




**Airport Safety:
It's Everyone's
Responsibility**
Bradley D. Penrod, A.A.E.
Director, Airports

The 2015 Airports Conference
Hershey, PA | March 4, 2015
©2015 GAI CONSULTANTS, INC.

GAI Transportation: Smart solutions, big ideas,
and trusted partnerships... it's all in our people

Objectives

Airport Safety: It's Everyone's Responsibility

- ▶ Identify methods to improve airport safety
- ▶ Initiate a safety culture
- ▶ Recognize the core elements of a Safety Management System (SMS)
- ▶ Communicate the benefits of improved safety and the relationship between a safety culture and worker compensation claims
- ▶ Identify *who* is responsible for airport safety

Think About It

Airport Safety: It's Everyone's Responsibility

“Every accident, no matter how minor, is a failure of the organization.”

▶ Jerome Lederer,
Aviation Safety Pioneer

Do You Want to Play a Game?

Airport Safety: It's Everyone's Responsibility

What Is This Equation?

Airport Safety: It's Everyone's Responsibility

$$\text{▶ } M = \frac{(A \times C) + (E \times L \times C) + E(1.000 - C)}{E}$$

What Are the Four Core Elements of SMS?

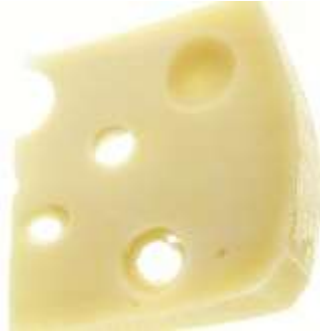
Airport Safety: It's Everyone's Responsibility



What Type of Cheese Is Typically Mentioned When Talking About Accident Prevention?

Airport Safety: It's Everyone's Responsibility

▶ Swiss!



Why Are Decreased Workers' Compensation Premiums Important?

Airport Safety: It's Everyone's Responsibility

- ▶ Cost reduction
- ▶ Proof of fewer serious injuries or worse
- ▶ Indication of safer workplace
- ▶ Indication of improved productivity

What Can Organizations Do to Improve Safety?

Airport Safety: It's Everyone's Responsibility

- ▶ Properly train staff
- ▶ Adequately equip staff
- ▶ Effectively develop plans, policies, and procedures
- ▶ Properly hire staff and vendors
- ▶ Listen and ask questions
- ▶ Hold one another accountable



Who Is Responsible for Workplace Safety?

Airport Safety: It's Everyone's Responsibility

- ▶ Coworkers
- ▶ Individuals
- ▶ Companies
- ▶ Vendors and suppliers
- ▶ Everyone

The Answer Is...

Airport Safety: It's Everyone's Responsibility

EVERYONE!

Pending FAA SMS Issues

Airport Safety: It's Everyone's Responsibility

- ▶ SMS is not a four-letter word
- ▶ It is a refinement of existing programs
- ▶ AAAE and ACI-NA efforts



The Four Core Elements of SMS?

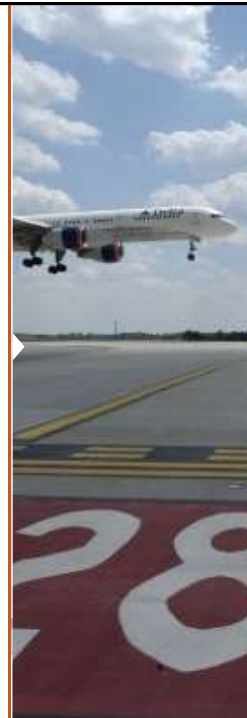
Airport Safety: It's Everyone's Responsibility

1. **Safety Policy**
 - Foundation or framework for the SMS, detailing management's responsibilities and accountability for safety. Adopted by the Board.
2. **Safety Risk Management (SRM)**
 - A core activity of SMS. Through a standard documented process, SRM identifies, assesses, and mitigates potential hazards and risks.
3. **Safety Assurance**
 - Processes that monitor the organization's safety standard performance and contribute to continuous safety improvements.
4. **Safety Promotion**
 - Processes, procedures, and training used to create a top-to-bottom environment where safety objectives can be achieved.

