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**Roger Studenski**  
Risk Management Administrator

**Jacksonville Aviation Authority**





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## Jacksonville International Airport's (JIA) SMS program

- Participated in the first SMS pilot study
- Started implementation at JIA in May 2008 and completed in August 2009
- Currently participating in the FAA SMS implementation pilot study



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## Some lessons learned along the way:

- Confidential instead of non-punitive reporting
- SMS hazard reporting via the web
- Program scope also includes landside, parking and adjacent roadways
- Airport tenant participation is crucial for the programs success, all may not desire to participate



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## Some more lessons learned along the way:

- SRA triggers ?
- SRA report format ?
- Data protection is needed
- FAA, Part 121, 139, etc. holistic program approach
- Program requires constant promotion
- Program manager continuity, certain skills



## JAA SMS web site

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Safety Management System(SMS)

Home    SMS Statement    What is SMS?    SMS Report Form

The SMS program at JAX provides several convenient ways to share your safety information. You may submit your confidential safety report over the phone by calling **(904) 741-2020** or [Click Here](#) to submit an online report. If you prefer, you may download and print the SMS Confidential Reporting Form. Once completed, please fax to **(904) 741-2442**, email to [SMS@jaa.aero](mailto:SMS@jaa.aero) or mail to JAX SMS Administrator, 14201 Pecan Park Road, Jacksonville, FL - 32218.

**What is SMS?**

The Safety Management System (SMS) at JAX is an innovative, proactive and systematic approach to managing safety which provides an avenue for communication of safety concerns without fear of retribution.

**Confidential Report**

The Jacksonville Aviation Authority (JAA) is committed to the safest airport operations standards possible. To achieve this, it is imperative that we encourage uninhibited reporting of all incidents, occurrences and hazardous conditions which may ...

**Contact Us**

Jacksonville Aviation Authority (JAA)  
14201 Pecan Park Road,  
PO Box 18018  
Jacksonville, FL - 32218  
Phone: (904) 741-2020  
Fax: (904) 741-2442  
Web: [www.jaa.aero/sms](http://www.jaa.aero/sms)

[www.flyjacksonville.com/sms4/](http://www.flyjacksonville.com/sms4/)



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JAA Safety Management System (SMS)

### SMS Reporting Form

Please select an airport:

 <b>Cecil</b> <small>Cecil Airport</small>	Cecil Airport - VQQ 13365 Aeronautical Circle Jacksonville, FL 32221	Select
 <b>JAXEX</b> <small>Jacksonville Executive at Craig Airport</small>	Craig Airport - CRG 855 St Johns Bluff Rd N Jacksonville, FL 32225	Select
 <b>Herlong</b> <small>Herlong Recreational Airport</small>	Herlong Airport - HEG 9300 Normandy Boulevard Jacksonville, FL 32210	Select
 <b>JAX</b> <small>Jacksonville International Airport</small>	Jacksonville International Airport - JAX 2400 Yankee Clipper Dr Jacksonville, FL 32218	Select





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JAA Safety Management System (SMS)

## SMS Reporting Form

Use this form to report an accident or any existing or potentially hazardous behavior or condition identified at one of the JAA airports. This form should be completed by the person reporting the event. The estimate time to complete this form is 20 minutes.

To print a blank form, [click here](#).

\* = required field.

Airport *	Jacksonville International Airport
Type of event *	Hazardous Condition <input type="button" value="v"/>
Vicinity *	<a href="#">Select vicinity</a>
Items involved *	<a href="#">Select items</a>
Date and time *	10/29/2011 <input type="button" value="calendar"/> 10 <input type="button" value="v"/> : 30 <input type="button" value="v"/> <input checked="" type="radio"/> AM <input type="radio"/> PM
Part of the day *	Night <input type="button" value="v"/>
Weather *	T-Storm <input type="button" value="v"/>
Visibility *	Dust <input type="button" value="v"/>





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## Select a vicinity

Area:

Airside

Vicinity:

Jacksonville International Airport - Airside





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## Available items

Please select an item below.

Photo	Description	Select
	Aircraft	<input type="button" value="Select"/>
	Airfield Fence Gate	<input type="button" value="Select"/>
	Airside Signage	<input type="button" value="Select"/>
	Cargo Container	<input type="button" value="Select"/>
	Door	<input type="button" value="Select"/>
	Flooring	<input type="button" value="Select"/>





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## Select items involved

Please select all items involved in the event.

