SAFECOM
AVIATION SAFETY COMMUNIQUE
Survey Report

This report was compiled by the SAFECOM Working Group
December 2010

Table of Contents

Introduction:

Examples of how a strong reporting system enhances safety can be found in high risk operations such as the medical and nuclear industries. Land Management agencies (Both DOI and USFS Agencies are included in the generic use of the term – Agency) have had a reporting system for years in SAFECOM. Based on current usage and industry studies, we know that aviation hazards are going unreported. In 2008, an interagency SAFECOM working group was established to promote the use of the system and begin to affect change to the reporting culture of the Agency.

First and foremost the SWG would like to give folks that participated in the survey a HUGE THANKS for taking the time to respond; your feedback was invaluable.

Understanding the Data:

Before reading this summary report it is important to understand how the survey was conducted. On October 1, 2009, the SAFECOM Working Group (SWG) launched a questionnaire designed to measure attitudes concerning the use of the SAFECOM system. In order to reach as many seasonal personnel and vendors possible the survey was held open through July of 2010. The survey received a total of 473 responses; 355 federal, 51 state/other and 67 vendors.

All responses were completely voluntary and it should be assumed that the majority of respondents are those that held strong opinions which motivated their participation. The questions were made deliberately broad and open-ended in order to solicit the widest possible range of responses. Because of this approach the survey has yielded a rich variety of opinion and suggestions that have been of great benefit to the SWG and will continue to shape policy recommendations for some time to come.

How this report is organized:

The first part of this report covers general information regarding the feedback results from the survey. The graphs presented were generated directly from the Zoomerang website, through which the on-line survey was conducted, and contain no supplemental analysis. The intention is to provide an overview of how all respondents rate the use of the SAFECOM system. Note that the percentages do not always add up to 100% that is due to some questions which allow the respondent to select more than one answer or choose not to answer.

The second part of this report focuses on the SWG analysis of each question individually. The answers were divided into types of respondents. For questions that contained comment fields the responses were grouped into common categories. Analysis was performed and recommended action items were created.

The third section of the report contains a list of action items identified to improve the system. The SWG will prioritize and task the Action Items out for evaluation and implementation. Updates on the Action Items will be communicated on the SAFECOM web site at www.safecom.gov and through various SAFECOM Summaries and email.

The last section of the report is a summary of the findings with a philosophy for moving forward into Safety Management Systems (SMS) and improving our reporting culture.

Zoomerang Analysis: The data below was imported into this report as jpeg files, therefore the link to the responses are not active.

Survey Results

1. [Question Title]

View 331 Responses

2. Are you a...?

Federal Employee		340	73%
State Employee (including counties and municipalities)		43	9%
Vendor		63	13%
Other, please specify View Responses		27	6%

3. Are the nature of your duties primarily...?

Field		173	37%
Management		228	49%
Pilot		67	14%
Other, please specify View Responses		76	16%

4. Which of the following services have you used the SAFECOM system for in the past year?

Submitted a SAFECOM		206	46%
Searched SAFECOM data		294	65%
Requested a SAFECOM-related report		84	19%
Received or read a SAFECOM summary (monthly or annual)		337	75%
Required administrative assistance (password, permissions, etc.)		48	11%
Other, please specify View Responses		45	10%

5. Have you received any training, either through workshops, unit-level training, or fire-related courses, on how to use the SAFECOM system?

Yes		273	59%
No		191	41%
	Total	464	100%

View 246 Responses

6. Do you view the SAFECOM system as a lessons learned accident prevention reporting tool?

Yes		392	85%
No		67	15%
	Total	459	100%

View 259 Responses

For questions 7-12 tell us how much you agree with each of the statements given. Then in question 13 please provide a more detailed explanation for why you feel that way.

7. The SAFECOM system is NOT convenient and easy to use.

1 Agree	22	5%
2 Agree Slightly	59	13%
3 Neither Agree Nor Disagree	114	25%
4 Disagree Slightly	123	27%
5 Disagree	146	31%
Total	464	100%

8. People can report safety discrepancies without fear of negative repercussions.

1 Agree	150	32%
2 Agree Slightly	104	22%
3 Neither Agree Nor Disagree	60	13%
4 Disagree Slightly	84	18%
5 Disagree	67	14%
Total	465	100%

9. Aviation personnel (agency and vendor) are NOT actively involved in identifying safety concerns.

1 Agree	18	4%
2 Agree Slightly	51	11%
3 Neither Agree Nor Disagree	74	16%
4 Disagree Slightly	95	21%
5 Disagree	223	48%
Total	461	100%

10. Aviation personnel (agency and vendor) are NOT actively involved in resolving safety concerns.

1 Agree	22	5%
2 Agree Slightly	57	12%
3 Neither Agree Nor Disagree	63	14%
4 Disagree Slightly	111	24%
5 Disagree	211	45%
Total	464	100%

11. Safety is a core value in the Federal land management aviation program.

1 Agree		284	61%
2 Agree Slightly		96	21%
3 Neither Agree Nor Disagree		33	7%
4 Disagree Slightly		34	7%
5 Disagree		15	3%
	Total	462	100%

12. Over the past year, how would you rate the overall quality of service received regarding the SAFECOM system?

1 Very Good		72	16%
2 Good		204	45%
3 Average		138	30%
4 Poor		30	7%
5 Very Poor		11	2%
	Total	455	100%

13. Please provide an explanation of your responses to questions 7-12 above.

View 300 Responses

14. What factors influenced your decision to use the SAFECOM system? (For example, policy requirements, ease of use, reporting culture/sharing lessons learned)

View 362 Responses

15. Do you continue to report hazards that are considered to be routine for your organization?

Yes		275	67%
No		138	33%
	Total	413	100%

View 249 Responses

16. Do you report unscheduled maintenance every time it occurs?

Yes		192	50%
No		193	50%
	Total	385	100%

View 211 Responses

17. Please give examples of situations in which you would not report through the SAFECOM system.

View 278 Responses

18. What factors prevent you from utilizing the SAFECOM system as a reporting tool? (For example: fear; peer pressure; past negative response; time; access.) Please explain in as much detail as you are comfortable with.

View 319 Responses

19.	How and why do you promote the use of the SAFECOM system within your organization?
	View 327 Responses

20.	In your opinion, what is the key value of the SAFECOM system?
	View 356 Responses

21.	In your opinion, what is the key drawback of the SAFECOM system?
	View 336 Responses

| 22.	What else would you like to tell us to help develop the SAFECOM system into a highly effective reporting tool for accident prevention that all users of aviation will utilize?
	View 241 Responses

SAFECOM Working Group Analysis:

Each question was initially analyzed by at least two individuals from the SWG group and the resulting analysis was then reviewed by the entire team in an effort to keep personal bias and agendas out of the survey and to improve reporting accuracy. Respondents were placed into three categories based on how they identified themselves: Vendors, Agency Management and Field/Pilots. The vendor and Agency Management categories are self evident based on answers to questions #2-3. The Field/Pilot category includes answers from both #2 and #3 so vendor and agency pilots will both show up in this category. Several questions generated the same action item, and there were 5 major areas identified with several action items to be considered. Action items are presented in the summary section at the end of the document.

Questions # 1-3:

Were self evident and data can be found in the Zoomerang analysis section.

