



Quality Of Reporting & Data Investigation In Relation With Potential Judiciary Interventions

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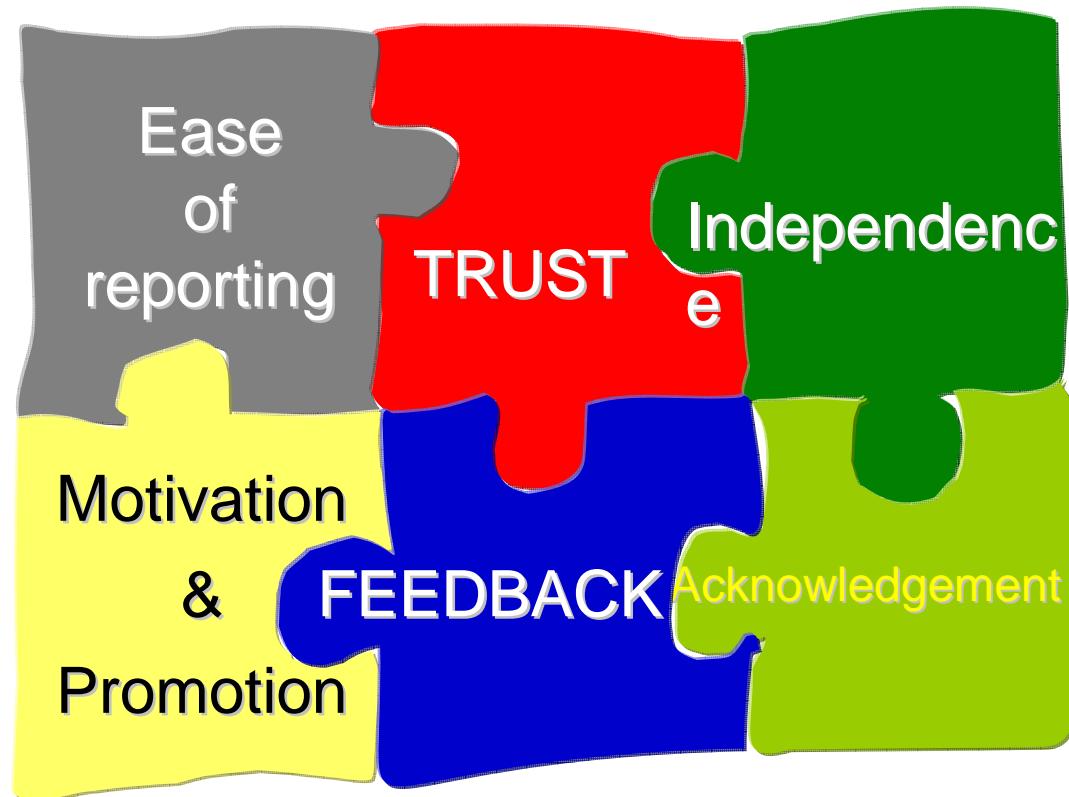
Aspects Effecting Reporting

- Legal issues
 - Requirements and criteria (ESARR2, Directive EC42/2003)
- Reporting Systems – What is the goal?
- Real world factors that influence reporting and people
 - Accuracy v. Suspicion v. Layman
 - Honest, Simple and Accurate = Best Offense
 - You can never win when playing defense

Reporting Systems – What's The Goal?

- Incidents are inevitable
- Obligation to learn from accidents/incidents
- ICAO ANNEX 13 Ninth Edition July 2001
 - ✓ Incident reporting systems
 - ✓ 8.1 A State shall establish a mandatory incident reporting system to facilitate collection of information on actual or potential safety deficiencies.
 - ✓ 8.2 Recommendation.- A State shall establish a voluntary incident reporting system to facilitate collection of information that may not be captured by a mandatory incident reporting system.

