Aviation Safety Reporting System

Safety Management Seminar

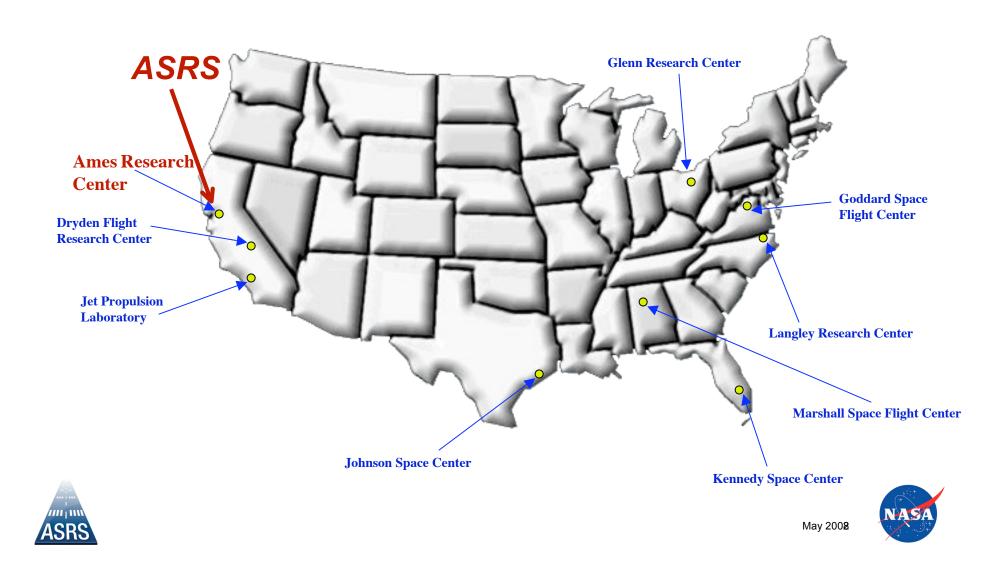
ATEC

January 2011 • Tokyo Japan

Overview

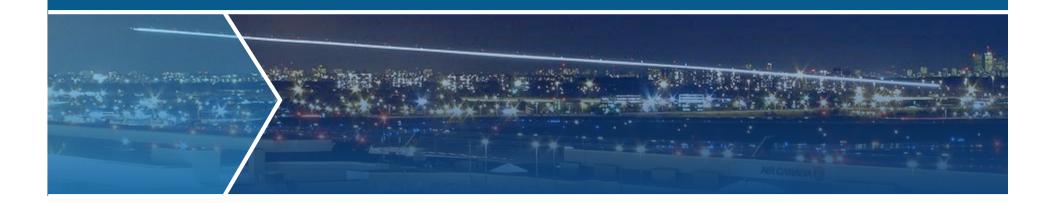


Home of ASRS





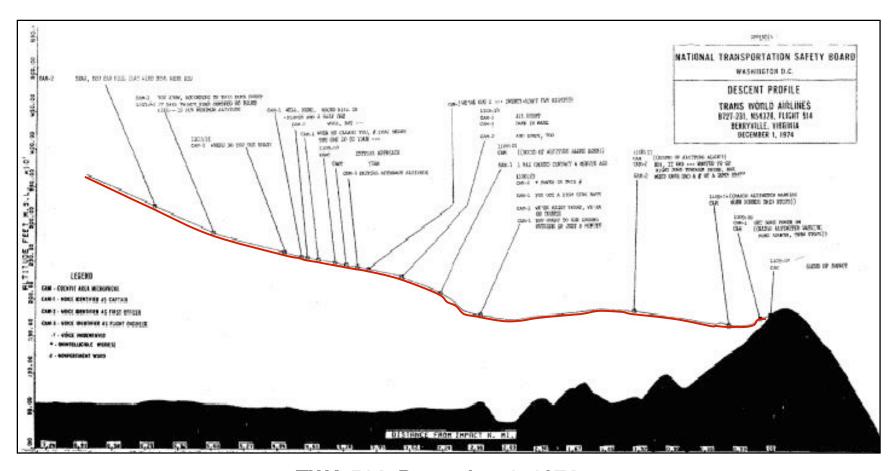
ASRS Background







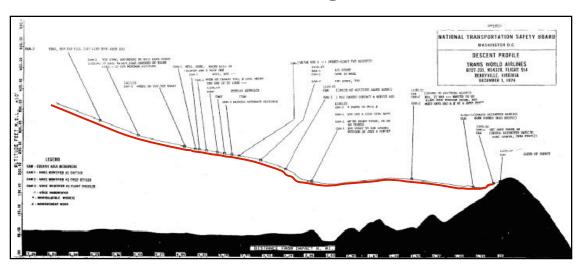
Aviation Tragedy Leads to Genesis of ASRS



TWA 514, December 1, 1974

ASRS History

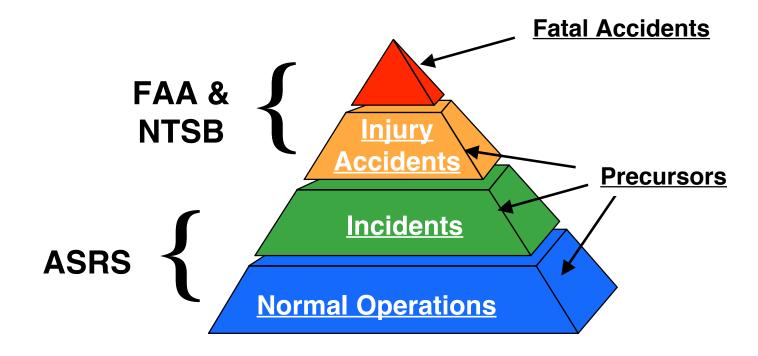
- The ensuing investigation revealed that six weeks prior, a United Airlines crew had experienced an identical ATC misunderstanding and narrowly missed the same mountain.
- At the time there was no method of sharing the United pilot's experience with TWA and other airline operators.
- This gave birth to the idea of a national aviation reporting program that would enable information sharing.
- In April 1976,
 NASA and FAA
 implemented the
 Aviation Safety
 Reporting System
 (ASRS)







Event Occurrences



ASRS is Complementary to Other Systems of Reporting





FAA and NASA Partnership

MOA signed by Administrators for FAA and NASA

... To provide information to the FAA and the aviation community to assist them in reaching the goal of identifying and eliminating unsafe conditions to prevent accidents.





