U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
National Policy

SUBJ: Federal Aviation Administration Safety Team Program Manager's Handbook

This order provides guidance for the management and support of the Federal Aviation Administration Safety Team (FAASTeam) and prescribes procedures for FAASTeam program managers and all other participants in the program.

This order is extensively revised and reorganized to incorporate significant changes which have taken place within Flight Standards Service's (AFS) safety program over the past several years. The chapters are arranged in a logical sequence to make the information easily accessible.

Comments and/or suggestions for changes to the content of this order are invited and will be given careful consideration. Comments should be addressed to:

> Federal Aviation Administration
> National FAA Safety Team Manager, AFS-8
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ORIGINAL SIGNED by
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CONTENTS

CHAPTER 1 GENERAL INFORMATION

Section 1 General

1   **PURPOSE.** This order provides a description of the Federal Aviation Administration (FAA) Safety Team (FAASTeam) and procedural guidance to the FAASTeam Program Manager (FPM) for managing and conducting the program.

2   **DISTRIBUTION.** This order is distributed to the branch level in the Flight Standards Service; the regional Flight Standards Divisions; Flight Standards District Offices (FSDOs); Certificate Management Offices; International Field Offices; and the FAA Academy.

3   **CANCELLATION.** This order cancels Order 8740.1D, Aviation Safety program managers Handbook, dated September 1, 2000.

4   **BACKGROUND.** In 1970, the FAA established the General Aviation Accident Prevention Program to provide a safety program that was responsive to general aviation needs. The program was based on the premise that improving the attitude, knowledge, and proficiency of airmen can reduce general aviation accidents. Over the years, the program proved to be effective in reducing the number of general aviation accidents and was well received as a proactive, customer-focused effort promoting aviation safety education. In recent years, however, statistical reviews indicated that the reduction in the general aviation fatal accident rate did not continue to decline at an acceptable rate.

     A. In 1995, an attempt was made to revitalize the program by changing the program name to the Aviation Safety Program. This attempt had a minimal effect on the program because it lacked the necessary conceptual and structural changes. It was realized that for the Flight Standards safety program to increase its effectiveness, conceptual and structural changes needed to take place.

     B. In 2004, a new program was initiated with the signing of Order 8000.83, FAA Safety Team (FAASTeam). The new program is based on a safety management system, which contains principles of risk management, system safety, and new technology concepts. Additionally, the FAASTeam will address new areas not previously addressed by the Aviation Safety Program, such as air carrier/air agencies and international operations. To institute these changes, Order 8000.83 created the FAASTeam on September 27, 2004.

5   **EXPLANATION OF CHANGES.**

     A. Structure. The program receives direction and guidance from the National FAASTeam Manager, AFS-8. The program's structure requires regional Flight Standards division managers to establish a regional FAASTeam manager and regional FAASTeam office in each region. Where regional staffing requirements dictate, the regional Flight Standards division manager may establish an assistant regional FAASTeam manager. The number, specialty, and location of FAASTeam program managers in each region will be determined by the regional FAASTeam manager in coordination with the regional division manager and with input from AFS-8. Throughout this order, FAASTeam program manager is a generic term that does not

differentiate between technical specialties. Regional FAASTeam managers and FAASTeam program managers may be remotely sited employees.

     B. Handbook Format. The format of this order separates procedural techniques from background information. Except for introductory chapters, each chapter is divided into two sections, Background and Procedures. Section 1, Background, provides the objective of the task, general information, and FAA policy relating to the task. Where appropriate, Section 2, Procedures, outlines procedures for performing the task and provides required procedural steps and criteria for determining completion of the task. Additional information can be found in the validated FAASTeam job tasks (found in FAASTeam Tracking System (FAASTracks)).

6   OBJECTIVE. The objective of the FAASTeam is to promote safety and technical proficiency by providing guidance and support to the aviation community through education and cooperative efforts with that community. All activities that are conducted by the FAASTeam are directly tied to the FAA Flight Plan, found within the Goals of Increased Safety, International Leadership, and Organizational Excellence.

7   INDUSTRY PARTICIPATION. It is essential to team with the aviation industry, civic organizations, and state and local aeronautical agencies to foster the highest principles of customer service. Leadership, expertise, and diversity contributed by people and organizations outside the FAA vastly enhance the program. Today's FAASTeam includes all sectors of the aviation industry as well as general aviation airmen. With the many demands on the people serving the program, it is important for a FAASTeam program manager to fully utilize the time and skills of all available participants to accomplish program goals.

8   RELATION TO OTHER FAA PROGRAMS. The FAASTeam complements other FAA programs and activities by emphasizing that safety is an integral responsibility and priority for all Agency lines of business. FAASTeam program managers must strive to establish and maintain working relationships within the FAA in the same manner they would be promoted in industry.

9   PROGRAM CONCEPT. The FAASTeam is Flight Standards' safety program and resides at the director level. AFS-8 manages the program for AFS-1 and provides all guidance and direction to the regional FAASTeam managers. The regional Flight Standards division managers support the program with staff and logistical needs.

RESERVED. Paragraphs 10 through 24.

Section 2 Program Structure

25   WASHINGTON HEADQUARTERS.

  A. Office of the Director of Flight Standards Service, AFS-1. AFS-1 is responsible for the FAASTeam and all related standards and guidance material.

  B. National FAASTeam Manager, AFS-8. AFS-8 is responsible for the implementation of all related national policies, standards, programs, and procedures. AFS-8 provides direction and guidance through the Flight Standards regional division managers to regional FAASTeam managers and FAASTeam program managers as directed by AFS-1.

  C. Deputy National FAASTeam Manager, AFS-8A. AFS-8A is responsible for providing assistance to the national FAASTeam manager. AFS-8A also chairs the national FAASTeam management board consisting of other national personnel and the regional FAASTeam managers.

  D. National FAASTeam Communications and Statistical Manager. The FAASTeam communications and statistical manager is responsible for developing, designing, and implementing media and communications for national and international aviation related meetings, conventions, and symposiums. The communications and statistical manager is also responsible for oversight of the data mart and provides statistical assistance to the FAASTeam.

  E. National Resource Center.

   1) The national FAASTeam outreach manager is responsible for the management, development, and implementation of the programs and functionality of faasafety.gov. The outreach manager:

    a) Analyzes costs of projects, workload productivity, and funding utilization.

    b) Identifies best practices and new techniques from the commercial sector for programs and systems necessary for FAASTeam growth and productivity.

    c) Develops and formulates policies, procedures, and guidelines for technical training and use of Web-based programs used by FAASTeam members.

   2) The national production manager is responsible for the management, development, and implementation of the operations and video production for the FAA production studios. The production manager:

    a) Analyzes costs of projects, workload productivity, and funding utilization.

    b) Identifies best practices and new techniques from the commercial sector for locating sources of video production systems technologies.

    c) Develops and formulates policies, procedures, and guidelines for technical training in video safety programs.

NOTE: See Figure 1-1 FAASTeam Organizational Chart.

26   REGIONS.

   A.   Regional Flight Standards Division Managers. Each Flight Standards region is responsible for providing support for the FAASTeam in accordance with all related national policies, standards, and procedures. Regional Flight Standards division managers have administrative responsibility for the program and provide positive leadership and staff support to all suborganizational elements under their direction. Regional Flight Standards division managers are responsible for the accomplishment of the goals and completion of the FAASTeam objectives.

   B.   Regional FAASTeam Manager. The regional FAASTeam manager is responsible for the overall management of the regional FAASTeam and maintains supervisory authority over assistant regional FAASTeam managers and FAASTeam program managers. At the direction of the regional Flight Standards division and in coordination with AFS-8, the regional FAASTeam manager designs, implements, and evaluates the FAASTeam program within the region's geographical area. The regional FAASTeam manager must coordinate program activities that cross regional boundaries with the appropriate regional and FAASTeam managers.

27   FIELD.

   A.   FAASTeam Program Managers.

      1)   The regional FAASTeam manager assigns each FAASTeam program manager under regional supervision and direction an area of responsibility. The FAASTeam program manager is then responsible for the operation of the program in that area and may be called upon to provide assistance in other areas based on their personal specialty and skill set.

      2)   FAASTeam program managers are experts in specific subjects associated with safety management systems, which include risk management, system safety, and new technology concepts, who manage the FAASTeam program in their assigned area of responsibility by coordinating activities involving FAA and non-FAA FAASTeam members and FAASTeam representatives (industry team members and other volunteers). (See Chapter 12 for more information.)

   B.   FAASTeam Representatives. FAASTeam representatives are volunteer team members trained to support higher standards of safety by promoting a cultural change in the aviation community toward a higher level of safety. This will be accomplished through safety management systems that include risk management, system safety, and safe practices.

   C.   Flight Standards Field Offices.

      1)   Each field office must provide and maintain an office for use by each FAASTeam program manager. When a FAASTeam program manager is located at an office, that office must provide storage space, furnishings, telephones, office supplies, an appropriate vehicle, and administrative/computer support services to the FAASTeam program manager. The requirements

for the FAASTeam program manager's office are described in FAA Order 8000.83. These items and procedures are described in more detail in each region's FAASTeam office manual.

　　　2)　Each field office will provide the support necessary to accomplish the goals of the FAASTeam as directed by AFS-1 through AFS-8 to the regional Flight Standards division managers.

Figure 1-1, FAASTeam Organizational Chart
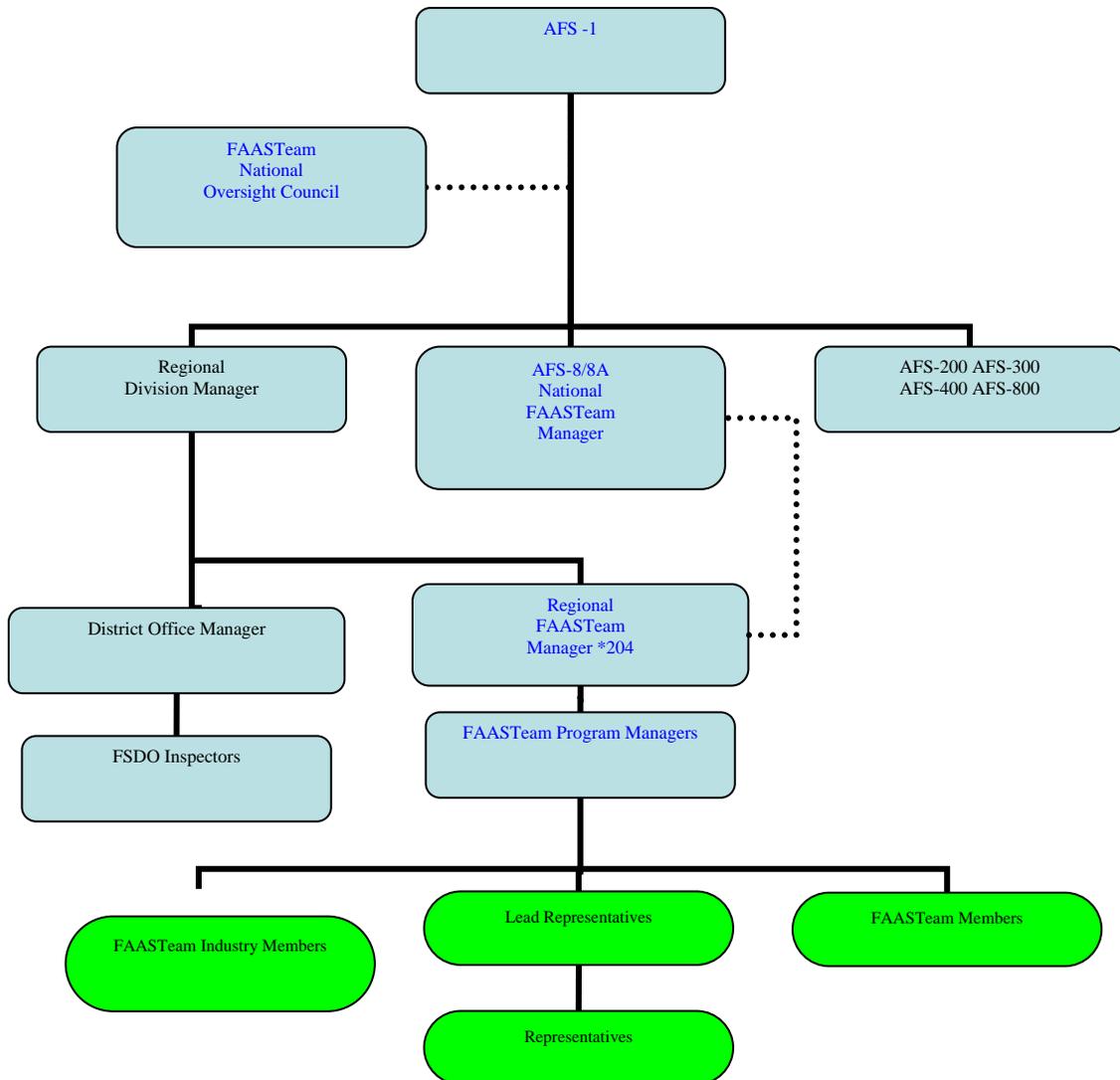
RESERVED. Paragraphs 28 through 42.

Section 3 Program Operation

43   FAASTEAM PROGRAM MANAGER TRAINING. Within the first year of selection for the position, each FAASTeam program manager must complete the required FAASTeam program manager training. Additional training should be scheduled in accordance with the standard training needs assessment FAASTeam program manager training profile.

44   FAASTEAM PROGRAM MANAGER RESPONSIBILITIES. The FAASTeam program manager (you) is (are) responsible for designing, implementing, and evaluating the safety program within his/her assigned area(s) of responsibility. You design and implement a business plan that supports the accomplishment of the Administrator's national goals and objectives. Responsibilities include duties in the following areas:

    A. Technical Administration. Using a safety management system (SMS) process, the FAASTeam provides airmen, air operators, air agencies, airport/aviation organizations, and other FAA facilities with information and programs that promote aviation safety education for all types of aviation activities. You:

        1) Coordinate a working relationship with major air carriers, air operators, air agencies, and general aviation organizations to maintain contact with their management officials for the support and enhancement of their own safety programs.

        2) Lead joint FAA/industry meetings, participate in public user meetings, maintain appropriate contact with the local news media through or in coordination with the regional public affairs office and regional FAASTeam manager, and cooperate with local and state aeronautical agencies and other groups to resolve significant safety issues, decrease environmental hazards, and address potential safety problems.

        3) Researches and evaluates local environmental data with the help of the field office management team(s) and applies available automation in developing program emphasis areas from operator statistics and accident/incident trends.

    B. Program Management. You use the business plan to accomplish the Administrator's national goals and objectives.

        1) Prepare an Analysis and Justification Report that is used to create the regional FAASTeam business plan for the fiscal year

        2) The FAASTeam educates airmen in regulatory compliance and the use of safety management systems. You also assists the local field offices with educational outreach.

        3) You may participate in accident/incident investigations to the extent necessary to identify causal trends and manage FAASTeam responses. You analyze accident and incident data to identify target emphasis areas in your assigned area of responsibility thereby making safety improvements and recommendations.

4) You recommend and manage the support and training of FAASTeam representatives. These representatives should be the proactive advocates for all local aviation interests within your assigned area of responsibility.

C. **Surveillance.** You, as the FAASTeam program manager:

1) Support the local field office compliance and enforcement programs by making recommendations for program emphasis; but, do not conduct certification activities, regulatory surveillance, inspections, or investigations. The FAASTeam complements the FAA's enforcement program by persuading and motivating the aviation community to strive toward higher proficiency and safety levels through compliance with regulatory standards.

2) Evaluate trends that may indicate deterioration in safety practices of air carriers, air operators, air agencies, airmen, designees, or airport operations and work with the organizations to correct such deteriorations.

3) May conduct en route inspections as required, to support the FAASTeam mission. En route inspections will be conducted in accordance with Order 8000.75, Aviation Safety Inspector En Route Inspection Procedures (as revised).

D. **Other.** You may have additional responsibilities, including a wide variety of FAASTeam duties in support of major aviation events or other national and regional activities and subactivities.

RESERVED. Paragraphs 45 through 59.

Section 4 Administrative Information

60   FAASTEAM USE OF COMPUTER/INTERNET-BASED PROGRAMS. All regional FAASTeam managers, FAASTeam program managers, representatives, and other team members will be required to use programs and systems administered through computer/Internet-based media. Those programs and services are referenced throughout this handbook and other FAASTeam policy and procedures documents. Most of these programs and systems are available via the FAASTeam's faasafety.gov and SharePoint sites.

       A. Faasafety.gov was developed to facilitate the FAA's need for rapid communication with airmen, throughout the world, on aviation safety matters. One subsystem of faasafety.gov is the Safety Program Airmen Notification System (SPANS). SPANS is an example of resounding success as a medium for communication.

       B. All FAASTeam members, both FAA staff and volunteers, will be trained, to the extent necessary relative to their position on the team, on the many uses of faasafety.gov programs and services. Because of the dynamic nature of such computer/Internet based systems a current, online manual will be provided to supplement training and to keep each member current in using the systems and services. All FAASTeam members must review and follow the information found in these online manuals.

       C. General reference is made throughout this order and other FAASTeam documentation for the need to use faasafety.gov or other such computer/Internet-based media to accomplish a required task. Current procedures and policies associated with required tasks can be found in the respective online manuals and guidance and take precedence over any general guidance found herein.

       D. The national FAASTeam outreach manager is responsible for this guidance and other FAASTeam computer/Internet-based systems and services. Contact the outreach manager with any concerns, problems, and recommendations for these systems and services.

61   FAASTEAM PRODUCTS AND MATERIALS. FAASTeam products and materials should be procured in sufficient quantity to support scheduled program activities and to accommodate public requests. However, airmen should be encouraged to print or download safety materials from faasafety.gov whenever possible so that the FAASTeam can avoid the expense of ordering these products and the need to store them.

       A. Ordering Procedures. All FAASTeam products and supplies can be ordered from the FAASTeam's National Resource Center in Lakeland, Florida. Orders may be placed via faasafety.gov or other electronic format such as e-mail or by fax. See Consumables on faasafety.gov for ordering information.

       B. Reproduction. FAASTeam program managers must ensure that reproduction of media products is not in violation of copyright laws. Generally, all media distributed from FAA sources is in the public domain and needs no special permission for reproduction. Media obtained from commercial sources may require written authorization for reproduction. FAASTeam program managers should verify if it is permissible to reproduce commercial media with the regional FAASTeam manager before proceeding.

      C. Audiovisual Log. FAASTeam program managers will establish and maintain an audiovisual lending library at appropriate locations. Faasafety.gov provides a tracking system to ensure accountability of the inventory and to facilitate the public's use of media products.

62   AUDIOVISUAL EQUIPMENT. The FAASTeam program manager will maintain an inventory of all aviation safety audiovisual equipment and report it annually as part of the business plan. The equipment will not be loaned out except to representatives, who will accept responsibility for the equipment and are trained in its use.

63   FAASTEAM TRACKING SYSTEM (FAASTRACKS). All FAASTeam measurable objectives must be reported through FAASTracks, which uses the electronic formats found on the FAASTeam SharePoint site.

RESERVED. Paragraphs 64 through 79.

CHAPTER 2 THE FAASTEAM ANALYTICAL RESOURCE SYSTEM

80   ACTIVITY.

     A. FAASTeam SharePoint and faasafety.gov are the FAASTeam electronic documents and Web-based program management system.

     B. FAASTeam SharePoint provides access to at least the following:

- Aviation Safety Information Analysis and Sharing (ASIAS),
- FAASTeam Equipment Directory System,
- FAASTeam Tracking System (FAASTracks), and
- Regional FAASTeam business plan.

     C. Faasafety.gov contains at least the following:

- FAASTeam members and Facilities Directory,
- Information Lending Library System, and
- Safety Program Airman Notification System (SPANS).

     D. These subprograms help the FAASTeam program manager accomplish the Administrator's national goals and objectives.

81   OBJECTIVE. This task explains the uses of the tools housed within FAASTeam SharePoint and faasafety.gov, and promotes maximum utilization of resources.

82   GENERAL. FAASTeam SharePoint and faasafety.gov were designed to provide the FAASTeam program manager with the automation and electronic tools needed to support accomplishment of the Administrator's national goals and objectives. Figure 2-1, Structure and Subprograms Flowchart for the FAASTeam Analytical Resource System, is a system chart showing the relationship between all available tools. Use of these tools will allow the FAASTeam program manager to use resources more efficiently.

     A. Regional FAASTeam Business Plan.

     1) The business plan is an electronic document and tool used by the regional FAASTeam office to accomplish national goals set by the Administrator. The business plan is based on data-driven statistical analysis of accidents and incidents and the geographic diversity within the FAASTeam program manager's area of responsibility. The business plan also includes national activities, subactivities, regional subactivities, and local concerns. Based on a comprehensive analytical review of safety data, the FAASTeam program manager develops the program tasks, resulting in measurable objectives. These identified measurable objectives will be used to reduce the likelihood of accidents/incidents. The identified measurable objectives will be monitored and analyzed for effectiveness towards the mitigation of accidents/incidents. The identified measurable objectives and continuous monitoring and analysis will support the request for funding necessary to target and retarget identified risks and action plans for accomplishment of the Administrator's national goals.

2) The business plan may combine, supplement, or assist program tasks with other FAASTeam program managers, crossing geographic and regional boundaries to accomplish described measurable objectives.

3) The process and procedures for the business plan can be found in Chapter 4 of this order.

B. ASIAS. ASIAS is a Web-based system that collates all significant causal factors and identifiable trends pertinent to the geographic accident/incident rates. The National FAASTeam Data Coordinator, through FAASTeam SharePoint, will manage ASIAS data. Trends will be monitored for the length of time necessary to evaluate fluctuations in the accident/incident rate levels. Using ASIAS, the FAASTeam program manager will work within safety management systems, and perform a risk analysis to identify hazards. The FAASTeam program manager will then be able to design appropriate tasks, resulting in measurable objectives to minimize or eliminate the identifiable hazards.

C. FAASTeam Equipment Directory. The FAASTeam Equipment Directory Tool on the SharePoint site contains the master listing of all approved equipment that may be used within the FAASTeam. The FAASTeam Equipment Directory Tool also includes the required minimum equipment that must be made available to each FAASTeam program manager. The National Resource Center, under the direction of AFS-8, manages the FAASTeam Equipment Directory Tool. The FAASTeam program manager will use this tool to account for the equipment assigned, useful life, replacement date, and cost of replacement for a 7-year projection.

D. FAASTracks. FAASTracks provides the FAASTeam program manager with budgetary oversight of all fiduciary responsibilities. The FAASTeam program manager will use this tool to identify, process, and control the funding that has been planned, received, obligated, or mitigated for the identifiable measurable objectives driven by the tasks during the fiscal year. FAASTracks reporting features will provide the FAASTeam program manager with the necessary oversight for financial accounting.

E. FAASTeam Members and Facilities Directory. The FAASTeam Members and Facilities Directory lists all FAASTeam representatives and other team members available to assist the FAASTeam program manager in accomplishing designed program activities. The information in the directory is available to all users of faasafety.gov based on user privileges.

F. FAASTeam Information Lending Library System. FAASTeam Information Lending Library System tool provides a category listing and inventory of all safety products available for use by the FAASTeam members.

G. Learning Center. The Learning Center provides training and education for FAASTeam members. Upon completion of the training or educational program, the system allows the FAASTeam member to download a certificate of completion. The Learning Center also maintains training records for use with the Pilot Proficiency Awards Program and Aviation Maintenance Technician (AMT) awards programs.

H. SPANS. SPANS provides event notification information for FAASTeam members. SPANS will also allow FAASTeam managers to send safety notifications to participating members.