Questions # 4:

Which of the following services have you used the SAFECOM system for in the past year?
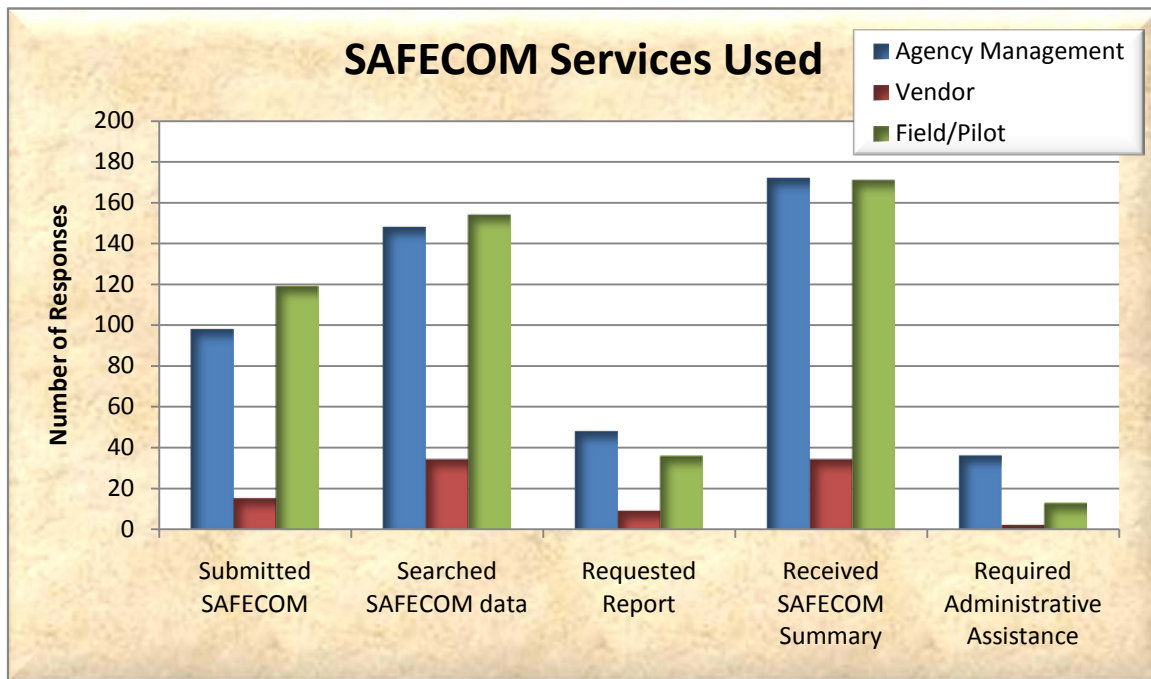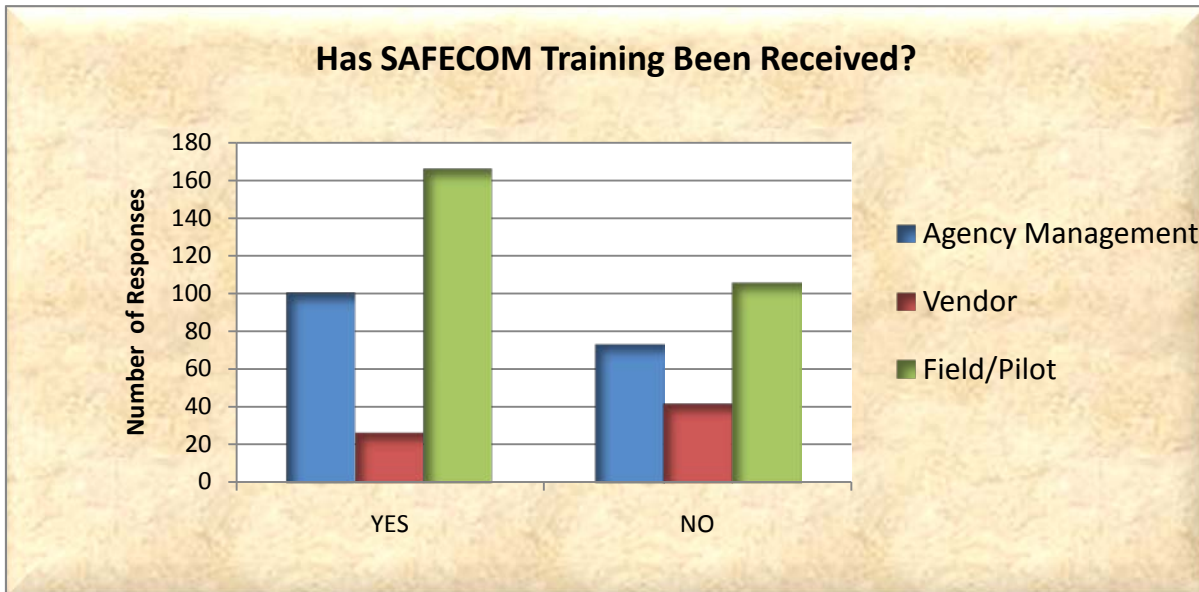

Analysis:

It appears that the vendors are more likely to read SAFECOM Summaries and search SAFECOM data than submit a SAFECOM. Field users are the most likely to submit SAFECOM reports. SAFECOM summaries are being heavily used and have proven to be a desireable product.

Recommendations: See Action Items 1 and 2

Questions # 5:

Have you received any training, either through workshops, unit-level training, or fire-related courses, on how to use the SAFECOM system?

Analysis:

Only 59% of all respondents have received any SAFECOM training , while management and field had more respondents that received training than had not, very few of the vendors reported that they had received any training. Training opportunities at this time seem to be fairly limited for vendors. Most Management and field received SAFECOM training through workshops and Interagency Aviation Training.

> *"Yes, during annual pilots meetings with the USFS representative and the NAFA course". – Vendor*
>
> *"During fire refreshers over the past 2-3 years we have talked about SAFECOMs and how to use them". - Field*
>
> *"ACE and Helicopter Managers Workshop" - Field*

