



Aviation Safety Reporting System

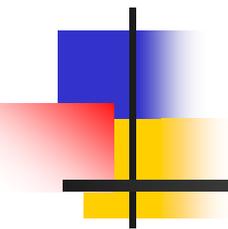
Aviation Safety Hotline

Robert Anoll
Office of System Safety

June 10, 2004

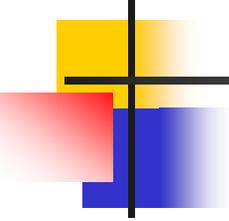
Aviation is a leader in Voluntary Reporting Programs





Aviation Safety Reporting System

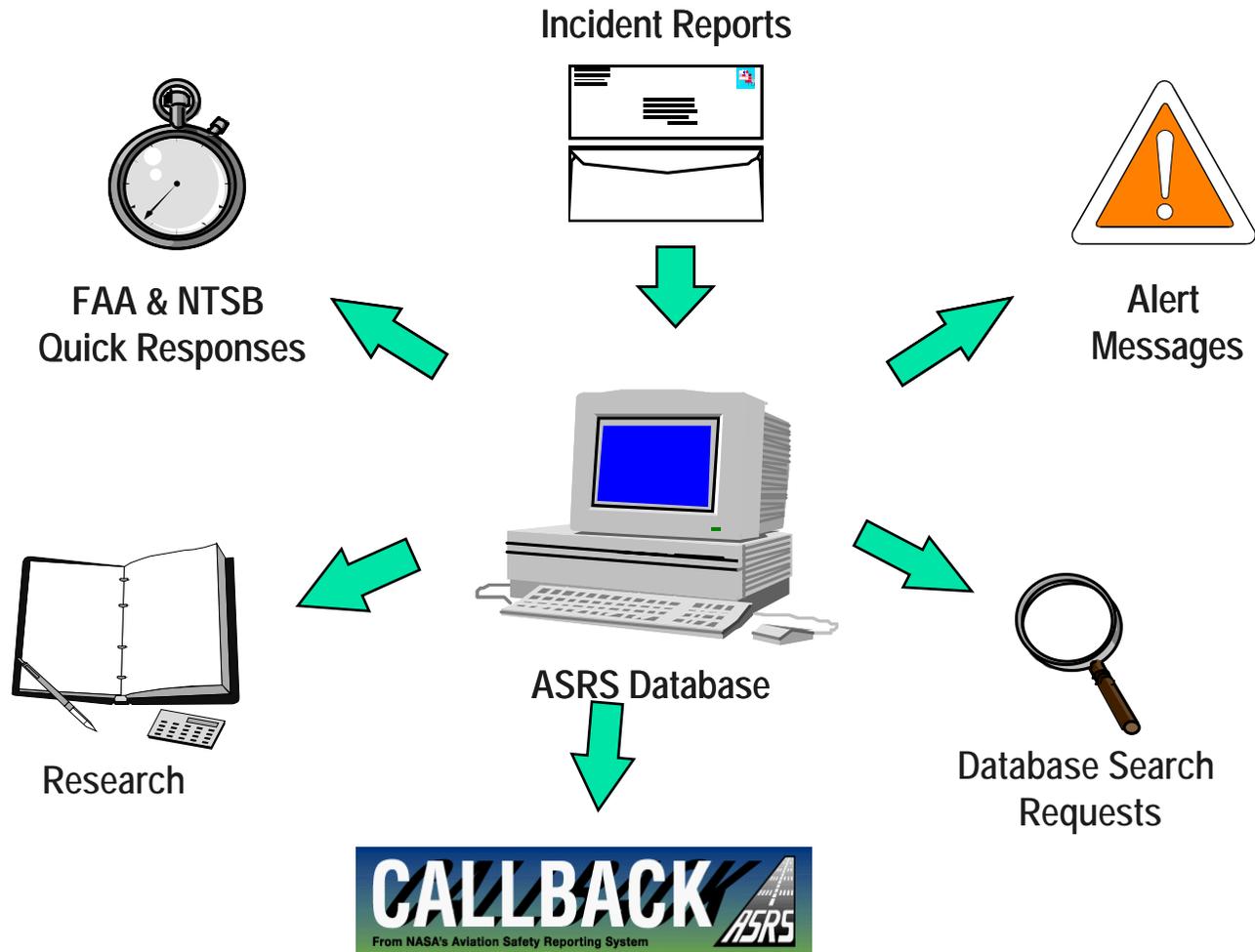
<http://asrs.arc.nasa.gov>



ASRS Mission

- ... receives, processes and analyzes voluntarily submitted incident reports. Reports submitted to ASRS describe both unsafe occurrences and hazardous situations
- ... from this information alerts, an incident database, and research information is provided to the aviation community.