Guiding Principles

VOLUNTARY PARTICIPATION

Aviation personnel voluntarily submit reports concerning events related to safety for the purpose of system alerting, understanding and learning

CONFIDENTIALITY PROTECTION

Protection of identity is provided by NASA through deidentification of persons, companies, and any other information

NON-PUNITIVE

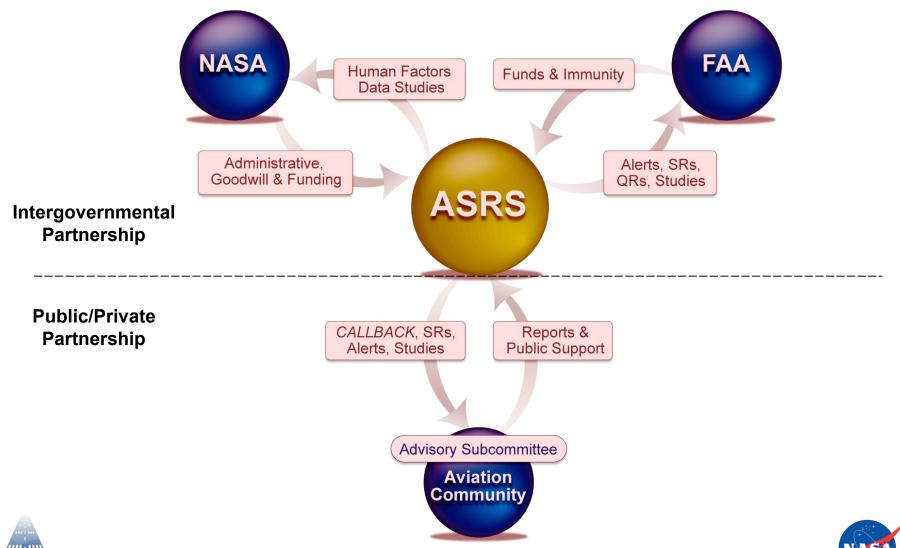
FAA will not use, nor will NASA provide, any report submitted for inclusion under ASRS guidelines or information derived therein for use in any disciplinary or other adverse action.

(14CFR91.25 & Advisory Circular 00-46D)





ASRS Beneficiaries & Providers







Governing Documents

- Federal Register Notices 1975 & 1976
- Federal Aviation Regulation 14 CFR 91.25
- FAA Advisory Circular (00-46A, B, C, & D)
 - Defines immunity provisions for pilots and others
- FAA Facility Operation and Administration Handbook, 7210.3T (Air Traffic Controllers) and new ATSAP MOU
 - Defines immunity provision for Air Traffic Controllers
- FAA Order 8020.10: Aviation Safety Reporting Program
 - Establishes program responsibilities & ASRP Study Group
- Interagency Agreement (signed in 1999 and renewed in 2004 for an additional 5 years)
 - IA details such factors as duration, products, expected funding level, termination clause, points of contact, etc.





U.S. Aviation Statistics *

FAA Certificated Professionals

•	Pilots	613,746
	Air Carrier	(124,746)
•	Air Traffic Controllers	14,305
•	Mechanics	116,310
	Air Carrier	(27,020)

Airline

Flight Attendants 98,700

Potential Aviation Reporters

TOTAL(Est.) 850,000

Flight Volume

- 60,000 Flights/Day (Air Carrier, Cargo, Military)
- 27,178 Flights/Day (General Aviation)





ASRS Program Overview and Use of Voluntary Reports



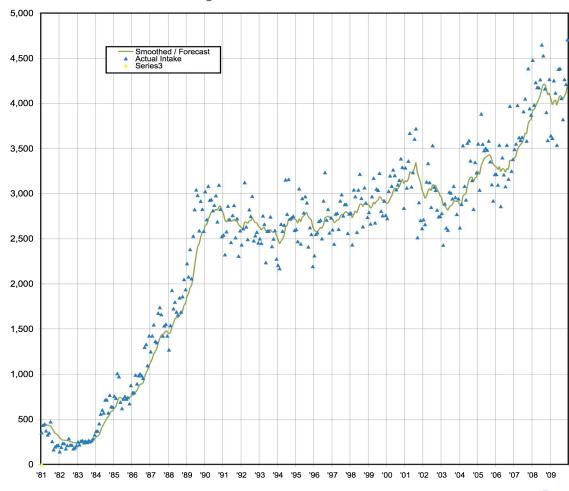




Monthly Report Intake

- Averaging 4,082 reports per month, 189 per working day
- Total Report intake for 2009 was 48,986
- 60,000 to 62,000
 Reports in 2010

January 1981 – December 2009

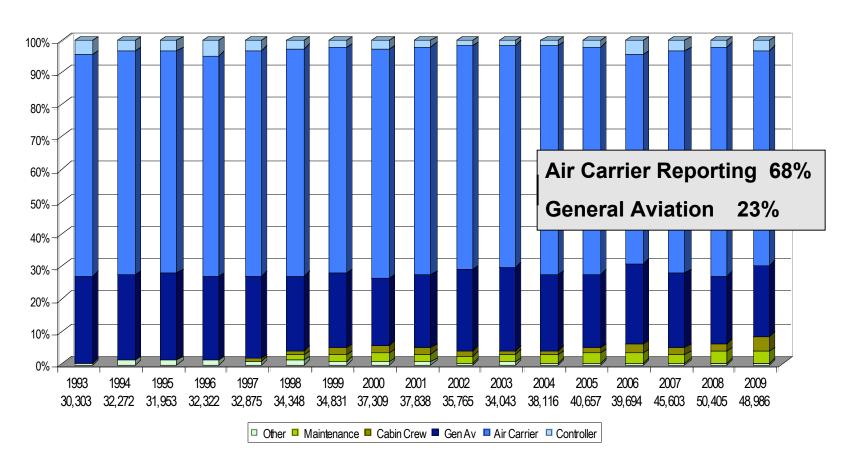






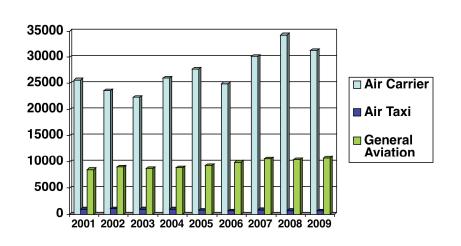
INCIDENT REPORTER DISTRIBUTION Percentage of Total Intake