Recommendations: See Action Items 1 and 2

Questions #6: Do you view the SAFECOM system as a lessons learned accident prevention reporting tool?
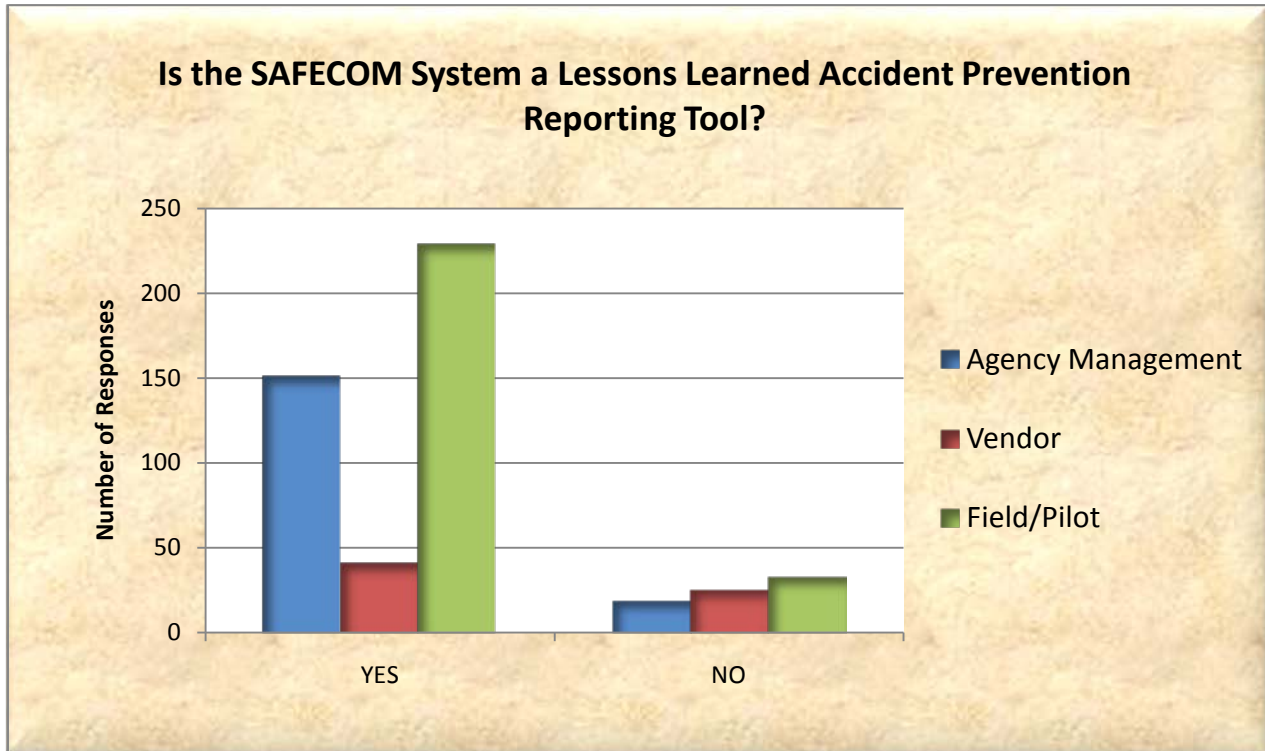
Analysis: The vast majority of respondent comments demonstrate they understand the system's value for accident prevention. Many indicated that sharing lessons learned increases awareness of hazards and aid in making risk decisions. The quandry comes when folks understand the value but still do not embrace using the system.
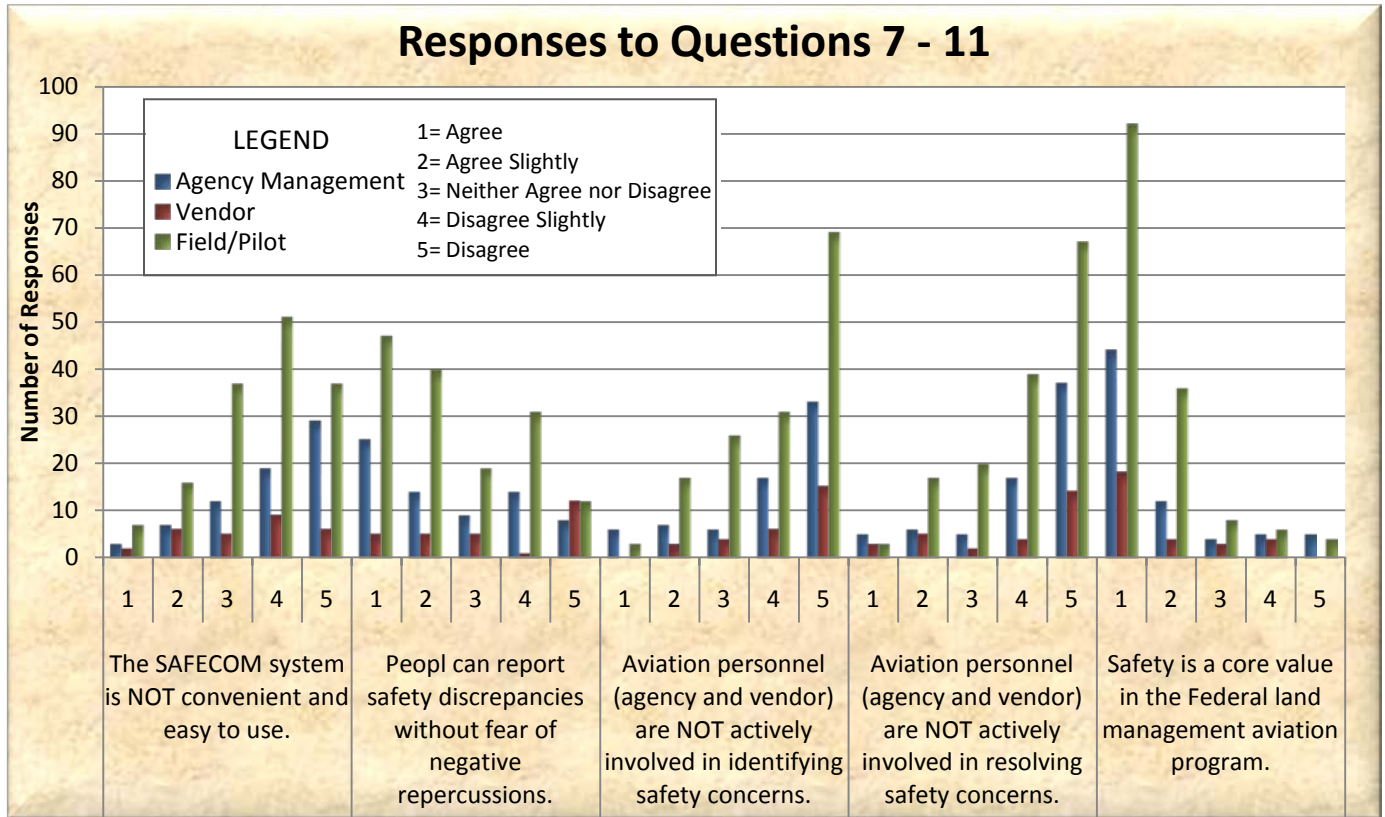
> *"The potential value under the current system is greatly underutilized". - Field*
>
> *"When I am reviewing PASP I look at SAFECOMs related to the type of activity to see if there is a lesson learned that I can apply and implement." - Management*
>
> *"Bad things can happen to good people. A lot of the SAFECOMs we read happen to folks who run VERY good programs. If it can happen to them, it can happen to anyone and we need to learn from their experiences". - Management*

Recommendations: See Action Items 1 and 2

Questions #7-11: See questions in chart below.

Responses to Questions 7 - 11

LEGEND
- Agency Management
- Vendor
- Field/Pilot

1= Agree
2= Agree Slightly
3= Neither Agree nor Disagree
4= Disagree Slightly
5= Disagree

Number of Responses

| 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

The SAFECOM system is NOT convenient and easy to use.

Peopl can report safety discrepancies without fear of negative repercussions.

Aviation personnel (agency and vendor) are NOT actively involved in identifying safety concerns.

Aviation personnel (agency and vendor) are NOT actively involved in resolving safety concerns.

Safety is a core value in the Federal land management aviation program.

Analysis:

Responses would indicate that the SAFECOM system is convient and easy to use but there is a fear of negative repercussions in all personnel categories. It would appear that all respondents agree that agency and vendor personnel are actively involved in identifying and resolving safety concerns. Most respondents agreed with question 11's statement that Safety is a core value in the Federal land management aviation program.

Recommendations: See Action Items 1 and 3

Question #12:

Over the past year, how would you rate the overall quality of service received regarding the SAFECOM system?

Overall Quality of Service Received

Analysis:

The majority of all respondents rated the SAFECOM system as either very good or good. On the surface these results do not look too bad but taking a look at individual group results provides a different perspective. The groups of" Agency Management" and "Field/Pilot" showed very similar results. The "Vendor" group indicated some different results; 32% rated the SAFECOM system as very good or good, 43% rated it as average, and 24% rated the system as poor or very poor.

These results would indicate that the administrative agencies responsible for the SAFECOM system are providing a good service to the "Agency Management" and "Field/Pilot" users but need to do a better job in providing these services to the "Vendor" community.

> *"The SAFECOM has become a fear factor in the aviation system." Vendor*
>
> *"If there is ANY fear of or perception of repercussions from an identified hazard which identifies individuals, vendors or organizations, that HAZCOM/SAFECOM is doomed to fail. That perception must stop. The system MUST keep identities secure and address the hazard and solution solely. It must be developed into the CULTURE as a solely used for safety tool." - Vendor*

Recommendations: See Action Items 1, 2 and 3

Questions #13: Please provide an explanation of your responses to questions 7 – 12.

Explanation of Responses to questions 7-12.
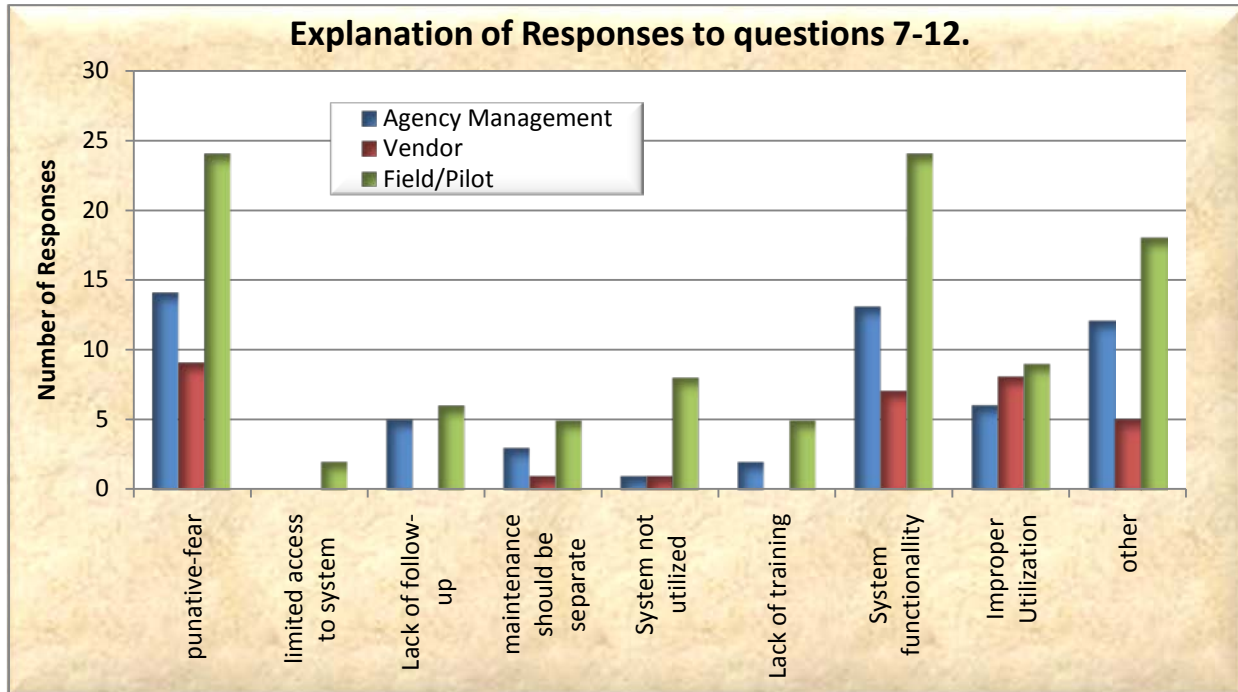
Analysis: The responses to question 13 indicate two areas of concern. First, there is consensus among the three groups of respondents that within the Interagency aviation community there is fear of negative repercussions to submitting a SAFECOM. Second, the responses from the Vendor group indicate their concern over the improper utilization of the SAFECOM program. The category of System Functionality captures both negative and positive feedback.