Figure 2-1, Structure and Subprograms Flowchart for the FAASTeam Analytical Resource System

```
            The FAASTEAM
             Analytical
          Resource System
                 |
          FAASTeam
          SharePoint
          Internal
    _____|_____
    |       |        |        |         |
Business  Accident/ FAASTeam FAASTracks FAASTeam
Plan      Incident                      Equipment
          Reporting                     Directory System
          System
                                         External
                                  _____|_____
                                  |     |        |      |
                                SPANS  CAFM   Learning FILLS
                                       *      Center   †
```
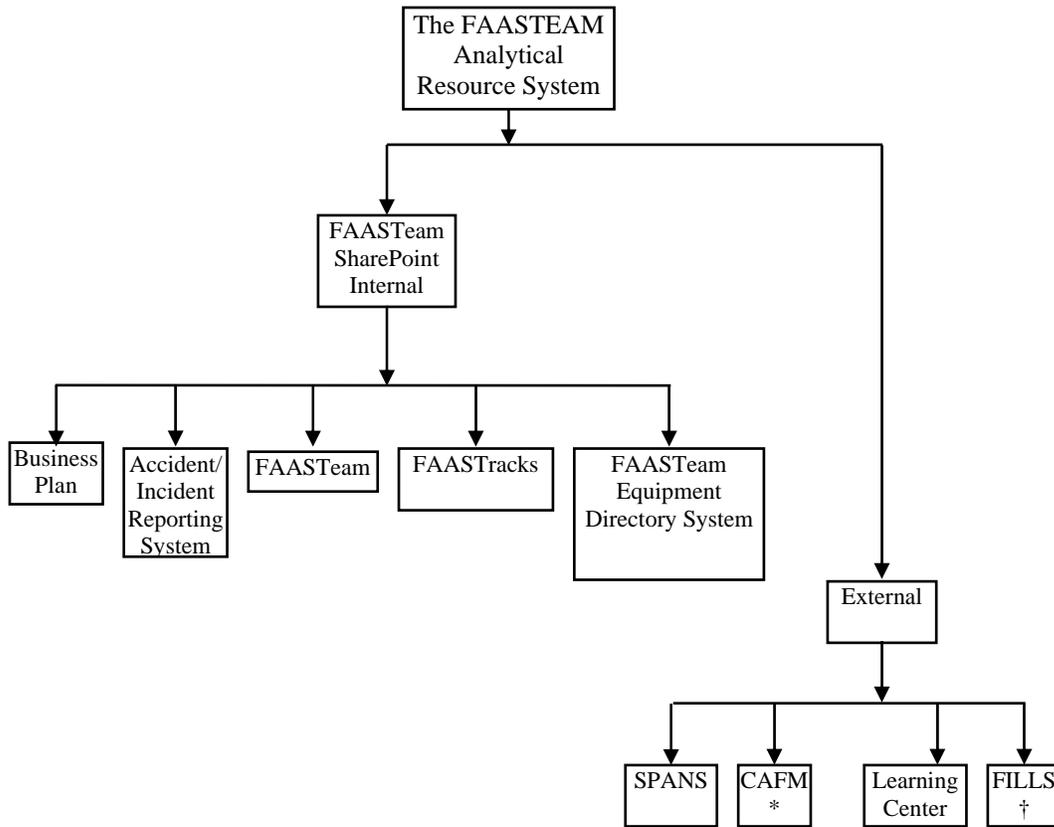
* Contact and Facility Management System
† FAASTeam Information Lending Library System

RESERVED. Paragraphs 83 through 112

CHAPTER 3 REVIEW AND PROCESS SAFETY DATA AND EVALUATE TREND ANALYSIS

Section 1 Background

113   ACTIVITY. The information gathered and analyzed during this activity is the focus of most other safety program events. This information, when properly used and disseminated to other FAASTeam members, will provide valuable information to the aviation community to help them with their own safety programs and processes.

114   OBJECTIVE. For you to review, analyze, and evaluate accident/incident data and all other related information to identify trends and causal factors associated with aviation activity within an assigned area of responsibility. This information will become the focus for future FAASTeam program activities and events.

115   GENERAL. You should:

A. Monitor accident, incident, and other event reports on a daily basis to obtain information relating to the causal factors of those occurrences.

B. Evaluate the information, identify any trends that develop, and modify safety events and activities, as necessary, to educate airmen about the contributing factors associated with current accident/incident trends.

116   DATA MART.

A. You will find accident/incident data through Web-based applications designed especially for your use at the FAASTeam SharePoint site. The Certification and Surveillance Division, AFS-900, Aviation Safety Information Analysis and Sharing (ASIAS), compiled this information from a specially designed data mart using National Transportation Safety Board (NTSB) accident/incident information.

B. For additional or more in-depth information you can access a number of databases covering a wide range of aviation data through the FAASTeam's SharePoint site. Some of these databases may include:

1) **Aviation Safety Reporting System (ASRS).** The ASRS contains reports of unsafe occurrences and hazardous situations that are voluntarily submitted by pilots, air traffic controllers, and others involved in aviation operations. Information collected by the ASRS is used to identify hazards and safety discrepancies in the National Airspace System and for human factors safety research.

2) **Service Difficulty Report (SDR).** The SDR contains reports of malfunctions and defects that occurred with aircraft, powerplants, and other aircraft components.

3) **FAA Accident/Incident Data System (AIDS).** AIDS contains data records for aviation accidents/incidents since 1978. The information contained in AIDS is gathered from several sources including accidents/incident reports on FAA Form 8020-23.

4) **Near Midair Collision System (NMACS).** The NMACS database is used to record reports of in-flight incidents when two aircraft have closed to an unsafe distance and avoided an actual collision.

117   INITIAL NOTIFICATION. You will be notified of accidents and incidents in their assigned areas under any bargaining unit agreements. Arrangements for this notification should be accomplished with associated regional command centers and coordinated with Flight Standards District Office (FSDO)/NTSB personnel working an accident/incident.

118   COLLABORATION WITH INVESTIGATORS. You should be involved in each accident/incident investigation to the extent necessary to gather pertinent information needed to develop future safety program activities and events. This may be accomplished through onsite visits, inspector interviews, NTSB interviews, and other such activities deemed necessary on a case-by-case basis.

119   INFORMATION UPDATE. As an accident or incident investigation progresses, additional facts pertaining to causal factors may emerge. You should keep informed of current developments during all accident/incident investigations by maintaining contact with FSDO/NTSB personnel working an accident/incident.

RESERVED. Paragraphs 120 through 134.

Section 2 Procedures

135   PREREQUISITES AND COORDINATION REQUIREMENTS.

   A. Prerequisites. This task requires knowledge of FAA accident investigation procedures, system safety principles, qualification as an aviation safety inspector (ASI), and appointment as a FAASTeam program manager.

   B. Coordination. This task may require coordination with ASIAS, Information Management Section, AFS-624 (see AC 20-109A), Flight Standards field offices, National Transportation Safety Board (NTSB), air traffic control (ATC), FAASTeam representatives, and other elements of the aviation community based on specific accident/incident needs and circumstances.

136   REFERENCES.

- Pertinent Federal aviation regulations,
- Data mart,
- FAA Order 8020.11, Aircraft Accident and Incident Notification, Investigation, and Reporting (current edition),
- Current district accident, incident, and near midair collision reports, and
- Malfunction and defect reports, safety alerts, and Airworthiness Directives issued as a result of an accident/incident.

137   PROCEDURES.

   A. Daily Review. Each day, you will review data related to recent accidents or incidents. This includes the following steps:

- Once you are notified of an event, find out who the points of contact are for the event and get as much information as possible, including registration number, pilot information, location, etc.,
- If the pilot is domiciled outside of your area of responsibility, notify the appropriate FAASTeam program manager about the event and provide him/her with the information,
- Maintain contact with the people leading the investigation so you continue to receive relevant information, and
- Review the information you receive in an effort to identify likely factors involved in the event and decide if notifications need to be sent out to appropriate FAASTeam members. Coordinate the notifications with your regional FAASTeam manager.

   B. Evaluate Trend Analysis. You should analyze available safety data at least once a quarter to identify the primary factors that contribute or may contribute to accidents and incidents in your assigned area(s) of responsibility. Causal factors may be associated with the time of the year, certain types of flight operations, airworthiness-related issues, or situations unique to a local area like terrain, weather conditions, or airport traffic density. Other factors

may also play an important part in the trends identified such as inadequate or inappropriate procedures being used by companies or individuals. You should use all pertinent demographic and geographic data during this evaluation process and pass it along to the appropriate personnel. Pay particular attention to events involving designated pilot examiners (DPE), flight instructors, or student pilots. You should become familiar with the organizations within their assigned area(s) of responsibility so they can identify such trends and help the respective organization's safety program mitigate them.

C. Program Emphasis. The findings from periodic and regular evaluation of the data should drive the establishment of emphasis areas within local safety program activities and events. Area accident trends and causal factors may vary significantly from national trends and may require the development of special events to educate airmen in the pertinent subject areas. You should use accident/incident data when planning tasks, budgeting, and establishing priorities during development of the Business Plan.

D. Addressing Trends. You should use safety events, district newsletters, instructor workshops, airport safety committee projects, and FAASTeam representatives' activities to increase awareness in the aviation community of local area safety concerns. You should notify organizations within your area of responsibility of programs and processes to mitigate recognized trends and problems. You should encourage organizations to develop appropriate mitigation programs on their own. You will notify the National FAASTeam Manager, AFS-8, of any anomalies to national accident/incident trends found within your region or specialized area(s) of responsibility.

E. Certificated Flight Instructor (CFI) Special Emphasis. You should work with FAASTeam representatives to establish a specific program to improve communication with area flight instructors and flight schools. You can use increased DPE and flight instructor awareness of weak instructional areas, changes in local procedures, improved airport markings/procedures, accident/incident trends, and coordination with ATC, coupled with better communication between local general aviation pilots and air carrier operators to mitigate area accident trends.

F. Inspection Authorization (IA) Renewal Meetings. Your should work with FAASTeam representatives to arrange participation in the annual FSDO Inspection Authorization (IA) renewal meeting(s). It provides a unique opportunity to discuss airworthiness-related accidents/incidents, unsafe trends, changes in regulations, awards programs, and local safety program initiatives.

G. Develop Program Materials. You should adapt existing programs to local needs and work with the National Resource Center in developing new materials to supplement the nationally-distributed safety education products.

H. Planning. You will incorporate trend data into the Business Plan as part of the planning and budgetary process.

138 TASK OUTCOMES. Completing this task results in establishing a valid profile of area accident/incident causal factors. It also facilitates the inclusion of material in the Business Plan to focus attention on the critical areas and provide direction for safety event planning. Proper

dissemination of casual factor trends and appropriate motivation processes through FAASTeam members should help mitigate those trends and causal factors.

139   FUTURE ACTIVITIES.

      A. Communicate with Airmen. Discuss the emphasis areas with FAASTeam members, including FAASTeam representatives, ATC, airport management, flight schools, air agencies, aviation maintenance organizations, airport safety committees, and other aviation organizations. Solicit their ideas and urge their participation in projects to educate and inform area airmen.

      B. Obtain Expert Assistance. Schedule guest speakers with expertise in the applicable areas to speak at future safety program events such as safety seminars, IA renewal meetings, and flight instructor workshops.

RESERVED. Paragraphs 140 through 154.

CHAPTER 4 REGIONAL FAASTEAM BUSINESS PLAN

Section 1 Background

155   ACTIVITY. The regional Federal Aviation Administration Safety Team (FAASTeam) business plan is designed to assist the regional FAASTeam through evaluation of all available data that will identify the associated risks. Through risk analysis, you, as the FAASTeam program manager, will develop program tasks to obtain measurable objectives and generate required funding.

156   OBJECTIVE. For you to prepare an Analysis and Justification Report that is used to create the regional FAASTeam business plan for the fiscal year. Your successful completion of this task results in a comprehensive report, which promotes maximum utilization of field resources and supports accomplishment of the Administrator's national goals and objectives.

157   GENERAL.

 A. You use the business plan to accomplish the national goals set by the Administrator. The business plan is based on data-driven statistical analysis of accidents/incidents, the geographic diversity, and local concerns within the FAASTeam's area of responsibility. The business plan also includes national activities and FAASTeam Management Board subactivities. Based on the overall analytical review, you will develop the tasks to obtain measurable objectives tied to the subactivities. These measurable objectives will justify the request for funding necessary to accomplish the Administrator's national goals and objectives.

 B. Your specializations should be used wherever needed to accomplish the Administrator's national goals. You will use the business plan to justify the use of other resources to accomplish described measurable objectives.

158   BUSINESS PLAN FORMAT. The regional FAASTeam business plan format will contain the following information and be located on the FAASTeam SharePoint as an online document:

 A. Goals, Measurable Objectives, and Activities. The business plan includes:

- National goals and objectives set by the Administrator,
- National activities set by the National FAASTeam Manager,
- Subactivities set by the National FAASTeam Management Board,
- Additional activities set by the regional FAASTeam manager, and
- Tasks you develop.
- Concerns identified by the Flight Standards field offices and input from other sources will be identified through tasks and placed under the appropriate subactivities contained within the business plan after approval by the division manager.

B. Identification of Risk Areas. The business plan will include significant causal factors and identifiable trends pertinent to the geographic accident/incident rates. By using the Aviation Safety Information Analysis and Sharing (ASIAS), you will use a safety management system and perform a risk analysis to identify risks. The results of this analysis are used to identify appropriate tasks that result in measurable objectives used to minimize or eliminate the identifiable risks. ASIAS provides access to the following automated electronic graphs and charts: (See Figure 4-1 for ASIAS graphs and charts.)

- FAASTeam 5 Year Event Data,
- FAASTeam Accidents by Type of Operation,
- FAASTeam Accidents by Operator,
- FAASTeam Accidents by Event FSDO,
- FAASTeam Accidents by Airports,
- FAASTeam Accidents by City,
- FAASTeam Accidents by Crew Domicile,
- FAASTeam Accidents Top Causes,
- FAASTeam Accidents by Pilot Certificate,
- FAASTeam Maintenance related Accidents by Subject, Maintenance Personnel—Causes Only,
- FAASTeam Accidents Owner/Pilot Mechanic Personnel—Causes Only, and
- FAASTeam Accidents Part 91 by Type of Operation, Maintenance Personnel—Causes Only.

NOTES:

1. For the purposes of the business plan, the charts will be built on yearly data from the fiscal year (FY).

2. These 12 charts will be required for the business plan and Analysis and Justification Report. Additional charts are available for more information on causal factors, maintenance or special items as needed. You can request additional information from ASIAS through your data mart representative.

3. Each of these district charts will roll-up into regional charts, which in turn roll-up into the national charts.

4. These charts can be expanded or use drill down for more details for both operations and maintenance information.

Figure 4-1, Analysis and Justification Report Sample

Note the charts are based on operations specialty for this sample.

Southern Region
<Assigned Area of Responsibility>
(AREA 3)
<State>
(Georgia)
Field Offices: SO11
FAASTeam
Analysis and Justification Report FY07

Date of Origin: 05-05-06

Revision Date: 00/00/00

Revision Number: 00

_____

Name
FAASTeam Program Manager
1701 Columbia Avenue
College Park, GA 30337
404-305-7280

Figure 4-1, Analysis and Justification Report Sample—Continued

Southern Region

Area 3<List of Field Office>

Revision Page

Revision Number	Date	Update
Original	05-08-06	First Draft

Figure 4-1, Analysis and Justification Report Sample—Continued
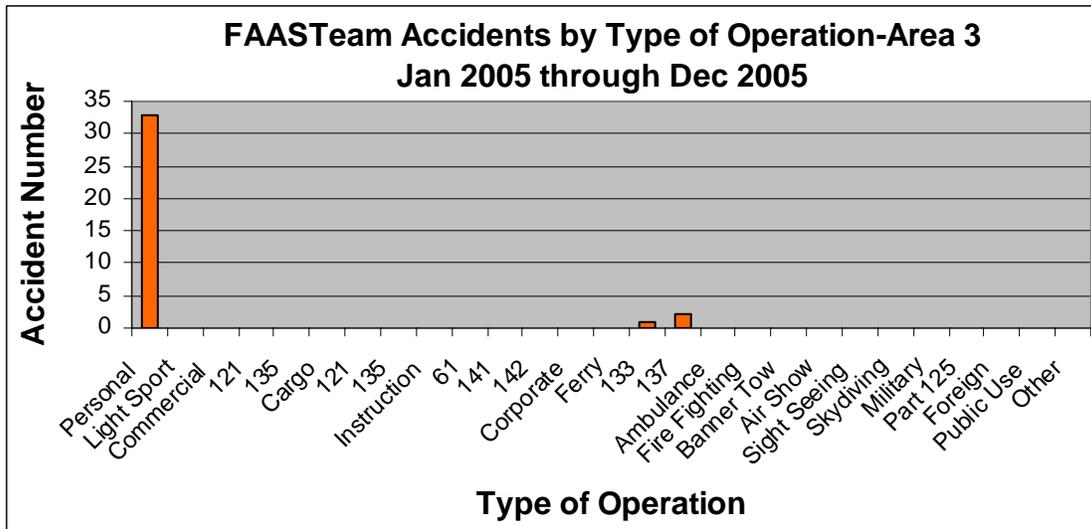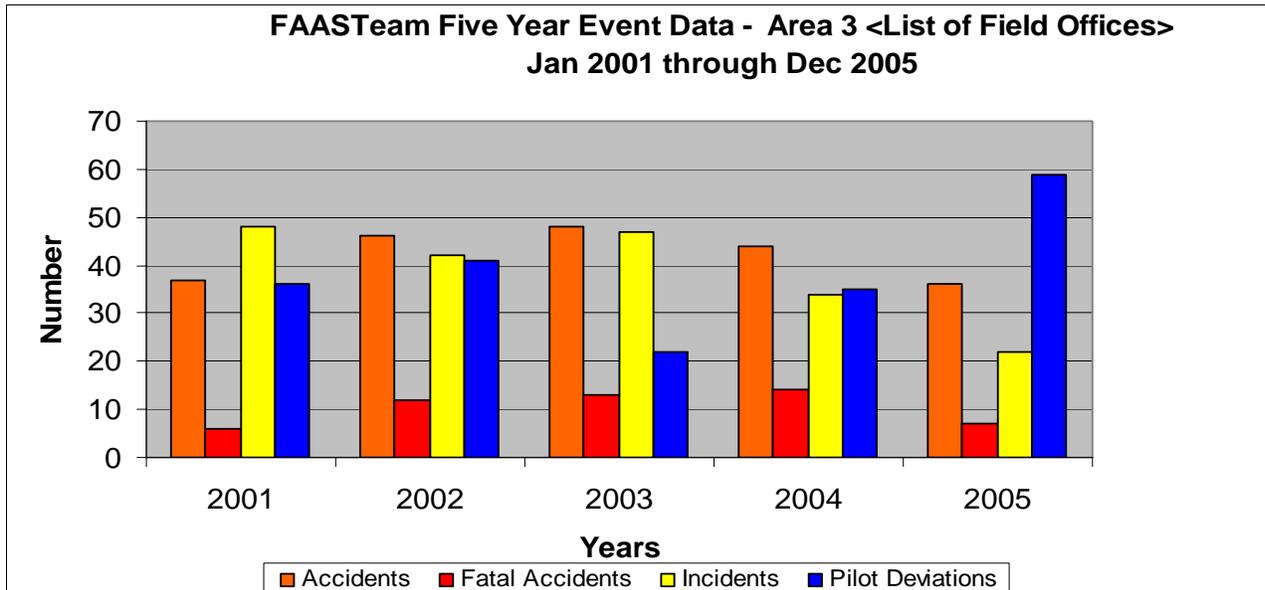
FAASTeam Five Year Event Data - Area 3 <List of Field Offices>
Jan 2001 through Dec 2005

FAASTeam Accidents by Type of Operation-Area 3
Jan 2005 through Dec 2005

Figure 4-1, Analysis and Justification Report Sample—Continued

FAASTeam Accidents by Operator-Area 3<List of Field Offices>
Jan 2005 through Dec 2005

FAASTeam Accidents by Field Office
Jan 2005 through Dec 2005
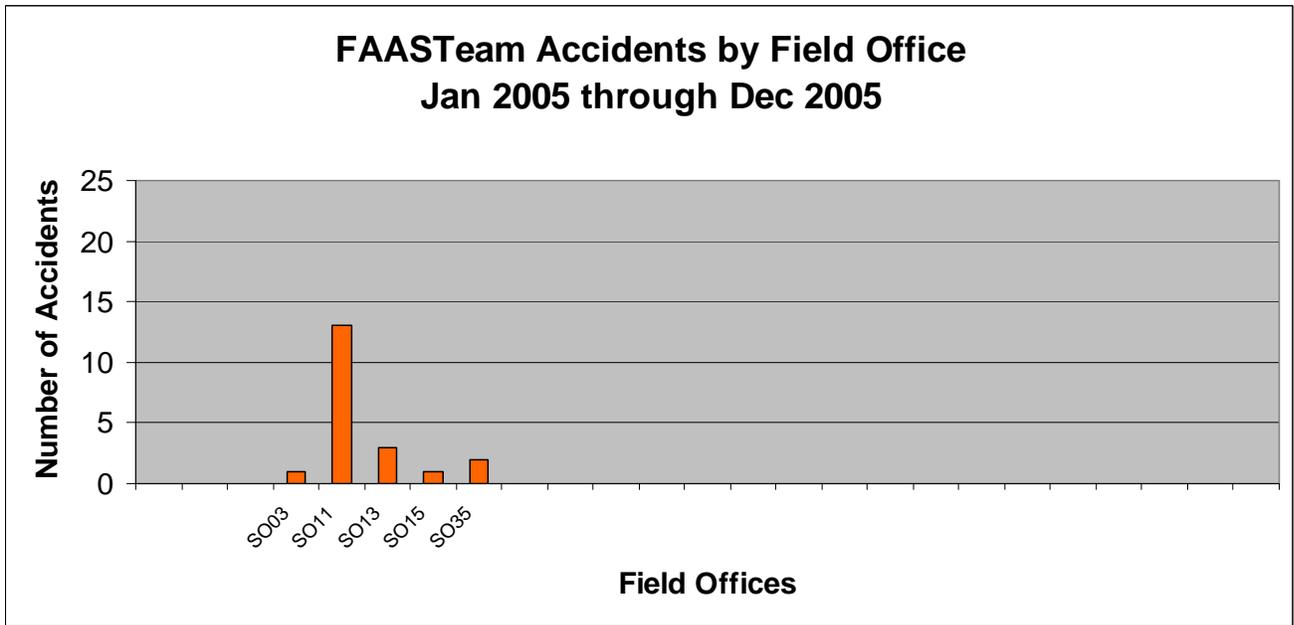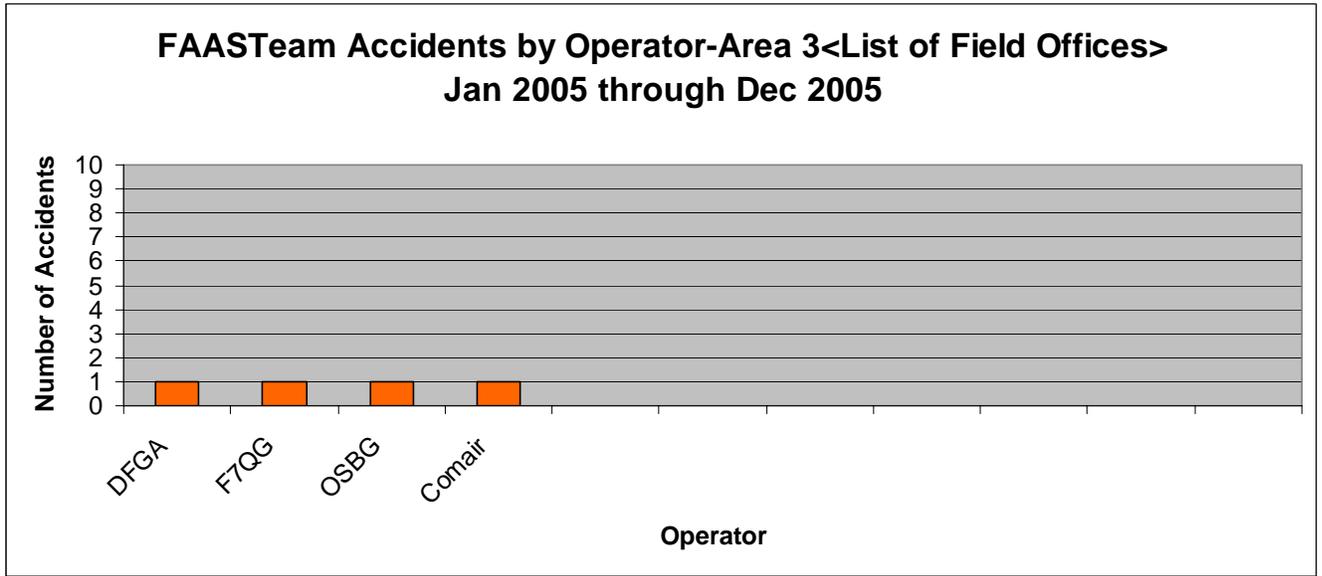
Figure 4-1, Analysis and Justification Report Sample—Continued

