



## MONTHLY PROGRESS REPORT

**STUDY**                      **Safety Management System**  
**FAA Implementation Study**  
**MONTH**                    **September 2010**

### SEPTEMBER STATUS

This monthly report provides a summary of the status and an explanation of any difficulties or successes in the Safety Management System (SMS) Implementation Study (Implementation Study) at the South Bend Regional Airport (SBN) with a specific focus on the tasks listed in the FAA Participant's Guide. Any recommended changes to the SBN SMS Manual and any findings made or items developed during this Implementation Study are included.

### SUMMARY

The kick-off meeting (Meeting 1) for the Implementation Study was conducted on Friday, September 10th, 2010 from 9:30 a.m. to 11:30 a.m. Members of the Implementation Team who were in attendance were:

- John Schalliol, Executive Director, St. Joseph County Airport Authority
- Bruce MacLachlan, Manager Operations and Maintenance, St. Joseph County Airport Authority
- Mike Guljas, Director Administration, St. Joseph County Airport Authority
- Dave Fleet, Dave Fleet Consulting LLC (Consultant)
- Joanne Landry, Landry Consultants LLC (conference call)

During the kick-off meeting, the follow items were discussed:

#### Agenda Items

- Study Plan review
  - Approval and FAA communication
- Determine 3<sup>rd</sup> SRA topic
- Identify who in the organization will be tasked with collateral duties of safety manager
- Discuss staff participation
- Discuss budget and time table communications
- Discuss monthly report expectations



### Difficulties

Activation of the Omni Air Group Incident Reporter (OAGIR) software appears to present a challenge. The software, two servers, and one laptop were purchased last year and installed in October of 2009. The servers are part of the St. Joseph County Airport Authority's (SJCAA) intranet system. The SJCAA staff did not activate or put the software into service and as a result became unfamiliar with it, including the application's location on the intranet. The SJCAA staff has since changed some responsibilities internally and no longer has an Information Technology (IT) person on staff. The IT function and support has been contracted out to Pinnacle who is based in South Bend, IN.

The members of the Implementation Team discussed how to quickly identify the hardware and software and the initial steps moving forward. Within the first two weeks of the study start, confirmation was made as to the status of the hardware and software; then rollout plans will be made in October. Representatives from Pinnacle assisted.

The task of identifying a member of the airport operations team to take the collateral duties of the safety manager needs to be completed. The Implementation Team discussed this issue and the SJCAA staff has not identified someone yet. The Implementation Team believes this is very important for a successful SMS Implementation. SJCAA is not a large organization and many of the staff members already have multiple duties and responsibilities. Identification of a specific person will be accomplished by the next meeting to be scheduled in October.

### Successes

The Consultant held a conference call with Mike Guljas (SJCAA) and Ed Russell (Pinnacle) to discuss the OAGIR. Documentation for the hardware and software was provided and included the user's guide for the software. After a general discussion took place Ed Russell was able to locate the servers and software. He will be in contact with representatives from OAG as well as the team who completed the physical installation. Software activation and rollout to the SJCAA population will be discussed in detail in October and accomplished as soon as practical.

The Implementation Team discussed the Study Plan in detail and agreed on some minor edits that were made. The Safety Risk Assessment (SRA) topics were discussed; a third topic needed to be chosen. The SJCAA staff decided to conduct an SRA on commercial ramp snow removal operations following this upcoming winter. The SJCAA is in the second phase of a three phase concourse build out that will impact commercial ramp operations and snow removal. Therefore, it was agreed that this topic is pertinent. The other two SRA topics are:

- Hosting major events in the City of South Bend, such as a Notre Dame Football game which brings several transient (perhaps over 200) general aviation aircraft to SBN.



- The operation of the general aviation ramp located in front of the FBO between the primary runway and parallel taxiway.

The Study Plan was updated and returned to the SJCAA staff for a final review. It was approved and transmitted to FAA Headquarters and FAA Chicago Airport District Office (ADO) on September 17<sup>th</sup>.

#### Recommended Changes to SMS Program Manual

None were made or discussed in September.

#### Findings

No significant findings were made in September.

#### NEXT MEETING

October 6, 2010.

South Bend Regional Airport

Note: the first quarterly meeting is scheduled for December 16, 2010.