I think the Safecom system is a good system overall, but I do believe the system is used in a retaliatory way on many occasions and overused for non safety issues.-Vendor.

There is still a sense fear of negative repercussions out there resulting from SAFECOM use. This is mostly about professional approval/disapproval within the incident aviation community and from peers.-Field

Need more generalized training and a better understanding of the SafeCom system service wide. Some employees don't trust the system or believe their inputs are taken seriously while others expect to use it as a stick. – Management

All aviation personnel are encouraged to use SAFECOM's. I've seen it written and heard it emphasized that the purpose of SAFECOM's is to encourage a safe aviation environment and to share lessons learned. - Pilot

Recommendations: See Action Items 1, 2 and 3

Question #14:

What factors influenced your decision to use the SAFECOM system? (For example, policy requirements, ease of use, reporting culture/sharing lessons learned)
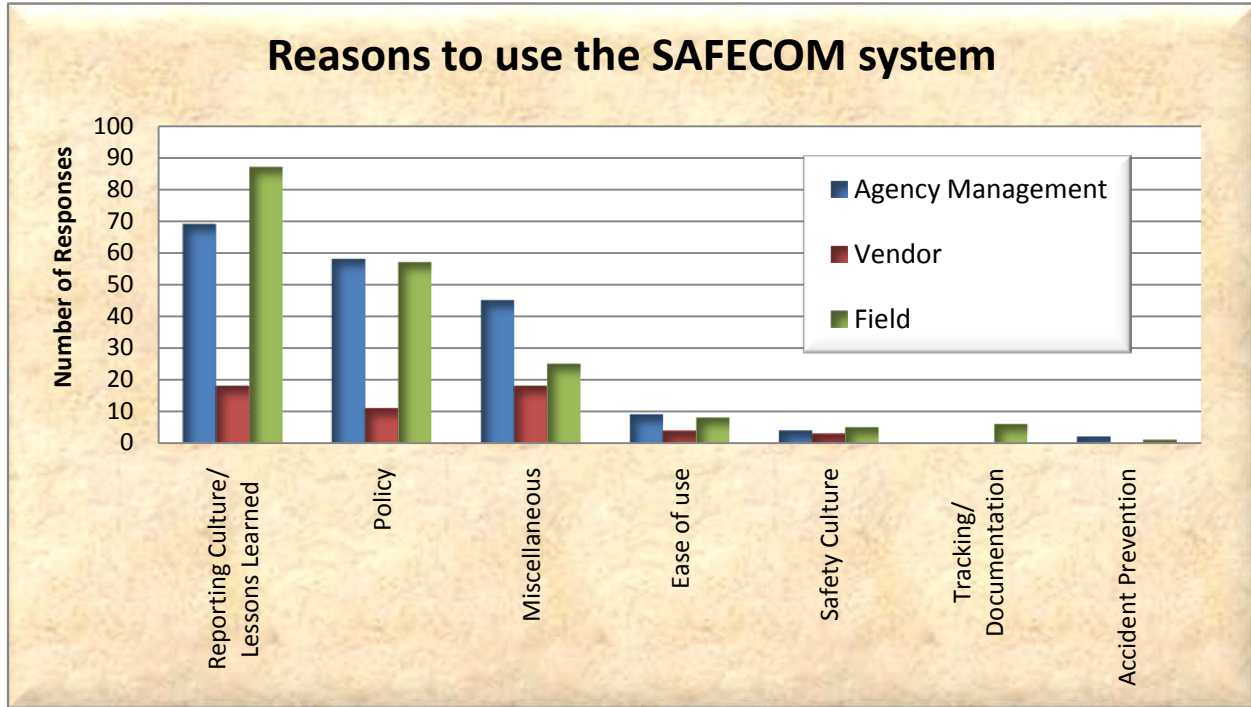
Analysis:

The category with the most responses was utilization of the SAFECOM system for lessons learned and a reporting culture. Policy was cited as the reason with the second most responses for Agency personnel, both management and field. The miscellaneous category saw a wide spectrum of responses from not being applicable to discussions of specific events. Ease of use for the system was also noted as a positive reason to utilize the system.

> *"Policy requirements and the ability to share lessons learned although I'm not confident that lessons are always shared or learned." –Field*
>
> *"Desire to contribute to making a difference." – Field*
>
> *"I don't want to get our agency or our vendors in trouble by filling SAFECOMs, so I have not filed any in the past (though I am sure I should have). I would like the culture to change, so that the SAFECOM system would be helpful in tracking trends and helping improve safety across the board." – Field*
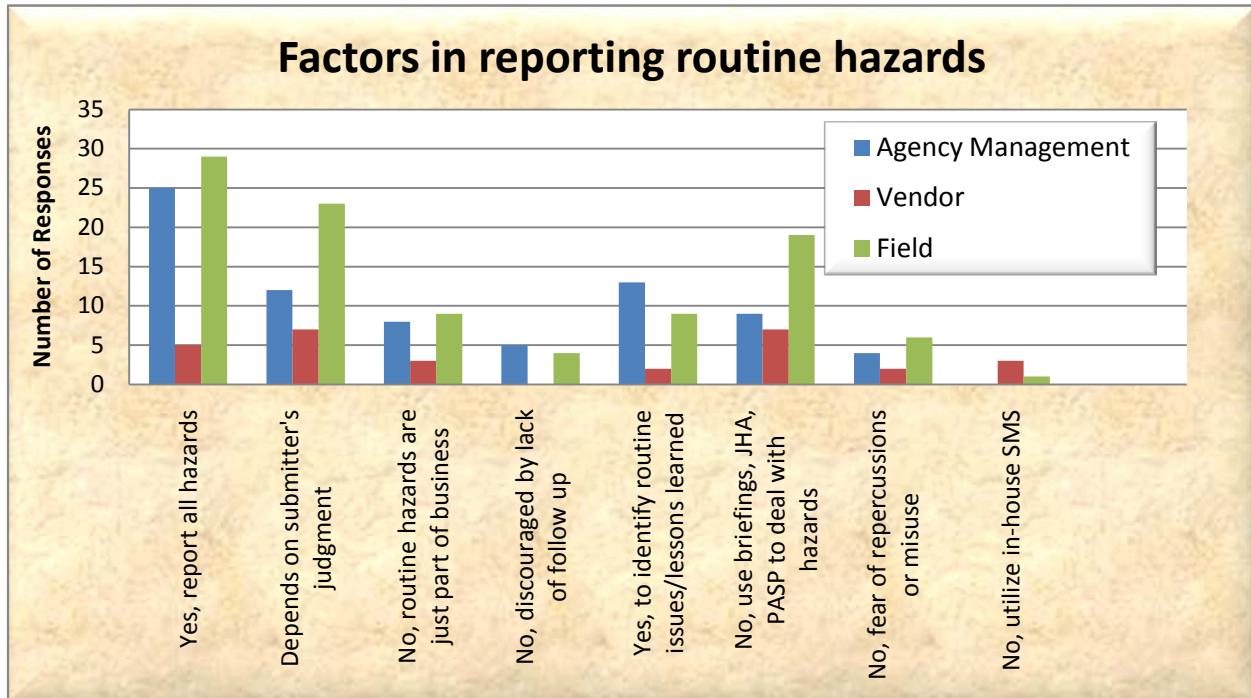>
> *Finding out what went wrong so we do not keep repeating these mistakes – Management*
>
> *Input in the system in the field is usually done by the helicopter manager. Pilots officially do not have access to government computers with internet connection in the field or at the base / not all heli-bases provide internet access to allow the pilot easy access to the SAFECOM site - Vendor*

Recommendations: See Action Items 1 and 2

Question #15:

Do you continue to report hazards that are considered to be routine for your organization?