FAASTeam Accidents by Airports-Area 3<List of Field Offices>
Jan 2005 through Dec 2005
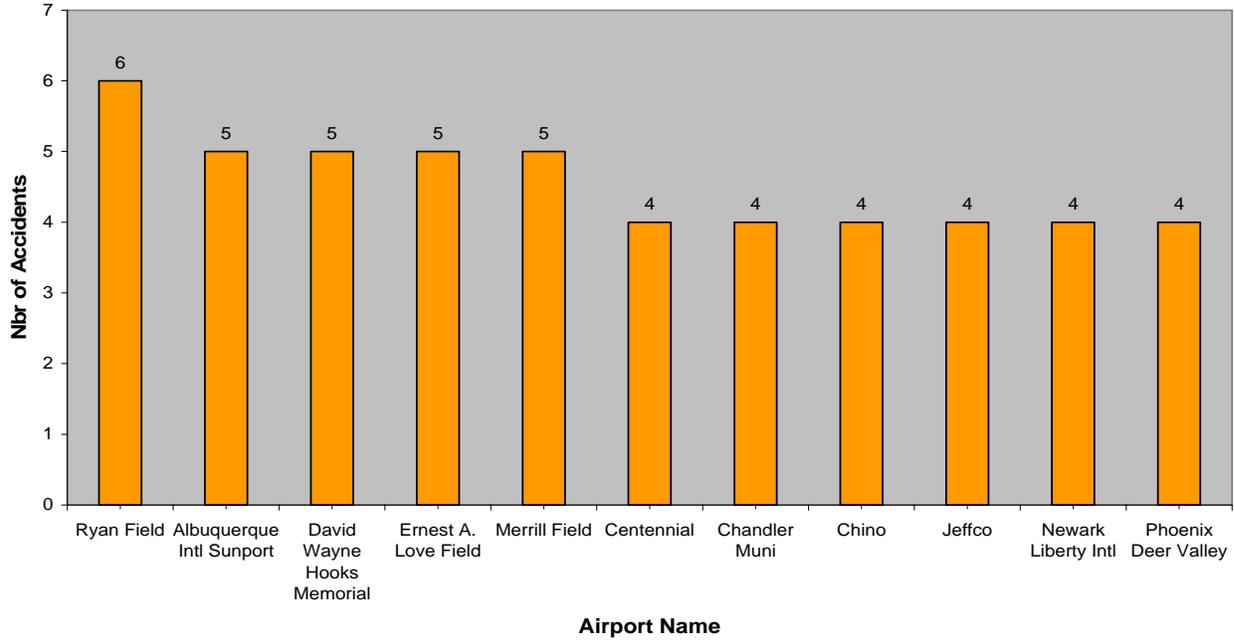
FAASTeam Accidents by City-Area 3<List of Field Offices>
Jan 2005 through Dec 2005
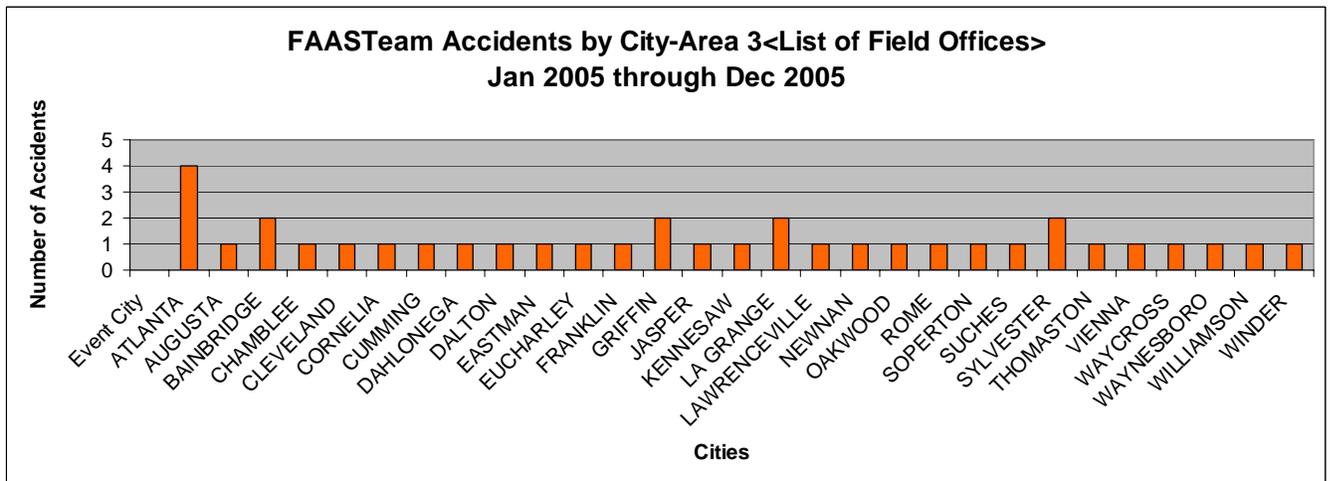
Figure 4-1, Analysis and Justification Report Sample—Continued

FAASTeam Accidents by Crew Domicile
Jan 2005 through Dec 2005
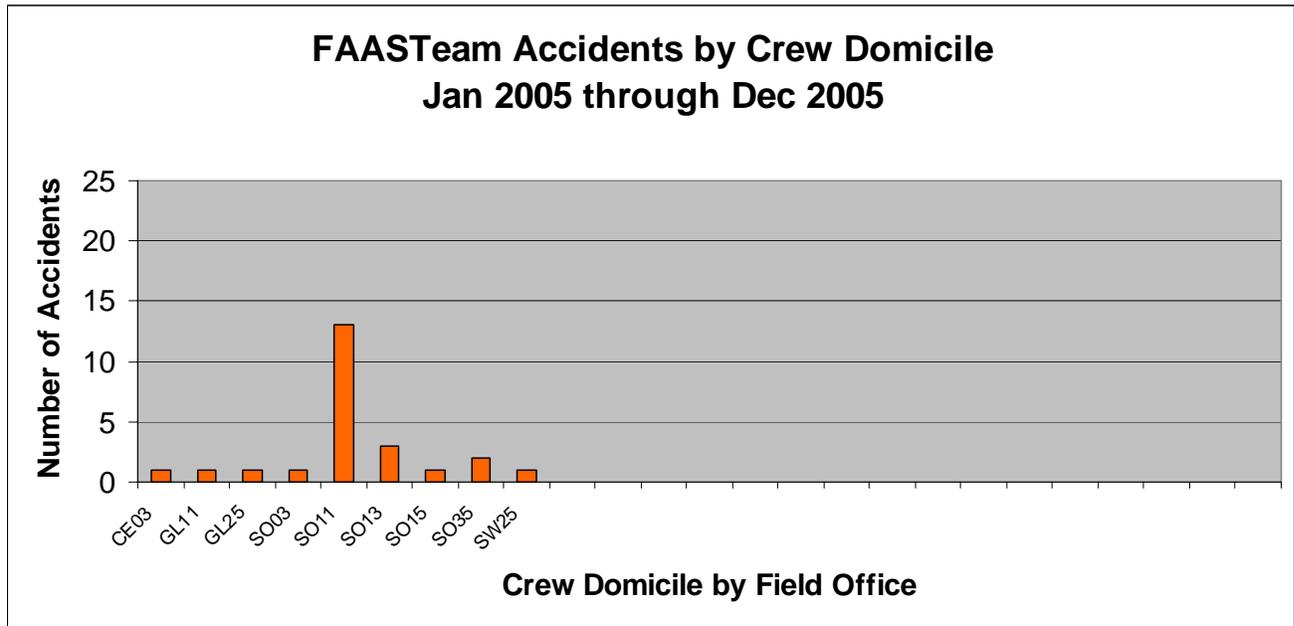
FAASTeam Accidents Top Causes* - Area 3<List of Field Offices>
Jan 2005 through Dec 2005
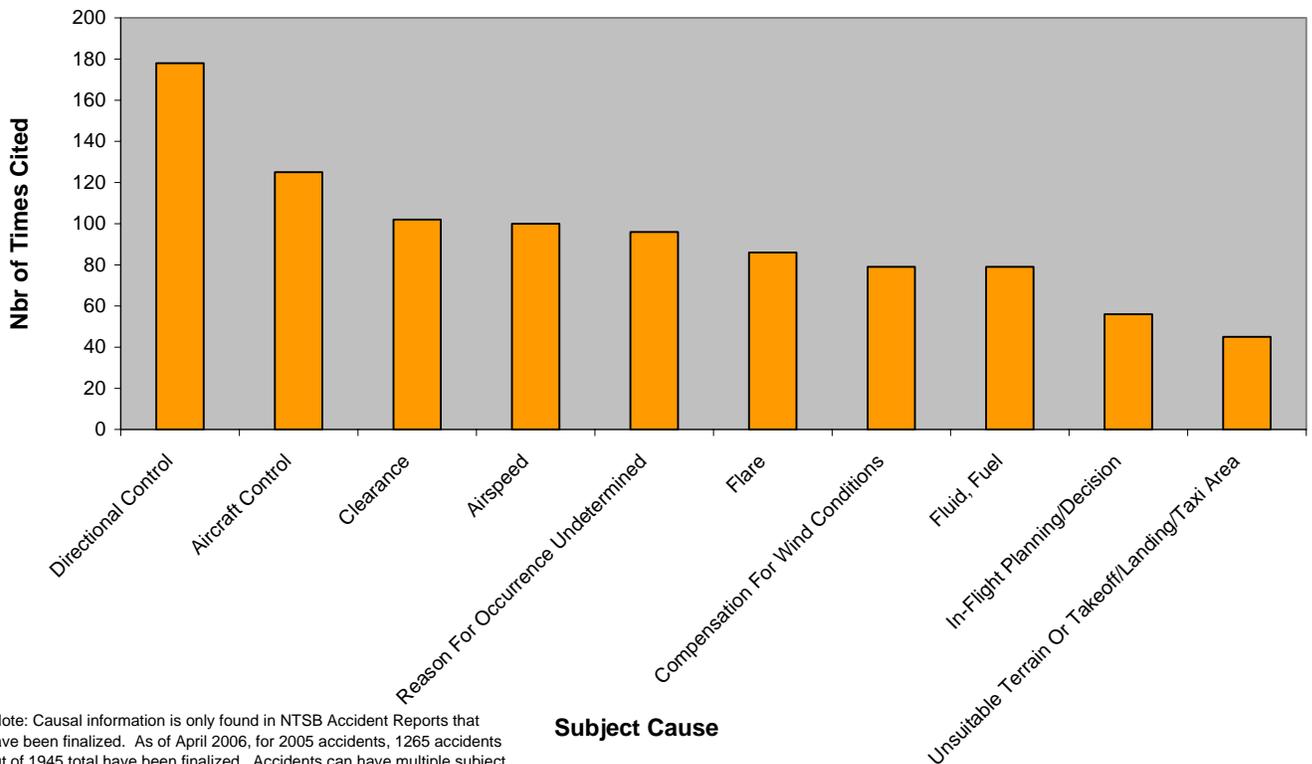
*Note: Causal information is only found in NTSB Accident Reports that have been finalized. As of April 2006, for 2005 accidents, 1265 accidents out of 1945 total have been finalized. Accidents can have multiple subject causes cited in the causal statement.

Figure 4-1, Analysis and Justification Report Sample—Continued

FAASTeam Accidents by Pilot Certificate
Area 3<List of Field Offices>
Jan 2005 through Dec 2005
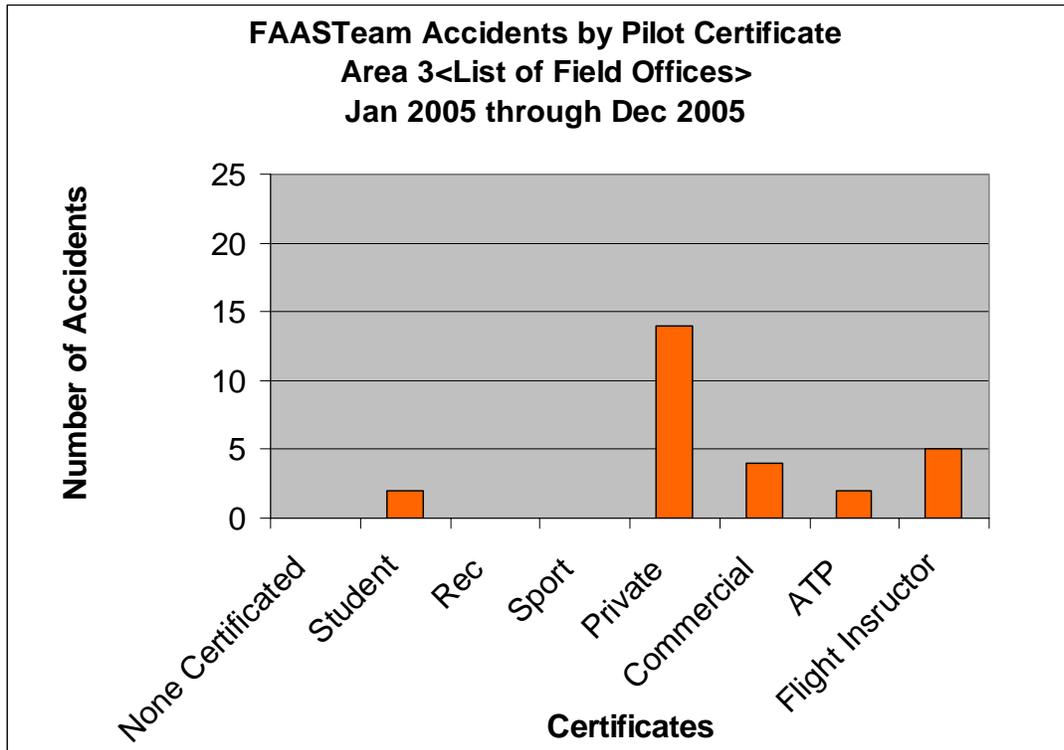
Additional Charts for Maintenance

FAASTeam Accidents Expanded for Maintenance Causes-Area 3
<List of Field Offices>
Jan 2005 through Dec 2005
SUBJECT CODES*
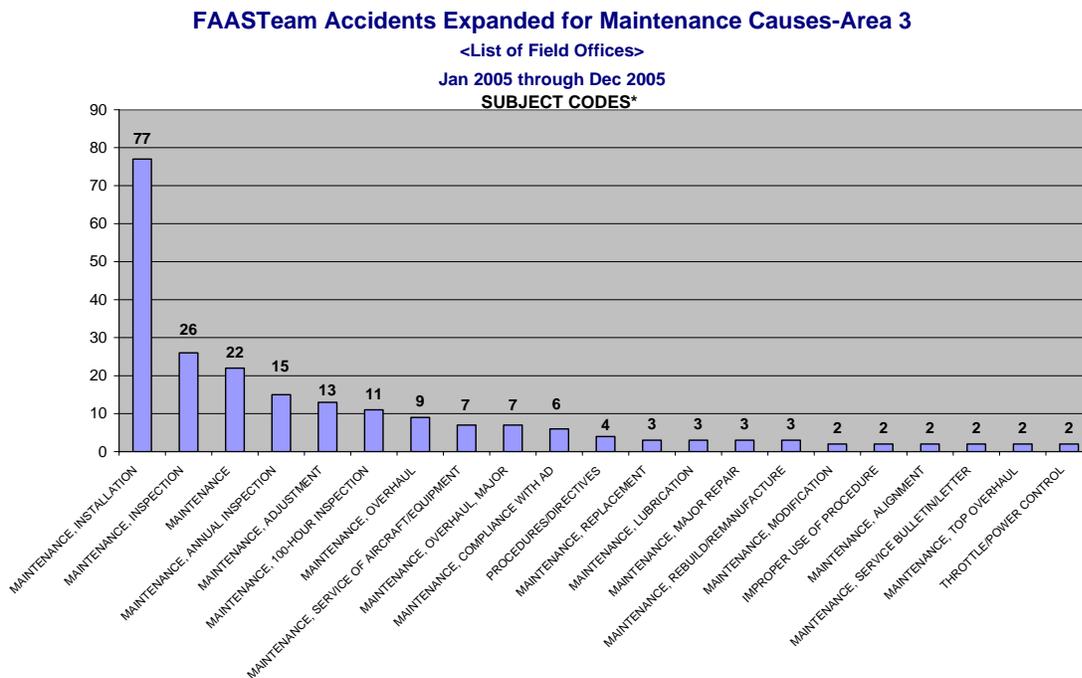
* Subject codes with only one (1) occurrence include: AILERON, AIRCRAFT SERVICE, BRAKES (NORMAL) CIRCUIT BREAKER, CLEARANCE, COMMUNICATIONS, FUEL TANK SELECTOR POSITION, GEAR EXTENSION, IMPROPER USE OF EQUIPMENT/AIRCRAFT, MAINTENANCE (DESIGN CHANGE), MAINTENANCE (RECORDKEEPING), MATERIAL DEFECT (INADEQUATE QUALITY OF MATERIAL), MATERIAL INADEQUATE, MATERIAL INADEQUATE (IMPROPER), TAXISPEED, UNSAFE/HAZARDOUS CONDITION.

Figure 4-1, Analysis and Justification Report Sample—Continued

FAASTeam Accidents Owner/Pilot Mechanic Causes
Area 3<List of Field Offices>
SUBJECT CODES
Jan 2005 - Dec 2005

FAASTeam Accidents by Maintenance Personnel Operator Type
Area 3<List of Field Offices>
PART 91: OPERATOR TYPE
Jan 2005 - Dec 2005
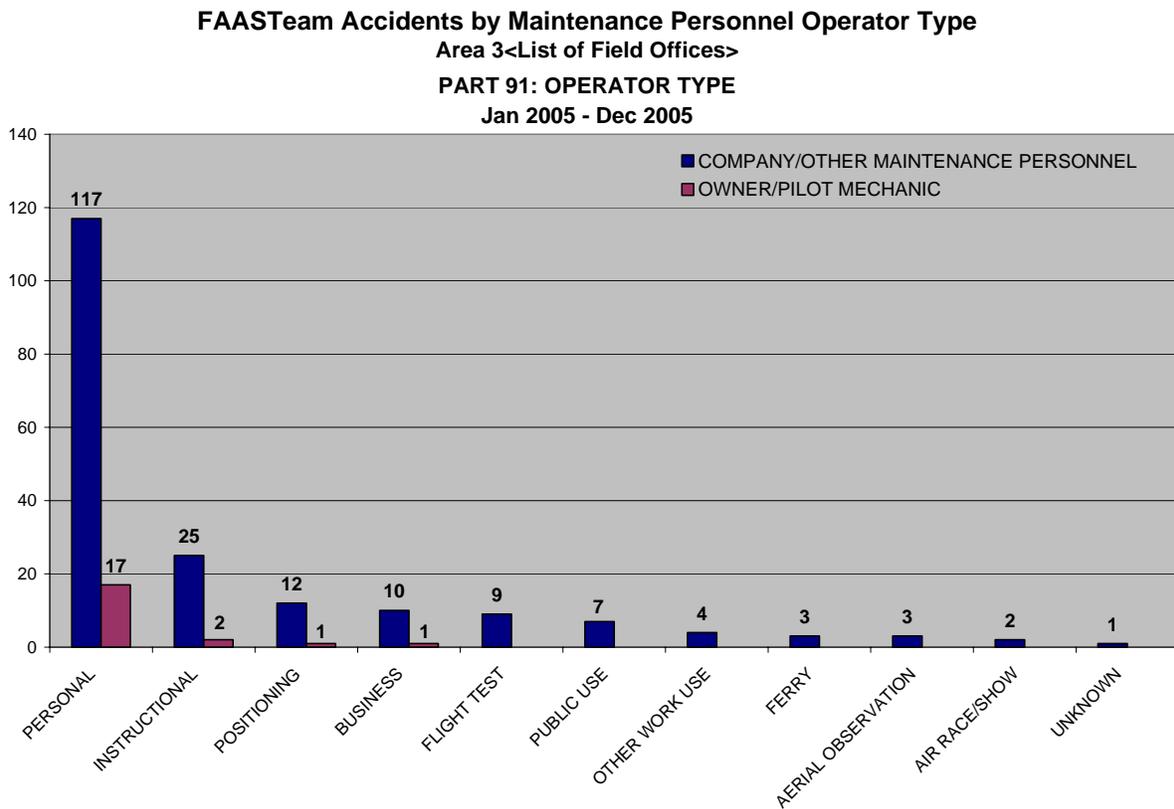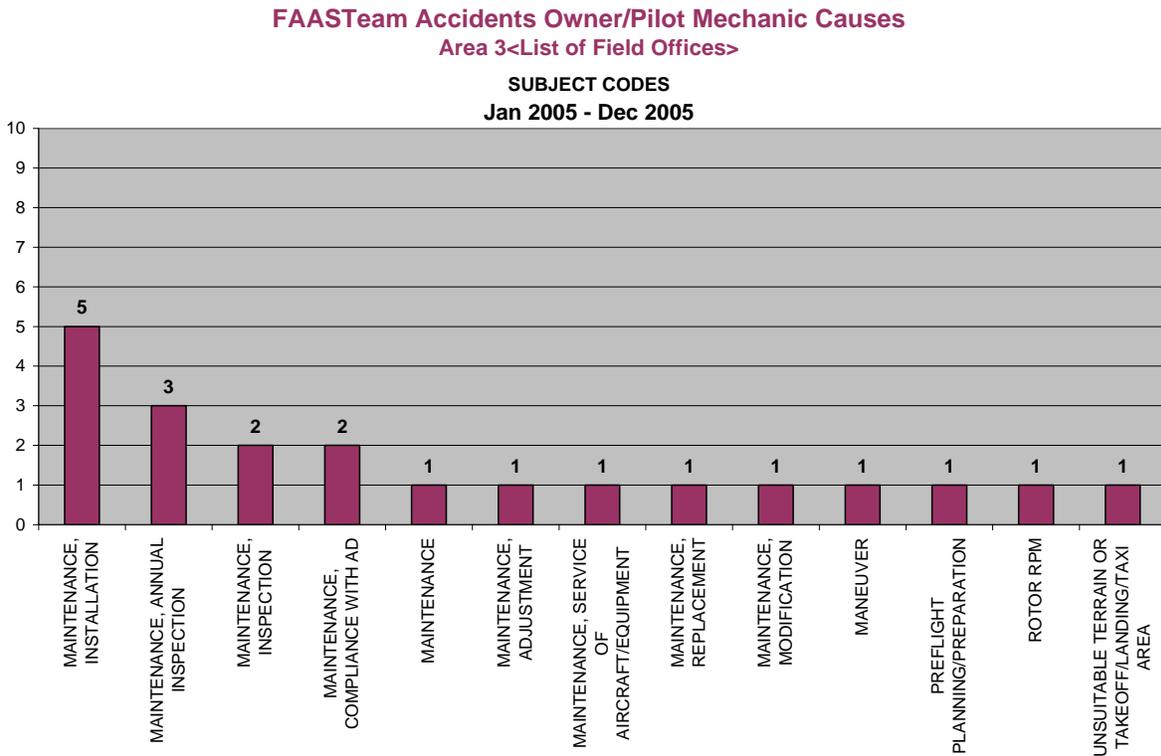
Figure 4-1, Analysis and Justification Report Sample—Continued

<div style="border:1px solid black; padding:10px;">

<div align="center">**Field Office Special Concerns:**</div>

<Bulleted List of Concerns Here>

<Check List>

- List the concerns in order of priorities of the field office.
- List all of the concerns with data to support them.
- List all of the runway safety concerns.

<div align="center">**Team Members' Input:**</div>

<Bulleted List of Input Here>

<Check List>

- List all of the concerns with data to support them.
- Have all of the safety issues for local airports been addressed.
- List of proposed events to mitigate safety concerns.

<div align="center">**FAASTeam Program Manager Analysis & Justification**</div>

Current Planning Year:

Example of a risk and corresponding risk statement:

- Maintenance discrepancies are not consistently recorded at the actual time of discovery.
- Aircraft may depart with passengers when maintenance discrepancies exist that could endanger the lives of the passengers.

Provide analytical analysis of the collected data to include:

- Identification of Risks with supporting data
- Mitigating Strategies' and Forecasted Outcomes

<Check List>

- Identify all of the safety risks in the area with data to support them.
- Provide all of the trends for the area, both positive and negative.

Forecast for Years Two and Three

Include activities or subactivities that may require multiple tasks and/or events that could be carried over several years needed to facilitate a positive conclusion. Safety data may indicate multiple tasks requiring funding allocations to drive and facilitate events over multiple fiscal years. This forecast should be a textual description.

Listed Here

<Check List>

List all safety concerns and show the current level with possible outcomes for the future.

</div>

   C. Required Equipment. The business plan will include a management and accounting system for the equipment assigned, useful life, replacement date, and cost of replacement. By utilizing the FAASTeam Equipment Directory Tool, you will input all equipment assigned. The FAASTeam Equipment Directory Tool will provide an automatic, electronic accounting database for all assigned equipment. The database projects a 7-year allocation for funding needed for equipment replacement. (See Figure 4-2 for FAASTeam Equipment Directory Tool.)