## **MONTHLY PROGRESS REPORT**

**STUDY**                      **Safety Management System**  
                                 **FAA Implementation Study**  
**MONTH**                    **October 2010**

### **OCTOBER STATUS**

This monthly report provides a summary of the status and an explanation of any difficulties or successes in the Safety Management System (SMS) Implementation Study (Implementation Study) at the South Bend Regional Airport (SBN) with a specific focus on the tasks listed in the FAA Participant's Guide. Any recommended changes to the SBN SMS Manual and any findings made or items developed during this Implementation Study are included.

### **SUMMARY**

The second on-site meeting was held on Wednesday, October 6, 2010 from 10:00 a.m. to 12:00 PM. Members of the Implementation Team in attendance were:

- John Schalliol, Executive Director, St. Joseph County Airport Authority
- Bruce MacLachlan, Manager Operations and Maintenance, St. Joseph County Airport Authority
- Mike Guljas, Director Administration, St. Joseph County Airport Authority
- Ed Russell, Pinnacle of Indiana (IT Consultant)
- Paul Salerno, Omni Air Group, President (Incident Reporter software) (conference call-in)
- Dave Fleet, Dave Fleet Consulting LLC
- Joanne Landry, Landry Consultants LLC (conference call-in)

The following agenda was used to guide the discussion:

#### Agenda Items

- Collect all available existing hazardous condition, incident, and accident reports (either hard copy or electronic)
- Confirm who in the organization will be assisting with Safety Manager duties
- Discuss time table and next steps for action
- Confirm the status of the OAG-IR
  - a. Location of hardware and software
  - b. Functionality



- c. Connectivity to SBN Intranet
- d. Discuss and finalize a roll-out plan for use by SBN staff and employees

#### Difficulties

As discussed in last month's report activation of the Omni Air Group Incident Reporter (OAGIR) software appeared to present a challenge. With Pinnacle involved, specifically Ed Russell, there is a good understanding of the software, its location, and its functionality. Therefore, it was agreed at the conclusion of the meeting that Ed Russell will work directly with Paul Salerno OAGIR President to resolve any issues that might impair fully implementing OAGIR in a timely fashion.

No other specific difficulties were identified.

#### Successes

The Team discussed an upcoming "All-hands" meeting for SJCAA employees scheduled for October 18, 2010. John Schalliol agreed to introduce the OAGIR to the employee group at that time. A brief Power Point presentation was developed using exact images of pages from the OAGIR, for John to use for this purpose. Positive feedback was received from the employees following the meeting.

A plan was developed for collecting all incident, accidents, and hazard reports back to 2003. Also, all airfield inspection reports will be collected from that same time frame. Bruce MacLachlan will coordinate with Dave Fleet for exchange of this information during the month of October. At the time of producing this report, all information has been provided with the exception of the airfield inspection reports. A physical exchange of this data may be necessary. Data analysis will start in November 2010.

An airport operations manager was identified who might be available to take on collateral duties as a safety manager. This will be discussed with this individual in October and he will start additional duties in November.

The Consulting team is providing a SharePoint site for collaboration of documents and information. During the month of October the SBN sections of the SharePoint site were set up and activated. Study deliverables and correspondence will reside on the SharePoint site instead of emailing information back and forth.

#### Study work planned for the following month

Data analysis will start in November 2010. Tables showing condensed data usable for Key Performance Indicator (KPI) monitoring and tracking will be developed. This information will be compared to the Safety Assurance section of the SMSPM to ensure that the right data is available for monitoring metrics established during the first pilot studies.



Implementation of the OAGIR will occur. The first full month of reported data will be November 2010. This will be developed into a usable format for reporting purposes.

Recommended Changes to SMS Program Manual

None were made or discussed in October.

Findings

No significant findings were made in October.

NEXT MEETING

TBD in November 2010

South Bend Regional Airport

Note: the first quarterly meeting is scheduled for December 16, 2010.



## MONTHLY PROGRESS REPORT

**STUDY**                      **Safety Management System**  
                                 **FAA Implementation Study**  
**MONTH**                    **November 2010**

### NOVEMBER STATUS

This monthly report provides a summary of the status and an explanation of any difficulties or successes in the Safety Management System (SMS) Implementation Study (Study) at the South Bend Regional Airport (SBN) with a specific focus on the tasks listed in the FAA Participant's Guide. Any recommended changes to the SBN SMS Program Manual (SMSPM) and any findings made or items developed during this Implementation Study are included.

### SUMMARY

No on-site meetings were held in November. Coordination took place via email, SharePoint site, and phone discussions. Data collection and activation of the incident and accident reporting process was the focus for November.