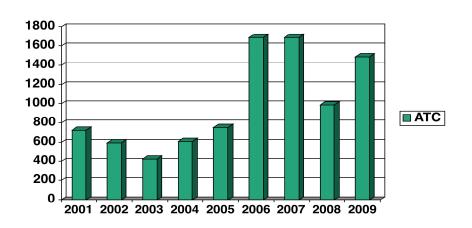
January 1993 – December 2009



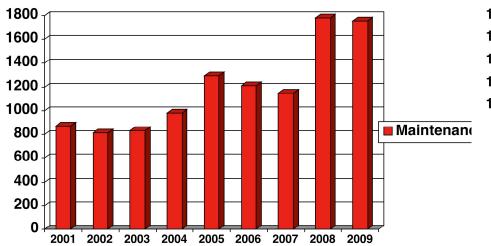


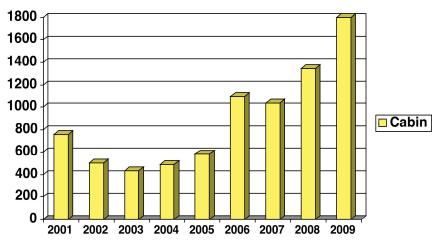
Report Intake 2001 - 2009 Reporter Groups





20% of all reports are matched to unique events







NASA

ASRS Forms and Reporting

Program Information

Report to ASRS

Search ASRS Database

Safety Publications

International

Online Resources

SEND REPORT ELECTRONICALLY

The Aviation Safety Reporting System (ASRS) has developed a new feature which enables you to securely send an Aviation Safety report via the internet, All ASRS Reporting Forms (General, Air Traffic Control, Maintenance, and Cabin) can be sent electronically. If electronic report submission is unavailable and there is a time issue you may want to download and the print the reporting form.

Adobe® Reader® is required for submission and must be configured to open within the browser window. Configuration settings are listed here.

If you experience a certificate warning message, refer to our FAQ for further instructions.

If you want to keep a copy of your report for your own records, be sure to print it BEFORE clicking submit. For your security, the form is designed to clear after submission.

After you submit a report to ASRS online you will be taken to a web page with a verification code concerning your submission. Please retain this verification code for future reference. If you submit a report but do not receive a verification code, contact us immediately.

Download below to fill out & securely submit a form electronically:



General

Pilots, Dispatchers, & Airport Personnel



Air Traffic Control

Air Traffic Controllers



Maintenance Mechanics



Cabin

Cabin Crew

Quick Links

- Send Report Electronically
- Download & Print for US Mail

ERS Resources

- Frequently Asked Questions
- ▶ Certificate
- Online Security Tips
- Contact ERS



Reporting Methods

Direct-to-ASRS

- Electronic Submission (ERS) from website
- From website
 - Fill out on computer, print, mail
 - Print, fill out by hand, mail
- Paper Forms
 - Remains a continuing source of reporting
 - Diminishing volume of paper

ASAP*-to-ASRS

- Electronic
 (secure electronic transfer
 protocols)
 - Direct from Airline Program
 - WBAT System or other software
- Paper Forms
 - Continue to be used but being replaced by electronic transfer

*Aviation Safety Action Program at airlines



ASAP Reporting to ASRS (September 10, 2010)

- Overall ASAP Intake
 - 149 Total Programs
 - 59 Air Carriers
- Reporting Groups
 - 58 Pilot
 - 37 Mechanic
 - 33 Dispatch
 - 17 Flight Attendant
 - 4 Ground Crew

ASRS Electronic Transmission Methodology compatible with numerous software platforms

More airline programs being added continuously

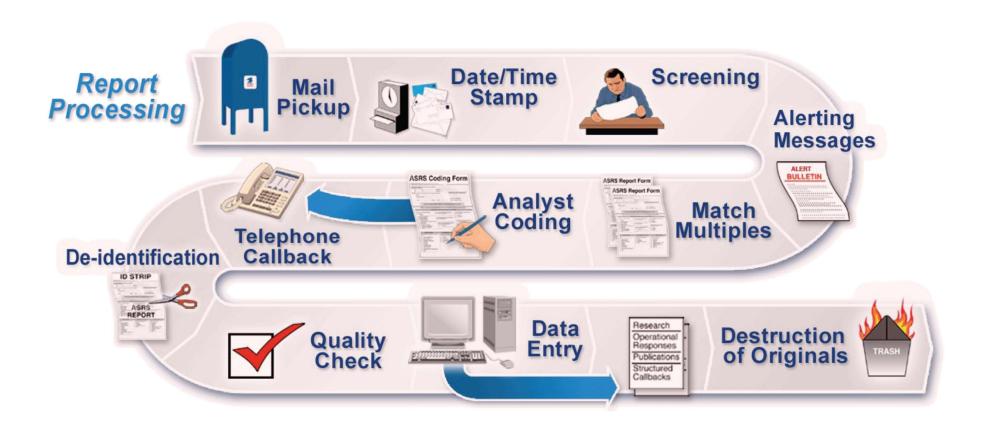
- Secure Electronic Data connection protocols between airline and ASRS
 - 142 Programs
 - 57 Airlines

