



Friday, February 4, 2005

MESSAGE FROM THE CHAIRMAN

Focusing on performance and results is critical to ensuring that our safety mission is successfully accomplished. Since we first began the Chairman's Corner, the NTSB has launched on over 500 accidents and completed an estimated 30 major accident reports. Significant strides have been made by our headquarters and regional offices to finish the backlog of old accident reports, with our agency goal of being able to complete major accident reports in two years and others in one year. Focusing on our performance will help to close the safety loop - that is, finishing our job by determining the probable cause of accidents and issuing safety recommendations that, when implemented, will help to ensure that the same factors that led to one accident will not contribute to another one.

Our focus on safety advocacy - working hard to implement and not just issue safety recommendations - has been a significant success. With the entire Board working as a team - a combination of the five Board Members and the NTSB staff - significant impact has been made in state legislatures through our increased state advocacy.

Additionally we are working with the recipients of our safety recommendations to focus on the implementation of our safety recommendations through our SWAT efforts.

The five Board Members and the NTSB staff have achieved some major milestones since we began these messages - 25 accident reports have been adopted unanimously, and over 200 safety recommendations have been voted by the Board Members to be closed with an acceptable response, ensuring that permanent safety changes are accomplished. Our new Academy has completed its first year successfully with hundreds of students being trained in safety investigation and related courses. Lastly the agency has reached a new level of achievement in fiscal responsibility. We have had two clean audits and improved our procurement and contracting procedures. All in all, this 75th issue of the Chairman's Corner reflects an important message: The NTSB family - Board Members and staff - do not have jobs, we have a shared safety mission.

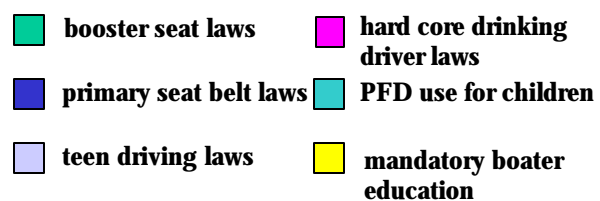
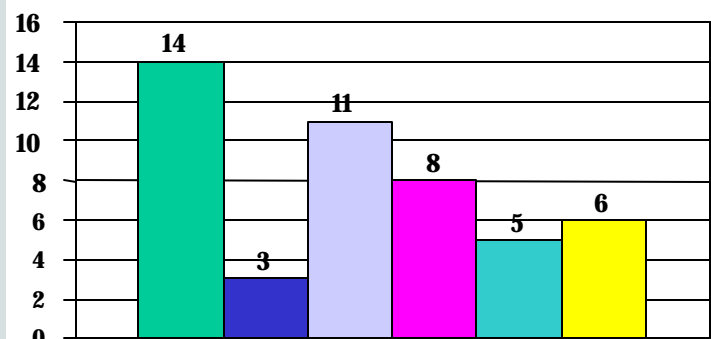
Ellen Engleman Conners

Most Wanted List State Advocacy Efforts See Great Success

A greater focus on our performance and results in safety advocacy is paying off. The NTSB's Office of Safety Recommendations and Communications (SRC) has had great success with their state advocacy efforts addressing issues on the NTSB's Most Wanted list of transportation safety improvements. During the last two years, Board Members and SRC staff have:

- Testified 53 times in 26 different states. State advocacy efforts have doubled between 2002 and 2004.
- Helped in getting 47 state laws enacted, including:
 - 14 booster seat laws
 - 3 primary seat belt enforcement laws
 - 11 laws addressing teen driving
 - 8 laws addressing Hard Core Drunk Driving
 - 5 laws for wear of personal flotation devices for children on boats
 - 6 laws for mandatory boater education

**Most Wanted List
State Laws enacted 2003-2004**



TDA Helps Family Members

The NTSB's Office of Transportation Disaster Assistance (TDA) is meeting the needs of aviation disaster victims and their families. Since 1996, TDA has been offering family and victim support, Family Assistance Center coordination, forensic services, communication with foreign governments and inter-agency coordination to help communities and commercial carriers deal with a major transportation disaster. During the last two years, the five members of TDA have:

- Provided assistance to 405 individuals who have lost family members in transportation accidents.
- Assisted in 25 major investigations and 20 regional investigations.
- Conducted family assistance training to 434 students in 10 classes.

On the Hill...

The Office of Government and Industry Affairs (GIA) has supported outreach to Congress during the last two years by providing:



- Accident reports to Members of Congress each month by state.
- Testimony by the Chairman and Office Directors before House and Senate Committees on six occasions.
- More than 100 meetings by the Chairman and GIA staff with Senate and House Members and Hill staff to discuss investigations and other issues.
- 20 final reports sent to Members' Offices.
- Response to 150 letters from Congressional offices.
- 16 budget briefings.
- Several hundred responses to phone requests from Members' Offices on behalf of their constituents.