ASRS Products & Services



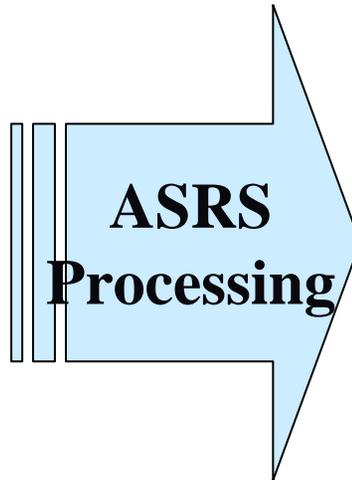
Monthly Safety Newsletter

Current Capabilities

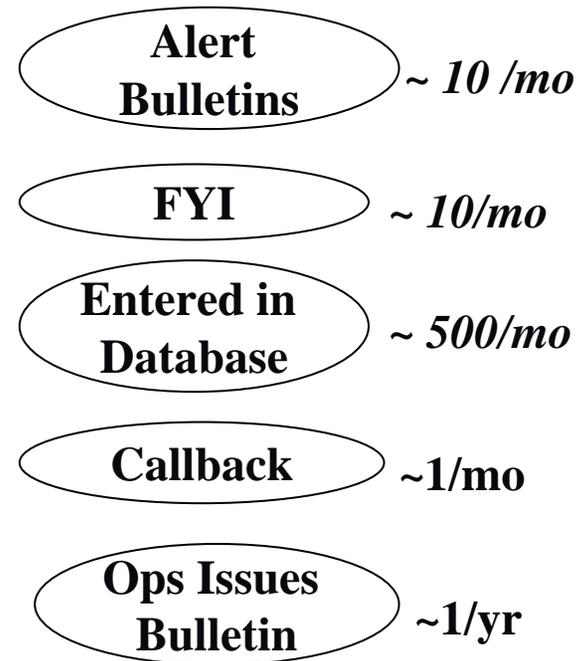
Reporting Sources

Air Carrier Pilots	67%
Gen Aviation Pilots	22%
Air Taxi	2 %
Air Traffic Controllers	4 %
Mechanics	2 %
Cabin Attendants	2 %
Other	1 %