20% of all reports are matched to unique events





Report Processing Flow







ASRS Staff

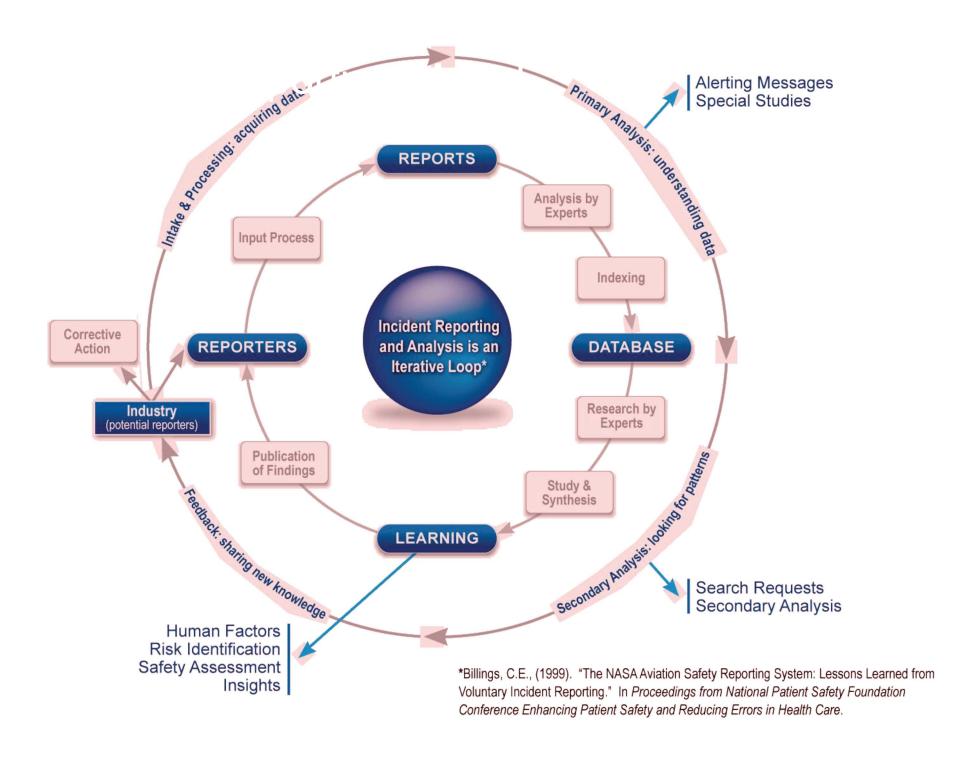
The ASRS Staff is composed of highly experienced pilots, air traffic controllers and mechanics, as well as a management team that possess aviation and human factors experience.

ASRS Analysts' average 35 years of aviation experience is comprised of

- ATC experience: Towers, TRACONs, Centers, and Military Facilities; or
- Over 200 cumulative years of pilot expertise covering the full spectrum of aviation activity: air carrier, corporate, military, and general aviation
 - Analyst cumulative flight time exceeds 100,000 hours in over 50 different aircraft
 - B727, B737, B747, B757, B767, B777, MD-80 series, A320 series, A330 series, L-88, Gulfstream II, III, IV, DH/HS/BAe 125-3A, 600, 700, 800, and other civilian and military aircraft

In addition, the ASRS Staff has human factors and psychology research experience in areas such as crew resource management, training, fatigue, user interface design, usability evaluations, and research methodology.





WHY CONFIDENTIAL REPORTING WORKS

- When organizations want to learn more about the occurrence of events, the best approach is simply to ask those involved
- People are generally willing to share their knowledge if they are assured:
 - √ Their identities will remain protected
 - √ There is no disciplinary or legal consequences
- A properly constructed confidential, voluntary, non-punitive reporting system can be used by any person to safely share information





ASRS Metrics

April 1976 – December 2009

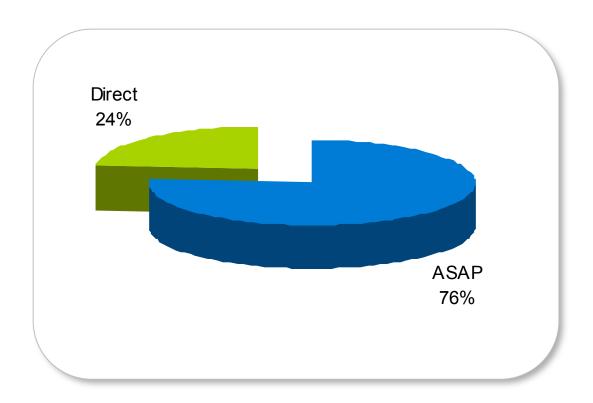
Significant Items	Quantity
Incident Reports Received	Over 868,421
Safety Alert Messages Issued	5,024
Search Requests	7,317
CALLBACK Safety Bulletins	360
ASRS Directline Issues	10
Major Research Studies	63





ASRS Intake – Jan 2010 through Aug 2010

Total ASRS Intake



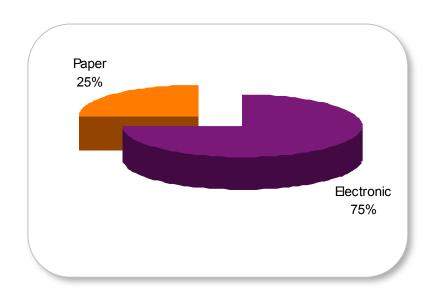


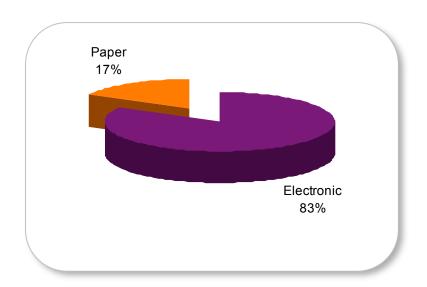


ASRS Intake – Jan 2010 through Aug 2010

ASRS Direct Intake

ASRS/ASAP Intake





Currently 86% of reports are received electronically

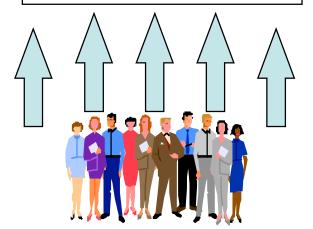




ASRS Purpose

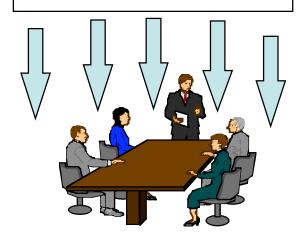
ALERTS

Identify
Deficiencies and
Discrepancies



PRODUCTS

Provide Data for Planning and Improvements







ASRS Products & Services







FAA & NTSB Quick Responses





Alert Messages



Research



Database Search Requests



CALLBACK Monthly Safety Newsletter



ASRS Directline
Quarterly Safety Bulletin





ASRS Web Site



- Completed Fall 2006
 - Over 7 million hits in 2009
- File an ASRS Report
 - Electronic
 - Print and Mail
- Database Online
- ASRS Publications
- Program Information
- Immunity Policies

http://asrs.arc.nasa.gov





Alert Messages and Monthly Telecons





Safety Alerts

Types of Safety Alerts

- Alert Bulletin (AB)
- For Your Information Notice (FYI)

Identifying Safety Alert Candidates

- Expert Analyst review during screening
 - SME knowledge base
- Downstream identification
 - Occurs after initial screening during regular report processing
 - May result from information obtained in a callback to reporter





Safety Alerts

Expert Analysis

- Analysts assigned to sets of reports on basis of expertise
- Analyst contact reporter for more information (attempt 100% contact)
- Analyst reviews pertinent sources of information
 - Aircraft and other manuals, publications, cooperative review with other analysts, etc.