Figure 4-2, FAASTeam Equipment Directory System Tool Sample

FAASTRACKS DATA for AREA 3

Item description	Number on hand	Barcode	Serial Number	Service Life (Years)	Initial Value	Replacement (FY 06)	Cost
Audio Mixer Large	1	N/A	N/A	7	$500.00	1	$500.00
Audio Mixer Small	0			7		0	
Audio System (Large)	2			7	$3,000.00	1	$3,000.00
Audio System (Small)	2			5	$550.00	8	$4,400.00
Audio System (Micro)	1			3	$65.00	0	
Back Drop	0			7	$2,500.00	0	
Camcorder (Basic)	1			3	$999.00	1	$999.00
Camcorder (Advanced Cannon GL2)	0			4	$3,400.00	0	
Camcorder (Adv. Sony HVR-Z1U)	0				$5,167.00	0	
Cellular Telephone	0			2		0	
Color Printer	3			3	$300.00	3	$900.00
Digital Camera (Basic)	2			3	$450.00	4	$1,800.00
Digital Camera (advanced)	0			4	$2,085.00	0	
DVD/CD Mass Duplication	0			3		0	
Equipment Dolly	2			6	$359.00	2	$718.00
Equipment Stand	1			6	$359.00	3	$1,077.00
Flat Bed Color Scanner	1			3	$899.00	3	$2,697.00

Figure 4-2, FAASTeam Equipment Directory System Tool Sample—Continued

Item description	Number on hand	Barcode	Serial Number	Service Life (Years)	Initial Value	Replacement (FY 06)	Cost
Government Vehicle	1			5 Years 60,000 Miles		1	
GPS Receiver-Laptop	0			2	$129.95	0	
Laptop Computer	2			3	$3,238.00	12	$38,856.00
Laptop Computer Case	1			3	$50.00	7	$350.00
Mass Data Storage	1			3	$269.99	0	
Read/Write CD ROM	1			3		2	
Screen—Small	4			7	$310.00	3	$930.00
Screen—Large	3			7	$298.00	2	$596.00
Shipping Cases	1			7		0	
TV	1			6	$300.00	4	$1,200.00
TV with DVD/ VCR	1			5	$446.00	0	
VCR/DVD Player/Record	4			5	$252.00	4	$1,008.00
VCR/DVD Player/Record Case	2			7	$177.95	3	$533.85
Video Projector in focus (portable)	6			4	$1,550.00	12	$18,600.00
Video Projector, in focus (permanent)	1				$4,000.00	1	$4,000.00
Video Projector Case	1			4	$250.00	8	$2,000.00
Video Capture Card	0			3		0	
Wireless Mike System	2			7	$600.00	2	$1,200.00
Wireless Card	0			2	$50.00	4	$200.00
Wireless Mouse	2			2	$99.00	4	$396.00

D. Management Resources. In development of the business plan measurable objectives, FAASTeam members should be used to assist you in accomplishing designed program tasks and obtaining measurable objectives. You will input and keep current all FAASTeam members in the FAASTeam Members and Facilities Directory on faasafety.gov.

E. FAASTeam Tracking System (FAASTracks). The business plan will include the request for funding for the identifiable and measurable objectives during the fiscal year. FAASTracks is a standardized electronic tool on SharePoint, which allows you to identify and rate tasks through a Task Criticality Rating. Each task will include funding allocations required for achieving the measurable objectives. (See Figure 4-3 for the FAASTracks Example; Activities are derived from the Objective and Strategy, Subactivities are further refined from each Activity.)

Figure 4-3, FAASTeam Tracking System Example

FAASTracks	
GOAL 1	**Achieve the lowest possible accident rate to consistently improve safety**
Objective 1	Reduce the commercial airline fatal accident rate.
Strategy	Address safety concerns and issues, expand cost effective safety oversight and surveillance, and continue research factors of accidents.
Initiative 6	Continue research to identify human factors that cause accidents and develop strategies, methods, and technologies that reduce those accidents.
Activity C	SMS Safety Initiatives established within air carrier to include parts 121, 125, 129, and 135.
Subactivity C1	121 air carrier outsourced maintenance to 145 maintenance providers.
Subactivity C2	129 international outreach and introduction to Safety Management Systems.
Subactivity C3	135 commercial aviation outreach and introduction to Safety Management Systems.
GOAL 1	**Achieve the lowest possible accident rate to consistently improve safety**
Objective 2	Reduce the number of fatal accidents in general aviation.
Strategy	Establish standard procedures and guidelines for general aviation operators.
Initiative 14	Ensure that safety oversight and regulatory compliance keep pace with changes in the general aviation environment.
Activity G	Provide airmen information and training for the purpose of reducing weather related accidents and assist in education emphases.
Subactivity G1	When continuing Visual Flight Rules (VFR) into instrument meteorological conditions (IMC) resulting in loss of control.
Subactivity G2	Conduct at least one Aviation Career Education (ACE) Camp that places emphasis on careers in aviation maintenance and aviation careers.

Figure 4-3, FAASTeam Tracking System Example—Continued

GOAL 1	Achieve the lowest possible accident rate to consistently improve safety
Objective 3	Reduce the risk of runway incursions.
Strategy	Address and reduce runway incursion collision risks.
Initiative 25	Improve training procedures evaluation analysis to reduce runway incursions.
Activity R	Establish an aviation education partnership with the Office of Runway Safety.
Subactivity R1	Participation with the Office of Runway Safety in RSAT'S.
Subactivity R2	Participation with Office of Runway Safety in joint safety events at airports with highest number of runway incursions and surface incidents.
Subactivity R3	Office of Runway Safety participation in certified flight instructor (CFI) workshops, inspection authorization (IA) renewals and flight schools with the highest number of accidents and incidents.

FAASTRACKS DATA for AREA 3

Tasks	Date	QTR	Initials	Area	TCR	Measure	PTRS Code	Record Number	2101	2103	2662	2596	3105
C1-1	10/11/06	1	KRS	1	5	M 4	1931	SO35200701938	$120.00				
C1-2	4/1/07	3	KRS	1	8	M 24	1931	SO35200701939	$240.00				
C2-1	5/5/07	3	KRS	1	6	M 20	1973	SO35200701940		$1,310.00			
C3-1	5/15/07	3	KRS	1	11		1981	SO35200701941	$110.00				
G1-1	10/10/06	1	KRS	1	1	M 22	1962	SO35200701942		$400.00			
G2-1	2/24/07	2	KRS	1	3	M 44	1942	SO35200701943		$800.00			
G2-2	5/5/07	3	KRS	1	2	M 66	1981	SO35200601944	$360.00				
R1-1	11/11/06	1	KRS	1	7	M 33	1931	SO35200701945	$120.00				
R2-1	2/2/07	2	KRS	1	4	M 48	1931	SO35200701946	$240.00				
R3-1	6/22/07	3	KRS	1	9	M 55	1932	SO35200701947	$360.00				
R3-2	8/24/07	4	KRS	1	10		1942	SO35200701948		$230.00			
	10/1/06											$100.00	
	10/1/06												$2,300.00
	10/1/06											$300.00		
									$1,550.00	$2,740.00	$300.00	$100.00	$2,300.00

Figure 4-3, FAASTeam Tracking System Example—Continued

Fund Req	Cumulative	Actual	OV/UN	Fund Amt	Media-A	Media-P	Media-F	Description
$120.00	$120.00	$300.00	$(180.00)		$100.00		$250.00	Ace Air Highest Accident Rates
$240.00	$360.00	$240.00				$65.00	$160.00	Sky Ways Highest Incident Rates
$1,310.00	$1,670.00	$1,000.00	$310.00		$150.00	$180.00		Argentina Government
$110.00	$1,780.00	$110.00			$100.00	$140.00	$110.00	Principal Highest Accidents
$400.00	$2,180.00	$400.00			$400.00	$200.00	$500.00	Conference weather accidents at MIA
$800.00	$2,980.00	$800.00			$100.00	$65.00	$160.00	ACE Camp in FLL
$360.00	$3,340.00	$360.00			$150.00	$190.00		Gold Coast Middle School
$120.00	$3,460.00	$100.00	$20.00		$100.00		$250.00	RAST at FXE
$240.00	$3,700.00	$240.00				$65.00	$160.00	Event for PBI Airport
$360.00	$4,060.00	$380.00	$(20.00)		$150.00	$180.00		Area 1 CFI Work Shop
$230.00	$4,290.00	$230.00			$100.00	$140.00	$110.00	Area 1 IA renewal
								Awards for Reps
								Equipment identified in FEDS
								Supplies (6 ink cartridges 3 each) HP 56 58
$4,290.00				$10,000.00	$1,350.00	$1,225.00	$1,700.00	

159   REQUIRED DOCUMENTATION IN SUPPORT OF THE REGIONAL FAASTEAM BUSINESS PLAN. You will submit the following information for use in building the FAASTeam regional business plan. The business plan documentation needs to be submitted to the regional FAASTeam manager by August 1 of each year.

   A. Cover Sheet. You will provide a cover sheet that will contain the FAA logo, the date of origin, revision date, revision number, the regional FAASTeam manager's name and title, your name, title, and area of responsibility (defined as geographic, state, to include field offices). The cover sheet will also include your address and phone number.

B. Charts. You will be providing the charts mentioned in paragraph 143B above. These charts serve as the basis for your analysis and planning. Some or all of these charts may become part of the business plan.

C. Field Office Concerns. You will be required to meet with the field office safety management team to share the analysis and planning based on the available data. Identify their local concerns and compile them through tasks and place them under the appropriate subactivities contained within the business plan after approval by the regional FAASTeam manager.

D. Team Member Input. You will gather all available input from representatives and other team members to be considered. This input will be identified through tasks and placed under the appropriate subactivities that may be contained within the business plan after approval by the regional FAASTeam manager.

E. Equipment. You will provide the information mentioned in paragraph 143C on the FAASTeam Equipment Directory Tool. This makes it possible to budget for any equipment purchases or maintenance that may be required. The information you submit will be compiled with information from other FAASTeam program managers and entered into the business plan.

F. FAASTeam Program Manager Analysis and Justification Report.

1) Proposed safety events for the next year, with date/time/location, subject, number of offerings, projected costs, type of publicity, speakers, etc. (FAASTracks and Safety Program Airman Notification System (SPANS).)

2) Both 2- and 3-year plans with forecasted subactivities that require multiple tasks and/or events that could be carried over several years needed to facilitate a positive conclusion. Safety data may indicate multiple tasks requiring funding allocations to drive and facilitate events over multiple fiscal years. This forecast should be a textual description.

G. FAASTracks. You will place proposed tasks in FAASTracks, whereby each task will be identified and rated through the Task Criticality Rating. Each task will include requested funding allocations that will be needed for achieving the measurable objectives.

1) Tasks are activities, events, and other actions identified by you that further the FAA's Mission and are tied directly to the goals and objectives of the Administrators Flight Plan.

2) X-factor tasks are external activities, events, and other actions identified by you that further the FAA's Mission but not tied directly to the FAASTeam goals and objectives. These may include National Resource Program for flight checks, or CFI check rides, etc.

3) O-factor tasks are overhead or other actions required of you in support of maintaining the infrastructure of the FAASTeam, but not tied directly to the FAASTeam goals and objectives.

RESERVED. Paragraphs 160 through 174.

Section 2 Procedures

175   PREREQUISITES AND COORDINATION REQUIREMENTS.

     A. Prerequisites. This task requires knowledge of the FAA Flight Plan, national goals and objectives; national activities, FAASTeam Management Board subactivities, field office concerns, and team member input.

     B. Coordination. This task requires coordination with the regional FAASTeam manager, FAASTeam program managers, Flight Standards field office managers, supervisors, aviation safety inspectors, and FAASTeam members.

176   REFERENCES, FORMS, AND JOB AIDS.

     A. References:

     1) FAA Flight Plan.

     2) FAASTeam National Program Guidelines.

     3) FAASTeam Regional Program Guidelines.

     4) FAASTeam Analytical Resource System.

- FAASTeam SharePoint.
- ASIAS.
- FAASTeam Equipment Directory Tool.
- FAASTeam Members and Facilities Directory.
- FAASTracks.
- FAASTeam Information Lending Library Tool.

     5) Enforcement Investigation Reports (EIR).

     6) Service Difficulty Reports (SDR).

     7) Remedial training reports.

     8) Flight assist reports.

     9) Faasafety.gov.

     10) SPANS.

     B. Forms. None.

     C. Job Aids. FAASTracks.

177   PROCEDURES. Analyze charts received from ASIAS. Identify any trends indicating potential safety issues.

      A. Meet with Flight Standards field offices to identify any safety concerns identified as part of their surveillance and inspection activities. Work with them to identify likely causal factors if the factors are not already identified. Also get their input on potential ways to mitigate safety concerns. Meet with your FAASTeam members to identify any safety concerns they may be aware of. Get their input on possible causes and solutions.

      B. Compile all input (charts, field offices, team members) and identify similarities and differences. Based on this analysis, prioritize causal factors for mitigation of risks.

      C. Prepare the FAASTeam Analysis and Justification Report for submission to the regional FAASTeam manager for review and incorporation into the preliminary regional business plan.

      D. The charts will be based on operations specialty or airworthiness specialty for your regional area of responsibility.

178   TASK OUTCOMES. Your successful completion of this task results in an Analysis and Justification Report that is used to build the preliminary regional FAASTeam business plan. (See the Sample Analysis and Justification Report in Figure 1-5.)

179   FUTURE ACTIVITIES. The business plan is a dynamic document and future events may require you to request changes to the plan through the regional FAASTeam manager. These requests will allow for adjustment of the prioritization of tasks to obtain measurable objectives, thereby, shifting the necessary funding requirements.

RESERVED. Paragraphs 180 through 194.

CHAPTER 5 PLAN, PREPARE, AND MANAGE SAFETY EVENTS

Section 1 Background

195   ACTIVITY. Use the Safety Program Airman Notification System (SPANS) to record all event planning. SPANS will archive records from individual events as they are recorded and will be available for use in planning future safety events.(Historical data is available from the historical data link on the main tool bar.)

196   OBJECTIVE. You, as the FAASTeam Program Manager, will plan, prepare, and manage safety events under the regional FAASTeam business plan.

197   GENERAL. Aviation safety events provide a valuable service to the aviation community and help communicate updated information on changing regulations, new procedures, and safety techniques. Events should support the Administrator's national goals and objectives.

       A. Required Functions. You must plan, budget, and manage events via the FAASTeam Tracking System (FAASTracks) and SPANS to accomplish the requirements of the regional FAASTeam business plan. Safety events should be planned to ensure that only well-qualified presenters conduct each program.

       B. Safety Program Marketing. At each event, you should promote faasafety.gov registration, awards programs (FAA Pilot Proficiency Program (WINGS) and Aviation Maintenance Technician (AMT) awards), and those special emphasis items identified by the National or regional FAASTeam managers.

198   SCHEDULE OF EVENTS. The regional FAASTeam business plan identifies the number and type of planned safety events to be accomplished for the fiscal year. When planning for individual events, refer to SPANS and FAASTracks for details on planning.

199   POP-UP EVENTS. For pop-up events, you need to submit an Analysis and Justification Report to the regional FAASTeam manager to get approval for the event if FAASTeam funding is required. Publicity funding is approved for each event through SPANS. Once you receive approval, event planning is the same as for planned events in the regional FAASTeam business plan.

200   RESOURCES. You should encourage representatives to maintain a list in the FAASTeam Members and Facilities Directory of available guest speakers, their phone numbers, and specialties and a list of local facilities that may be used for events. If possible, several contacts should be listed for those facilities that rotate personnel frequently, particularly at military facilities.

201   SPANS. The primary means of airman notification for safety events is SPANS found at faasafety.gov. The system provides a means to quickly and effectively disseminate information to the public on upcoming events, including time critical notifications. The system also provides the ability to supplement e-mail and Web site postings with postcard notifications to those airmen who are not registered at faasafety.gov. Registered SPANS users with the proper preferences selected receive e-mail notification for events in lieu of a printed announcement.

A. Accuracy and Timeliness. You and the representatives are responsible for ensuring the accurate and timely publication of upcoming events on SPANS to ensure advertisement for upcoming events to the proper audience. Proper use of SPANS depends upon thorough initial training on its functionality, continued regular use and practice, and recurrent training on system upgrades as they occur. You should refer to the SPANS User Manual that is available online to answer questions on how to use the system.

B. Mailing Label Request. Under some circumstances, either you or the representatives may wish to conduct a general independent mailing to airmen. For these situations, you may request self-stick mailing labels (see Form 8000-34) from the Airman Certification Branch, AFS-760, that correspond to the area of coverage, through proper channels.

202   PLANNING AND PREPARING EVENTS. You should review the following criteria when planning an event or managing the preparation of safety events by others.

A. Program Content. Coordinate program segments to ensure a quality consistent safety message is presented. A good combination of media types, dynamic speakers, audience interaction, and supporting printed material increases program impact.

B. Program Length. Plan ample time for breaks, questions, and comments from the audience and carefully consider the time necessary for setup and breakdown of the event. Ensure that sufficient time is allowed to reconfigure audiovisual aids between speakers or program segments.

C. Supplemental Media Assistance. Determine whether or not speakers intend to bring their own audiovisual aids. Consider assisting speakers by providing audiovisual aids for program segments that do not have them.

D. Community Involvement. Enlist the support of the entire aviation community wherever possible. You should encourage fixed-based operators, repair stations, air carriers, airport managers, flying clubs, flight instructor organizations, maintenance organizations, vocational schools, airport committees, aviation support groups, and other appropriate entities to sponsor and participate in safety events.

E. Selecting the Meeting Place. Physical surroundings contribute greatly to the success of a meeting.

F. Criteria for Charging Safety Event Fees. Fees may be charged for a safety event as long as the event meets the following criteria:

- FAA or FAA personnel do not receive any money from the event.
- Safety message of the event outweighs the marketing message of a specific product.
- Fee is indicated on the SPANS. Attendees will need to contact presenter for the amount of the fee.
- Event must be conducted by a representative or FAASTeam industry member.
- Event qualifies for the WINGS/AMT program approved by you.

- Must be entered into SPANS and/or FAASTracks.

203   MANAGING EVENTS. Each presentation, program, or activity should have an assigned program director and sufficient supporting participants to accomplish the associated tasks. The director may be an ASI, FAASTeam member, or you. The program director accepts responsibility for the content and conduct of each presentation, program, or activity. Consequently, the program director should brief participants on proper conduct and representation of the FAA. You manage and support all events, and may also direct some individual programs.

204   SAFETY EVENTS PRESENTED BY NON-FAA ORGANIZATIONS. Non-FAA organizations produce and advertise aviation safety events with their own resources; however, they may not state or imply FAASTeam sponsorship or approval of these events unless that sponsorship or approval is authorized by the regional FAASTeam program manager. Unauthorized companies, groups, or persons, including FAASTeam representatives, may not use stated or implied sponsorship by the FAASTeam to further private enterprise.

RESERVED. Paragraphs 205 through 219.

Figure 5-1, Form 8000-34

AIRMAN ADP MAILING LABEL REQUEST GAAP/Rain Check Programs				DATE SUBMITTED July 16, 2001
TO: **AFS-760**	THRU: **Regional Coordinator:** [X] GAAP [ ] RAIN CHECK		Routing Symbol ASO-204	FROM: Larry Lambert ASO-FSDO-05
☐ APPROVED ☐ DISAPPROVED	NAME (Typed and Signed) James Toombs RSPM/ASO-204		DATE	PLEASE COMPLETE MAILING ADDRESS ⬇ LABEL ⬇

SHADED AREAS		FOR AVN-760 ONLY		**SHIP TO:** FAA FSDO-05		
2	1	1	1	6433 Bryan Boulevard Greensboro, NC 27409		
SELECT NUMBER	1. LABEL TYPE *(1)*	2. SELECT LEVEL *(1)*	3. AIRMAN CERT. *(1)*			
SO05FS24	4		P M R	DATE RECEIVED AVN-760		DATE SHIPPED I.O.
2	4	3	5			
4. REGION *(2)*	5. STATE *(2)*	6. COUNTY *(3)*	7. ZIP CODE *(5)*	REMARKS		
SO	**NC**			Meeting Date: September 13-16, 2001		
	ALL COUNTIES			Mail Date: **ASAP**		
	IN SO05 GSO District			No. of pages: 4 81/2 x 11		
				Color of paper: Blue		
				RSPM Tel: James Toombs, [404] 305-6004		
				Larry Lambert, SPM (336) 662-1009		
				WORD 97		
				FLYER COST: $729.00		
				Great Smokey Mountain Corporate Seminar		

FAA FORM 8000-34

Section 2 Procedures

220   PREREQUISITES AND COORDINATION REQUIREMENTS.

A. Prerequisites. This task requires knowledge of the regional FAASTeam business plan, faasafety.gov, FAASTeam SharePoint, and appointment as a FAASTeam program manager.

B. Coordination. This task may require coordination with the National FAASTeam Manager, AFS-8, regional FAASTeam managers, Flight Standards District Office (FSDO) managers, FAASTeam members, Division Managers, regional Public Affairs Officers, other agencies, guest speakers, event sponsors, facility managers, aviation organizations, news media, and other FAASTeam program managers.

221   REFERENCES:

- Regional FAASTeam business plan,
- Pertinent Federal aviation regulations,
- Pamphlets and audiovisual aids pertinent to the presentation subjects,
- Faasafety.gov help manual, and
- FAASTeam SharePoint help manual.

222   PROCEDURES.

NOTE: You should encourage FAASTeam members to handle the following steps. You have oversight responsibility for each event.

A. Review Regional FAASTeam Business Plan. Determine the number and types of programs and presentations to be scheduled. Correlate required presentations with available materials and resources. Obtain Division Manager approval for the programs and events.

B. Schedule Programs. Arrange dates, times, locations, topics, sponsors, and participants for each program. Designate a program director for each program you will not personally direct.

C. Resources.

1) Ensure adequate funding is available for travel, media products, facility rental, publicity, etc.

2) Ensure that adequate equipment will be available for each program. If necessary, arrange to borrow or rent extra equipment. Schedule films, DVD's, and videotapes. Always have access to backup equipment.

3) Ensure any needed support is arranged and speaker participation is confirmed.

4) Coordinate with FAASTeam administrative officer (AO), regional budget analyst, and division management.

D. Make Audiovisual Aids. Any audiovisual aids provided by the FAA will be processed through the National Resource Center. Audiovisual materials provided by speakers outside of the FAA should be reviewed and approved by you to ensure a consistent, quality safety message is delivered. Do not use audiovisuals that identify accident victims or depict graphic accident scenes that may upset or offend some members of the audience. Be prepared to conduct an event by alternative means in the event that equipment or media cannot be used.

E. Publish Event on SPANS. Use the SPANS to notify the aviation community of upcoming events. Refer to the current version of the faasafety.gov Help Manual for detailed instructions on how to best utilize the features of the SPANS in publishing an event.

1) Adhere to minimum default dates to ensure adequate postcard mailing and e-mail notifications.

2) Attach appropriate documentation and flyers to advertise and effectively market each event.

3) Carefully select the target audience and notification area to avoid either too large or too small a distribution of postcards or e-mails.

4) Follow the criteria for advertising events that charge an attendance fee.

F. Arrange Publicity. Additional publicity should be arranged through news media and aviation organizations. You and the representatives should encourage other agencies with interested individuals to register on faasafety.gov to receive notification of upcoming events by e-mail. Provide special notification of events to FAA Lines of Business, FAA contractors, state aeronautical agencies, and airport managers' offices for events being held in their area. Invitations should be extended for them to participate.

G. Other Recommended Publicity.

1) Prepare a news release for local newspapers, television stations, and radio stations.

2) Arrange for posting of flyers at prominent locations within the aviation community, such as FAASTeam Industry Member locations.

3) Arrange for announcement of the program in aviation newsletters or calendar of events.

4) Provide guest speakers with an advance copy of the event notification.

H. Confirm Arrangements for the Facility and Equipment. Program facilities should be inspected prior to use. Arrangements for seating and other equipment should be confirmed. If necessary, arrange to have the key to the facility left with someone who will be accessible at the time the program is scheduled.

1)   The room should be large enough to accommodate the anticipated attendees. If the room is too large for the number of people attending, plan the seating arrangement in a cluster, and make any arrangements necessary to ensure an adequate supply of chairs is set up well before the meeting starts.

2)   The ability of attendees to register to attend an event via SPANS provides the program director with a means to gauge potential attendance in advance of that event. This provides an opportunity to adjust for the anticipated attendance by enlarging or reducing a meeting area, changing a venue, or making other arrangements to avoid problems during the event.