Closing the Loop - Implementing NTSB Safety Recommendations

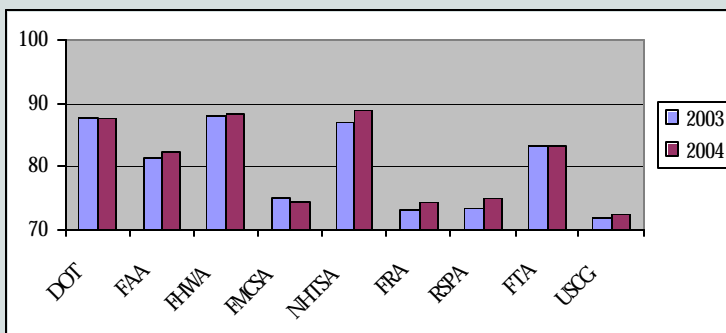
Getting recipients of NTSB safety recommendations to implement these safety changes remains a priority at the Board. When the first issue of the Chairman's Corner was published in April 2003, there were 1041 open safety recommendations. Since that time, the Board has successfully implemented 386 recommendations, and issued 266 recommendations in all modes. The overall acceptance rate for the Board's recommendations is approximately 82 percent.

Successful SWAT Approach Improving Safety in All Modes

The NTSB's Safety-With-A-Team, or SWAT, program continues to have significant success resulting in the intended goal of the implementation of the Board's safety recommendations.

Since the first SWAT meeting in July 2003, NTSB staff has met with staff from 12 different agencies, and discussed 280 recommendations addressing all modes of transportation. As a result of these discussions, the NTSB has been able to successfully advocate the implementation of 67 safety recommendations, with more being considered. Several of these safety recommendations had been previously classified as unacceptable – meaning the recipients were not making progress on the recommendations. Through the SWAT process, NTSB staff has opened a dialog with regulators on many complex safety problems.

**Safety Recommendation Acceptance Rates
2003-2004**



NTSB Acquisition Year in Review

The new NTSB Acquisition Team is focusing on a customer-oriented and results-based procurement and acquisition process has made great strides.

The Acquisition Division (MD-20) completed its "first year" at NTSB, and recently concluded its second Customer Survey. With a response rate over 80%, the survey concludes a much higher satisfaction level than the previous year. Timeliness, quality, leadership, service partnership, and overall customer satisfaction significantly improved. Furthermore, through better acquisition planning with program personnel, procurements resulted in a quality product that were within budget and program schedules. The summary table provides a comparison of FY 2003 to FY 2004. In addition, on three separate occasions, the Acquisition Division utilized the NTSB Reauthorization Act of 2003 to award urgent contracts for the purpose of expediting an NTSB accident investigation.

Acquisition Summary

	<u>FY2003</u>	<u>FY2004</u>
Customer Survey		
Timeliness.....	21%	80%
Quality.....	49%	88%
Leadership.....	N/A	91%
Service/Partnership.....	30%	84%
Overall Satisfaction.....	33%	84%
Actions Awarded.....	288	309

Finally, Acquisition made significant efforts to help NTSB program personnel understand the procurement process. Acquisition hosted several training sessions on administering contracts and writing requirements documents, and it developed and issued several bulletins to assist with the Acquisition process. These bulletins are available on the Acquisition Intranet website at <http://inside/financmat/acquisition.htm>.

Coming in March, the Acquisition Division will 'launch' the NTSB Purchase Card Program!!

NTSB Academy Continues to Teach Transportation Communities

The NTSB Academy is in its second year of operations in its Ashburn VA location, with record numbers of individuals attending classes, training, symposiums, forums and other programs. Since its opening in September 2003, the Academy has:

- Hosted 1511 individuals at Academy sponsored programs totaling over 2671 student days of training. This included 111 students from 35 foreign countries, with these numbers doubling between 2003 and 2004. More than 40 NTSB investigators have participated as instructors in these courses.
- Completed 29 courses in subjects from basic accident investigation and accident site photography to human fatigue and family assistance.
- Held forums on air cargo safety and personal flotation devices, with a total of 262 participants from government and industry. A symposium on positive train control is also scheduled for March 2-3, 2005.
- Hosted an industry forum on transportation technology development and a course for medical examiners, as well as several programs and senior management retreats for other government agencies.



Students practice new techniques during an interviewing course at the NTSB Academy.

In addition, a ceremony was held on October 18, 2004 dedicating the NTSB Academy to the family members of those lost in transportation accidents. The five Board members were joined by Secretary of Transportation Norman Y. Mineta, Congressman James L. Oberstar and other distinguished guests, including representatives of family members lost in transportation accidents.