Safety Alerts

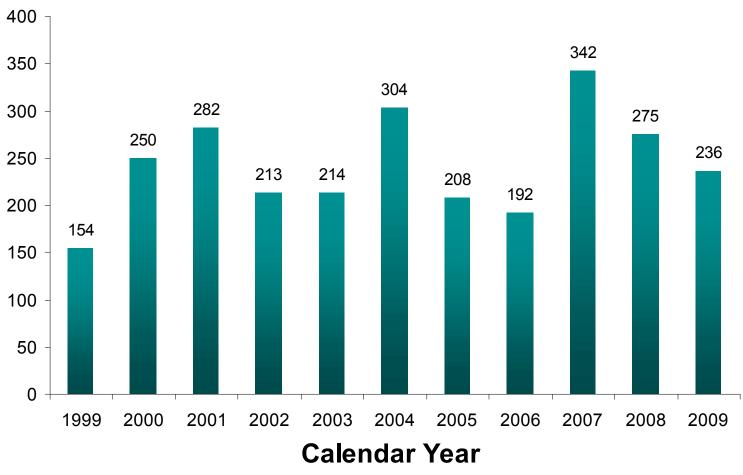
Timeliness of Safety Alerts

- Relevant reports may be grouped to provide more comprehensive picture
- Issue may be identified subsequent to screening process by:
 - An emerging industry issue or concern
 - Downstream recognition of pertinent information
 - Information obtained during normal processing of a report
- Can be accomplished quickly following NASA assessment of confidentiality concerns
 - Recent MD80 flight control issued in 24 hours





ASRS Alerting Messages January 1999 – December 2009

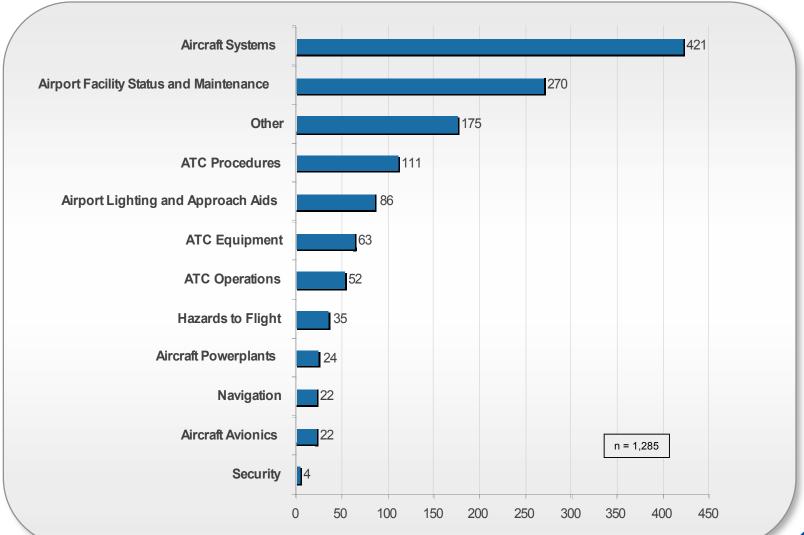






Safety Alerts – Alerting Subjects

Messages Issued 2006 – Present

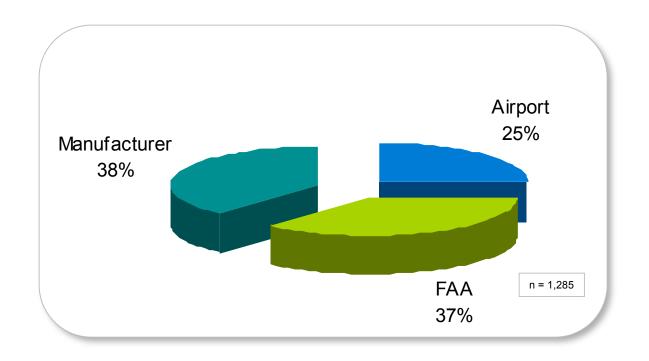






Safety Alerts – Addressee Distribution

Messages Issued 2006 – Present







Alerting Metrics

January 1999 - December 2009

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Alert Messages Issued	78	87	88	61	115	157	79	75	63	40	30
FYI Notices Issue	75	168	190	151	99	147	129	117	279	235	206
Response Rate to AB/FYI	35%	26%	24%	25%	28%	36%	32%	35%	49%	46%	38%
Response Rate Non-Manufacturer	75%	42%	32%	32%	38%	82%	45%	55%	64%	55%	26%





Alert Responses 1999 – Present

Action Taken as a Result of AB/FYL Action Initiated in Response to AB/FYI; Not Completed Action Initiated Before AB/FYI Received Issued Raised by AB/FYI Under Investigation Addressee in Factual Agreement but Sees No Problem For Information Only; No Response Expected Addressee Agrees with AB/FYI, but Unable to Resolve Addressee Disputes Factual Accuracy of AB/FYI 175 Information in AB/FYI Insufficient for Action Action not within Addressee's Jurisdiction 50 100 150 200 250 300





Database Search Requests





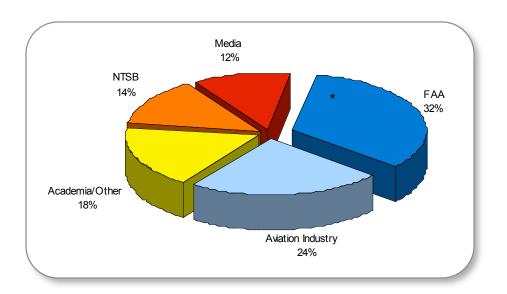
ASRS Database Search Requests January 2009 – December 2009

Database search requests from...