3)   Adequate heating, cooling, and lighting should be considered. The use of hangars for safety seminars encourages people at airports to attend; however, there may be some critical environmental challenges. Hangars can be noisy with arriving/departing aircraft and are often difficult to heat or cool sufficiently for a seated audience. Even under good conditions, hangars offer poor acoustics for large groups, so consideration must be given to the use of sound systems and audiovisual equipment. Lighting is also a critical element, especially if projectors are used, since hangar lighting is often difficult to regulate.

4)   There should be adequate parking for automobiles and if necessary, aircraft. If attendees need to make any special arrangements to access parking, that information should be noted in the SPANS announcement. If fly-in attendees are anticipated, any pertinent information regarding the airport facilities and transportation should be included.

5)   Plan the placement of screens, monitors, projectors, speakers, lecterns, and other equipment so that everyone in the audience will be able to see and hear the program. It is generally a poor plan to have the audience looking at a visual with bright windows behind. Include provisions to cover, secure, or tape down equipment cords. If the facility or sponsor is providing audiovisual equipment, ensure that a representative will be available to instruct the seminar presenter in its use. Make arrangements well before the program is scheduled to begin to access equipment that may be locked up. Provide backup equipment, as available and necessary.

6)   Consider the number and location of restrooms, especially when snacks and beverages are to be served. Restrooms should be close enough to enable attendees to enjoy refreshments and still have time to access the restrooms during breaks.

7)   Ensure that refreshment service does not detract from the event by interrupting presentations or causing distractions. Strictly observe any limitations or prohibitions by event sponsors on refreshments inside facilities.

8)   Plan ahead for static displays, handout areas, door prizes, and attendee sign-in processes to avoid difficulties in conducting the event.

9)   A room or facility may be rented for a safety seminar; however, every effort should be made to secure free space from schools, libraries, airport operators, and other organizations.

10) You must be cautious when accepting free space and assure that it is not being offered from organizations or facilities that have exclusionary policies based on race, gender, etc.

11) If you rent a room and/or accept responsibility for rented space for use during official duties, you should refer to FAA Order 2300.2A, Employee Indemnification Policy and Procedures, for guidance on government employee responsibilities while on duty. A copy of this order is available on the FAASTeam SharePoint site or in each regional office.

12) Under the Americans with Disabilities Act of 1990, you must provide appropriate services (e.g., wheelchair accessible facilities, sign language interpreter, etc.) at FAASTeam-sponsored functions when requested by the public.

I.   Equipment and Materials. Confirm arrangements for transport of equipment and other materials to the program site. Review any audiovisual aids that will be used to ensure that equipment and aids are in working order. Provide extra extension cords, spare bulbs for projection equipment, and tape for securing equipment cords. Provide an alternate audiovisual selection in case the primary selection becomes unusable during the program. If refreshments are to be served, confirm provisions for transportation, serving method, and disposal of trash.

J.   Managing/Conducting the Presentation. You or the program director should arrive well before the program is scheduled to begin. The following items should be done:

1)   The program director or other FAASTeam member should meet program participants, make introductions, and assist them with audiovisual equipment and other needs. They should also review the program agenda with all participants, paying particular attention to time allotments.

2)   Set up the equipment. Check screen/monitor placement, projector focus, and sound system. Secure equipment cords. If another person will be operating the equipment, review the agenda with that person.

3)   Arrange the handout display and make any necessary provisions for the refreshments.

4)   Conduct the program. Begin and conclude at the announced times. Ensure that each participant is introduced and thank each participant and sponsor.

5)   You should promote faasafety.gov registration, awards programs (WINGS and AMT awards), and those special emphasis items identified by the National or regional FAASTeam managers.

6)   Announce future programs or activities and encourage participants to sign up for and fully utilize the features of SPANS that will keep them informed of future local events, or events in areas where they may be traveling.

7)   Answer questions from event attendees. If it is not possible to answer questions during a presentation, be available at breaks and after the event. Make arrangements for any followup action indicated.

8) At the close of the event, return the facility to its original state.

9) Return audiovisual equipment, record of attendance, and unused handouts to the program director or retain.

K. Check Equipment. After an event, inventory the equipment and audiovisual aids for readiness for future use. Account for all essential pieces of equipment. Repair or replace items as needed.

L. Close Event in the SPANS and FAASTracks. Ensure that attendance and event costs are recorded in SPANS and FAASTracks within 7 days after completing each event. For a recurring event, it would also be helpful to capture each SPANS event as a template for future use.

223 TASK OUTCOMES. The successful completion of this activity results in the successful dissemination of critical safety information to airmen, better communication between the aviation community and the FAA, improved airman education regarding accident/incident causal factors and regulatory changes, increased numbers of airmen motivated to improve their skills and proficiency, and greater compliance with FAA regulations.

224 FUTURE ACTIVITIES.

A. Evaluate Tasks. Evaluate the effectiveness of current events and tasks.

B. Modify Events. If indicated, modify planned events.

C. Manage Future Events. Manage other planned safety events as required in the regional FAASTeam business plan.

RESERVED. Paragraphs 225 through 239.

CHAPTER 6 ISSUING, TRACKING, AND MANAGING FAASTEAM SAFETY AWARDS PROGRAMS

Section 1 Background

240   ACTIVITY. The Federal Aviation Administration (FAA) Safety Team Tracking System (FAASTracks), Program Tracking and Reporting Subsystem (PTRS), and/or faasafety.gov will be used to ensure the proper issuance and tracking of FAA Safety Team (FAASTeam) safety awards.

241   OBJECTIVE. For you, the FAASTeam program manager to ensure that the guidelines for each award are followed when issuing the awards, and that the awards are properly entered into FAASTracks and/or faasafety.gov.

242   GENERAL. These FAASTeam safety awards programs provide incentives for the aviation community to participate in ongoing safety educational efforts and initiatives aimed at reducing accidents. The FAASTeam Safety Awards Program recognizes superior individual efforts that exceed the regulatory requirements for recurrent training or participation in aviation safety events. You have oversight responsibility for each of the different award programs within your assigned area of responsibility. The success of each program depends upon effective advertisement to the aviation community via all available means. A portion of each safety event should be devoted to awards program advertisement to encourage maximum participation. All FAASTeam program managers and FAASTeam representatives should be familiar with the requirements of each program and should promote all programs.

243   PROGRAMS.

    A. Incentive award programs, which recognize safety education that may exceed the regulatory requirements for recurrent training, include:

- Pilot Proficiency Program (WINGS).
- Aviation Maintenance Technician (AMT) Award Program.

    B. The following programs recognize individual longevity, reputation, and a positive safety record within the aviation community:

- Charles Taylor "Master Mechanic" Award.
- Wright Brothers "Master Pilot" Award.

    C. The FAASTeam promotes or issues the following awards that recognize superior individual participation in safety education and program initiatives:

    1) FAASTeam General Aviation Award.

- Flight Instructor of the Year.
- AMT of the Year.
- Avionics Technician of the Year.
- FAASTeam Representative of the Year.

        2) FAASTeam Aviation Safety Award.

RESERVED. Paragraphs 244 through 258.

Section 2 Procedures to Manage the Pilot Proficiency Award Program

259   BACKGROUND OF THE PILOT PROFICIENCY PROGRAM

    A. Tracking. WINGS is tracked automatically on faasafety.gov.

    B. Objective. You promote and manage WINGS for your assigned area of responsibility.

    C. General. WINGS provides pilots with the opportunity to establish and participate in a personal recurrent training program. The program is described in detail on the web at faasafety.gov.

    D. WINGS Event Attendance Record. Proof of attendance at aviation safety events is required to qualify for WINGS. Proof of attendance will be verified by FAASTeam members or flight instructors and entered into faasafety.gov. Proof of attendance may be in the form of an event sign-in sheet or specific form provided at the event.

260   PREREQUISITES AND COORDINATION REQUIREMENTS.

    A. Prerequisites. This task requires knowledge of WINGS and appointment as a FAASTeam program manager.

    B. Coordination. This task may require coordination with FAASTeam members.

261   REFERENCES, FORMS, AND JOB AIDS

    A. References (current editions):

- Title 14 of the Code of Federal Regulations, part 61, § 61.56(e)
- Advisory Circular (AC) 61-91, Pilot Proficiency Award Program
- Faasafety.gov Help Manual

    B. Forms:

- WINGS Certificate generated in faasafety.gov
- WINGS event attendance record

    C. Job Aids. None.

262   PROCEDURES. You will:

    A. Verify that the information required for WINGS is entered correctly into faasafety.gov by the appropriate FAASTeam members.

    B. Mentor FAASTeam members as needed to ensure that correct procedures are followed for entering information.

C. Enter award into faasafety.gov.

263 TASK OUTCOMES. Completion of this task results in the effective oversight of WINGS.

264 FUTURE ACTIVITIES. You will ensure the continued promotion of WINGS at future safety events.

RESERVED. Paragraphs 265 through 279.

Section 3 Procedure to Manage the Aviation Maintenance Technician (AMT) Awards Program

280   BACKGROUND OF THE AVIATION MAINTENANCE TECHNICIAN (AMT) AWARDS PROGRAM.

   A. Tracking. AMT Awards are tracked automatically in PTRS.

   B. Objective. For you to promote and manage the AMT Awards Program for your assigned area of responsibility.

   C. General. The AMT Awards Program is an incentive for individual maintenance technicians to actively participate in initial and recurrent training programs on their own initiative or in training programs subsidized by their employer. Additionally, it encourages employers to participate in the program. The program is described in detail in the current edition of AC 65-25, Aviation Maintenance Technician Awards Program. The Aircraft Maintenance Division, AFS-300, maintains the policy for this award, and the FAASTeam administers the program.

   D. AMT Record Forms. You should distribute AMT Awards brochures at all safety events. The brochure contains an application. Extra applications may be made from the application in AC 65-25. Your address should be included on the brochures before they are distributed. Replacement brochures are available from the National Resource Center.

   E. Management of the AMT Award Inventory. The National Resource Center will maintain the AMT Awards Inventory and keep it current. The National Resource Center distributes awards to recipients at your requests.

281   PREREQUISITES AND COORDINATION REQUIREMENTS.

   A. Prerequisites. This task requires knowledge of the AMT Awards Program and appointment as a FAASTeam program manager.

   B. Coordination. This task may require coordination with the National FAASTeam Manager, AFS-300, FAASTeam members, and/or airmen.

282   REFERENCES, FORMS, AND JOB AIDS.

   A. References:

   - AC 65-25
   - Faasafety.gov help manual

   B. Forms:

   - AMT Individual Award Application
   - AMT Employer Award Application
   - AMT Awards Certificates

- AMT Awards Brochure

C. Job Aids. None

283   PROCEDURES. You will:

A. Verify that the information required for the AMT Award Program is entered correctly into PTRS by the appropriate FAASTeam members.

B. Mentor FAASTeam members as needed to ensure that correct procedures are followed for entering information.

C. Ensure that the National Resource Center issues AMT awards as requested.

D. Enter award into PTRS.

284   TASK OUTCOMES. Completion of this task results in the effective oversight of the AMT Awards Program.

285   FUTURE ACTIVITIES. You should support special events to honor AMT Award recipients. You will ensure the continued promotion of the AMT Awards Program at future safety events.

RESERVED. Paragraphs 286 through 299.

Section 4 Procedure to Issue the Charles Taylor "Master Mechanic" Award

300   BACKGROUND OF THE CHARLES TAYLOR "MASTER MECHANIC" AWARD.

   A. Tracking. The Charles Taylor "Master Mechanic" Award is tracked in PTRS.

   B. Objective. For you to oversee the Charles Taylor "Master Mechanic" Award under AC 65-26, Charles Taylor "Master Mechanic" Award Program. The regional FAASTeam office awards a certificate, plaque, and lapel pin to each recipient and, if appropriate, a pin to the recipient's spouse. These presentations should be made at a public function.

   C. General. The Charles Taylor "Master Mechanic" Awards program recognizes aviation maintenance personnel who have been actively engaged in aviation maintenance for at least 50 years as an aviation maintenance mechanic or repairman.

   D. Application. Any eligible candidate or any person acting on behalf of an eligible candidate may apply for the award.

   E. Selection Committee. At least once a year, or as often as required, a selection committee reviews the candidates for eligibility and selects those applicants who qualify for the Charles Taylor "Master Mechanic" Award.

   F. Inventory Management. The FAASTeam National Resource Center must maintain an inventory of the award pins and certificates.

301   PREREQUISITES AND COORDINATION REQUIREMENTS.

   A. Prerequisites. This task requires knowledge of the Charles Taylor "Master Mechanic" Award Program and appointment as a FAASTeam program manager.

   B. Coordination. This task may require coordination with the National FAASTeam Manager, the National Resource Center, AFS-300, and FAASTeam members.

302   REFERENCES, FORMS, AND JOB AIDS.

   A. Reference. AC 65-26.

   B. Form. Charles Taylor "Master Mechanic" Certificate.

   C. Job Aid. Promotional Video.

303   PROCEDURES.

   A. Oversee the Charles Taylor "Master Mechanic" Award program under AC 65-26.

      1)   As part of the selection process, request a blue ribbon package from AFS-760, Airmen Certification Branch.

   2) Present the package to the airman along with the award.

   3) Present a plaque to the recipient in addition to the certificate and lapel pin.

B. Enter the award into FAASTracks.

Prefix, First, Middle, and Last Name and Suffix
City and State
Date (MM/YYYY) of Issuance
Airman Certificate Number
Name of Requestor (FAASTeam program manager)

C. Notify the AFS-300 coordinator of the award. Include the following information:

Prefix, First, Middle, and Last Name and Suffix
City and State
Date (MM/YYYY) of Issuance

304   TASK OUTCOMES. Your completion of this task results in effective oversight of the Charles Taylor "Master Mechanic" Award Program.

305   FUTURE ACTIVITIES. You should continue to promotion of the Charles Taylor "Master Mechanic" Award Program at future safety events.

RESERVED. Paragraphs 306 through 320.

Section 5 Procedure for the Wright Brothers "Master Pilot" Award

321 BACKGROUND OF THE WRIGHT BROTHERS "MASTER PILOT" AWARD.

A. **Tracking.** The Wright Brothers "Master Pilot" Award is tracked in PTRS.

B. **Objective.** For you to manage the Wright Brothers "Master Pilot" Award Program for the regional FAASTeam office and to present a certificate, lapel pin and, when appropriate, a spouse pin to those pilots who have contributed and maintained safe flight operations for 50 years or more piloting aircraft. Present the award at a public function whenever possible.

C. **General.** The Wright Brothers "Master Pilot" Award recognizes the efforts of pilots who have followed, and continue to follow, the precaution and awareness of safe flight operations. The award is named in honor of Wilbur and Orville Wright, two early pioneers of flight.

D. **Application.** Any eligible candidate, or any person acting on behalf of an eligible candidate, may apply for the award. Application requirements are found in Flight Standards Information Publication, FAA FS-I-8700-2, Wright Brothers "Master Pilot" Award Information Guide (current edition).

E. **Selection.** You will establish a selection committee to review the submitted material and select qualified individuals for this award. Additional information or an interview, by the committee, may be necessary in order to verify the applicants' qualifications.

F. **Inventory Management.** The FAASTeam National Resource Center must maintain an inventory of the award pins and certificates.

322 PREREQUISITES AND COORDINATION REQUIREMENTS.

A. **Prerequisites.** This task requires knowledge of the Wright Brothers "Master Pilot" Award and appointment as a FAASTeam program manager.

B. **Coordination.** This task may require coordination with the National FAASTeam Manager, the National Resource Center, AFS-760, and FAASTeam members. Additional coordination with the local FSDO for establishment of the selection committee is also recommended.

323 REFERENCE.

- FAA FS-I-8700-2.
- Faasafety.gov help manual.

324 PROCEDURES.

A. Oversee the Wright Brothers "Master Pilot" Award program under FAA FS-I-8700-2. Present the blue ribbon package to the airman along with the award.

B. Enter the award into FAASTracks.

Prefix, first, middle, and last name and suffix
City and state
Date (MM/YYYY) of issuance
Airman certificate number
Name of requestor (FAASTeam program manager)

325   TASK OUTCOMES. Your completion of this task results in issuing a Wright Brothers "Master Pilot" Award lapel pin, certificate, plaque, and, when appropriate, a spouse pin, to a distinguished aviator. The recipient's name will appear in the Roll of Honor at faasafety.gov.

RESERVED. Paragraphs 326 through 340.

Section 6 Procedure to Direct/Support the General Aviation Awards Program

341   BACKGROUND OF THE GENERAL AVIATION AWARDS PROGRAM.

   A. Tracking. General Aviation Awards are tracked in FAASTracks.

   B. Objectives.

      1) Publicize the General Aviation Awards Program and encourage the aviation public to nominate outstanding active certified flight instructors, aviation maintenance technicians, avionics technicians, and FAASTeam representatives for the awards.

      2) Screen nominees and select winners of the competition for each area identified by the regional FAASTeam manager.

      3) Forward the nomination packages of the area winners to the regional FAASTeam manager for entry in the regional competition.

      4) For the regional FAASTeam manager to forward the regional winners nomination packages to the FAASTeam National Office for the determination of the national winners.

   C. General. The General Aviation Awards are held every year, since 1963. The program rewards outstanding contributions to the aviation industry by active certified flight instructors, maintenance technicians, avionics technicians, and FAASTeam representatives. The awards focus industry and public attention on the vital contributions made by all certified flight instructors, aviation maintenance/avionics technicians, and FAASTeam representatives through national recognition.

      1) The FAA and leading aviation industry organizations jointly sponsor the program.

      2) Applicants must be actively certificated flight instructors under Title 14 of the Code of Federal Regulations (14 CFR) part 61, Aviation Maintenance Technicians under 14 CFR part 65, or avionics technicians actively employed by an FAA certificated 14 CFR part 145 repair station, operating within the United States, or a FAASTeam representative.

   D. Application and Supporting Documentation. Application with supporting documentation is submitted as required by the General Aviation Awards Application.

   E. Submission of Nominations. You will only accept nominations received by the date specified on the General Aviation Awards Application. Photocopies of the form are acceptable; however, a separate, current application must be used for each nomination. The entries become the property of the national selection committee and will not be returned to the applicants.

   F. Selection Process. A selection panel reviews nominations, selects winners, and sends the package for each winner to the regional FAASTeam manager. The regional FAASTeam manager then chooses one winner for each award in their region and submits the package for each winner to the National FAASTeam Office.

G. National Awards. Winners of the national competition will receive their awards at a ceremony held at a location determined by the sponsoring industry organizations.

      1) Travel to the ceremony and all expenses will be provided for each winner and one guest by the sponsoring organizations.

      2) Prizes will be awarded to the winners by numerous aviation industry representatives and aviation organizations at the award ceremony.

H. Participation. You should encourage all FAASTeam representatives and industry FAASTeam members to nominate qualified candidates for the assigned area of responsibility competition. In addition to providing recognition at this level, the program may lead to prestigious regional and national awards for local winners.

342   PREREQUISITES AND COORDINATION REQUIREMENTS.

A. Prerequisites. This task requires knowledge of the General Aviation Awards Program and appointment as a FAASTeam program manager.

B. Coordination. This task may require coordination with the National FAASTeam Manager, regional FAASTeam manager, FAASTeam representatives, aviation operators and organizations, other ASIs, and the media.

343   REFERENCES, FORMS, AND JOB AIDS.

A. References. FAASTeam SharePoint help manual.

B. Forms. General Aviation Awards Application.

C. Job Aids. None.

344   PROCEDURES.

A. Publicize the Awards Program. Encourage airmen and organizations to nominate candidates by publicizing the program in newsletters, at safety events, and other aviation activities.

B. Review Nominations. Upon receipt of nomination packages, check all nominations received for completeness and signature and confirm the candidate's eligibility.

      1) Nominees will not be considered for an award if they are found in noncompliance or involved in pending cases of noncompliance with Federal aviation regulations within the previous five years.

      2) Nominees who are found guilty of criminal offenses while exercising the privileges of any airman certificate are permanently disqualified.

   3) You will screen nominees' enforcement histories to determine eligibility for the competition. Screening will be repeated and confirmed at the regional and national levels of competition.

   4) Nominees with an accident or incident history should not be automatically disqualified from consideration. You or your designated representative(s) will review the nominee's accident/incident history before making a decision concerning the applicant's eligibility. Each case should be evaluated on its own merits.

   5) Remove any ineligible candidates from further consideration.

  C. Establish Selection Panel. Establish a selection panel of at least three people. Both FAA and FAASTeam members may be used. Select people who are qualified to evaluate the applicants in each category.

  D. Select Area Winners. Select a winner in each category for each area identified by the regional FAASTeam manager.

  E. Forward Applications. Make a copy of the winners' nomination forms and pertinent data for your files and forward all original materials for each winner to the regional FAASTeam manager. Copies should be kept until the originals are received by the regional FAASTeam manager.

  F. Arrange Award Presentation. Arrange a presentation of the area awards at an appropriate time and location.

   1) Have plaques or suitable certificates made for each winner.

   2) Present the awards to the area winners.

   3) Notify the media of the presentation through public affairs.

  G. Tracking. Close the awards task in FAASTracks.

345 TASK OUTCOMES. Your completion of this task results in the selecting area winners in the General Aviation Awards Program. It also results in the submission of the winners' nomination packages to the regional FAASTeam manager for further competition at regional and national levels.

346 FUTURE ACTIVITIES. You may be asked by the regional FAASTeam manager to help coordinate and publicize the presentation of the regional awards if any of the regional winners reside in your assigned area of responsibility.

RESERVED. Paragraphs 347 through 361.

CHAPTER 7 FAASTEAM AVIATION SAFETY AWARD

Section 1 Background

362   TRACKING. Issuance of Federal Aviation Administration (FAA) Safety Team (FAASTeam) Aviation Safety Award by the regional FAASTeam program manager will be tracked in the FAASTeam Tracking System (FAASTracks).

363   OBJECTIVE. Performance of this task results in recommendations for the FAASTeam Aviation Safety Award.

364   GENERAL. The FAASTeam Program is enhanced and strengthened by the participation of the aviation community. People and organizations that have made outstanding contributions to the program should be recognized. Each FAASTeam program manager may have a type of activity or situation that is unique; however, broad examples of persons or organizations that should be considered for recognition are defined below.

A. Exemplary Volunteer.

1) A person who has volunteered many hours of time and/or personal resources to promote aviation safety.

2) An organization that has voluntarily made aviation safety an operational priority and a corporate commitment.

B. Respondent to an Urgent Situation. A person who has directed, or assisted air traffic control (ATC) to direct a pilot in distress to a safe landing.

C. Safety Initiator.

1) A person who was instrumental in correcting conditions hazardous to flight.

2) A person who identified a malfunctioning or defective aircraft part that could contribute to an accident and made a safety recommendation to remedy the defect or malfunction.

3) A person who has convinced a pilot not to fly into unsafe weather conditions or not to fly an unairworthy aircraft.

D. Outstanding Lifetime Contributor.

1) A person who, by example and actions, has consistently contributed to the improvement of aviation safety during the course of his or her career.

2) A person whose achievements in aviation safety will inspire others.

365   MEDIA NOTIFICATION. Notification to the news media will be coordinated through public affairs. Media coverage of an outstanding individual or organization's contributions to aviation safety accords the recipient deserved acclaim and stimulates the enthusiasm of others.

RESERVED. Paragraphs 366 through 379.

Section 2 Procedures

380   PREREQUISITES AND COORDINATION REQUIREMENTS.

     A. Prerequisites. This task requires knowledge of the FAASTeam Aviation Safety Award program and appointment as a FAASTeam program manager.

     B. Coordination. This task may require coordination with the National FAASTeam Manager, regional FAASTeam program manager, other FAASTeam program managers, FAASTeam members, local aviation groups, organizations, operators, and air agencies.

381   REFERENCES, FORMS, AND JOB AIDS.

     A. References. None.

     B. Forms. FAASTeam Aviation Safety Award.

     C. Job Aids. None.

382   PROCEDURES.

     A. Review Candidate's Accomplishments. Review the accomplishments of a candidate with some or all of the following criteria:

          1) The impact of the candidate's long-term service and contributions to aviation safety;

          2) The example the candidate has set for the aviation community;

          3) Special programs or aids developed by the candidate to promote aviation safety through education; and

          4) Specific actions that the candidate has taken to identify and correct conditions that were hazardous to flight or prevent possible loss of life or equipment.

     B. Background Research. Assure that a background review of the candidate's aviation record is conducted.

          1) If there is an accident/incident or enforcement action against the candidate, establish how recent, how serious, and the causal factors and/or extenuating/mitigating circumstances involved.