Percentages of the 35,000 reports submitted annually

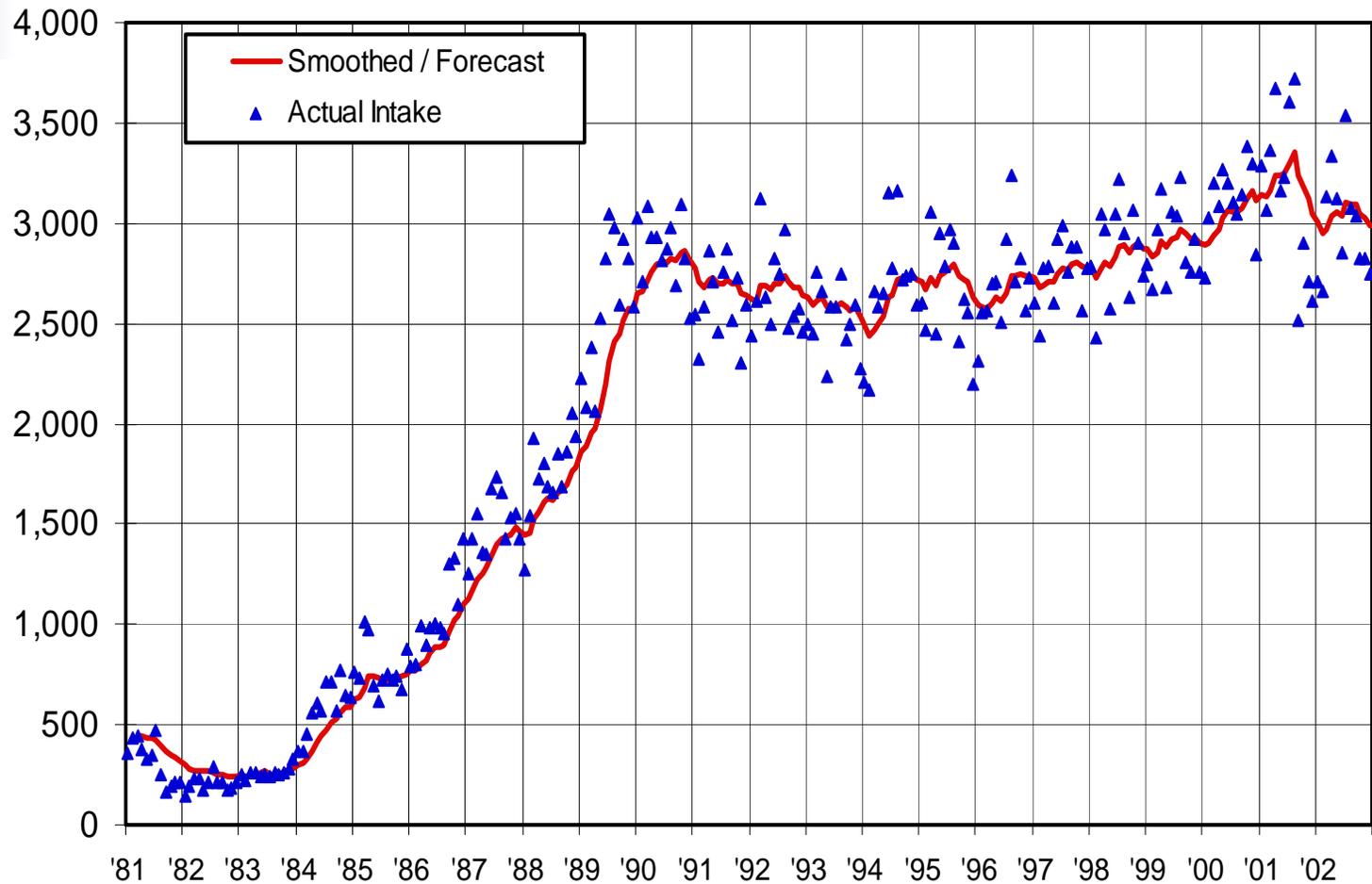


Products

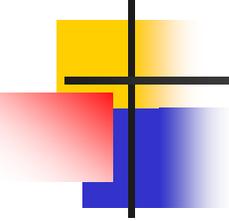


Note: 40 % of Reports Now Come from ASAP Reports

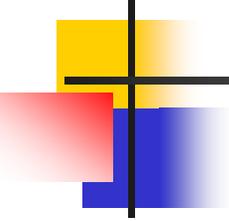
ASRS Reports



Submitting a Report

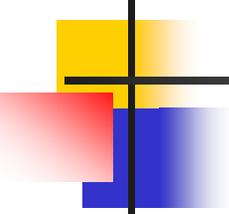
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- Anyone may submit a report
 - Forms are available be either by downloading it from the web or already available on location

Reporter Confidentiality



- Reports are submitted to NASA
- Reporter's name, and all identifying information are removed from the report
- *NASA takes this responsibility seriously.*

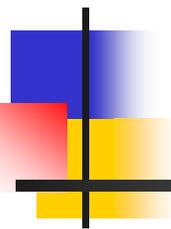
Reporter Protections Provided



- Although a finding of violation may be made neither a civil penalty nor certificate suspension will be imposed if:
 - Inadvertent and not deliberate
 - Not a Criminal Offense
 - Not an Accident
 - Lack of qualification of competency
 - Not been found in prior enforcement action to have committed a violation within 5 years
 - Can prove that a report was submitted within 10 days