- Government (FAA, NASA, NTSB, etc)
- Industry (ALPA, FSF, Manufacturers, etc)
- Academia

Automatically conducted for accidents

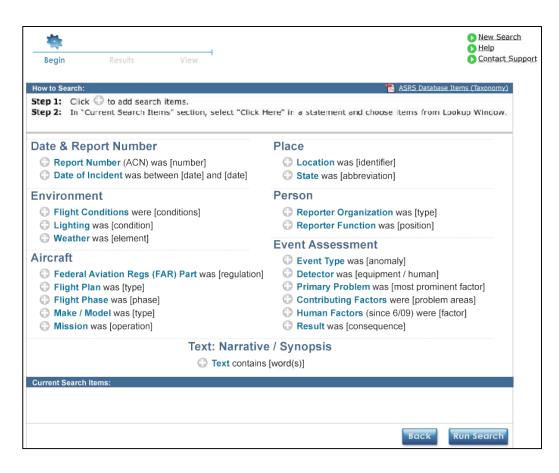
- Disseminated to NTSB, FAA, etc.
- Recent examples
 - ✓ A330 Accident at Tripoli International Airport, Libya
 - ✓ DHC-8-400 Accident in BUF, NY
 - ✓ A320 Hudson River Ditching Accident
 - MD10 and MD11 Autothrottle Incidents – Shanghai, China Accident







ASRS Database Online (DBOL)



- System launched August 23, 2006
 - Over 70,000 total online queries completed to date
 - Over 20,966 queries completed in 2009
- Fixed field and text search capability
- Data formats (export)
 - MS Word, Excel, CSV HTML
- Experts version (DBOL II) being proposed

http://asrs.arc.nasa.gov



ASRS Research and Special Projects

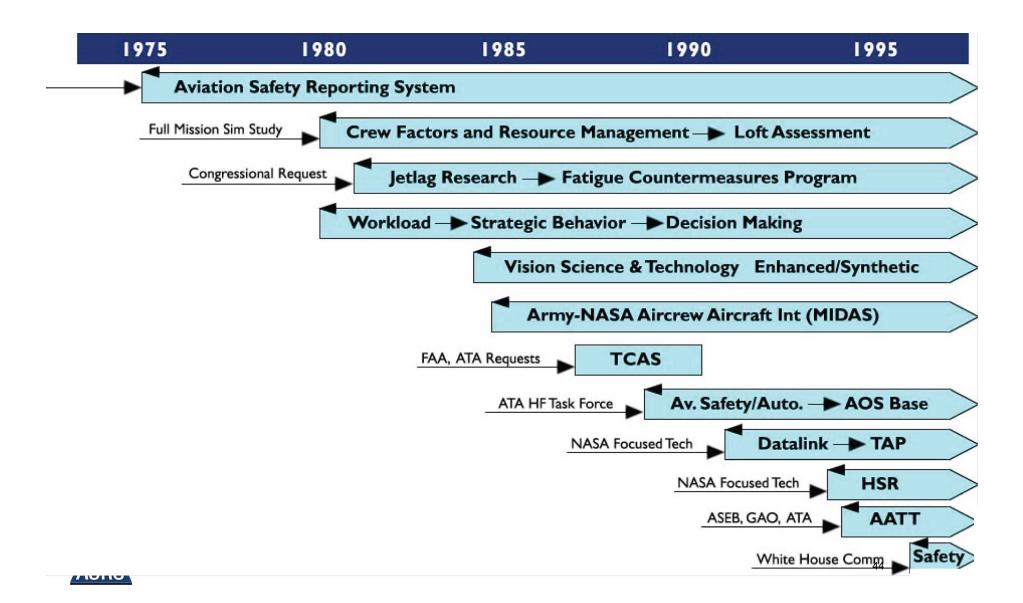




ASRS Research Focused on Operations and Human Factors

- 63 Research Studies and Special Papers Published
 - Operations: Deviations, De-Icing/Anti-Icing, Rejected Takeoffs, Clearances, Weather Encounters, Landing Incidents, Runway Transgressions, TCAS II, Crossing Restrictions, etc.
 - Human Factors: Communication, Memory, Confusion, Time Pressure, Judgment, Training, Crew Performance, Flight Crew Monitoring, etc.
 - Confidential Reporting: ASRS Reporting Model, Case for Confidential Reporting, Development of ASRS, Cross-Industry Applications, etc.
- Research agendas are developed in collaboration with government and industry safety organizations.
- There are over 30 ASRS research papers available for download on the ASRS website, dating from 1985 to date. Activity is ~ 3,300 downloads/month.

ASRS Genesis of Human Factors Research at NASA Ames



Voluntary, Confidential, Non-Punitive and Independent Safety Reporting Model is Growing in International Aviation





International Confidential Aviation Safety Systems (ICASS)





International Civil Aviation Organization (ICAO) has revised Annex 13 - Accident Prevention to be implemented in November 2010. The previous Recommendation for member nations to establish a confidential safety reporting system has been elevated to a Standard.





Safety Management Systems (SMS)





FAA SMS Statements

- SMS is a management system for integrating safety activities into normal day-to-day business practices. SMS is assigned to help organizations integrate a systematic riskbased and process-oriented approach to managing safety.
 - SMS requires a proactive approach to discovering and correctly problems before they exhibit safety consequences.
 - SMS is not a substitute for compliance nor oversight.





ICAO Integrated SMS

Mandate

- The development and administration of safety management standards and recommended practices (SARPs)
- Development and administration of safety management training and facilitation activities
- Development and administration of safety management guidance materials
- Development and administration of an integrated safety trend analysis and reporting system (iSTAR)

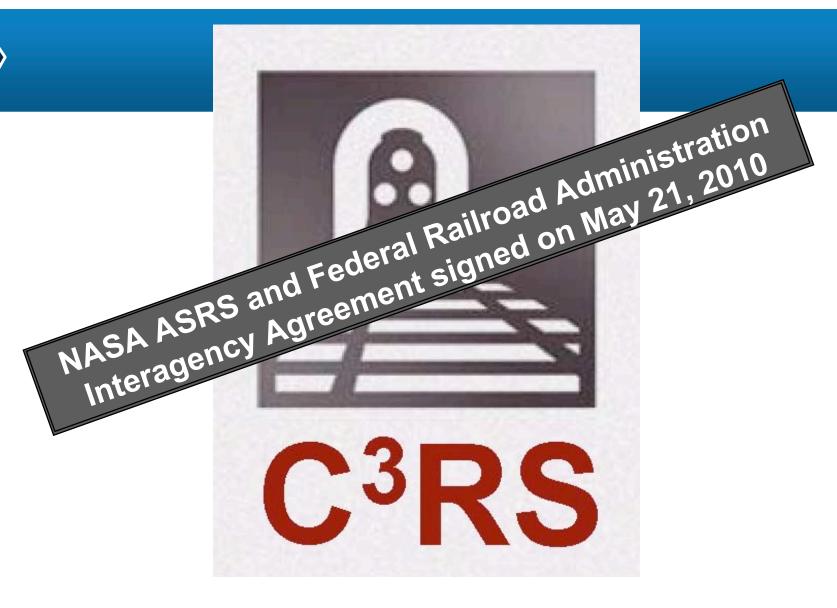




Other Domains Establishing Safety Improvement Programs Using Confidential Reporting