          2) If the accident/incident or enforcement action is recent or of a serious nature, defer or omit the award.

          3) If there is no accident/incident or enforcement action or the occurrence does not impact the suitability of the award, submit the candidate's information to the regional FAASTeam program manager for review and consideration.

     C. Present the FAASTeam Aviation Safety Award. If the award is approved, prepare the award and arrange to present it at an appropriate time and venue. The highest ranking official appropriate for the scope of the award should be requested to present the award. These requests will be processed through the regional FAASTeam program manager.

383   TASK OUTCOMES. The completion of this task results in the recommendation of a FAASTeam Aviation Safety Award for a deserving candidate.

384   FUTURE ACTIVITIES. None.

RESERVED. Paragraphs 385 through 399.

CHAPTER 8 RECRUIT, SELECT, AND MAINTAIN FAASTEAM REPRESENTATIVES

Section 1 Background

400   OBJECTIVE. For the FAASTeam program manager (you) to recruit and select candidates and accomplish the initial appointment, renewal, or cancellation of either Federal Aviation Administration (FAA) Safety Team (FAASTeam) lead representatives or representatives and maintain a working representative team.

401   GENERAL.

A. You must build an organization of dedicated volunteer representatives who believe in the FAASTeam vision. They must be willing to contribute their time and resources to work within the industry and the community to facilitate a change in the safety culture. The team works to accomplish the mission of the FAASTeam. Representatives are the vital link essential in accomplishing the majority of the FAASTeam program tasks.

B. You should actively pursue the establishment of representatives within FAASTeam industry member organizations to accomplish the mission of the FAASTeam.

402   SELECTION.

A. You will select representatives with the concurrence of the regional FAASTeam manager and the local Flight Standards District Office (FSDO) management. Representatives serve on a volunteer basis. Select representatives based on the candidate's ability to accomplish program tasks, his/her interest in aviation safety, and respect the candidate has earned from the aviation community.

B. Criteria for appointment of a representative include:

- Excellent standing within the community.
- Proactive supporter of the aviation safety culture.
- Selection by the candidate's respective organization, where appropriate.
- Have a good working relationship with the FAA and local FSDO.
- Background or training in principles of system safety.
- Proficiency in the use of advanced tools available through faasafety.gov.
- Ability to communicate via e-mail.

C. Representative Responsibilities. Representatives will support FAASTeam tasks within the assigned area of responsibility under the guidance of a lead representative. Representatives will report the status and accomplishments in faasafety.gov.

D. Sample Representative Tasks. Representatives participate in some or all of the following:

1) Conduct or assist in FAASTeam events.

     2)   Encourage pilots to participate in the Pilot Proficiency Program.

     3)   Encourage aviation maintenance technicians to participate in the Aviation Maintenance Technician (AMT) awards program.

     4)   Encourage airmen to participate in all facets of the General Aviation Industry Award Program.

     5)   Identify hazards or unsafe conditions with regard to airports and national airspace system and make appropriate notifications.

     6)   Counsel airmen through education.

     7)   Offer assistance and provide information to pilots who seek aid in transiting or operating in the representative's area.

     8)   Offer assistance to pilots, aviation maintenance technicians, and aviation organizations in establishing safety awareness within their organizations by using a safety management system where appropriate.

     9)   Make recommendations to improve aircraft systems or design, and report conditions or malfunctions that may be hazardous to safe aircraft operations.

     10) Aid in the dissemination of information to the aviation community, including changes to regulations, Airworthiness Directives, safety bulletins, malfunction defect reports, and/or operational procedures pertinent to aircraft or pilots, aircraft owners, maintenance technicians, and aviation organizations. (See Chapter 12.)

     11) Support safety committees.

     12) Develop or assist in the development of new FAASTeam products.

     13) Provide assistance to the lead representative for FAASTeam tasks by distributing educational materials, publicizing program events, and rendering other general support services.

     14) Promote the use of faasafety.gov and its systems.

     15) Assist in the development of content for faasafety.gov.

     16) Serve as a liaison between the FAASTeam and other aviation organizations.

    E. Lead Representative Knowledge and Skills. They will have a working knowledge of computer applications and use of the Internet, including systems/tools available on faasafety.gov. They will also have a diverse knowledge of aeronautical subjects or may have an in-depth knowledge in a particular area of interest to the FAASTeam, e.g., a sales representative from a local eatery who isn't an airman but supports the FAASTeam by sponsoring FAASTeam events.

F. **Lead Representative Responsibilities.** They assist the FAASTeam program manager in coordinating FAASTeam resources or managing FAASTeam events conducted by representatives within their area of responsibility. They will work closely with and report accomplishment of tasks to you.

G. **Lead Representative Tasks:**

1) Have the primary responsibility of coordinating FAASTeam resources and managing FAASTeam events in their area of responsibility.

2) Coordinate the activities of representatives. Do not exceed 10 representatives for each lead representative, 10 to 1 ratio.

3) Coordinate with you to accomplish program tasks.

4) May plan, conduct, and attend FAASTeam events in their assigned areas.

5) Coordinate distribution of FAASTeam products to representatives and the aviation community.

6) Coordinate the advertisement of FAASTeam events, on faasafety.gov and other locations as appropriate.

7) Provide training, assistance, and support of assigned representatives.

8) Facilitate the selection of candidates for the General Aviation Award Program within their assigned areas.

403   APPOINTMENT. You determine the appointment of representatives and lead representatives as circumstances and resources dictate. Appointment of representatives and lead representatives should fairly represent the overall makeup of the local aviation community. Applicants must complete a FAASTeam On-line Application to request appointment as a representative or lead representative. The regional FAASTeam manager has final approval for all appointments of representatives. Upon completion of FAASTeam representative training the applicant is issued a FAASTeam representative identification (I.D.) card and presented a letter and certificate of appointment signed by the regional FAASTeam manager.

A. **Duration of Appointment.** Representatives are appointed for a 1-year duration. Lead representatives are appointed for a 2-year duration. An appointment may be made for less than 2-years if a lead representative is appointed at an interim time and you wish to renew all lead representatives at the same time.

B. **Authority.** Appointment as either a representative or a lead representative does not grant authority to act, at any time, as an official representative of the Administrator. Both representatives and lead representatives function under your direction.

C. Training.

1) Representatives will receive initial training from lead representatives. Representatives must attend and complete recurrent training annually. All training must be completed before initial appointment. See the Safety Team Representative Manual for training of representatives.

2) Lead representatives must receive initial training from you. Lead representatives must attend and complete recurrent training every 2 years. All training must be completed before initial appointment. See chapter 10.

3) You will keep a record of all representative training.

404   RENEWAL. Annual renewal of individual representative and lead representatives, as determined by their expiration date, is based on a continuing need for the representative's service, his/her continued willingness to support the program, and a reasonable level of activity during the preceding year(s). A Letter of Renewal will be issued by the regional FAASTeam manager upon completion of training extending their appointment for an additional 1 or 2 year period as appropriate.

405   CANCELLATION. You may cancel the appointment of a representative or lead representative at any time the need for their service ceases. If you decline to renew an appointment, or the representative or lead representative chooses to leave the program, the appointment should be canceled. The faasafety.gov record for each lead representative must be updated when an appointment is canceled.

RESERVED. Paragraphs 406 through 420.

Section 2 Procedures

421   PREREQUISITES AND COORDINATION REQUIREMENTS.

    A. Prerequisites. This task requires knowledge of the current edition of the representative manual and appointment as a FAASTeam program manager.

    B. Coordination. This task requires coordination with the regional FAASTeam manager and may require coordination with the local field office managers, other aviation safety inspectors, and FAASTeam members.

422   REFERENCES, FORMS, AND JOB AIDS.

    A. References:

- Regional FAASTeam business plan,
- Safety Team Representative Manual, and
- Faasafety.gov.

    B. Forms:

- Figure 8-1, Letter of Appointment,
- Figure 8-2, Letter of Renewal,
- Figure 8-3, Letter of Cancellation,
- Figure 8-4, FAASTeam Representative ID Card, and
- Figure 8-5, Certificate of Appointment.

    C. Job Aids: None.

423   PROCEDURES.

    A. Determine Need for Representative/Lead Representative. You will use the Regional FAASTeam Business Plan and FAASTracks to determine the type and quantity of representatives needed. You will not have more than 10 lead representatives.

    B. Recruiting Representative/Lead Representative. Based on the items listed earlier in this chapter, you should look for individuals that have the potential to serve as a representative and will bring value to the FAASTeam. The following list is a good starting place to find potential candidates; however, allow your program needs to dictate who you look for:

- Airport safety committees,
- Aviation Maintenance Technicians who hold an Inspection Authorization (IA),
- Aviation Medical Examiners (AME),
- Certified flight/ground instructors,
- Designated Airworthiness Representatives (DARs),
- Designated pilot examiners (DPE),
- Educational facility management,

- Fixed-based operator personnel,
- Former aviation safety counselors,
- Individuals recommended by other representatives,
- Law enforcement officers,
- Local business leaders,
- News media personnel (weather persons),
- Part 147 Airframe and Powerplant (A&P) instructors, and
- State aeronautics division personnel.

C. Appoint a Representative/Lead Representative. Use the following steps to appoint a representative:

1) Request that potential candidates complete the individual FAASTeam application form found on faasafety.gov and indicate what type of representative they would like to become.

2) Determine applicant's suitability and value to the FAASTeam.

a) Review the online application at faasafety.gov.

b) For a certificated airman, use the FAA Intranet to check the candidate's accident, incident, and enforcement history.

c) Consult applicable field office personnel, and FAASTeam members.

d) Review other materials pertinent to the application.

e) Discontinue the process and inform the applicant that their services are not needed at this time if the applicant is found to be unsuitable or does not add needed value to the FAASTeam.

3) For an applicant found to be suitable and of value to the FAASTeam:

a) Schedule a personal interview to assess the applicant's

- Abilities
- Attitude
- Availability
- Expertise
- Interest
- Knowledge
- Skills

b) Discuss the applicant's needs and answer questions.

c) Discuss the applicant's participation in the FAASTeam and how they will add value to the team (i.e., what they will be doing to help the team).

        d)   Establish a working folder containing all pertinent information and justification for appointment.

        e)   Recommend the applicant to regional FAASTeam manager for appointment.

    4)   Schedule the applicant for training.

    5)   Order FAASTeam representative identification (ID) card and Certificate of Appointment from the National Resource Center.

    6)   Upon completion of the FAASTeam representative training, issue the applicant a FAASTeam Representative ID card and present a Letter and Certificate of Appointment signed by the regional FAASTeam manager.

    7)   Update the representative's information on faasafety.gov and assign proper user type and roles as established in the faasafety.gov online manual.

    D. Annual Review of Representative/Lead Representative Program. You will review your program annually to determine the need to appoint and/or renew representatives.

    1)   Review the activities and accomplishments of the representatives during the previous year.

    2)   Review the regional FAASTeam business plan to determine the type and quantity of representatives needed to fulfill local goals.

    3)   Adjust representatives as needed.

    E. Renew Appointment of Representative/Lead Representative. Issue a Letter of Renewal, signed by the regional FAASTeam manager, to the representative upon completion of training extending their appointment for an additional 1 or 2 year period as appropriate.

    1)   Notify the representative.

    2)   Update the representative's record on faasafety.gov.

    3)   Issue a Letter of Renewal.

    F. Cancel a Representative/Lead Representative Appointment. You may cancel the appointment of a representative at any time the need for their service ceases. Issue a Letter of Cancellation, signed by the regional FAASTeam manager, to the representative.

    1)   Notify the representative.

    2)   Update the representative's record on faasafety.gov.

    3)   Issue a Letter of Cancellation.

424   TASK OUTCOMES. The completion of this task results in the recruitment and selection of candidates and the accomplishment of the initial appointment, renewal, or cancellation of representatives.

425   FUTURE ACTIVITIES. You will support and manage representative activities and appoint new representatives when circumstances dictate.

RESERVED. Paragraphs 426 through 440.

Figure 8-1, Sample FAASTeam Representative Letter of Appointment

[Date]

[Name of representative]
[Address]
[City, State and Zip Code]

Dear [Name of representative]:

Congratulations on your selection as a [representative/lead representative] for the Federal
Aviation Administration Safety Team (FAASTeam). The success of the FAASTeam is largely
due to the outstanding efforts and dedication of our volunteer members. Your talent and support
are greatly appreciated.

Your appointment is for a period of [one year/two years].

Enclosed is your Certificate of Appointment and FAASTeam Representative I.D. Card. Please
wear your I.D. Card whenever you conduct FAASTeam events or participate in program
activities.

Thank you for your interest in promoting aviation safety; it is good to have you as a member of
the team.

Sincerely,

/s/
John D. Jones
Regional FAASTeam Manager

Enclosures

Figure 8-2, Sample FAASTeam Representative Letter of Renewal

[Date]

[Name of representative]
[Address]
[City, State and Zip Code]

Dear [Name of representative]:

Congratulations on your renewal as a [representative/lead representative] for the Federal Aviation Administration Safety Team (FAASTeam). The success of the FAASTeam is largely due to the outstanding efforts and dedication of our volunteer members. We appreciate the talent and many hours that you contribute to the program.

Your renewal is valid for a period of [one year/two years].

We are planning exciting new projects and activities for the program and look forward to your support and participation.

Sincerely,

/s/
Regional FAASTeam Manager

Figure 8-3, Sample Representative Letter of Cancellation

[Date]

[Name of representative]
[Address]
[City, State and Zip Code]

Dear [Name of representative]:

Thank you for your past support of the Federal Aviation Administration Safety Team (FAASTeam). We deeply appreciate the time, effort, and talent that our [representatives/lead representatives] dedicate to the improvement of aviation safety.

As we discussed earlier, this letter formally cancels your current appointment as a FAASTeam [representative/lead representative].

At your convenience, please return any remaining materials and equipment that were issued to you during your appointment so that we may use them to sustain future program activities.

Sincerely,

/s/
Regional FAASTeam Manager

Figure 8-4, Sample FAASTeam Representative ID Card

Figure 8-5, Sample FAASTeam Representative Certificate of Appointment

CHAPTER 9 PREPARE AND CONDUCT TRAINING FOR FAASTEAM LEAD REPRESENTATIVES

Section 1 Background

441   OBJECTIVE. For the FAASTeam program manager (you) to train Federal Aviation Administration (FAA) Safety Team (FAASTeam) lead representatives to accomplish FAASTeam activities, and their responsibilities.

442   GENERAL. Training provides standardization of a cohesive workforce within the FAASTeam. Lead representatives must receive initial training from you before initial appointment, and thereafter, must complete recurrent training every 2 years. You will keep a record of all representative training.

> NOTE: Many lead representatives have had aviation training and may have extensive experience as FAA designees, pilots, flight instructors, Aviation Maintenance Technicians (AMT), airport managers, fixed-base operators, or other aviation related positions. Others may have no technical aviation background, but do have an interest in aviation and the desire to participate in the program. A comprehensive training course provides all lead representatives with the knowledge needed to successfully accomplish program tasks and activities.

443   SCOPE OF TRAINING. Some lead representatives may not have all of the skills needed to accomplish FAASTeam tasks such as airman counseling or making public presentations. You will use the National representative Training Syllabus to design and conduct initial/recurrent training courses that are flexible enough to address the needs of a team of people with diverse experience and skills.

   A. Initial/Recurrent Training Criteria. Initial training for new lead representatives may be conducted separately or in conjunction with annual recurrent training. It may also be accomplished cooperatively with lead representatives from other areas.

      1) New lead representatives must complete training before appointment.

      2) You may elect to develop additional course materials particular to a geographic area.

      3) You may need to conduct individual make-up training for lead representatives who are unable to attend the regular training session due to illness, family emergency, or some other unavoidable commitment. This option should be used only in exceptional cases.

      4) Because lead representatives benefit from interaction with other representatives and develop better teamwork during group training sessions, You should hold a meeting to conduct recurrent training every 2 years.

      5) Since lead representatives attend training at their own expense, volunteer their time, and may have to rearrange busy schedules to attend, you should carefully select training dates, times, and places to accommodate all lead representatives. Training courses should be well

planned and concise. The FAASTeam Orientation Articulated Program and the FAASTeam Representative Articulated Program can be used for the basis for appointment, but must be followed up with formal classroom training within one year from appointment.

B.   Course Syllabus. Local training should conform to training specified in the FAASTeam Representative Training course syllabus. The course syllabus helps ensure that all essential material will be covered in a logical sequence. The syllabus is found at faasafety.gov and in the FAASTeam Representative Handbook.

1)   Effective, well-organized training prepares lead representatives to work independently on program activities/projects, and reduces the amount of supervision required from you.

2)   The syllabus should allow ample time for questions and discussion. Questions clarify issues and promote a good exchange of ideas.

3)   You may use guest speakers during training courses. You should ensure that they present pertinent material and adhere to the syllabus and course schedule.

RESERVED. Paragraphs 444 through 458.

Section 2 Procedures.

459 PREREQUISITES AND COORDINATION REQUIREMENTS.

    A. Prerequisites. This task requires knowledge of the Safety Team Representative Manual, FAASTeam representative training course syllabus, faasafety.gov, qualification as an aviation safety inspector (ASI), and appointment as a FAASTeam program manager.

    B. Coordination. This task may require coordination with the Regional FAASTeam Manager, Service/Office Managers, and guest speakers.

460 REFERENCES, FORMS, AND JOB AIDS.

    A. References:

- AC 61-91, Pilot Proficiency Program,
- AC 65-25, Aviation Maintenance Technician Awards Program,
- AC 65-26, Charles Taylor "Master Mechanic" Award,
- Audiovisual equipment manufacturers' operating manuals,
- Aviation safety forms,
- FAA/FS-I-8700-2, Wright Brothers "Master Pilot" Award,
- Faasafety.gov,
- FAASTeam pamphlets and publications,
- Safety Team Representative Manual, and
- Regional FAASTeam business plan.

    B. Forms. (Found in Chapter 8).

- Figure 8-1, Letter of Appointment,
- Figure 8-2, Letter of Renewal,
- Figure 8-3, Letter of Cancellation,
- Figure 8-4, FAASTeam Representative Identification (ID) Card, and
- Figure 8-5, Certificate of Appointment.

    C. Job Aids. FAASTeam Representative Training Course Syllabus (found at faasafety.gov).

461 PROCEDURES.

    A. Course Syllabus. Review the FAASTeam Representative Training Course Syllabus. Update the syllabus to ensure that you have the most current information pertinent to the area of responsibility.

    B. Schedule Training Session.

    1) Arrange and confirm the date, time, and location of the training.

      2) Review online training/history.

      3) Prepare and assemble all training materials and equipment.

      4) Request that the regional FAASTeam manager address the group to emphasize the lead representative's role in the overall safety activities of the FAASTeam.

      5) Coordinate with any guest speakers who will participate.

      6) Notify all lead representatives of the scheduled training.

      7) Send lead representatives advance materials.

      8) Confirm attendance.

      C. Conduct the Training. Conduct the training according to the FAASTeam Representative Training Course Syllabus.

      1) Stay on schedule.

      2) Include ample time for questions and discussion.

      3) Record attendance in each lead representative's file.

      4) Authorize lead representatives at faasafety.gov.

462   TASK OUTCOMES. The completion of this task results in a well-trained and organized team of lead representatives who are able to accomplish the tasks and responsibilities of the FAASTeam.

463   FUTURE ACTIVITIES. Future activities may include providing recurrent training or specialized training on emphasis items.

RESERVED. Paragraphs 464 through 478.

CHAPTER 10 MANAGE/SUPPORT FAASTEAM REPRESENTATIVE ACTIVITIES

Section 1 Background

479   ACTIVITIES. The Federal Aviation Administration (FAA) Safety Team (FAASTeam) Program Manager (you) should promote and facilitate the exchange of information and ideas between FAASTeam members and the aviation community. You should encourage representatives to organize, conduct, and/or participate in FAASTeam events; closely monitor representative's FAASTeam activities; and encourage new ideas and involvement in the program from industry sources and the general public.

480   OBJECTIVE. For you to manage representative FAASTeam activities by providing support, guidance, coordination, materials, and equipment.

481   GENERAL. You work in concert with all FAASTeam members to accomplish FAASTeam program tasks. You support and oversee the conduct of lead representative's activities. This may be accomplished in person, by telephone, by e-mail, or any combination thereof. You should contact each lead representative as often as necessary, at least once a week, and representatives as occasion warrants. It is essential that you cultivate a close working relationship within your representative structure.

> NOTE: It is important to understand that you should not have more than 10 lead representatives to manage as time and resources will not allow adequate monitoring of their activities. For this reason, the same ratio should be maintained between lead representatives and representatives.

   A. Safety Educational Events. You should provide materials, audiovisual equipment, audiovisual aids, any necessary coordination, administrative support, and production assistance for representatives who organize and/or conduct safety events. You must approve all safety events and notices published on faasafety.gov or printed and mailed by the government. You may participate or arrange to have other inspectors participate in safety events. If an inspector is used, approval must be obtained from their supervisor.

   B. Airman Counseling. A conscientious and knowledgeable representative can effectively promote safety by conducting informal counseling for airmen. This counseling may be the best way to solve a problem, correct a deficiency, or steer an individual toward safer operating practices. An example of when airmen counseling may be accomplished is after an airman has requested assistance from air traffic control. Counseling may be spontaneously initiated by a representative or requested for an airman by you. You may counsel an airman or refer them to a representative for counseling whenever appropriate. Not all representatives may be qualified to conduct airman counseling or wish to provide this service. You should select appropriate individuals for this task and provide specialized training as necessary. Representatives not selected or trained to perform this service should refer all requests to qualified representatives or you.

   C. Airport/Airspace Safety Actions. Obstructions on or adjacent to airports, malfunctioning wind direction indicators, unlighted towers, worn airport markings, and errors or omissions on aeronautical charts and other publications are among the many safety concerns that

representatives can address effectively. A representative may elect to initiate action individually, work through an airport safety committee, or bring noted hazards to your attention. Representatives can also help eliminate safety hazards by encouraging the public to use the FAA Safety Hotline (1-800-255-1111).

        1) You should assist the representative in any way appropriate to the safety item in question.

        2) You may request representatives with special expertise to work on specific safety items.

        D. Publicity. Representatives should establish a good working relationship with the media in their areas. You should rely on representatives to work with local media to publicize safety events and activities.

        E. Awards. You should encourage representatives to recommend candidates from the aviation community for safety awards. Additionally, representatives should be encouraged to nominate qualified candidates for the FAA Charles Taylor "Master Mechanic," and Wright Brothers Master Pilot awards, and the National General Aviation Awards Program; Aviation Maintenance Technician (AMT)/Avionics Technician/Certificated Flight Instructor (CFI), and FAASTeam Representative of the Year. You should also evaluate activities and promote individual awards for outstanding representatives.

RESERVED. Paragraphs 482 through 496.

Section 2 Procedures

497 PREREQUISITES AND COORDINATION REQUIREMENTS.

    A. Prerequisites. This task requires knowledge of the FAASTeam business plan and Safety Team Representative Manual, qualification as an aviation safety inspector (ASI), and appointment as a FAASTeam program manager.

    B. Coordination. This task may require coordination with the local service office manager, other ASIs, other FAASTeam members, and local aviation organizations.

498 REFERENCES, FORMS, AND JOB AIDS.

    A. References:

- Current FAASTeam Business Plan,
- Current schedule of local FAASTeam events,
- Data mart and other accident/incident information,
- Faasafety.gov,
- Safety Team Representative Manual, and
- SharePoint—representatives and industry members page.

    B. Forms. Faasafety.gov—user management section.

    C. Job Aids. None.

499 PROCEDURES.

    A. Communicate with Lead Representatives. Use the method or combination of methods of communication that are most effective for the local area and the number and type of representatives involved. Contact each lead representative at least once a week. Ideas for regular communication may include:

    1) Issue a newsletter or bulletin for local representatives. Use the publication to keep representatives informed about changing accident/incident trends, new programs, new materials and audiovisual aids, and regulatory or procedural changes.

    2) Establish personal or telephone contact with lead representatives. Ascertain what activities representatives have planned and what support they will need from you.

    3) Encourage representatives to visit you during the year or when in the local area.

    4) Schedule itineraries to include meetings with area lead representative and representatives.

B. Manage Representative Activities.

1) Schedule periodic meetings. Discuss representative's planned activities in conjunction with the FAASTeam Business Plan. Request representative support for all FAASTeam activities.

2) Encourage lead representatives to hold their own safety events in addition to the ones scheduled by you.

3) Remind all representatives that regular activity reporting on faasafety.gov is essential to program planning and funding, and is, in part, a measure of their own performance within the FAASTeam. Representatives will complete the representative reports at faasafety.gov to reflect their activity.