### Items selected:



Aircraft  
Aircraft # RA 1928

[edit](#)



Wildlife  
Description/Type Birds

[edit](#)

Done





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**Thank you!**

You have successfully submitted to JAA. Thank you for your input. You can now close this form.

---

Close





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Completed SMS Forms

Health, Safety & Environmental > JAA Test Site

Welcome Camblin, Sam B

This List: Completed SMS Form

Home Site Actions

JAA Test Site > Completed SMS Forms

## Completed SMS Forms

Filter | Sort by: None | Group by: None

DocID	Airport	Area	Vicinity	Date	Type_Of_Event	Author
386	Craig Airport	Airside	North Florida Flight Training ramp	2011-11-04	Hazardous Condition	
383	Jacksonville International Airport	Airside	Gate A-8	2011-10-13	Hazardous Condition	
384	Craig Airport	Airside	Sky Harbor FBO hangar/ramp	2011-09-30	Incident	John Doe
383	Jacksonville International Airport	Airside	FBO	2011-10-14	Hazardous Condition	asdf
382	Jacksonville International Airport	Concourse	Gate A5	2011-10-13	Hazardous Condition	asdf
381						Sam

View All Site Content

Lists

- Completed SMS Forms
- Bulletin Board

Recycle Bin





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SMS Reporting Form

Bulletin board



**JAXEX**

Jacksonville Executive at Craig Airport

JAA Safety Management System (SMS)

## SMS Reporting Form

Airport	Craig Airport	
Type of event	Hazardous Condition	
Vicinity	Airside ; North Florida Flight Training ramp	
Items involved	Aircraft ; RA 1928 Wildlife ; Birds	
Date and time	11/4/2011	12:15 am
Part of the day:	Daylight	
Weather:	Rain	
Visibility:	Dust	
Describe what happened:	asdf	
Recommendations (if any):	asdf	





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SMS Reporting Form

Bulletin board



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Jacksonville Executive at Craig Airport

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## Bulletin board

### Public Comments:

The following information will be displayed on the SMS bulletin board viewable by the general public. It should only be completed by approved qualified SMS personal.

Summary

Bird strike on runway 25.

Process

Wildlife activity on runway.

Discovery

Grass was due for cutting.

What we've done

Increased the frequency of mowing airfields.





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Recommendations (if any):	asor					
Supporting files (if any):	<table border="1"><thead><tr><th>File</th><th>Description</th></tr></thead><tbody><tr><td> Click here to attach a file</td><td></td></tr></tbody></table>	File	Description	Click here to attach a file		
File	Description					
Click here to attach a file						
My contact information (optional)**	Full Name: Title: Address Line 1: Address Line 2: City: State/Province/Region: Zip/Postal Code: Country: United States Phone Number: Alternate Phone: Email:					

Submitted: 2011-10-21T15:46:20

Create a Risk Assessment





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SMS Reporting Form

Bulletin board

Risk Assessment



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## Risk Assessment

\* = required field.

Airport *	Craig Airport				
Assessor's full name *	<input type="text" value="John Doe"/>				
Task/Operation *	<input type="text" value="Field Maintenance"/>				
Vicinity *	Airside; Sky Harbor FBO hangar/ramp <a href="#">edit</a>				
Report Source *	SMS Policy <input type="button" value="v"/>				
Type of event *	Incident <input type="button" value="v"/>				
Incident description *	<input type="text" value="Bird Strike on runway 25."/>				
Items involved *	<table><thead><tr><th><i>Id</i></th><th><i>Item</i></th></tr></thead><tbody><tr><td>1</td><td>Aircraft</td></tr></tbody></table>	<i>Id</i>	<i>Item</i>	1	Aircraft
<i>Id</i>	<i>Item</i>				
1	Aircraft				





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## Hazard Detail

\* = Required

### Hazard

Hazard Id: 1

Hazard Category \*: Surroundings

Hazard \*: 434

Incident Type \*: Aircraft struck wildlife

Contributing Factor \*: Human Factor

Routine?  Yes  No

Part 139:  Yes  No

Wildlife hazard management

### Cause(s)

Causes \*: Mowing schedule was not followed.