Some Qualities of Reporting Systems



Reporting Systems – Sometimes Life Gets In The Way

A Real World Example of Influences On Reporting

A Cautionary Tale In Safety Reporting

Headline – “US Airways Planes Were in No Danger of Colliding”, Feds Say



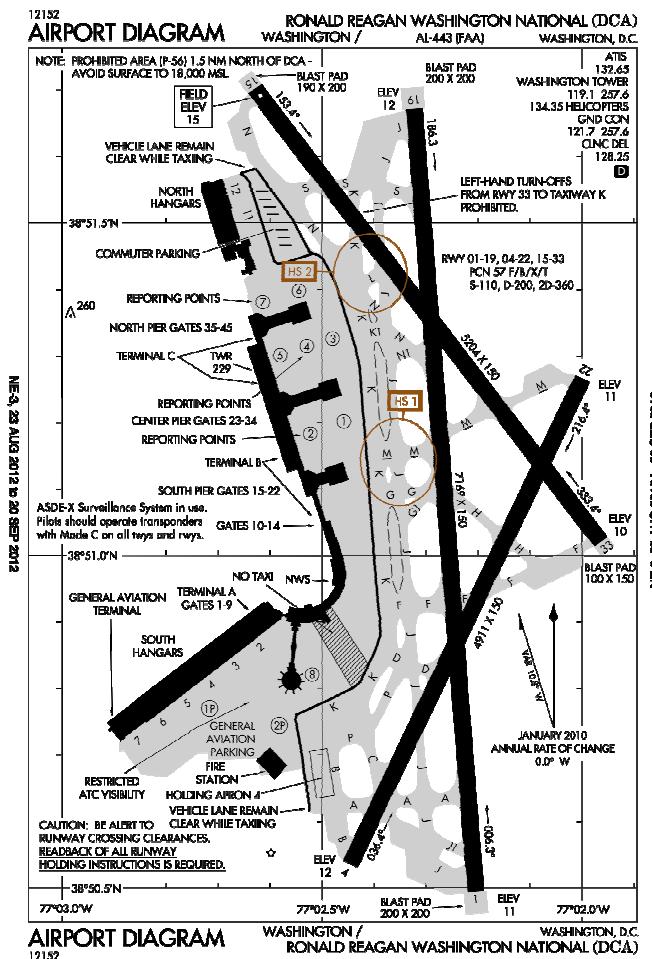
You Have to Report It Correctly The First Time – Or Someone Else Will



- “Three Jets Nearly Collide at Washington's Reagan National Airport.” Watch Video!!
- “Passenger Jets' Near Miss: Air Traffic Cover Up?” Watch Video!!
- “The Washington Post reported earlier that the planes, carrying a total of 192 passengers and crew members, came within 12 seconds of a mid-air collision.”



A Difficult Operation To Run, More Difficult To Explain

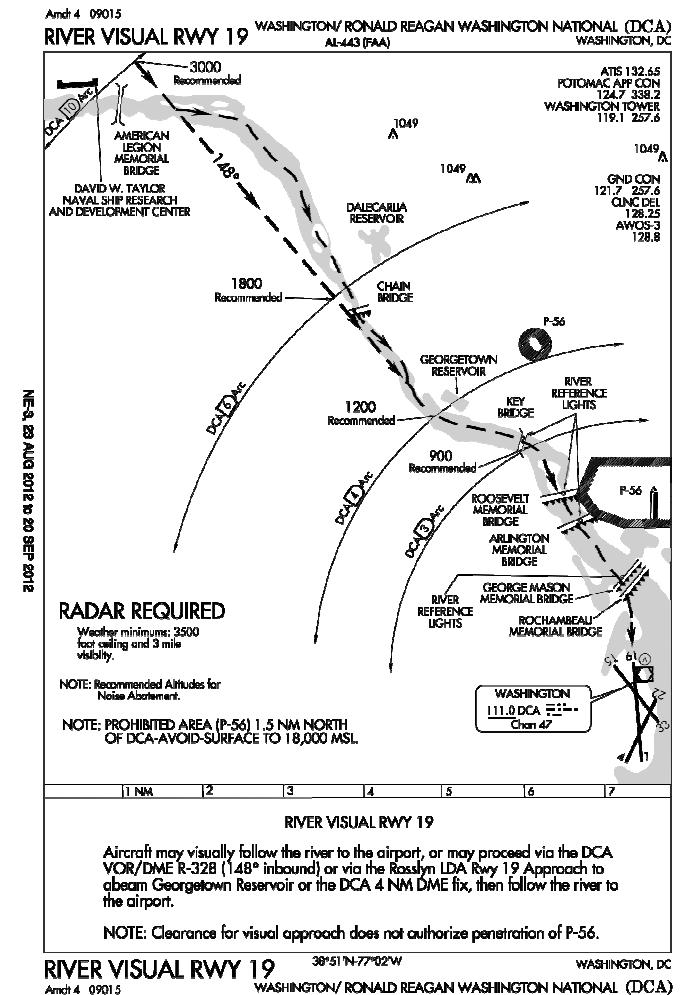


“Ladies and Gentleman, Welcome to Washington, DC”



"We were cleared at the river there, what happened?" the pilot asked.