4) Review representative reports on safety events via e-mails from faasafety.gov and take appropriate action.

5) Where there are numerous representatives and/or widely separated areas to manage, establish teams of representatives coordinated by a lead representative.

6) Encourage representatives who do not wish to produce and conduct safety seminars to participate in other ways that will benefit the FAASTeam.

C. Support Representative Activities. Representative activities will vary appreciably between FAASTeam areas. You should provide direction, guidance, and any logistic support required for individual projects and events.

1) When practical, participate in safety events, even if only to be introduced to attendees, and invite them to take advantage of other program activities and services.

2) Arrange transport for equipment needed by representatives for program events by the most practical and expedient means.

3) Assist representatives in matching available audiovisual presentations to seminar topics for their events.

4) Ensure representatives obtain supplies and materials from the FAASTeam National Resource Center.

5) Review and correct, if necessary, safety event notifications submitted by lead representatives. Submit reviewed notifications to the regional FAASTeam manager for final approval. You shall monitor the approval process to ensure that the process is completed.

6) Assist the representative in securing guest speakers for safety events. Coordinate the participation of area, regional, or national personnel as requested by the representative.

7) Ensure that all representatives know how to locate and order safety materials at faasafety.gov and the representative SharePoint site.

      8) Organize and implement appropriate follow-up action for airport/airspace safety action items reported by representatives

      9) Respond to concerns raised by representatives as a result of their participation in counseling.

      10) Encourage representatives to develop new ideas or projects to improve aviation safety. Provide guidance and administrative or logistics support as needed.

500   TASK OUTCOMES. The completion of this task results in the management of representatives resources to complete the projected tasks of the FAASTeam Business Plan. You will provide guidance, support, materials, and equipment to area representatives.

501   FUTURE ACTIVITIES.

    A. Support new representative tasks and programs.

    B. Evaluate representative accomplishment of planned tasks for the area program.

    C. Evaluate the effects of the representatives' tasks as associated with local accident/incident trends.

    D. Modify the Analysis and Justification Report and budget request as necessary.

    E. Develop new ideas and program materials through the product development process at the FAASTeam National Resource Center.

RESERVED. Paragraphs 502 through 516.

CHAPTER 11 MAINTAIN FAASTEAM PROGRAM LENDING LIBRARY

Section 1 Background

517   OBJECTIVE. For you to maintain an aviation safety library for airmen and the general public. Successful completion of this task results in maintaining an aviation safety library under the National Resource Center (NRC) materials master list.

518   GENERAL. You should coordinate the maintenance of an aviation safety library for airmen and the general public consisting of current aviation safety materials found on the National Resource Center's materials master list. The Lending System is used to track and facilitate the lending of these materials, which is found on faasafety.gov. The Lending System will maintain a log that will ensure accountability and tracking of all library assets.

RESERVED. Paragraphs 519 through 533.

Section 2 Procedures

534   PREREQUISITES AND COORDINATION REQUIREMENTS.

    A. Prerequisites. This task requires knowledge of faasafety.gov, the Lending System, National Resource Center procedures and policies for lending assets.

    B. Coordination. This task may require coordination with field offices, National Resource Center, FAASTeam representatives, and other FAASTeam program managers.

535   REFERENCES, FORMS, AND JOB AIDS.

    A. References:

- Lending System help manual found on faasafety.gov.
- National Resource Center office manual.

    B. Forms. None.

    C. Job Aids. None.

536   PROCEDURES.

    A. Determine Which Field Offices Should Have a Lending Library. You should coordinate with field office managers to determine the appropriateness of hosting a lending library at their facility.

        1) Meet with the field office manager.

        2) Determine whether adequate staff is available to help check in/out materials.

        3) Determine whether there is adequate storage space.

        4) Plan for orientation of field office staff in operation of the Lending System.

    B. Maintain a Current Library List. Maintain current lending asset list within the Lending System under the National Resource Center materials master list. Refer to the current online version of the faasafety.gov Help Manual for detailed instructions on how to best utilize the features of the Lending System for tracking library assets. (You must be logged in as a FAASTeam program manager or above to access the Lending System.)

        1) Assure that ONLY the materials found on the National Resource Center materials master list are available.

        2) Advertise the availability of the Lending System to airmen in your area of responsibility.

    C. Inventory of Each Field Office Lending Library.

1) Download the current National Resource Center materials master list.

2) Perform a physical inventory quarterly or more frequently if directed by the regional FAASTeam manager.

3) Replace missing or damaged materials as needed.

4) Evaluate the need for additional copies due to demand and usage and order as needed.

5) Order required materials on the consumables ordering catalogue found on faasafety.gov.

6) Make necessary adjustments in the Lending System to reflect current availability.

   D. Tracking. Close this task in FAASTracks by placing Lending Asset System in the priority task field.

537   TASK OUTCOMES. The completion of this task results in a well maintained aviation safety library available to airmen and the general public.

538   FUTURE ACTIVITIES. None.

RESERVED. Paragraphs 539 through 553.

CHAPTER 12 THE FAASTEAM INDUSTRY MEMBER PROGRAM

Section 1 Background

554   **OBJECTIVE.**

A. You will identify and enlist the support of corporations, associations, or groups that have a vested interest in helping the FAASTeam promote a positive aviation safety culture in support of the FAA Administrator's goals and objectives. Documentation of their commitment to aviation safety, in collaboration with the FAASTeam, will be memorialized through a Letter of Understanding. The Letter of Understanding can only be approved by the national or regional FAASTeam managers.

B. In pledging their support, FAASTeam industry members agree to assist the FAASTeam in one or more of the following areas:

1) Provide facilities for safety program events.

2) Provide company personnel to assist at FAASTeam-sanctioned events.

3) Promotion of continuing education to airmen.

4) Foster internal and/or external safety awareness programs.

5) Support aviation events intended to foster the growth of a positive aviation safety culture.

6) Create and/or distribute safety educational materials.

7) Provide content for safety educational materials on the faasafety.gov Learning Center.

8) Share best practices with other FAASTeam members.

9) Perform other cooperative efforts described in the Letter of Understanding.

C. By assisting the FAASTeam program in these areas, industry members will promote an improvement in the aviation safety culture that directly contributes to the reduction of aviation accidents and incidents.

555   **GENERAL.** The establishment of national and regional level industry members will enable the FAASTeam to work collaboratively with the aviation community to address critical safety issues.

A. Levels. Industry members may be established on the national and/or regional level.

1) A national industry member is established by the National FAASTeam Manager, AFS-8 (NFM), or the Deputy National FAASTeam Manager, AFS-8A , in coordination with the appropriate regional FAASTeam manager.

   2) A regional industry member is established by the regional FAASTeam manager or the assistant regional FAASTeam manager, in coordination with the appropriate FAASTeam program managers.

   B. Eligibility.

   1) National industry members are national organizations, businesses, associations, and industries that support the FAASTeam at the national level.

   2) Regional industry members are state aviation departments, local industry or governmental entities, local chapters of national organizations, and businesses that support the FAASTeam at the regional level.

   C. Application. Prospective FAASTeam industry members should download the FAASTeam industry member application found at faasafety.gov and submit the completed application to the appropriate FAASTeam office.

   NOTE: All documents retained by the FAA are subject to Freedom of Information Act (FOIA) requests.

   D. Selection Process.

   1) For national industry members, AFS-8 or his/her designee will review the application based on the merits and any input provided by the regional FAASTeam manager for approval or disapproval. AFS-8 or his/her designee will contact the applicant to request a meeting to discuss the application and the applicant's intentions, which are the basis for the Letter of Understanding.

   2) For regional industry members, the regional FAASTeam manager or his/her designee will review the application based on the merits and input you provide. The regional FAASTeam manager or his/her designee will contact you and the applicant requesting a meeting to discuss the application and the applicant's intentions, which are the basis for the Letter of Understanding.

RESERVED. Paragraphs 556 through 570.

Section 2 Procedures

571   PREREQUISITES AND COORDINATION REQUIREMENTS.

    A. Prerequisites. AFS-8 and/or regional FAASTeam manager or their designees.

    B. Coordination. A national collaboration requires coordination between the prospective industry member and AFS-8. A regional collaboration requires coordination between the prospective industry member and the corresponding regional FAASTeam manager.

572   REFERENCES, FORMS, AND JOB AIDS.

    A. References. None.

    B. Forms. Application to become an industry member (found on faasafety.gov).

    C. Job Aids. None.

573   PROCEDURES.

    A. Solicit Industry Members.

        1) FAASTeam should evaluate what type of industry participation would help promote a positive safety culture within the aviation community.

        2) Identify available industry resources.

        3) Make contact and encourage participation with the FAASTeam.

    B. Review Application. You will review each application.

        1) Check enforcement and accident/incident histories of all candidates where appropriate.

        2) Forward the request to your regional FAASTeam manager with appropriate recommendations.

        NOTE: Reply to the industry member will be handled by AFS-8 or the regional FAASTeam manager.

574   TASK OUTCOMES. The completion of this task results in a completed industry FAASTeam member application being forwarded to the regional FAASTeam manager.

575   FUTURE ACTIVITIES. Work with representatives of the newly appointed FAASTeam industry member to accomplish the goals as outlined in the Letter of Understanding.

RESERVED. Paragraphs 576 through 590.

CHAPTER 13 SAFETY MANAGEMENT SYSTEMS

Section 1 Background

591   OBJECTIVE. For you to provide procedural guidance for the design, development, and deployment of safety management systems (SMS) for interested aviation service providers within your geographic area of responsibility.

592   GENERAL. The SMS promotes a defined structure and a "learning culture" within an aviation organization that continually seeks and analyzes information, then turns that information into action that eliminates or mitigates safety risks, before they become unwanted events.

   A. SMS are organized around four basic building blocks or principles: policy, risk management, safety assurance, and safety promotion.

      1) SMS recognize the potential for human error and other inherent unsafe conditions. They create robust design defenses to ensure that safety risks are managed and do not result in incidents or accidents. SMS programs establish open and free communication within an organization where employees have confidence that, while they will be held accountable for their actions, the organization will treat them fairly. An SMS sets the foundation for the practice of "organizational responsibility" for safety and encourages the identification of industry best practices and sharing of risk trends with other aviation service providers and the FAA.

      2) SMS are highly encouraged as proactive and collaborative relationships that greatly enhance organizational management effectiveness. An SMS is essentially a quality management approach to controlling risk. It also provides the organizational framework to support a sound safety culture. For general aviation operators, an SMS can form the core of the company's safety efforts. For certificated operators such as airlines, air taxi operators, aviation training organizations, and repair stations, the SMS can also serve as an efficient means of interfacing with FAA certificate oversight offices. The SMS provides the company's management with a detailed roadmap for monitoring safety-related processes, and can increase productivity.

   B. As a result of the 90-day safety review, the FAA initiated a systems approach to safety oversight with Title 14 of the Code of Federal Regulations part 121 certified air carriers. This philosophy was implemented by the Air Transportation Oversight System (ATOS) certificate management office (CMO). This type of oversight was designed for FAA certificate management personnel responsible for large air carrier aviation service providers and can only provide a portion of the necessary protection from the risk experienced by aviation service providers, since the certificate management team cannot directly manage the risks. In an SMS, ATOS would be considered an SMS-Oversight (SMS-O) (see Figure 13-1).

Figure 13-1, SMS Product Interface Within the FAASTeam

SMS FAASTeam INTERFACE
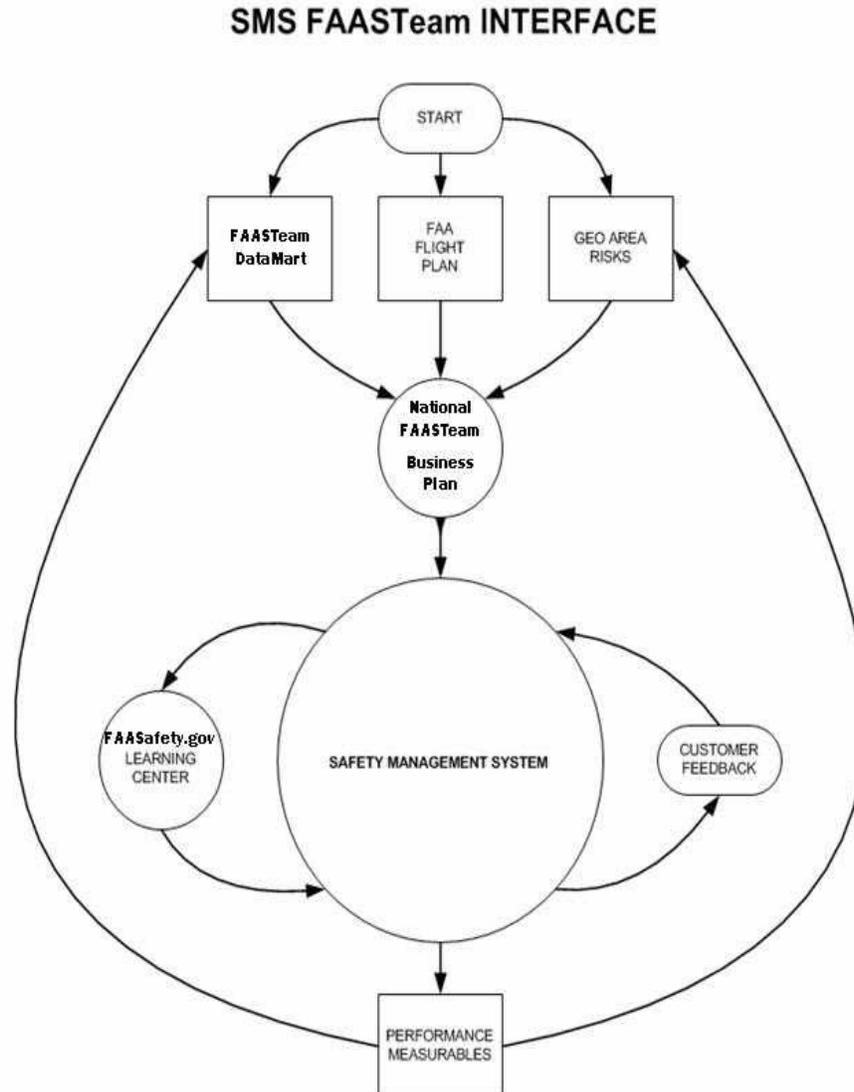
C. SMS described in this chapter are designed specifically to be used and managed by the aviation service providers. This type of SMS model, called an SMS-Provider (SMS-P) (see Figure 13-2), is the most effective, since the aviation service provider can manage safety within their own organization. While regulatory compliance is a minimum standard to operate within the global aviation system, it is the duty, if not the responsibility, of all to operate with the highest degree of safety. An SMS-P managed by the aviation service provider is the best means to bridge the gap between regulatory compliance and the highest degree of safety. When used in conjunction with an available SMS-O (ATOS), an aviation service provider will have instituted the highest level of safety protection and production. The adoption of SMS programs will provide the next substantial incremental increase in the level of aviation safety expected of 21st century operations.

D. FAASTeam SMS designs are based upon, and consistent with, the guidance provided in Advisory Circular (AC) 120-92, Introduction to Safety Management Systems for Air

Operators. The adoption of an SMS will be a requirement for all ICAO Air Operators, under Annex 6, after January 2009.

593   DEPLOYMENT OF SMS PROGRAMS. You will be responsible for oversight of the deployment of FAASTeam-developed SMS programs and/or their associated components within their geographic area of responsibility. It may be necessary to collaborate with other FAASTeam program managers. These responsibilities will include:

- Initial and recurrent SMS training of FAASTeam representatives, lead representatives and FAASTeam industry members.
- Integration of SMS programs into FAASTeam program manager's analysis and justification report.
- Provide SMS continuous improvement feedback to the FAASTeam management board.
- Production of SMS product annual report statistics for their geographic area of responsibility, if requested.
- Support to aviation service providers in implementing SMS, or associated products.

RESERVED. Paragraphs 594 through 608.

Section 2 Procedures

609   PREREQUISITES AND COORDINATION REQUIREMENTS.

        A. Prerequisites. This task requires knowledge of the FAASTeam SMS program, qualification as an aviation safety inspector (ASI) and appointment as a FAASTeam program manager.

        B. Coordination. This task may require coordination with administrative staff and other FAASTeam program managers.

610   REFERENCES, FORMS, AND JOB AIDS.

        A. References (current editions).

- FAA AC 120-92, Introduction to Safety Management Systems for Air Operators.
- SMS Outreach Presentation.

        B. Forms. SMS Manual Template.

        C. Job Aids.

- Risk Management Program.
- Safety Assessment Tool.

611   PROCEDURES.

        A. Establish Communication with Persons Assigned FAA Oversight Responsibility. While an SMS can function without the support of the Certificate Management Team (CMT), or other FAA oversight entity, it is in the mutual best interest of all parties to be knowledgeable and actively participate in the exchange of information generated by the SMS.

        1) Certificate management teams can key in quickly on their operator's risk trends based on data exported from the SMS-P for more effective surveillance targeting, while providing the company management valuable insight and recommendations for effective risk management plans and controls.

        2) An SMS-P will not increase the CMT's workload or interfere with their established relationship. An SMS-P will provide structured procedures and controls for the management of safety within the aviation service provider, and continually seeks to identify and mitigate safety risks in a proactive fashion. The CMT can then focus their surveillance resources on helping the aviation service provider substantiate that their risk controls, or comprehensive fixes, are working.

        B. Establish Communication with Chief Executive Officer. An SMS is a "top-down" driven program. While it requires acceptance and participation at every level throughout a company, without commitment from the company's senior executive staff, it simply will not succeed. You must establish clear lines of communication and rapport with senior management,

enlisting their active support and participation. This relationship is essential for the remaining steps of an SMS deployment.

   C. Schedule an "SMS Outreach" Presentation. You and the company CEO will schedule a 2-hour SMS introductory presentation. The "SMS Outreach" presentation includes a short video. The presentation is appropriate for all members of the aviation service provider's organization, but the company management team's attendance is crucial. The formal presentation takes approximately an hour, allowing the remaining time to be used for follow-on questions and answers.

   NOTE: If the aviation service provider has FAA management oversight assigned, then the SMS Outreach Presentation should be provided to those persons, before scheduling with the service provider management.

   D. SMS Assessment. When, the SMS outreach presentation is successful, the next step will be to conduct a gap analysis using the SMS Safety Assessment Tool. This is an "on-site" assessment of the company's current safety culture and procedures.

   1) FAASTeam members will schedule sufficient time to visit the company personnel at their main base of operations. Based on the complexity of the aviation service provider this assessment may take a day or more. To perform the SMS Gap Analysis, conduct interviews with key personnel from the CEO to line production positions, along with a review of the company's policies and procedures. The purpose of the assessment is to make a preliminary determination of how much infrastructure already exists within the organization that can be directly applied to the development of the SMS, or could be easily adapted. The assessment will also identify those areas that are currently missing within the company's safety policies and procedures, and must be addressed in order to complete the SMS-P.

   2) A series of fixed questions will be asked and answers recorded on a spreadsheet. The results will be graphed and briefed, in detail and in person, to the company senior management as soon as feasible. From this briefing, a plan of action can be developed to map the most effective way to assist the company in developing and deploying an SMS that will suit their individual and unique needs, requirements, and culture.

   E. FAASTeam SMS-P Model.

   1) AC 120-92, appendix 1, describes the basic requirements for a product/service provider's SMS-P in the air transportation system. These requirements are based upon, and in alignment with:

- International Organization for Standardization, ISO 9000-2000, quality management systems (QMS).
- ISO 14001, environmental management.
- Annex 6 to the Convention on International Civil Aviation (ICAO), Operation of Aircraft.
- ICAO Document 9734, Safety Oversight Manual.
- ICAO Document 9859, ICAO Safety Management Manual.

2) The FAASTeam SMS-P model (see Figure 13-2) is a generic framework for the development of an SMS for any size or type of aviation service provider or product manufacturer. Therefore, companies must be able to exercise flexibility in applying the AC requirements and use their own discretion in order to fit the needs of their unique size and scope of operations. Therefore, the FAASTeam SMS-P model is comprised of large categories or components which are logically grouped for sequential and chronological development.

Figure 13-2, FAASTeam Safety Management Systems-P model
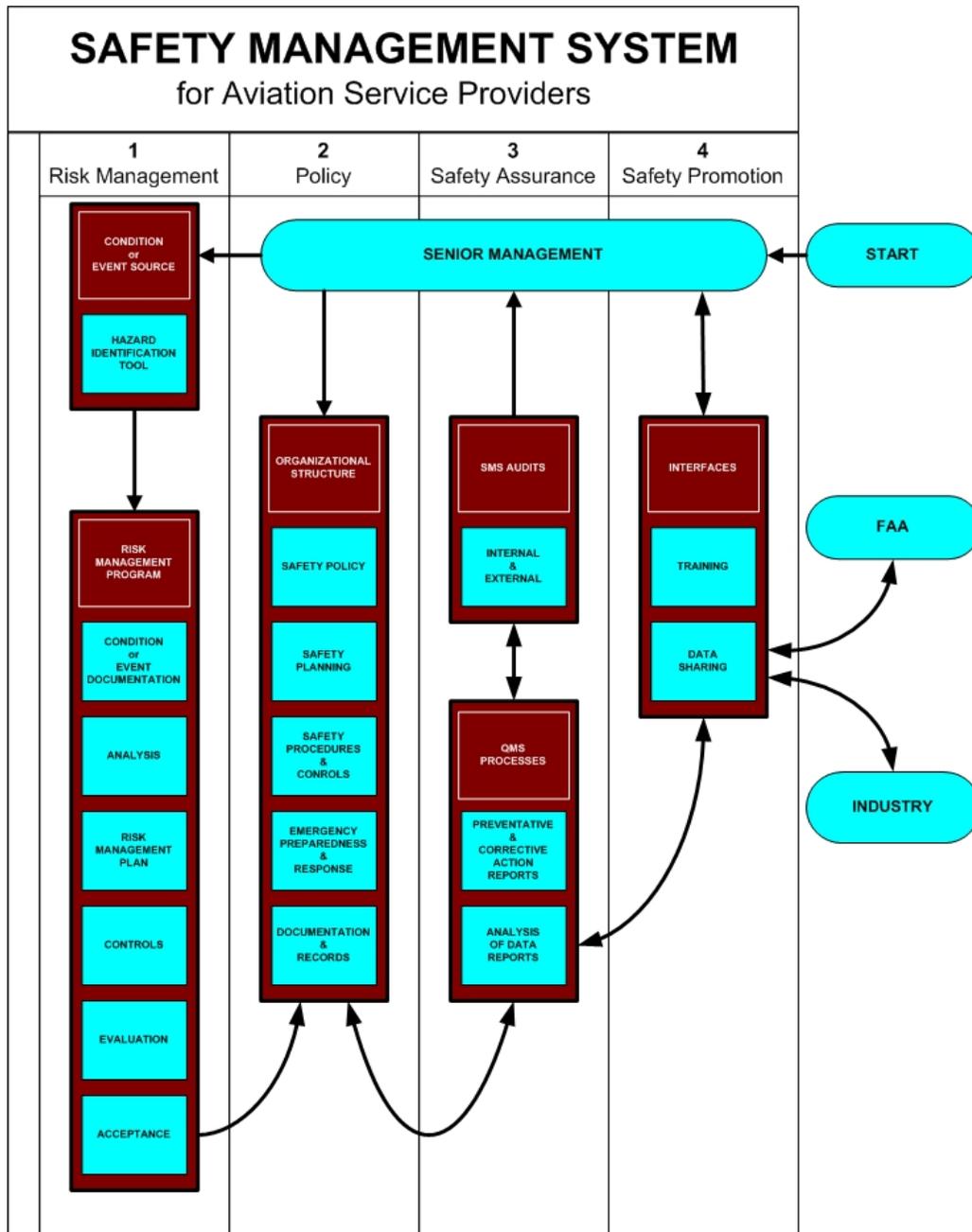
F. Risk Management Program (RMP). The most difficult portion of deploying an SMS for an aviation service provider will be the design and implementation of an RMP, especially, for small companies with limited manpower and resources. Therefore, the FAASTeam will provide a turn-key RMP that can be immediately adopted upon request. This turn key RMP is created using Microsoft Office Access, and can be run on most personal computers operating in the Microsoft Windows environment. FAASTeam members will provide on-site instruction in the principles of risk management and the use of the database format.

1) Management and use of the RMP is the heart and soul of the SMS. It is the engine that converts safety information into action. It's logical to begin the SMS development with this component, as it will drive and direct the development of the remaining SMS components.

2) An aviation service provider may elect to develop their own RMP, at their discretion.