Factors in reporting routine hazards

Number of Responses (y-axis: 0 to 35)

Legend:
- Agency Management
- Vendor
- Field

Categories (x-axis):
- Yes, report all hazards
- Depends on submitter's judgment
- No, routine hazards are just part of business
- No, discouraged by lack of follow up
- Yes, to identify routine issues/lessons learned
- No, use briefings, JHA, PASP to deal with hazards
- No, fear of repercussions or misuse
- No, utilize in-house SMS

Analysis:

The category with the most Agency respondents to this question indicated that all hazards should be reported as they have value in lessons learned and accident prevention. The factor with the second most responses concerned the submitter judging when to report a hazard, mostly based on severity of consequences and applicability to others in the field. Vendors were more selective in deciding when to file over reporting all routine hazards. Many respondents indicated that they deal with routine hazards through another avenue, including discussions with the Maintenance Inspector, Contracting Officer, daily briefings and documentation such as Project Aviation Safety Plan and Job Hazard Analysis.

> *"I thought the SAFECOM system was for anything out of the ordinary, not routine hazards unless some potential to learn can be conveyed." - Field*
>
> *"There are no routine hazards. Any hazard has the opportunity to become deadly." – Management*
>
> *"Routine hazards are just part of the business. Non-routine hazards are reported." – Vendor*
>
> *"We have a very active SMS program and anything we feel is important no matter how large or small it can be reported with no fear of management coming back for punishment." - Vendor*

Recommendations: See Action Items 1, 2, 4 and 5

Question #16:

Do you report unscheduled maintenance every time it occurs?

Factors in maintenance (MX) reporting
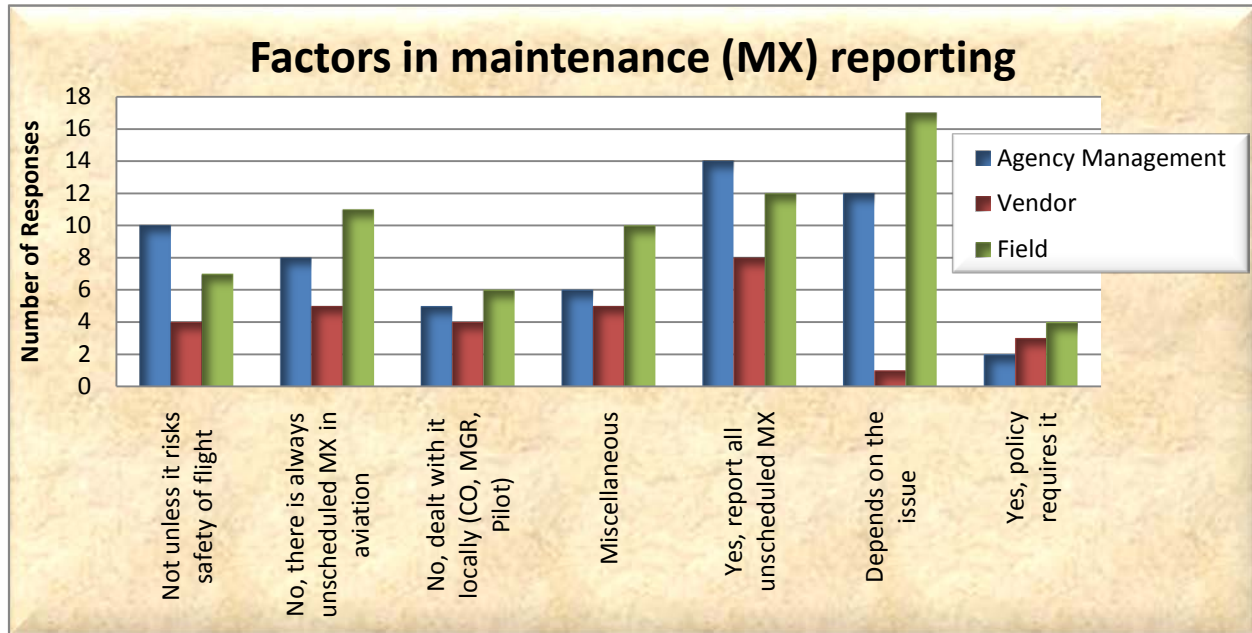
Analysis:

A high number of respondents in all three catagories said that they report all unscheduled maintenance issues, however some checked Yes and then went on to say in the comments that they reported it to the AMI, manager, supervisor, etc and it was not clear if they also used the SAFECOM system. Field respondents indicated that the individual deficiency determined whether or not they filed a SAFECOM. Many Agency personnel and a high number of Vendors also indicated that there will always be maintenance issues in aviation, so they do not report minor/routine maintenance concerns.

> *"Have heard this helps to track trends however many maintenance inspectors do not approve of using the SAFECOM system to report them. Confusing...." -Field*
>
> *"Hopefully, this will establish patterns which can prevent future incidents." – Agency Management*
>
> *"NO. Unscheduled maintenance is aviation and why I have a job. Why would it automatically need to be reported just because it is unscheduled?" – Vendor*
>
> *"Only if the unscheduled maintenance is of a major concern for flight operations" – Field*
>
> *"I do not report minor, 'wear and tear' issues (tears in the seat) if they do not have any potential to impact operations. I prefer to report any maintenance with potential to cause a problem. However, I currently work on a crew where SAFECOM's are routed through the manager, and he does not report maintenance."*
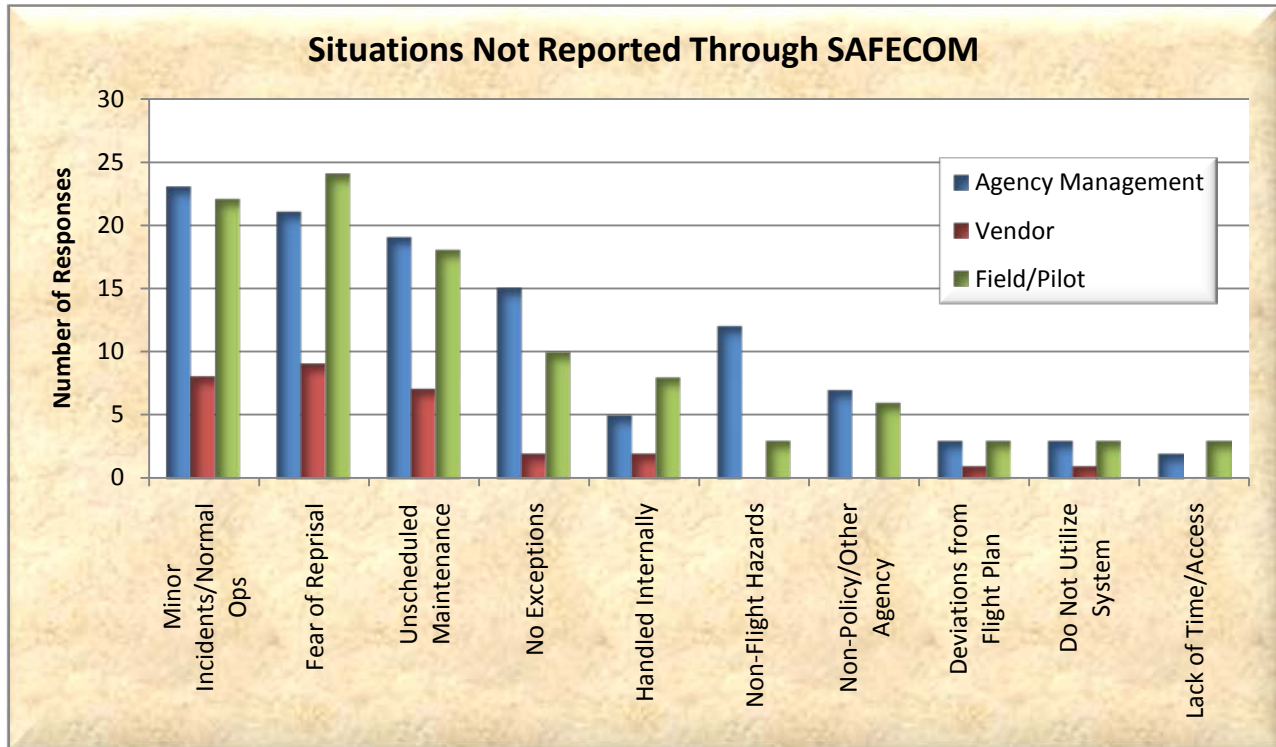> *- Field*