"Stand by, we're trying to figure this out," the tower replied.



Media v. Politics



"At no point were the three aircraft on a head-to-head course. They were not on a collision course,"

- Michael Huerta,
administrator of the Federal
Aviation Administration.

Be Careful of Body Language

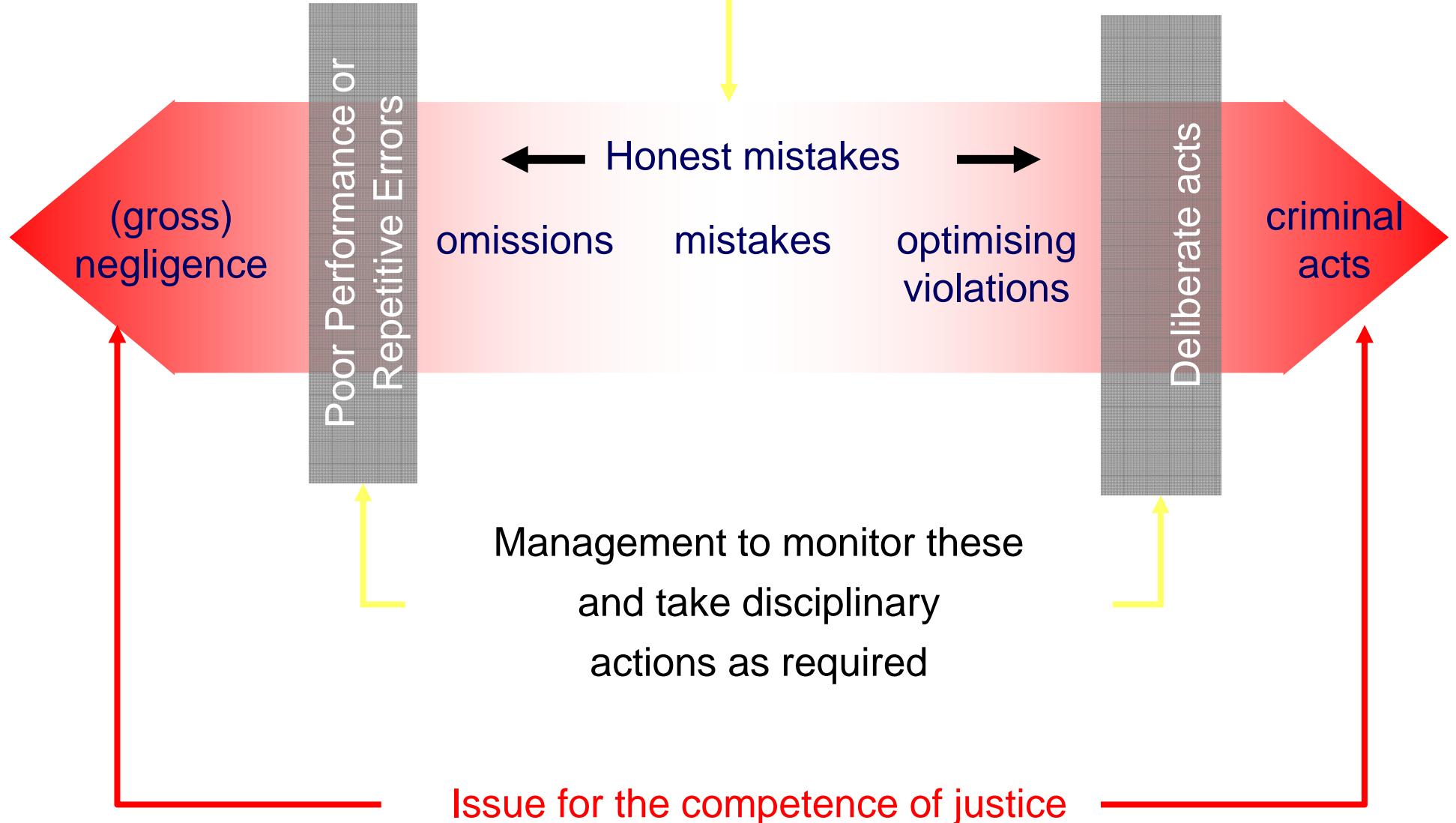


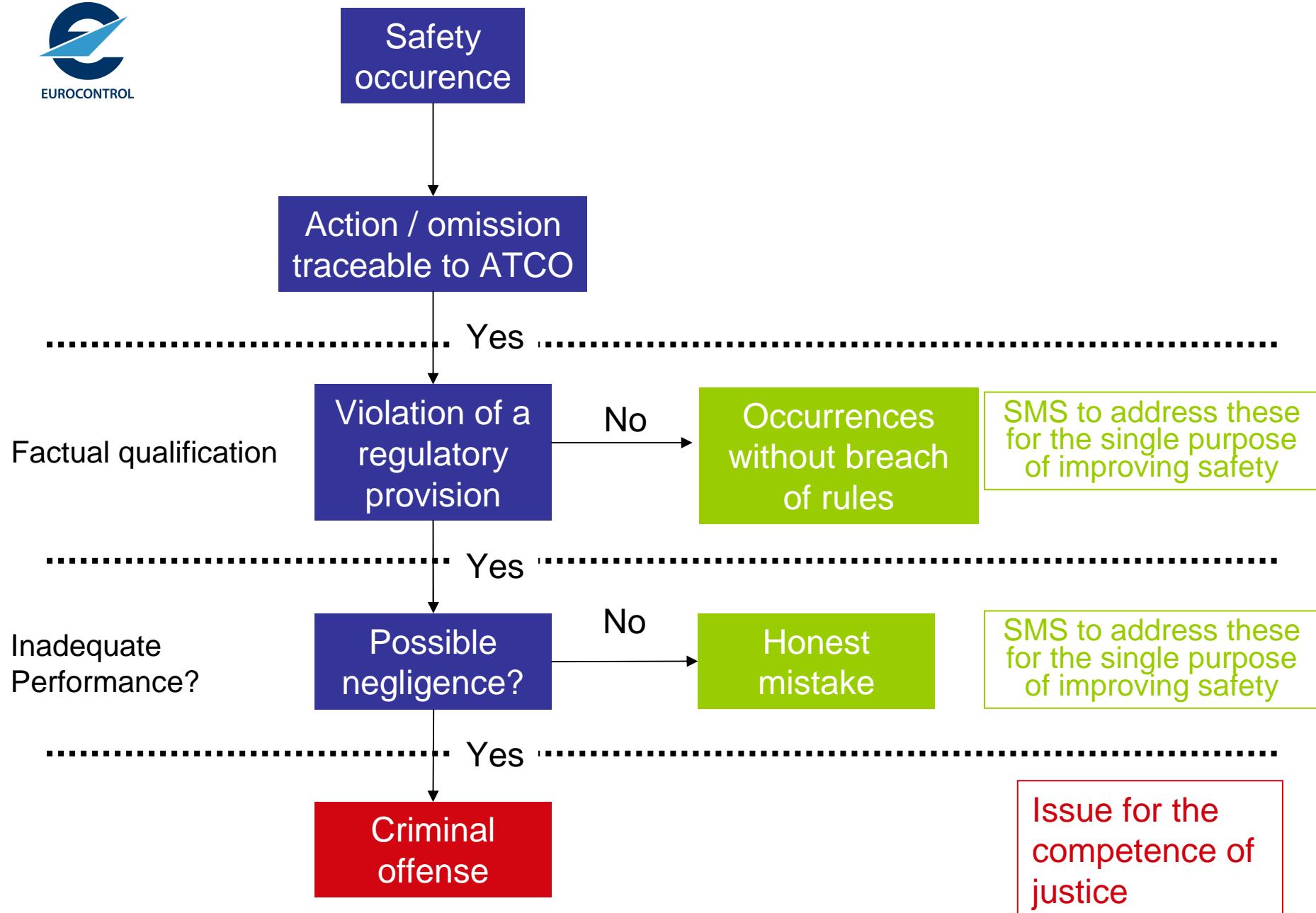
“Transportation Secretary Ray LaHood today said the planes were never on course for a "head-to-head" collision.”

The Court of Law v. The Court of Public Opinion

- Reporting should be:
 - Honest, simple, proactive & correct.
 - In accordance with regulations but avoid bureaucracy and techno-babble
- Remember the layman.
 - Will the explanation make sense?
 - A judge, who understands how facts can be twisted, is still shaped by first impressions.
 - Nobody never get a second chance to make a good first impression.

SMS to address these for the single purpose of improving safety







Reporting Systems Will...

Form the basis for safety, responsibility, and performance

Provide data and “checks and balances” to maintain a safe system

Influence how our customers see us