### Worst Case Scenario

Worst Case Scenario \*: Aircraft crash.

### Existing Control(s)

Existing Control(s)  
(Select all that apply)

- Elimination/Substitution
- Engineering
- Warnings





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### Corrective Action

\* = Required

Id: 1 - 1

Category : General Safety:General

Description \*: Implement airfield mowing schedule to control grass height.

Priority: High

Frequency: Once Only

Due Date \*: 10/4/2011

Responsible Person \*: Benjamin Achayanathan

OK





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Type of event *	Incident <input type="button" value="v"/>										
Incident description *	Bird Strike on runway 25.										
Items involved *	<table border="1"><thead><tr><th>Id</th><th>Item</th></tr></thead><tbody><tr><td>1</td><td>Aircraft</td></tr></tbody></table> <a href="#">edit</a>	Id	Item	1	Aircraft						
Id	Item										
1	Aircraft										
Department *	JAA FACILITIES MAINTENANCE <input type="button" value="v"/>										
Date *	9/30/2011 <input type="button" value="calendar"/>										
Time	11 <input type="button" value="v"/> : 15 <input type="button" value="v"/> <input checked="" type="radio"/> AM <input type="radio"/> PM										
Weather *	Sun <input type="button" value="v"/>										
Visibility *	Dust <input type="button" value="v"/>										
Hazards *	<table border="1"><tr><td>Id: 1</td><td><a href="#">Edit</a></td></tr><tr><td colspan="2">Causes: Mowing schedule was not followed.</td></tr><tr><td colspan="2">Worst case scenario: Aircraft crash.</td></tr><tr><td colspan="2">Corrective Actions:</td></tr><tr><td>1 - 1</td><td>Implement airfield mowing schedule to contr...</td></tr></table> <input type="button" value="Add row"/>	Id: 1	<a href="#">Edit</a>	Causes: Mowing schedule was not followed.		Worst case scenario: Aircraft crash.		Corrective Actions:		1 - 1	Implement airfield mowing schedule to contr...
Id: 1	<a href="#">Edit</a>										
Causes: Mowing schedule was not followed.											
Worst case scenario: Aircraft crash.											
Corrective Actions:											
1 - 1	Implement airfield mowing schedule to contr...										



Client:  View Report

Date:

---

1 of 3 100% Find | Next Select a format Export

## SMS Monthly Activities Dashboard (Data as of 10/27/11)

New activities created this month. ▶ = increase from last month

### SMS vs Non-SMS

New Actions				Closed Actions				Priority						
Source	Created	#	%	Since last month	Closed	#	%	Since last month	High	#	%	Since last year	% to Goal	YTD?
SMS	▶	4	0	-57%	▶	17	100%	+1%	▶	0	0	-3%		
Non-SMS	▶	31	100	+13%	▶	0	0%	-10%	▶	4	100	+4%		

### All Sources Summary

**Contributing Factors**

Top 5 Contributing Factors	Actual	%	Since Last Month
▶ Equipment Failure	12	39	+15%
▶ Work Environment	11	35	+13%
▶ Human Factor	8	26	+13%
Decision Makers	0	0	NA
Supervision	0	0	NA

**Responsible Party/Dept**

Top 5 Responsible Party/Dept	Actual	%	Since Last Month
Aviation	22	26	0%
Airlines	4	23	-2%
Contractors	3	10	-17%
▶ ARFF	1	10	+15%
Air Freight	0	10	NA

**Hazards**

Top 5 Hazards This Month	Actual	%	Since Last Month
▶ Wildlife	8	26	+15%
Mechanical	7	23	-2%
FOD	3	10	-17%
Environmental	3	10	NA
Electical	3	10	NA

**Part 139 Indicator**

Top 5 Part 139 Indicators	Actual	%	Since Last Month
Wildlife hazard management	8	26	NA
Public Protection	6	23	NA
Handling and storing of hazardous substances and materials	6	10	-17%
▶ Marking, signs, and lighting	4	10	-2%
▶ Airport condition reporting	3	10	+15%

**Priority**

Top Priority This Month	Actual	%	Since Last Month
Medium	13	42	-3%
High	10	32	-2%
▶ Low	8	26	+13%



361 - C Concourse WS 8 - Fixed

09.Aug 2011 11:47:58

Started rolling out a GA SMS program at Cecil Airport





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## Questions?