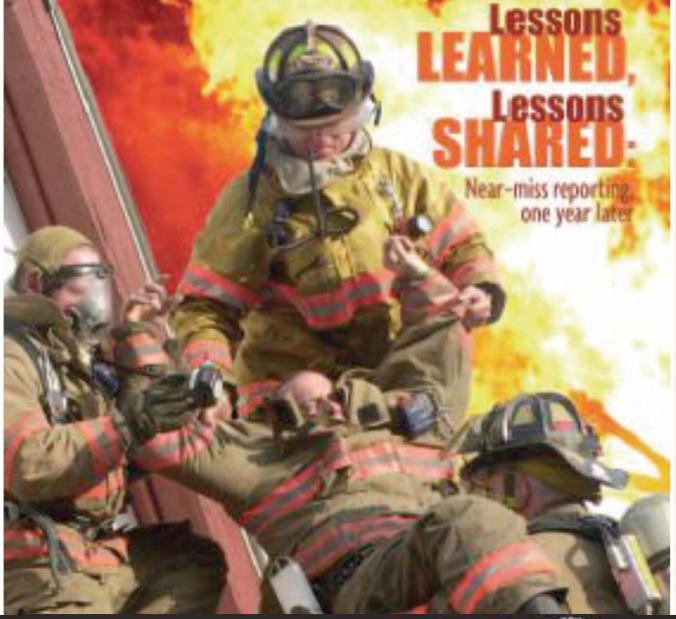


Confidential Reporting in the U.S Railroad Industry





P. II 10 (4) P	(DODO) D	
Patient Safety Reporting System IDENTIFICATION STRIP: Please fill in all blanks. This section will be returned to you.	(PSRS) Report Form	ATTENDED.
IDENTIFICATION STRIP: Please fill in all blanks. This section will be returned to you. NO RECORD WILL BE KEPT OF YOUR IDENTITY.	(SPACE BELOW RESERVED FOR PSRS REPORT RECEIPT STAMP)	Patient Safety
TELEPHONE NUMBERS where we may reach you for further		I attent safety
details of this occurrence:		Panarting Custo
HOME Area No Hours	-	Reporting System
WORK Area No Hours	PLEASE SUPPLY A BRIEF DESCRIPTION OF THE	
ADDRESS to which you want your confirmation of report receipt mailed:	EVENT OR SITUATION YOU ARE REPORTING	
NAME		
ADDRESS / PO BOX		
CITY STATE ZIP	DATE OF OCCURRENCE	
ALL IDENTITIES AND OTHER LINIQUELY IDENTIFYING INFORMATION CONT	TAINED IN THIS DEPORT WILL BE DEMOVED TO ASSURE	
ALL IDENTITIES AND OTHER UNIQUELY IDENTIFYING INFORMATION CONT. COMPLETE REPORTER ANONYMITY, YOUR NAME IS IMPORTANT SO YOUR ID STR ON THIS FORM IS CONFIDENTIAL AND PROTECTED UNDER THE PROVISIONS	IN THE PETURNED TO YOU. THE INFORMATION SUBMITTED S OF 38 USC 5705, DEPARTMENT OF VETERANS AFFAIRS.	
PLEASE FILL IN SPACES AND CHECK BOXES BELOW THAT APPLY TO		
REPORTER INFORMATION AND EV		
What is your current VA position? How many years of health ca	are Where did the event occur?	
☐ Physician experience do you have?	☐ Inpatient	See it
(Specialty) Physician's Assistant	Outpatient Clinic CBOC	See It
☐ Nurse Practitioner How many years have you w	vorked at	Report it
☐ Nurse Anesthetist the VA? ☐ Registered Nurse	What shift were you working when the	
Licensed Practical / Vocational Nurse	incident occurred?	₄ke a Difference
☐ Nursing Assistant How many years have you w ☐ Pharmacist	vorked in A.M. / P.M. to A.M. / P.M.	ake a Difference
Medical Technologist your current position?	Was this your regular shift?	
Lab Technician / Assistant Rehabilitation Therapist		
Respiratory Therapist		
Environmental / Engineering Services Other		
EVENT LOCATION ENVIRONMENTAL FACT	TORS OTHER FACTORS	
Where did the event occur? (check all that apply) Environmental factors that co	(7)	
Patient Room to the event (check all that apply		
☐ Operating Room ☐ Lighting	Pevice 5	
☐ ICU / CCU / TCU ☐ Temperature		
□ Nurses Station □ Work Space Configuration		NO.
☐ Emergency Department ☐ Other: ☐ Other:	cumentatil	NO) F
Radiology Laboratory	Laurnostics	CONFIDENTIAL OW DO VIG. P.
Rehabilitation Areas	VO	
☐ Behavioral / Mental Health ☐ Hallway or other Common Area	Are PSRS Repor	PSG forms are any to be from the
□ Long-Term Care / Nursing Home	Yes, PSRS reports ly and procedural	Paper Copies At Connecting Income Copies At
☐ Patient's Home ☐ Other:	protections. PSRS Idered confidential	N. Convenient locations in your medical facility, such in course authors, sall facility, such in course authors, sall facility, sales in course authors, sall facility, sales said, accordate by sales acco
Conner:	provisions of stempures of personni	
Keeping in mind the topics shown below, discuss those	names in the mation before entering	From your Locality's Patients
Include what you believe really CAUSED the problem, and wh	O De	From MASA arche
(Continue on the other side a	pes of Events May Be Reported	annound address:
	SHS?	Pattern Salety Responding System VD. Book #
	Use PSRS to report any safety-related issues,	
	SUCh 85:	Memor Confidential program that con-
"Close calls" - Events or sussisions that caude have resulted in accident, injury or limess, but did out, either by chance or through timely intervention.		used? Reporting from
		lects, protects, and uses event
		How is the PSRS Form Used? How is the PSRS Form Ised Oral legal. The postular postular form is printed ora
	Unexpected serious occurrences that invi a death, physical injury, or psychological	The Postage Age of Paper I. Consider the Man Age of the State of the S
	of a patient or employee.	way from diseased of the formum percentage and the formum and the formum as complement to the formum as complement
	 Lessons learned, safety ideas, or poten 	How is the P-V and the provided of the provide
`	safety situations.	that root retain any very retain retain of the profession of the profession of the profession about person about joint RAGO. Mailting the PSIIS Form.
	Are There Any Types of Events Tha	does the end on the feet of the part of th
	Not Be Reported?	Any profess featured that form control is a second of the
		38 USC contact This should your make above. The state of the should be shoul
	Several types of events are not protected	
CHAIN OF EVENTS - How the problem arose - Contributing factors - Perce	HUMAN PERFC 5705, Department of Veterans Affairs. Th	include and information remarked representation of the second of the sec
How the problem arose How it was discovered Corrective actions Factor	HUMAN PERFC 5705, Department of Veterans Affairs. The following intentional unsale acts: the following intentional unsale acts: Criminal acts	include General Inferior matters and general ex-
How the problem arose How it was discovered Corrective actions Factor	ptions, judgments, decisions rs affecting the quality of huma 2 Criminal acts Purposefully unsafe acts:	include General Inferior matters and general ex-
How the problem arose How it was discovered Corrective actions Factor	ptions, judgments, decisions re affecting the quality of huma 2 Purporefully unsafe acts Purporefully unsafe acts Acts related to alcoholisubstance	include General Inflation Buckgrown deprivation Buckgrown deprivation Characteristics Characteristics Characteristics A blank black space for writing where Characteristics Characterist
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How the problem arose How it was discovered Corrective actions Factor	HUMAN PERIC ptions, Judgments, ecicions ra affecting the quality of huma """ """ """ """ """ """ """	Control of the Contro