Recommendations: See Action Items 1, 3 and 4

Question #17:

Please give examples of situations in which you would not report through the SAFECOM system.

Analysis:

The top three situations for all respondent types in which they would not submit a SAFECOM were in the cases of minor/routine hazards (such as scheduled maintenance or normalized routine hazards like having to constantly tweak a faulty latch) and normal operations; fear of reprisal; and unscheduled maintenance. Twenty-eight percent of all vendor respondents cited fear of reprisal as the primary factor for not reporting in the SAFECOM system. Other interesting situations cited in the survey included events handled in-house (therefore not seen as necessary or proper to report), and deviations from pre-determined flight plans. Very few respondents answered this question with the response that they would not report in any situation.

> *"Emergency situations that lead to landing after pumpkin time by a few minutes where mitigations are taken to ensure safe outcomes." –Field*
>
> *"Things that can be fixed through the processes on the ground or through the organization" – Agency Management*
>
> *"We will be looked at differently and used less if the wrong person is faulted." -Vendor*

Recommendations: See Action Items 1, 2 and 3

Question #18:

What factors prevent you from utilizing the SAFECOM system as a reporting tool? (For example: fear; peer pressure; past negative response; time; access.) Please explain in as much detail as you are comfortable with.

Factors that Prevent Use of the System
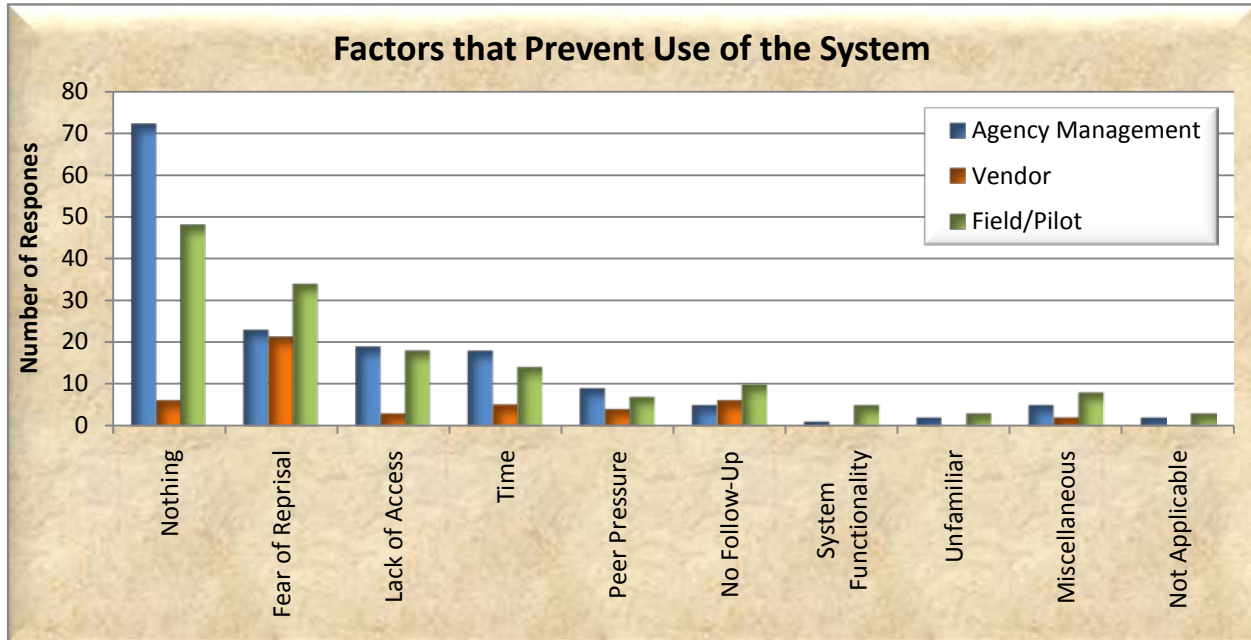
Analysis:

Just under half (44%) of the survey respondents that answered this question felt that there were no factors that would prevent them from submitting a SAFECOM should the situation warrant one. Those responses are overwhelmingly from individuals that identified themselves as agency management. However, those that identified themselves as vendors tended to cite fear of reprisal as their number one area of concern. Other top factors mentioned include limited access to the on-line system due to remote work locations, lack of time available, and a lack of follow through on the reports. One alarming result was the substantial number of respondents that cited peer pressure as a reason for not reporting. Peer pressure is especially difficult to combat, considering the link between a healthy reporting culture and a healthy safety culture, this sort of pressure could have an adverse affect on safety.

> *"This system is operated and controlled by the customer; the perceived potential negative aspect of submitting a report is felt to outweigh the benefits for the information provider." –Vendor*
>
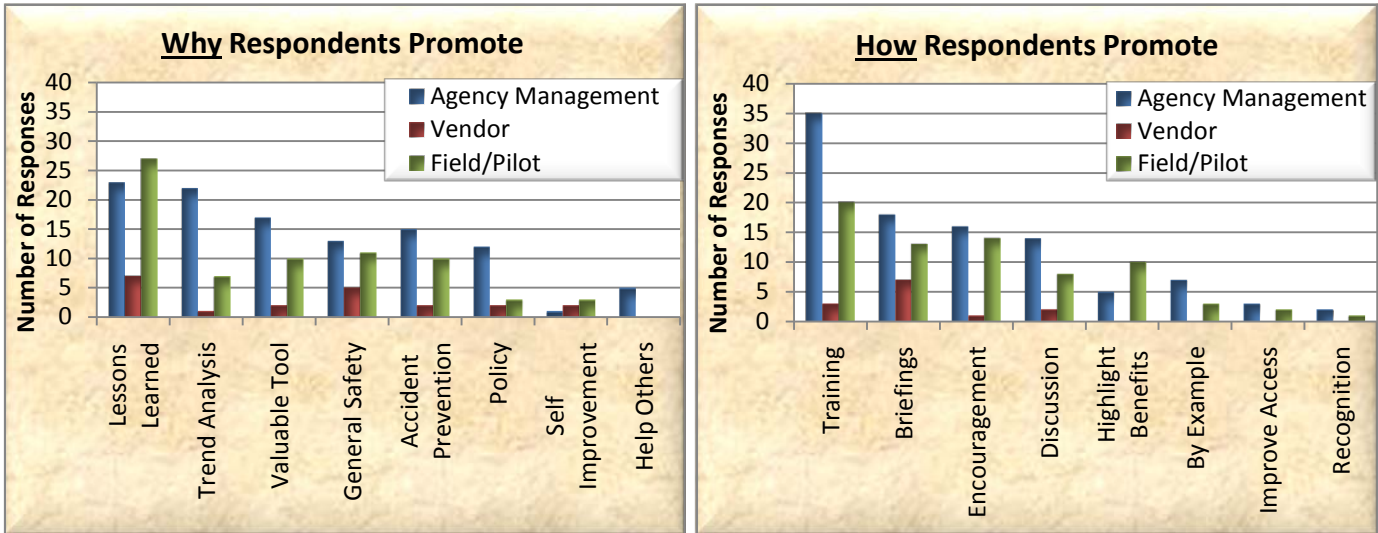> *"I report a safecom and it doesn't show up on the web page." – Agency Management*
>
> *"Strong direction from supervisors to solve problems in house (fear of making the crew look bad)" - Field*

Recommendations: See Action Items 1, 2, 3 and 5

Question #19:

How and why do you promote the use of the SAFECOM system within your organization?

