

The Accident/Incident Hotline: A Tool for a New Millennium



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“ . . . first see to the needs of your passengers and crewmembers, notify your dispatcher of the incident, and then call the ALPA Accident/Incident Hotline. ”

Over the last several years, I have mentioned in my *US AIRWAVES* articles the importance of giving ALPA a call anytime you are involved in any sort of operational incident, no matter how minor it may seem. In an effort to provide you with 24 hour/day, seven-day-a-week access, your Central Air Safety Committee has established a new Accident/Incident Hotline.

By now, each of you should have received in the mail a new card that has the Hotline phone number. It has been pre-punched so that it can be attached behind your company ID. In addition, we have developed a new Accident/Incident Checklist that outlines the steps you should take to protect yourself and ensure that help is on the way. This checklist is sized and punched so that it can be placed in any of your Jeppesen manuals. If you haven't received these items, be sure to call the ALPA office and a set will be sent to you.

This new Hotline is designed to enable you to leave a voice message with your name and a phone number. A group of specially trained investigators will then be paged, one of which will call you back at the phone number you have left, and will assist you with your situation.

When to use the Accident/Incident Hotline

If you're involved in an incident (engine failure, RTO, loss of hydraulics, severe turbulence, etc.), the first few minutes after arriving at the gate can be very stressful. You will be deluged with people wanting to talk to you: gate agents, scheduling, flight operations management, maintenance, and maybe even the FAA. Some of these people may even want you to give them a written statement (which you are strongly suggested NOT to do). Instead, first see to the needs of your passengers and crewmembers, notify your dispatcher of the incident, and then call the ALPA Accident/Incident Hotline. We will then help you with any other company notifications, any paperwork to be submitted, and arrange for any other special needs you may have.

You can also use this Accident/Incident Hotline if you need any other assistance with a safety-related issue, or if you are involved with any other situation which may potentially compromise the safety of flight or result in a possible FAA violation.

When NOT to use the Accident/ Incident Hotline

I like to think that your Safety Committee does a reasonably good job and is well versed in dealing with the Company officials, FAA, NTSB, etc. when a crew is involved in an operational incident. However, we are not experts on the Contract, vacations, scheduling issues, bid-

ding, hotels, or the merger. For these and other non-safety-related issues, continue to call the Contract Hotline or the appropriate person located in the gray sheets of the *USAIRWAVES*.

I hope you will find this new Accident/Incident Hotline of benefit to you. Be sure to give us your feedback so that we can make improvements to it as necessary.

ASAP update

This past October, the MEC approved an Aviation Safety Action Program (ASAP) on our property. ASAP replaces the informal "Partnership Program" we had with the Company and the FAA. By now, you should have also received in your company mailboxes a booklet describing the program. If you haven't done so by now, take a few minutes and familiarize yourself with the program.

ASAP is one of the most powerful safety enhancement programs ever developed. One of the major benefits of the program is that it allows flight crews to come forward with safety-related issues, without fear of reprisal, so that appropriate changes can be made. This same concept is now being developed for our flight attendant group, maintenance, and dispatch.

The old Air Safety Report (ASR) has now been renamed the ASAP Report. Several times a month, an Event Review Committee (ERC)

meets to review all of the submitted reports. The ERC is comprised of a representative from Corporate Safety, the FAA, and ALPA. Captain Matt Merillat serves as the ALPA representative on the ERC. As of this writing, the ERC has met five times and reviewed over 1,200 ASAP reports.

It is imperative that we continue to find ways to enhance aviation safety. ASAP is one of those ways. The ASAP program, combined with our ongoing efforts in FOQA and our unparalleled commitment to the safety of our pilot group, continues to make US Airways the industry leader in aviation safety. That is something of which you can be very proud.



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Correction

In last month's issue of *USAIRWAVES*, in an article on Deicing Fluid Holdover Times, there was a statement that read, "We may not operate in moderate or heavy freezing rain, or heavy snow." That line should have read, "We may not operate in freezing rain, heavy freezing rain, or heavy freezing drizzle." We apologize for any inadvertent inconvenience this information may have caused.