#### Difficulties

As discussed in last month's report, activation of the Omni Air Group Incident Reporter (OAGIR) software appeared to present a challenge. Coordination has occurred to ensure that technically the connections are in place so that reporting into the OAGIR database can occur from the SBN website. All that remains is for the SBN staff to activate the process and begin to encourage internal staff to report. The OAGIR reporting process was briefed to airport authority employees last month during an all hands meeting held by the Executive Director.

All of the appropriate available data points were collected in November; this includes property damage reports from 2003 through October 2010, Operations departmental logs from 2003 through 2010, and daily inspection reports from 2008 through 2010. Operations departmental logs include any activity at the airport that might not fit into a specific category as well, such as hazardous condition reports. The difficulty with this much information (some of which are hard copy reports) is consolidating it into one usable format for analysis, query, and sorting. The Consulting team had planned to start analysis in November; but because of the volume of data and the format in which it was received; analysis will be delayed until December.

#### Successes

Data tables have been developed so that all the information listed above can be organized into logical structures. The tables have been designed to provide the SBN staff with one usable tool for analysis and data sorting. This will be important for use



during the upcoming SRAs. The data table will be replaced by the OAGIR data table as soon as the SBN staff is comfortable with the OAGIR.

As discussed last month, the airport operations team has identified an individual to take on collateral duties for the safety manager position. No new updates are available for this topic.

The Consulting team continues to use the SharePoint site for collaboration and information storage. This is working very well; and provides a secure offsite storage capability that eases the need for local data storage.

#### Study work planned for the following month

Data analysis will start in December 2010. This information will be compared to the Safety Assurance and Policy sections of the SMSPPM to ensure that the right data is available for monitoring metrics established during the first pilot studies.

The first quarterly meeting is scheduled for December 15th. This meeting will cover the overall Study schedule, upcoming efforts, and any budgetary considerations. Any necessary deviation from the original Study Plan will be made and noted accordingly.

The first SRA is planned for December 15<sup>th</sup>-16<sup>th</sup>. The topic of the first SRA is a major event held in the city of South Bend, IN that might cause operational problems for SBN; Notre Dame University home football games are an example.

#### Recommended Changes to SMS Program Manual

None were made or discussed in November.

#### Findings

Data is available; yet differs widely in content of reports, location, and type of storage.

#### NEXT MEETING

December 15<sup>th</sup>-16<sup>th</sup>, 2010

South Bend Regional Airport





## MONTHLY PROGRESS REPORT

**STUDY**                      **Safety Management System**  
                                 **FAA Implementation Study**  
**MONTH**                    **December 2010**

### DECEMBER STATUS

This monthly report provides a summary of the status and an explanation of any difficulties or successes in the Safety Management System (SMS) Implementation Study (Study) at the South Bend Regional Airport (SBN) which is owned and operated by the St. Joseph County Airport Authority (SJCAA), with a specific focus on the tasks listed in the FAA Participant's Guide. Any recommended changes to the SBN SMS Program Manual (SMSPM) and any findings made or items developed during this Study are included.

### SUMMARY

The first quarterly meeting and the first Safety Risk Assessment (SRA) were conducted on December 16, 2010. The agenda for the quarterly meeting was as follows:

- Status of implementation of the Omni Air Group – Incident Report (OAG-IR) software
- Status of the data collection and analysis
  - a. Review data tables created for organization and analysis
- Review project Gantt Chart for upcoming events/milestones
- Discuss first SRA to be conducted at 1:00 PM
  - a. Any known difficulties with special events
- Discuss overall project budget
  - a. Identify any issues that might cause a shortfall
  - b. Staff time
- Any other items?

### Difficulties

The activation of the Omni Air Group Incident Reporter (OAGIR) still presents some challenges. The challenges relate to coordination rather than the software itself. Technically, the system connections are in place so that reporting into the OAGIR database can be entered from the SBN website. However, final coordination needs to be completed with the website host provider to ensure the connection is functional. SJCAA staff has been assigned to address this connection task. Also, the team agreed that a reporting icon will be provided on SJCAA desktop computers to ensure ease of access and reporting internally. This effort has also been assigned to SJCAA staff. The Information Technology (IT) functions for the SJCAA are outsourced (contracted) and require additional coordination to ensure manpower is allocated to the task.