Analysis:

Ten percent of all respondents who answered this question stated that they did <u>not</u> promote the use of the SAFECOM system. The majority of those who gave this response had indicated earlier in the survey a strong negative bias toward the SAFECOM system which they felt was misused in some way, others simply indicated that they lacked prior awareness of the system and its intended uses. However, the remaining respondents (90%) indicated that they did promote the system and provided reasons for why and/or how they did. Overall it would appear that respondents felt the system was a valuable tool for communicating lessons learned and developing trend analysis. They also believed that it added to the general safety environment of aviation programs. Examples given of how respondents promoted the SAFECOM system provided many excellent ideas worth dissemenating to the entire aviation community as best practices. The popular method of promoting SAFECOM through training and briefings appears to be widely adopted with the majority of respondents (52%) mentioning one or the other as their preferred system. Other examples included recognition of those who submit SAFECOMs and collaboration in writing reports.

> *"I tell folks I am working with to submit one via e-mail or hand written on whatever they have. I will then forward the information." – Agency Management*
>
> *"Safecoms that are relevant to our equipment and missions are brought before all of the pilots for discussion." – Vendor*
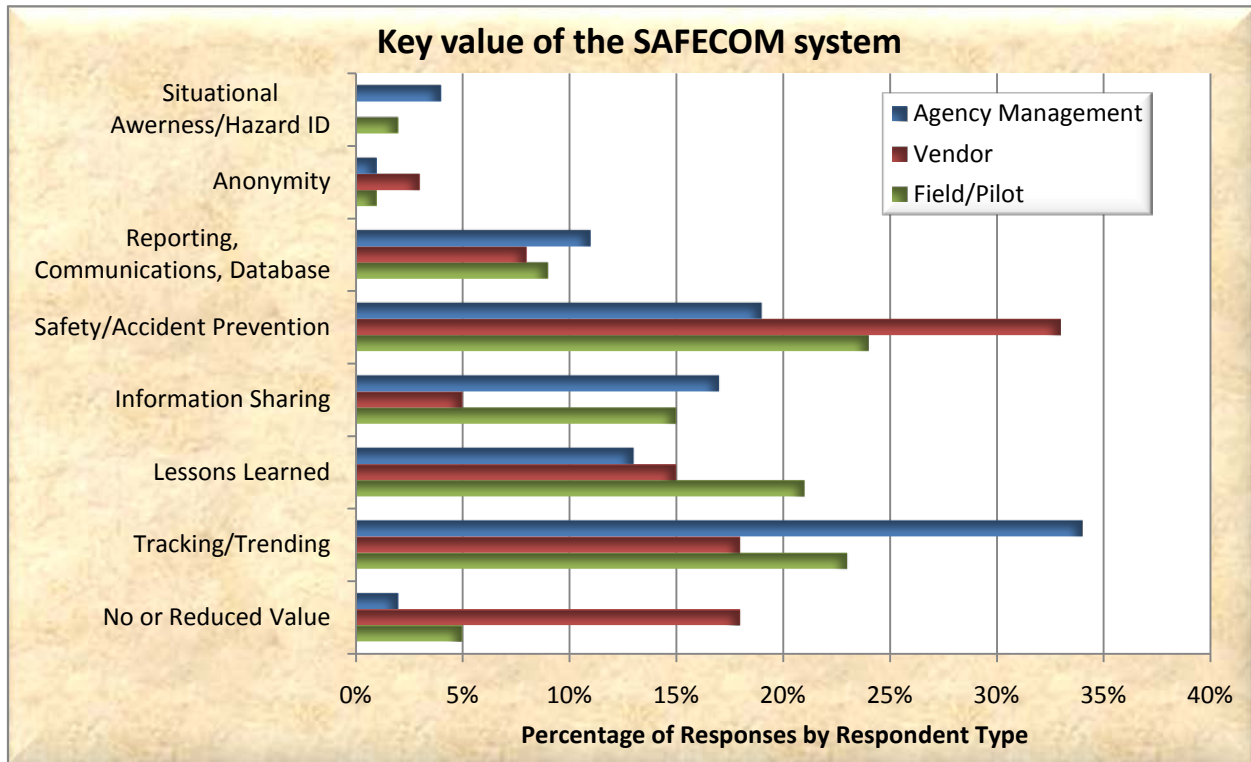>
> *"I really try to promote the "attaboy" reporting throughout my organization and crew. I believe that we should be giving pats on the back for jobs well done and well executed." – Field*
>
> *"It is a good way to sharpen your situational awareness, and see how situations were resolved." - Field*

Recommendations: See Action Item 2

Questions #20:

In your opinion, what is the key value of the SAFECOM system?

Key value of the SAFECOM system

Percentage of Responses by Respondent Type

Legend: Agency Management, Vendor, Field/Pilot

Categories: Situational Awerness/Hazard ID, Anonymity, Reporting, Communications, Database, Safety/Accident Prevention, Information Sharing, Lessons Learned, Tracking/Trending, No or Reduced Value

Analysis:

As indicated by the graph above, one of the primary strengths of the SAFECOM system is its ability to provide safety related information that fits into several different categories. The SAFECOM system continues to be the primary feedback tool in the Interagency Aviation Safety Program. Respondents clearly identified the value that trending, information sharing, lessons learned and accident prevention play in day to day operations. Although we are definitely headed in the right direction, there were still 20 negative responses. These responses: punitive, watered down by maintenance, etc. have surfaced throughout the survey.

> *"If utilized properly the safecom system would allow for and promote the free and uninhibited sharing of potential hazardous or unsafe practices."- Management*
>
> *"The system can be a great "Lessons Learned" tool if everyone is on the same page and everyone involved from the air attack to the AOBD, Lead plane pilot and the RAO uses it as a learning tool and not a punishment for the vendor." - Vendor*
>
> *"I think it's gotten watered down from its original intent as a safety reporting system. Now its 50% BS just because somebody said write it up." -Field/Pilot*

Recommendations: See Action Items 2 and 4

Question #21: In your opinion, what is the key drawback of the SAFECOM system?

Key drawbacks to system
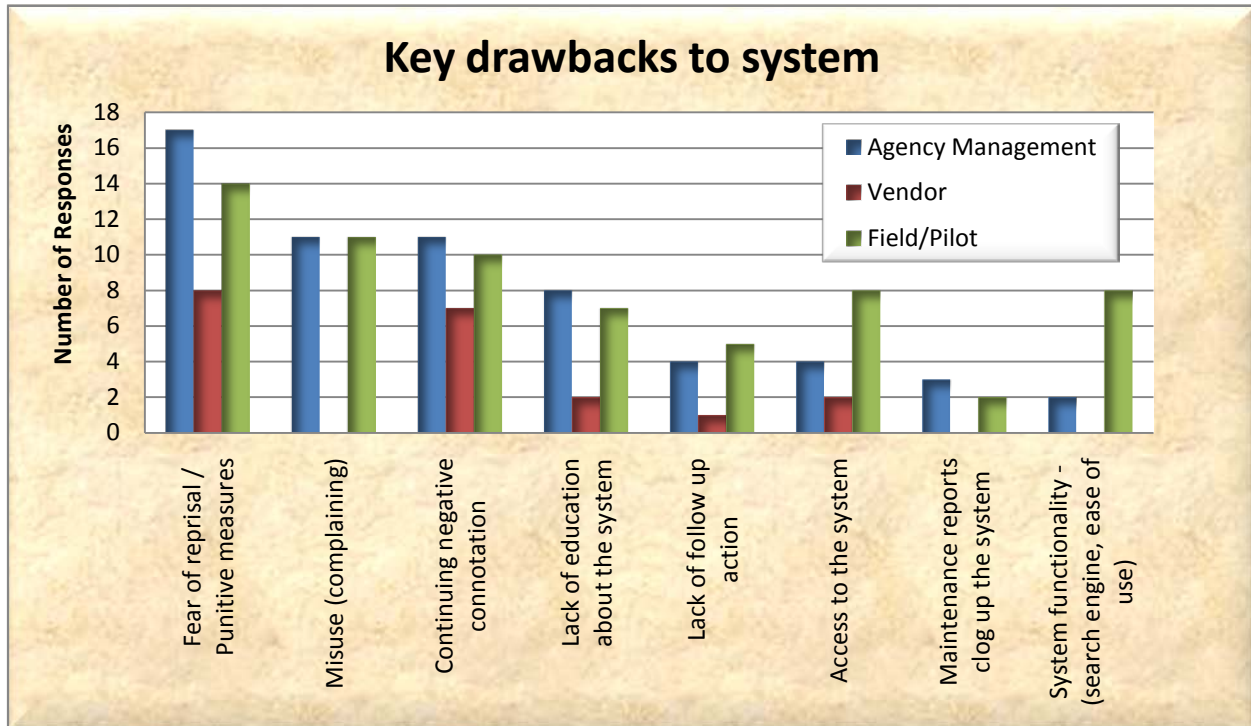
Analysis:

The item that received the most responses from all three groups as a drawback to the system is fear of reprisal or punitive actions. This is followed by misuse (focused on complaining or blaming someone) by Agency personnel. The surprising figures show all three, vendor, agency management and field, feel a negative past connotation rather than current experience is the key drawback to the system.   We embrace new technology all the time, we need to embrace a new vision for what the SAFECOM system is and can be. Education was another item that received a higher number of responses. The field also indicated access to computers and limitations to the system (search engine, etc) were drawbacks.

> *"Not sure if the agencies take the reports seriously." –Field*
>
> *"Continuing negative myths and legends." – Agency Management*
>
> *"Some people access and report to give traction to a personal grudge that may or may not be relevant to fire/aviation safety – Field*
>
> *"The SAFECOM system is not consistent between the regions. What is reported in one region is not necessarily reported in another region." – Vendor*

Recommendations: See Action Items 2 and 5

Question #22: What else would you like to tell us to help develop the SAFECOM system into a highly effective reporting tool for accident prevention that all users of aviation will utilize?

Analysis:

The number one idea that respondents indicated they want is to develop education and training on the SAFECOM system; to include guidance on what to report, success stories, value of the system, and an emphasis that the system is not to be used punitively. The second idea that garnered a high number of responses was to separate, either entirely or through filters, maintenance reports from operational reports. Agency personnel and vendors both felt maintenance reports for minor unscheduled deficiencies should not be included in the system. Quite a few responses discussed the ease of use for the system, especially redesigning the search engine. Other ideas presented for this question included making reports more anonymous, making reports less anonymous, sending hard copies to all the helitack bases, mandatory follow-up with submitters who provide contact information and developing a printer friendly pamphlet for promotion of the system. Another suggestion was to include an area in the report for the aviation resource manager's name along with the pilot, so reports are percieved less "against" vendors and with more of a cohesive unit aspect. Another idea to explore is the utilization of social media to promote the SAFECOM system. Once agencies resolve some of the security issues with social media this might be a real possibility. Respondents seem sincere in their suggestions and in their desire to help make the system usable and increase its valuable to the aviation program.

"The driving incentive to share an experience should be to save others from having to learn the same lesson the hard way. A sharing culture, not a secretive one." –Field

"Have to be in a safe reporting culture for this to really work." – Agency Management

"I think that you could do a better job of briefing both contractors and employees on their use and the need to have better and open conversations between parties so that issues can be correctly identified, understood and corrected." – Vendor

Vendor and customer communication is essential for a team effort. All vendors want to do a good job. A little give and take goes a long way. When a vendor is penalized by loss of availability, he may not be as open as he should with the customer." - Vendor

Recommendations: See Action Items 1, 2, 3, 4 and 5

Action Items:

1. Develop SAFECOM training program. All training modules, presentations, brochures, and the web-site need to include information pertaining to the fact that the SAFECOM system is for accident prevention purposes. All products would emphasize the non-punitive nature of the system, proper use, prohibition on use as a contract evaluation tool, option to file anonymously, ways to report misuse, various methods of reporting available, and clear definitions of what hazards and maintenance items to report.
    a. Update IAT module A-106: Mishap Reporting
    b. Completion of the SAFECOM PowerPoint Presentation to be posted on the SAFECOM website. The training module would be available to Aviation Managers and UAO/FAOs to be used in initial and refresher training, briefings with vendors, workshops and discussions with management.
    c. Create a SAFECOM training/promotional brochure to distribute to vendors and agency employees at meetings, training, workshops, vendor pre-work contract meetings and briefings. To be created in hard copy format as well as available electronically for distribution purposes.
    d. Revise SAFECOM Manager Training to incorporate revisions from the survey and to encourage SAFECOM Managers to make contact with submitters that provide their name for follow-up.

2. Develop a promotional campaign for the SAFECOM system. The promotional campaign should include the purpose of the SAFECOM system, which is accident prevention, along with discussions on success stories and lessons learned, trend analysis, safety recognition and promoting the value of a reporting culture with both agency personnel and vendors.
    a. Include the promotional information in the brochure discussed above.
    b. Continue to promote SAFECOM Summaries and trend analysis, lessons learned from the SAFECOM system to the field level through AAR's tailgate sessions, refresher training, six minutes for safety, etc.
    c. Exploit opportunities to work with the vendor community to address their concerns and develop initiatives to promote/encourage vendor participation.
    d. Disseminate a list of best practices for promoting SAFECOM to the field based on respondents' examples from the survey.
    e. Target FAO's/UAO's as a source to implement guidance on the system as outlined in the training section.

3. Maintenance reporting in SAFECOM system. There continues to be non-safety related and unscheduled maintenance reported in the SAFECOM system. The SWG working with the Aviation Maintenance Inspectors will provide written instructions on what does and does not need to be reported along with examples and guidance on whom to contact if unsure.
    a. Ensure all policy documents and contracts are consistent.
    b. Revise IHOG and other guides to match updated reporting instructions. All SAFECOM managers and AMI's must give consistent direction.
    c. Evaluate separating maintenance SAFECOMs either through filters on the current system or recommend the Maintenance Inspectors develop a separate reporting system for maintenance. Impacts to the field as well as necessary information for trending needs to be evaluated in the discussion.

4. <u>Ensure that policy establishes a clear understanding that the SAFECOM system is not to be used punitively</u>.   Policy must clearly state that the SAFECOM system is not to be used punitively or for contract evaluations. We must ensure policy is aligned to provide the same guidance throughout the various Agency and Bureau Handbooks and Guides.
   a. Develop accountability method for SAFECOM managers.
   b. Develop process for reporting misuse of the SAFECOM system.

5. <u>System functionality and programmatic changes.</u> The SAFECOM Working Group needs to review the search function and determine if the work that was accomplished last winter corrected the deficiencies identified by the survey respondents.
   a. Develop and distribute a fillable form that can be emailed or faxed. Investigate if it is possible to submit the form anonymously for input. Also determine if it is feasible to program the automatic upload of the form into the SAFECOM database. This would allow users with limited access to fill out the form while off-line and then submit it when they have internet access.
   b. Develop assurance process for timely management and follow-up.
   c. Develop process for suppressing inappropriate SAFECOMS with clear explanation as to why that SAFECOM is not to be made available to the public.
   d. Include a field in the SAFECOM form to include the aviation resource manager's name.
   e. Link the SAFECOM website to other risk management, agency and GACC websites

SUMMARY

The SAFECOM system is widely seen as a good way to prevent accidents through lessons learned. Personnel have identified reasons why they do not report and none of the reasons are insurmountable. As the aviation community (agency, cooperators and vendors), we need to set the tone, work together as a team and embrace a reporting culture. Management, field and vendors all need to focus their attention on the positive aspects of the system and put negative connotations and past misuse behind us. As we progress into SMS, we cannot hold onto the past way of conducting operations. Communications with all parties involved in the submittal of a SAFECOM is crucial in building trust and developing the team concept and learning/reporting culture. Folks need to be willing to speak up on their experiences, both positive and negative, to ensure everyone comes home at the end of the day. A reporting culture is a proven component in enhancing aviation safety.