G. Organizational Structure and Safety Manual. The final step in implementing an SMS is to assist the aviation service provider to document the policies, procedures, and controls that pertain to the SMS requirements outlined in the SMS AC. The FAASTeam SMS-P model will include a "sample" safety manual. This manual will be constructed in a framework format utilizing the major components outlined in the FAASTeam SMS-P model. This will include sample tools, when they have been developed or instructional guidance where the provider must develop unique or proprietary guidance to fit their organizational structure or culture. The safety manual should be drafted with the system safety attributes in mind. Each major section of the manual system should consider and document:

- Management responsibility and authority.
- Detailed procedures (not just policy statements).
- Controls to assure that the procedures are followed.
- Process measurements to verify the quality and appropriateness of the product.
- Interfaces to guarantee each function or process is compatible with another.

H. Mentoring. An SMS created by a service provider may take a long time and will most likely be developed in incremental stages. During this time, you and the representatives will mentor and act as subject matter experts for the service provider. The FAASTeam will function as safety culture "consultants" and educators, along with acting as a liaison between FAA oversight personnel and the SMS developer. This mentoring relationship is critical for success of the SMS development and the sharing of mutually beneficial safety information between the FAA and industry.

I. Training. FAASTeam personnel used for the development, delivery, and support of SMS products must have received formal FAASTeam program manager indoctrination training, along with a formal on-the-job training curriculum before overseeing SMS product delivery or support.

612 TASK OUTCOMES. Completion of this task results in a successful development, deployment, and maintenance of an SMS-P.

613   FUTURE ACTIVITIES. Continue to support industry in their deployment and management of internal SMS.

RESERVED. Paragraphs 614 through 628.

CHAPTER 14 OBTAINING SUPPORT FROM THE FAA SAFETY TEAM NATIONAL RESOURCE CENTER

Section 1 Background

629 ACTIVITY. The FAASTeam program manager (you) will use the procedures established by the National Resource Center to obtain materials, equipment, and to facilitate development of new products to accomplish assigned tasks as outlined in the regional business plan.

630 OBJECTIVE. For you to successfully develop, order, and disseminate materials and equipment using the established procedures of the National Resource Center.

    A. The National Resource Center services include audio/video productions, research and development of new products, broadcast facilities, and a meeting and convention venue in central Florida. The National Resource Center supports you by functioning as the focal point for national and international distribution of FAASTeam safety materials and equipment. The National Resource Center is also responsible for managing and coordinating the development of all new FAASTeam safety materials, publications, including those found in the learning center on faasafety.gov.

    B. You must follow established National Resource Center procedures in the following areas:

- Awards certificate and pins fulfillment,
- Broadcast facilities-available for special projects on request,
- External products development and production,
- External publication ordering and distribution (i.e., AOPA seminars in a box),
- Faasafety.gov Learning Center course material development,
- Issuing of equipment to FAASTeam representatives,
- Multimedia product development,
- Multimedia product distribution,
- Printed publication ordering and dissemination,
- Quality assurance and branding of all national FAASTeam products,
- Special emphasis/project meeting facility, and
- Training materials for FAASTeam members.

RESERVED. Paragraphs 631 through 645.

Section 2 Procedures

646 PREREQUISITES AND COORDINATION REQUIREMENTS.

    A. Prerequisites. This activity requires knowledge of the current business plan, faasafety.gov systems, general knowledge of techniques, materials, and appointment as a FAASTeam program manager.

    B. Coordination. This activity requires coordination with the National Resource Center, regional FAASTeam manager, and may require coordination with other FAASTeam members.

647 REFERENCES, FORMS, AND JOB AIDS.

    A. References:

- Current FAASTeam Business Plan,
- Faasafety.gov user's manual,
- FAASTeam materials,
- Data from the National Aviation Safety Information Analysis and Sharing (ASIAS) Safety Performance Analysis System (SPAS), Analysis for FSAS/TAP (FTAP); and information from related databases and research,
- FAASTeam Product Application Form (See Figure 14-1), and
- FAA plain language information website http://employees.faa.gov/worktools/plain_language/.

    B. Forms. Request for FAASTeam Products (See Figure 14-1).

    C. Job Aids. Figure 14-2, Flowchart for Submission of Product ideas.

Figure 14-1, FAASTeam Product Application Form

Directions: Complete the electronic form. Fill out all areas blocked in white. Shaded areas are for internal use only.

Date	Requestor's Name	E-Mail	Telephone Number

Product Name and Description:

Media:						
DVD	CD	Video	P-Pamphlet	PPT	E-Based	Other?

Description:
(Include supporting statistics, hazards identified airmen targeted, and how this product will help to manage the risk.)

Figure 14-1, FAASTeam Product Application Form—Continued

Justification:
(State FAA goal targeted and how the new product relates to FAA goals and objectives.)

Funding by:

Industry Partners:

Reviewed and Forwarded lead representative Name	Date	Reviewed and Forwarded FPM Name	Date

Reviewed and Forwarded IFM Name	Date	Reviewed and Forwarded FPM Name	Date

NRC Committee Chairperson	Recommendation	Date

National FAASTeam Manager	Concur /Non Concur	Date

Costs	Projected	Actual	Notes
Cost of Development	$	$	
Cost of Duplication	$	$	
Cost of Delivery	$	$	
Cost Ongoing	$	$	
Total Costs	$	$	

Start Date	Milestone Date	Milestone Date	Milestone Date	Completed Date

Evaluation of Results

FAA-SP-Tracking Number

Request/Application for Products 3.5

Figure 14-2, Chart for Submission of Safety Products

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┌──────────────────────────┐
│  FAASTeam Representative  │◄ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─┐
│   Products Submission     │                          ┊
└──────────────────────────┘                          ┊
            │                                          ┊
            ▼                                          ┊
┌────────────────────────────────┐                    ┊
│ FAASTeam Lead Representative    │◄ ─ ─ ─ ─ ─ ─ ─ ┐   ┊
│ Safety Products Submission /    │                 ┊  ┊
│ Review                          │                 ┊  ┊
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            ▼                                       ┊  ┊
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│  FAASTeam Program Managers      │◄ ─ ─ ─ ─ ─ ─ ─ ─ ┐ ┊
│  Safety Products Submission /   │                  ┊ ┊
│  Review                         │                  ┊ ┊
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            │       ┌──────────────────────────────┐ ┊ ┊
            │◄──────│ FAASTeam Industry Members     │◄┄┄┤
            │       │ Safety Products Submission    │  ┊
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│      Application Form     │◄ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─┤
└──────────────────────────┘                          ┊
            │                                          ┊
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┌────────────────────────────────┐                    ┊
│ Regional FAASTeam Manager       │◄ ─ ─ ─ ─ ─ ─ ─ ─ ─┤
│ Submission / Review             │                    ┊
└────────────────────────────────┘      ┌───────────────────────────┐
            │                            │ Notification to Submitter │
            │                            │ Acceptance / Rejection    │
            ▼                            │ for Product Development    │
┌──────────────────────────┐            └───────────────────────────┘
│ National Resource Center  │─ ─ ─ ─ ─ ─ ─ ─ ─ ─┘
│ (National Products Team)  │
│     Recommendation         │
└──────────────────────────┘
```

National Resource Center (National Products Team) Recommendation

Notification — Yes

Notification — No

NFM Concur Non-Concur

NRC Product Development

648   PROCEDURES.

      A. Using the Faasafety.gov Consumables Tool. You will follow the online procedures to order the products listed below.

- Awards' certificate and pins fulfillment.
- External publication ordering and distribution (i.e., AOPA seminars in a box).
- Printed publication ordering and dissemination.
- Multimedia product distribution.

      B. Using the Faasafety.gov Learning Center System. You will follow the learning center online procedures to develop new online course materials,.

      C. Using the Faasafety.gov Lendable Asset System. You will follow the online procedures when using the Lendable Asset System.

      D. Issuing Equipment to FAASTeam Representatives. Use the Lending System on faasafety.gov to loan out equipment and to keep track of who has it.

      E. Using the FAASTeam Product Application.

      1) FAASTeam program managers, industry members, and representatives may make suggestions for new FAASTeam products.

      2) Submit FAASTeam product ideas through the FAASTeam product application form.

      3) Submit the application to the National Products Team through the regional FAASTeam manager, (FAASTeam industry members submit application forms directly to the regional FAASTeam manager).

      4) The National FAASTeam Manager, AFS-8, based on the National Product Team's recommendations will:

      a) Concur, product will be developed based on availability of resources.

      b) Non concur, product idea will be returned to National Product Team.

- National Product Team works with the submitter to revise submission.
- National Product Team informs the submitter that product will not be developed at this time as a national FAASTeam product.

649   TASK OUTCOMES. Understand how the National Resource Center will support your tasks.

- By developing safety material, publications, and productions.
- By distributing FAASTeam products, nationally and internationally.
- By managing faasafety.gov systems and tools.

650 FUTURE ACTIVITIES. Future activities may include initiating the development of additional new presentations, publications, or programs and providing direction in adapting those products for national and international distribution.

RESERVED. Paragraphs 651 through 665.

CHAPTER 15 REGIONAL FAASTEAM MARKETING

Section 1 Background

666   OBJECTIVE. This chapter provides guidance for planning the long-term management functions associated with the coordination and direction of marketing the Federal Aviation Administration (FAA) Safety Team (FAASTeam) Program aviation events that occur within regional and/or assigned area of responsibility.

667   GENERAL. Aviation events in regional areas may be annual or one-time events that involve extensive coordination between FAA participants, other agencies, FAASTeam industry members, and national aviation organizations. Ongoing planning and coordination for the event may continue throughout the year. The FAA may co-sponsor the event or be a major participant in an event.

668   RESPONSIBILITIES.

- Market faasafety.gov by encouraging participation and registration,
- Market FAASTeam products (DVDs, pamphlets, risk management tools),
- Market safety management systems, and
- Market the FAASTeam to industry and airmen,
- Solicit industry and individual volunteers to participate with the FAASTeam.

RESERVED. Paragraphs 669 through 683.

Section 2 Procedures

684 PREREQUISITES AND COORDINATION REQUIREMENTS.

A. Prerequisites. This task requires knowledge of aviation industry, aviation organizations, and qualification and appointment as a FAASTeam program manager.

B. Coordination. This task requires coordination with the regional FAASTeam manager. Coordination may be required with local service/office managers, FAASTeam representatives, FAASTeam program managers, other Federal agencies, aviation industry organizations, publication editors, guest speakers, sponsors, facility managers, and news media.

685 REFERENCES, FORMS, AND JOB AIDS.

A. References:

- Event information from prior years.
- National FAA Safety Team exhibit guidance.
- Regional FAASTeam business plan.

B. Forms. None.

C. Job Aids. FAASTeam Event Manual-Event Check List.

686 PROCEDURES.

A. You Will:

1) Review the FAASTeam Event Manual for guidance.

2) Coordinate with the event organizer for FAASTeam participation.

3) Coordinate attendance of special FAA or industry VIPs through the regional FAASTeam manager.

4) Develop a clear marketing message based on the regional FAASTeam business plan and, when appropriate, customize that message for the audience attending a particular event. Other appropriate messages may be developed based on the geographic/demographic complexity and accident/incident data. Coordinate with the regional FAASTeam manager for assistance and guidance.

B. Publicity.

1) Determine what type of publicity is needed to adequately publicize FAASTeam participation.

2) Ensure that all news releases and event announcements are coordinated through public affairs before being promoted, contact organizations that publish magazines or newsletters

in a timely manner to comply with publication deadlines in advance of the event, and coordinate with the regional Public Affairs Officer through the regional FAASTeam manager.

      3) Ensure that the event is posted on faasafety.gov with dissemination appropriate to the size and scope of the event.

C. FAASTeam Areas or Exhibits, When Used, Should:

- Be clean and project a professional image,
- Ensure that the message is clearly stated, and
- For guidance contact the FAASTeam Communications and Statistics Manager, AFS-8B (see chapter 1, paragraph 25D).

D. Select Appropriate FAASTeam Members Who:

      1) Possess the skill sets necessary to encourage event attendees to join with the FAASTeam in promoting aviation safety.

      2) Represent the FAA in a professional manner.

- Appearance.
- Appropriate FAASTeam attire.
- Conduct.

      3) Manage the event or designate an appropriate FAASTeam representative who will be responsible for the successful participation of the FAASTeam.

E. Close Event in SPANS and FAASTracks. Ensure that attendance and event costs are recorded in SPANS and FAASTracks within 7 days after completing each event. For a recurring event, it would also be helpful to capture each SPANS event as a template for future use.

687   TASK OUTCOMES. The successful completion of this activity results in the delivery of the planned FAASTeam marketing message.

688   FUTURE ACTIVITIES.

A. Evaluate Tasks. Evaluate the effectiveness of current events and tasks.

B. Modify Events. If indicated, modify plans for future events.

RESERVED. Paragraphs 689 through 703.

CHAPTER 16 THE FAA SAFETY TEAM COLLABORATION WITH OTHER SERVICES/OFFICES

Section 1 Background

704   OBJECTIVE. To prepare the FAASTeam program manager (you) for successful collaboration with other services/offices within the FAA to include, but not be limited to, Flight Standards District Offices (FSDO), air traffic organizations, airports, and local runway safety program offices. This task promotes a coordination effort to complete regional performance plan objectives and enhances the ability of the FAASTeam to help the Administrator accomplish the national goals and objectives.

705   GENERAL. You will interface with FSDOs, air traffic organizations, airports, and runway safety program offices to accomplish the national activities and FAASTeam Management Board subactivities. Based on the overall analytical review, you will develop the tasks to obtain measurable objectives tied to the subactivities. These measurable objectives will justify the request for funding necessary to accomplish the Administrator's national goals and objectives.

706   COLLABORATION. You will establish communications and a working relationship with other services/offices. You should hold meetings as necessary with the management teams of appropriate services/offices and discuss the established FAASTeam emphasis items, the other offices' identified safety issues, and how you can all work together to reach your common safety goals.

    A. You will prepare for the meeting by compiling all available safety information and data for the identified subject and geographic area. You will also consider the identified safety concerns from the FSDO management team. This information may include airman counts, local accident trends, risk trends identified by the team members, types of operations, operational goals/objectives, operational errors, historical trends, etc.

    B. You will prepare a meeting agenda that includes the following:

        1) An explanation of each team member's safety objectives.

        2) A review of the safety information prepared by each team member represented.

        3) A brainstorming session on tasks that the team can do to meet common goals.

        4) Development of a list of tasks to be accomplished and assignment of Task Criticality Rating.

        5) Coordination of funding to accomplish tasks.

        6) Creation of a time line for task accomplishments.

        7) Scheduling of additional meetings to review results and adjust tasks based on unforeseen developments.

C. You will coordinate the identified tasks that emerge from the meetings with FSDOs in your area of responsibility with the regional FAASTeam manager, and obtain approval from the Division Manager. The result will form the basis of the regional FAASTeam business plan. Additionally, this will allow coordination of resources and programs that may be directed at the services/offices.

D. You will work in collaboration with the FSDO management team to review all accidents, incidents, and Enforcement Investigation Report (EIR) occurrences and determine findings. You and the FSDO management team will review Aviation Safety Information Analysis and Sharing (ASIAS) in addition to surveillance indicators to determine areas of risks associated to safety risk. Further review with team members will determine corrective actions needed to develop action items that result in measurable objectives.

E. You will provide a briefing paper, which will include the results of the meeting and the tasks developed, to the regional FAASTeam manager and the appropriate service/office manager. The paper will identify action items that the FSDO has agreed to perform. The briefing paper tasks will form the FAASTeam Analysis and Justification Report, which will be incorporated into the regional FAASTeam business plan. You will enter the tasks into FAASTracks and monitor them. Upon completion of each task you will notify the appropriate service/office manager that the task is complete.

RESERVED. Paragraphs 707 through 721.

Section 2 Procedures

722   PREREQUISITES AND COORDINATION REQUIREMENTS.

A. Prerequisites. This task requires knowledge of the FAA Flight Plan, national goals and objectives, national activities, FAASTeam management board sub activities, field office concerns, and team member input.

B. Coordination. This task requires coordination with the regional FAASTeam manager, other FAASTeam program managers, service/offices, and FAASTeam members.

723   REFERENCES, FORMS, AND JOB AIDS.

A. References:

1) FAA Flight Plan.

2) FAASTeam National Program Guidelines.

3) FAASTeam Regional Program Guidelines.

4) FAASTeam Analytical Resource System.

   a) FAASTeam SharePoint.

   b) ASIAS.

   c) FAASTeam Equipment Directory Tool.

   d) FAASTeam Members and Facilities Directory.

   e) FAASTeam Tracking System (FAASTracks).

   f) FAASTeam Information Lending Library Tool.

5) Enforcement Investigation Reports.

6) Service Difficulty Reports.

7) Remedial training reports.

8) Flight assist reports.

9) Faasafety.gov.

10) Safety Program Airman Notification System (SPANS).

B. Forms. None.

    C. Job Aids. FAASTracks.

724   PROCEDURES. Analyze charts received from ASIAS. Identify any trends indicating potential safety issues.

    A. Meet with FSDOs to identify any safety concerns identified as part of their surveillance and inspection activities. Work with them to identify likely causal factors if the factors are not already identified and get their input on potential ways to mitigate the safety concerns.

    B. Meet with your FAASTeam members to identify any safety concerns they may be aware of. Get their input on possible causes and solutions.

    C. Compile all input (charts, field offices, team members) and identify similarities and differences. Based on this analysis, prioritize causal factors for mitigation of risks.

    D. Prepare the FAASTeam Analysis and Justification Report for submission to the regional FAASTeam manager.

    E. The charts will be based on operations specialty or maintenance specialty for their area of responsibility.

725   TASK OUTCOMES. The successful completion of this task results in a comprehensive list of tasks that will eliminate or mitigate the identified risks associated with:

- CFR Violations.
- Pilot Deviations.
- Accidents.
- Incidents.
- Occurrences.
- Runway Incursions.
- Service Difficulties.
- Inspector Findings.

726   FUTURE ACTIVITIES. Continuously review the safety analysis data and assure the selected tasks are having the desired effect. Undesirable effects may require you to adjust/add/remove tasks to obtain the desired measurable objectives.

RESERVED. Paragraphs 727 through 741.

CHAPTER 17 SUPPORT INDUSTRY AVIATION SAFETY PROGRAM

Section 1 Background

742   OBJECTIVE. This task prepares the Federal Aviation Administration (FAA) Safety Team (FAASTeam) program manager (you) to support air agencies, air operators, air carriers, corporate operators, and other industry groups in establishing and/or maintaining internal safety programs. This task promotes a coordinated effort for effective completion of the regional performance plan objectives and enhances the ability of the FAASTeam to help the Administrator accomplish the national goals and objectives.

743   GENERAL. You will assist organizations through evaluation of the analysis of data. Through these evaluations, you will be able to recommend FAASTeam or industry safety products.

744   COLLABORATION. You will establish communications and a working relationship with air agencies, air operators, air carriers, corporate operators, and other industry groups. You should hold meetings as needed to facilitate or enhance a positive safety culture.

    A. You will prepare for the meeting by compiling all available safety information and data for the identified subject and geographic area, and identified organization safety concerns. This information may include airman counts, local accident trends, risk trends identified by the team members, types of operations, operational goals/objectives, operational errors, historical trends, etc.

    B. You will prepare a meeting agenda that includes the following:

- An explanation of FAASTeam goals and objectives,
- FAASTeam review of analysis of data/FAASTeam Analysis and Justification Report,
- A brainstorming session on action items that the team members can accomplish to meet the stated goals and objectives,
- Creation of a time line for action items accomplishments, and
- Scheduling of additional meetings to review results and adjust action items based on unforeseen developments.

    C. You will coordinate the identified action items that emerge from the meetings with Flight Standards field offices in your area of responsibility with the regional FAASTeam manager.

    D. Further review with team members will determine corrective actions needed for developing action items that result in measurable objectives.

    E. You will provide a briefing paper, that includes the results of the meeting, the action items for each team member to complete, and the tasks you develop, to the regional FAASTeam manager and the appropriate service/office manager.

    F. Based on the appropriate actions, these established new task(s) will be defined with a task criticality rating. Upon approval by the regional FAASTeam manager, you will enter these tasks into FAASTracks.

    G. Upon completion of the tasks, you will notify the appropriate service/office manager.

745 **PURPOSE.** Your participation in this program is to encourage and maintain safety awareness among aviation industry organizations in their daily operations. You will promote an exchange of information and ideas between the FAA and industry, encouraging industry safety officers' participation in organizing and participating on safety committees and quarterly safety meetings. This will encourage new ideas and involvement in the safety program from diverse sources.

RESERVED. Paragraphs 746 through 760.

Section 2 Procedures

761   PROGRAM TRACKING AND REPORTING SUBSYSTEM (PTRS). 19XX, 29XX.

NOTE: See the National FAASTeam SharePoint site for more information.

762   PREREQUISITES AND COORDINATION REQUIREMENTS.

A. Prerequisites. This task requires knowledge of the particular operator's safety requirements, the FAASTeam regional business plan, qualification as an aviation safety inspector (ASI), and appointment as a FAASTeam program manager.

B. Coordination. This task requires coordination with Flight Standards District Office (FSDO) managers, applicable principal inspectors (PI), and the organizational safety officer of the industry entities requesting support.

763   REFERENCES, FORMS, AND JOB AIDS. None.

764   PROCEDURES.

A. PTRS. Open PTRS file.

B. Communicate with Safety Officers. Use the method or combination of methods of communication that are most effective for the type of organization/company and number of safety officers involved. Contact the safety officers as required. Quarterly contact is recommended as a minimum.

1)   Establish contact with the organization/company safety officer in person or by telephone. During initial meetings determine the type of support that you can provide and review periodically.

2)   Schedule itineraries to include meetings with safety officers and organization management whenever possible. Always inform and include the responsible PIs in your activities.

3)   Establish identified points of contact within the organization/company who could serve as FAASTeam representatives.

C. Support Safety Officer Activities. Industry safety officer activities will vary widely between FAASTeam, FSDOs, and regions depending on the type and size of the certificate-holding organization. You should provide as much assistance, guidance, direction, and support functions as required and approved by the office manager (See Figure 17-1). When practical, you should participate in special safety seminars and/or events, which will promote cooperation and foster safer operations (i.e., promote Aviation Maintenance Technician (AMT) Awards program, human factors, crew resource management, etc.).

D. PTRS. Close PTRS file.

765   TASK OUTCOMES. The successful completion of this task will result in the ability of the FSDO to have a closer tie with industry and a positive industry/FAASTeam program.

766   FUTURE ACTIVITIES. Develop new programs based on ideas, input, and technical assistance provided by the organizations that you support.

Figure 17-1, Elements to be Considered in a Workable Operator's Safety Program

People	**Timely reporting without reprisal**
Equipment	**Procedure for corrective action**
Facilities	**An active aviation safety education program**

Safety Officer: A company safety officer should be appointed except when it is not organizationally feasible. The safety officer will be appointed by company management and report directly to the chief executive officer. The individual must be fully qualified, have the ability to communicate effectively, and possess strong interpersonal skills.

Safety Committee: An effective means of implementing a good organizational safety program is through establishing a safety committee. Membership should include representatives from all operating units within the organization. The safety committee should be chaired by an individual, other than the safety officer, with experience and knowledge of the operating requirements of the organization. At a minimum, the committee should meet quarterly. Special meetings regarding urgent matters should be conducted as required. The responsibilities of the committee should be to monitor all areas of the organization, identify safety concerns and deficiencies, and recommend corrective measures to management as applicable. Minutes of the meetings should include a record of agenda items, decisions, and corrective actions recommended and taken.

Reporting Unsafe Conditions: The organization must develop procedures to provide employees with a timely means of reporting unsafe conditions. The safety officer will institute and maintain an accident and incident reporting system. The system should provide feedback to all employees about corrective action taken. Under no circumstances should the information gathered to enhance safety and personal welfare be used for punitive action.

Safety Improvement: The organization should develop procedures for soliciting and processing aviation safety improvement suggestions, identifying deficiencies, and soliciting suggestions and recommendations for corrective action.

Communicating Safety Concerns: The organization should develop an efficient system for its employees to communicate safety concerns. Tools for accomplishing this objective are the quarterly safety meeting, monthly safety checks of facilities and equipment, and continuous employee education. Evaluating the strengths and/or weaknesses of these safety program activities may be accomplished by periodic training and testing of employees and observing actual performance.

Emergency Response Plan: The organization will develop an effective emergency response plan in the event of an accident or incident.

Internal Evaluation: An internal evaluation program must be developed which is tailored to the specific organization and should provide procedures to identify and resolve safety related issues.

Periodic Review: The safety officer will review the program periodically to initiate necessary revisions.

RESERVED. Paragraphs 767 through 781.