### Successes

All the data collected in November has been entered into an Access Data Base. The tables have been designed to provide SBN staff with a single usable tool for analysis and data sorting. This Access Data Base was presented to the SJCAA staff and a brief explanation of how it is arranged and its usability occurred. The SJCAA staff will use this new Access Data Base until the OAGIR system is fully operational. A coordination meeting is scheduled in January to further familiarize the SJCAA staff with the Data Base.

The airport duty manager who will take on additional collateral duties for SMS participated in the quarterly meeting as well as the SRA.

The first SRA was conducted on December 16 and was accomplished in approximately four hours. The SRA focused on major events in the City of South Bend and their impact on airport operations. The airport has been managing major events for many years, specifically Notre Dame Football games. Notre Dame Football games became the focus of the SRA. See the SRA #1 report for additional details.

Data analysis began in December 2010. A data analysis report will be forthcoming in accordance with the Study Plan and FAA tasks.

The Consulting team continues to use the SharePoint site for collaboration and information storage. This is working very well; and provides a secure offsite storage capability that eases the need for local file servers.

### Study work planned for the following month

Data analysis will be the focus in January 2011. The first SRA report will be finalized and provided to the FAA in accordance with the Study Plan deliverable timeline. Preparation for the first on-site training session will commence in January. The first training session is scheduled in March. No on-site meetings are scheduled in January.

### Recommended Changes to SMS Program Manual

None were made or discussed in December. However, further analysis of the SRM process is anticipated as the SRA report is developed. This may require some modifications to the existing SRM processes and/or documentation.

### NEXT MEETING

March 15-17, 2011 for the next quarterly meeting, on-site training, and the second SRA  
South Bend Regional Airport



## MONTHLY PROGRESS REPORT

**STUDY**                      **Safety Management System**  
                                 **FAA Implementation Study**  
**MONTH**                    **January 2011**

### JANUARY STATUS

This monthly report provides a summary of the status and an explanation of any difficulties or successes in the Safety Management System (SMS) Implementation Study (Study) at the South Bend Regional Airport (SBN) which is owned and operated by the St. Joseph County Airport Authority (SJCAA), with a specific focus on the tasks listed in the FAA Participant's Guide. Any recommended changes to the SBN SMS Program Manual (SMSPM) and any findings made or items developed during this Study are included.

### SUMMARY

January efforts included finalizing the Safety Risk Assessment (SRA) report from the first SRA conducted on December 16, 2010. The report included a mitigation action plan to be implemented by SJCAA staff and the Fixed Based Operator (FBO). All the hazards that were identified were believed to already be at an acceptable level of risk, i.e., low or medium. However, further action was determined to be appropriate by the SRA panel members. This mitigation plan will be tracked and monitored throughout the SMS Implementation Study.

Coordination took place for the upcoming planned risk assessment training to be conducted in March. Futron Inc. is developing a training curriculum specific to SBN, which will be transferable to other small and non-hub airports. Two training sessions will be conducted over a period of two days. The training will be presented by Dave Fleet. The target audience for the training will be SJCAA supervisors and managers who will be involved in hazard identification and risk assessments.

Data analysis began on the over 2,200 entries located in the hazard, incidents, and accidents MS Access data base. A trending analysis will be produced and provided in accord with the Participant's Guide for the SMS Implementation Study by the end of March 2011. This is consistent with the Study Plan.

### Difficulties

The activation of the Omni Air Group Incident Reporter (OAGIR) still presents some challenges. Coordination has taken place to facilitate placing an OAGIR link on the SBN website ([www.sbnair.com](http://www.sbnair.com)). This will be available to all SJCAA staff, SBN tenants, and airlines. As of the date of this report, the representative SJCAA staff member who has access to a computer has a link to the reporting OAGIR on his desk top. The SJCAA is phasing the reporting process to start with internal staff and then roll it out to the remainder of the airport community. The culture at a small or non-hub airport lends itself to direct in person communication. The culture at SBN is no different. Recent incidents on the ramp areas were reported directly to SJCAA staff. The willingness of the airlines (in these recent cases) to report directly and quickly is commendable;

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but encouraging everyone involved to use the new reporting tools as provided will require additional effort.