United States Fire Fighter Reporting



National Fire Fighter Near - Miss Reporting System

PRINT BLANK REPORT SUBMIT REPORT

SEARCH REPORTS

RESOURCES

Welcome to

the National Fire Fighter Near-Miss Reporting System

The National Fire Fighter Near-Miss Reporting System is a voluntary, confidential, non-punitive and secure reporting system with the goal of improving fire fighter safety.

Submitted reports will be reviewed by fire service professionals. Identifying descriptions are removed to protect your identity. The report is then posted on this web site for other fire fighters to use as a learning tool.

Submit a Report

Questions? Ask a Report Reviewer



Photos by Jason R. Henske/Fyrfoto.com





SUMMARY





System Recognition for Effectiveness

Recent article praises system

FAA credited for a positive, proactive approach to safety

THE WINNER'S CIRCLE

Management gurus Jeffrey Pfeffer and Robert Sutton give these companies kudos for using hard evidence to profit and grow

DAVITA. Facility managers at this health services company, which runs 1,200 dialysis centers in 41

the casino in 1998 and began running experiments that challenged the industry's conventional website, Yahoo! can run controlled experiments to constantly evaluate customer tastes. Small tweaks matter, the company has discovered: By moving the search box from the side of the page to the center, Yahoo! found it could proto spot successes and failures. "Every day, every hour, every minute, they're adjusting in real time," says Pfeffer.

FEDERAL AVIATION
ADMINISTRATION. Proof that
government agencies don't
ike big-footed

Proof that government agencies don't have to has a system act like big-footed oafs, the FAA (and NASA) offic controllers to report problems and air traffic fix it sort of culture, controllers to report problems anonymously systemic problems and solve them rather lites a district of culture than assign blame. Most errors and mistakes are transported by the problems and solve them rather lites a district of find systemic problems and caught early, and accident to find systemic problems and caught early, and accident to find systemic problems and caught early, and accident to find systemic problems and caught early, and accident to find systemic problems and caught early, and accident to find systemic problems and caught early, and accident to find systemic problems and caught early, and accident to find systemic problems and caught early, and accident to find systemic problems and caught early, and accident to find systemic problems and caught early, and accident to find systemic problems and caught early, and accident to find systemic problems.

solve them rather than assign blame. Most errors and mistakes are caught early, and accidents are rare.





NASA Procedures and Guidance - Risk Management

- Encompasses:
 - Risk Assessment
 - Risk Mitigation
 - Evaluation of Residual Risk
 - Risk Acceptance

Confidential Reporting Model Has Specific Contributions to:

Risk Assessment





Nine Steps of Risk Assessment

- 1) System Characteristics
- 2) Threat Identification
- 3) Vulnerability Identification
- 4) Control Analysis
- 5) Probability Determination
- 6) Impact Analysis
- 7) Risk Determination
- 8) Control Recommendations
- 9) Results Documentation





SUMMARY

Confidential reporting systems have the means to answer the question why? –

why a system failed

why a human erred





Unique Aspects of ASRS

System-Wide Perspective - capability to identify hazards identified by aviation personnel and match reports from all segments of aviation community

ASRS was catalyst for recent FAA focus on Teterboro Departures

System-Wide Alerting - both national and international capability to provide ASRS Alert Messages to industry and government

2009 Alert Messages concerning 236 safety issues

Data Processing through Aviation Expert Analysts

- ASRS Office staff include Aviation Expert Analysts with a combined total of 200 years of experience in aviation (air carrier pilots, corporate pilots, general aviation pilots, air traffic control, and maintenance)
- Experts read and review 100% of reports and reliably code information to databases

Comprehensive and Time Tested Coding Taxonomy

 Fixed Field Codes combined with Narrative Text yields qualitative data for further secondary analysis techniques (Perilog, special studies, focused analytic techniques, etc)

Unique Aspects of ASRS

Strong Immunity and Legal Provisions

- Federal Law specifically addressing ASRS (14 CFR 91.25)
- FAA Advisory Circular 00-46D
- ASRS Mandated by Congress in 1980's

Information Sharing on Safety/Security

- Database Search Requests, Database Shared with FAA NASDAC, Topical Studies, Structured Telephone Callback Studies, Collaborations with Industry and Gov't (FAA, NTSB, NASA, TSA, etc.)
- Largest source of ASAP data collected in central location

National and International Reputation

- ASRS Recognized Model for Proactive Contribution to Safety Process
- Int'l Confidential Aviation Safety Systems (ICASS)
- ASRS Model Being Utilized by Other Domains for Safety Improvements





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