns pertaining to operations, equipment, personnel, or anything that you think affects safety in the NAS. In Tech Ops, we can all play a part in safety management and building a strong Safety Culture. T-SAP is *your* program and *your* input is what will create results!

FREQUENTLY ASKED QUESTIONS

HOW DO I SUBMIT A T-SAP REPORT?

To complete a T-SAP report, visit the T-SAP website, <http://www.t-sap.org>. A reference number will be provided as a record of your submission. If you have a question or want to provide notice of intent to file a report, please call the toll-free number, **1-877-360-6961**, or send an e-mail to tsap@cssiinc.com.

WHAT IS THE PURPOSE OF T-SAP?

The primary purpose of T-SAP is to identify safety events and implement corrective action to reduce the likelihood of safety being compromised in the future.

WHAT ARE THE BENEFITS OF T-SAP?

Information obtained from T-SAP will provide the ATO and other stakeholders with a mechanism to identify actual and potential risks throughout the NAS. All parties, through the ERC representatives, will have access to valuable safety information that may not otherwise be obtainable. The information will be analyzed to help resolve safety issues. One significant outcome will be a paradigm shift, helping Tech Ops leadership promote a positive Safety Culture.

WHO CAN SUBMIT A REPORT?

T-SAP is intended for use by ATO employees involved in Technical Operations, including Professional Aviation Safety Specialists (PASS) Bargaining Unit, Non-Bargaining Unit Employees, and Tech Ops Managers.

WHY SHOULD I SUBMIT A REPORT ADMITTING THAT I MAY HAVE INADVERTENTLY NOT COMPLIED WITH AN APPLICABLE TECH OPS RULE OR REGULATION?

T-SAP offers a venue for the non-punitive and confidential reporting of safety information. For accepted reports, discipline and credentialing action will not be used as corrective action.

ARE ALL REPORTS ACCEPTED BY THE EVENT REVIEW COMMITTEE (ERC)?

No. Reported events that are not inadvertent or reports that involve gross negligence, substance abuse, controlled substances, alcohol, intentional falsification, or criminal activity are excluded from T-SAP.

HOW DOES THE ERC ANALYZE THE REPORTS?

The ERC is composed of one member from ATO Technical Operations Services, one member from Professional Aviation Safety Specialists (PASS) and one member from Air Traffic Safety Oversight Service (AOV). They review and analyze the submitted T-SAP reports, determine whether reports qualify for inclusion, and identify actual or potential problems from the information contained in the reports and proposed solutions. All ERC determinations are made by consensus. The ERC may direct a corrective action and is responsible for follow-up to determine that the assigned actions are completed in a satisfactory manner.