#### Successes

As discussed in the Summary section of this report, the SRA #1 report was submitted on time to the FAA. However, the topic of SRA #1 addressed an existing process and did not involve a proposed change to the system or a physical change to the airport. Although SRA #1 did include representation from the FAA ATCT, the mitigation plans that resulted from SRA #1 did not include operational changes on the part of the FAA ATCT. Therefore, review of the report was minimal. What the Consultant team has observed elsewhere regarding SRA panels is that if the SRA involves FAA review and acceptance of the mitigation plan, the review period might need to be extended. This is attributable to the nature and culture of an FAA ATCT review and approval process and will be considered in future SRA timelines

#### Study work planned for the following month

- Data analysis will continue through February.
- Preparation for the Risk Assessment training planned in March will continue and be finalized.
- Preparation for SRA #2 will also be finalized. The topic of SRA #2 will be ramp operations, specifically ground vehicle activities. Recent events have caused this to become the topic of SRA #2. Within a matter of two weeks, three separate events occurred that required investigation by the SJCAA staff. These three separate events all involved ground vehicles losing separation with aircraft on the ramp or inappropriate driving habits.

#### Recommended Changes to SMS Program Manual

None were made or discussed in January. However, some specific changes to the SRM process will take place as part of the final report for this Study. See status report from December.

#### NEXT MEETING

March 15-17, 2011 for the next quarterly meeting, on-site training, and SRA #2 at South Bend Regional Airport



## MONTHLY PROGRESS REPORT

**STUDY**                      **Safety Management System**  
                                 **FAA Implementation Study**  
**MONTH**                    **February 2011**

### FEBRUARY STATUS

This monthly report provides a summary of the status and an explanation of any difficulties or successes in the Safety Management System (SMS) Implementation Study (Study) at the South Bend Regional Airport (SBN) which is owned and operated by the St. Joseph County Airport Authority (SJCAA), with a specific focus on the tasks listed in the FAA Participant's Guide. Any recommended changes to the SBN SMS Program Manual (SMSPM) and any findings made or items developed during this Study are included.

### SUMMARY

February efforts included finalizing plans for the second Safety Risk Assessment (SRA). The second SRA will assess commercial ramp operations, specifically as it relates to ground service vehicle operation. The second SRA will take place on March 8<sup>th</sup>. SRA panel members have been invited and they include members of the FAA ATCT as well as FAA Certification. The Consulting team will introduce updated definitions of severity and likelihood for SJCAA staff to consider and possibly use during this SRA. The updated definitions are a result of reviewing definitions employed at other airports currently participating in the Study. Although the thresholds contained in these updated definitions are consistent with SBN's earlier definitions, they include new categories that SJCAA had not included in the past.

Coordination and completion of the curriculum for the upcoming planned safety risk management (SRM) training to be conducted on March 7<sup>th</sup> were finalized in February. Futron Inc. developed the training curriculum specific to SBN specifications, which will be transferable to other small and non-hub airports. Training will be presented by Dave Fleet. The target audience for the training will be SJCAA supervisors and managers who will be involved in hazard identification, risk assessments, and overall SRM for SJCAA.

Data analysis has continued with specific focus on data queries and cross tabulation of the data collected from a variety of SBN sources. A trending analysis will be produced and provided in accord with the Study Plan schedule by the end of March 2011.

#### Difficulties

The activation of the Omni Air Group Incident Reporter (OAGIR) still presents some challenges. Coordination has taken place to facilitate placing an OAGIR link on the SBN website ([www.sbnair.com](http://www.sbnair.com)). The OAGIR will be available to all SJCAA staff, SBN tenants, and airlines. Coordination of the correct portal link from the website still needs to occur. This issue is planned to be resolved in the first week of March. Currently the OAGIR link/application is available on all SJCAA staff desktop computers. During the SRM training session to be held on March 7<sup>th</sup>, an overview of the OAGIR will be provided for SRM and system integration.

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### Successes

In conjunction with the Study tasks, the development and coordination of the curriculum for SRM training will provide needed cultural reinforcement of SMS at SBN. The training provides real world examples in a case study format and includes the tools, processes, and procedures currently in place at SBN. Results from this training will be provided in the March 2011 report.

### Study work planned for the following month

- Data analysis will continue through March.
- SRM training will take place on March 7th.
- SRA #2 will take place on March 8<sup>th</sup>.
- The second quarterly meeting will take place on March 7<sup>th</sup>. This will include a general project update and budget status.

### Recommended Changes to SMS Program Manual

None were made or discussed in February. However, as previously discussed updated definitions for severity and likelihood will be forthcoming and will be included in the SMS Program Manual. See status report from December for more information regarding anticipated SMS Program Manual updates.

### NEXT MEETING(S)

March 7<sup>th</sup> and 8<sup>th</sup>, 2011 for the next quarterly meeting, on-site training, and SRA #2 at South Bend Regional Airport