Aviation Safety Hotline

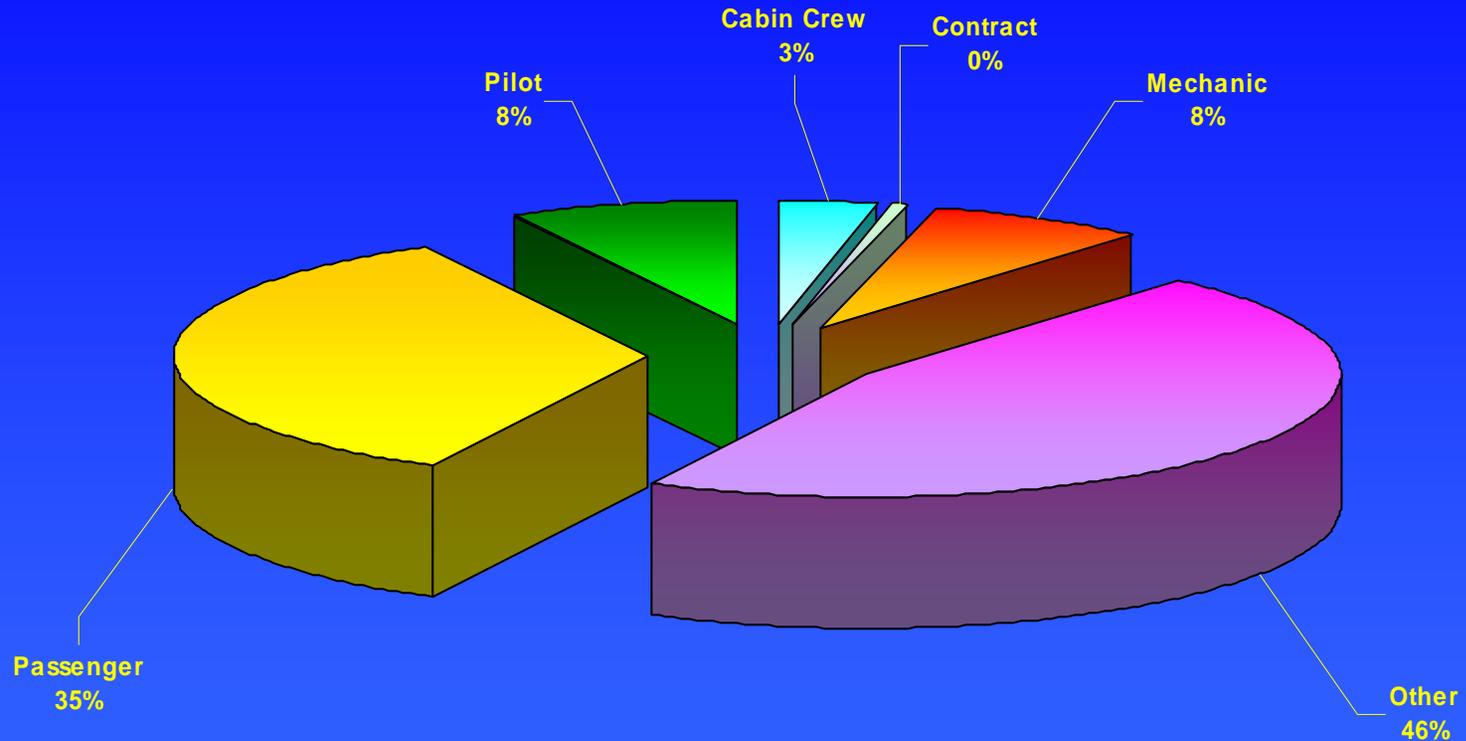


What is the Hotline used for?

• The Hotline is used to report violations of the Federal Aviation Regulations and unsafe aviation practices:

- ① Suspected unapproved parts;
- ① Non-adherence to operational procedures
- ① Improper record keeping and
- ① Unsafe aviation practices.
- ① Improper manufacturing procedures
- ① Aircraft parts production
- ① Improper parts
- ① Maintenance practices
- ① Instructions not to write up discrepancies
- ① Falsification of records
- ① Flight and Rest requirements
- ① Crewmember medical qualifications

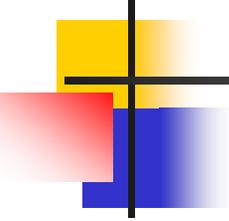
Sources of Hotline Calls Years 1999 - 2004



■ Cabin Crew ■ Contract ■ Mechanic
■ Other ■ Passenger ■ Pilot

Note: Chart is from May 1, 1999 – May 4, 2004

Who may contact the Hotline?



ANYONE

The FAA Aviation Safety Hotline is available to the aviation community and the general public.

What should I include in my report?

A detailed description of the facts surrounding the event(s)

- Date(s) & Time(s) of Event(s)
- ① Location where the event(s) occurred (ie. State & City)
- ① Name of Individual(s) or company involved
- ① Aircraft ID number(s) (N-number) or (Aircraft number)
- ① Part Number(s)
- ① Log Page Number(s)

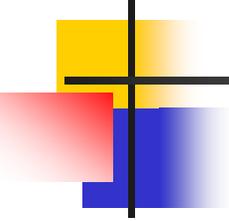
Can the Reporter be Anonymous?

YES

Can the Reporter be Confidential?

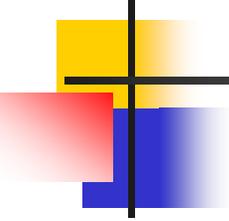
YES

How is my identity kept confidential?

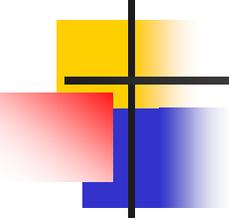


- The Safety Hotline offers two levels of confidentiality:
 - **FAA Headquarters Only**-Only the Aviation Safety Hotline Office will know your identity. (*The FAA Investigators and Public will **NOT** have access to your personal information*).
 - **For FAA Investigative Purposes Only**-Only the Aviation Safety Hotline Office & FAA Offices investigating your report have access. (***No one outside the FAA** has access to your personal information.*)

How can I receive feedback from my report?

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- The Aviation Safety Hotline will respond to you in writing with the results of the investigation if you specifically request feedback and have provided your name and address or e-mail. However, the FAA investigating office may respond directly to you with the results of the investigation.

How to contact the Safety Hotline



Telephone: **(800) 255-1111**

E-Mail: **9-awa-asy-safetyhotline@faa.gov**

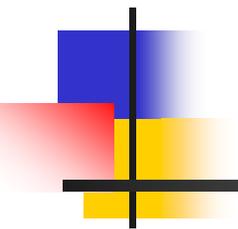
Fax: **(202) 267-5234**

US Mail: **Federal Aviation Administration**

Aviation Safety Hotline ASY-300

800 Independence Ave., SW

Washington, DC 20591



Questions?