SMS Issues

Airport Safety: It's Everyone's Responsibility

- ▶ Airport functions/facilities
- ▶ 139 areas in the *Airport Certification Manual (ACM)*
- ▶ Start by reviewing existing programs and efforts
 - Safety committee, posters, ACM, incident reports, trends, talk to frontline staff
- ▶ Lessons learned
 - Actual incidents
 - Near misses



SMS Issues (continued)

Airport Safety: It's Everyone's Responsibility

- ▶ New or additional staffing responsibilities
 - Accountable executive
 - Safety point of contact
 - Training: 139 and SMS requirements and coordination
 - Software or paper
- ▶ Planning and software grant funding possibilities
- ▶ FAA SMS review may include panel process (ADO, ATO, AVS)
 - Impact on project schedule

SMS Issues (continued)

Airport Safety: It's Everyone's Responsibility

- ▶ ACRP Legal Research Digest 19 document
- ▶ Legal support review/awareness
- ▶ Data access, PA RTK laws, and organizational/individual liability
- ▶ SNPRM release date delay
 - Industry feedback and concerns
- ▶ Various FAA publications and guidance materials
 - Order 5200.11 CHG 3, PGL, draft Advisory Circular

SMS Side Effects

Airport Safety: It's Everyone's Responsibility

- ▶ Development of safety culture and reduction of workers' compensation experience modification factor
 - Who makes it happen
 - Labor/management relations are critical
 - "We have never gotten hurt before" is the wrong answer
 - Zero accidents is a real goal

0

ACCIDENTS
IS A *REAL*
GOAL

SMS Side Effects (continued)

Airport Safety: It's Everyone's Responsibility

- ▶ Airfield safety review and all construction project safety/phasing plan reviews
 - A little review goes a long way
 - Avoid scope creep
 - Who are the right parties to include

Workers' Compensation

Airport Safety: It's Everyone's Responsibility



- ▶ Fiscal benefits
- ▶ Certified safety committee
- ▶ Morale impacts
- ▶ Increased productivity
- ▶ Customer expectations

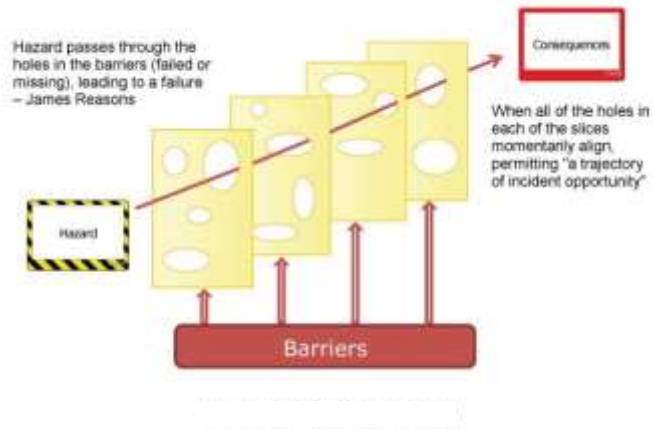
Organizational Safety Culture

Airport Safety: It's Everyone's Responsibility

- ▶ “We have never gotten hurt doing it that way” is the wrong answer
- ▶ It's OK to ask questions
- ▶ Listen to the people actually doing the job
 - Management, consultant, and sales reps do not know it all
- ▶ Encourage clear communications
- ▶ Stress the importance of reporting near-miss events
- ▶ Be accountable

The Entire Organization

Airport Safety: It's Everyone's Responsibility



Workplace Safety

Airport Safety: It's Everyone's Responsibility



- ▶ Staffing and equipment relationship to workers' comp
- ▶ Training and ownership
- ▶ Tool box talks (they are not marathons)
- ▶ PPE
- ▶ Partnership opportunities
- ▶ Lessons from non-airports a possibility
 - ▶ Flight crew CRM and healthcare surgical "time out"
- ▶ Working conditions and simple housekeeping

Proper Training

Airport Safety: It's Everyone's Responsibility

- ▶ Safe and secure
- ▶ Staff development and training, including FAR 139 and SMS requirements
- ▶ Multigenerational issues
- ▶ Adult learners
- ▶ Make regulations interesting
- ▶ Maximize staff knowledge

Public's Expectation

Airport Safety: It's Everyone's Responsibility

- ▶ Airports and flying are expected to be safe and secure (this is a staff expectation too)
 - 1959 fatal crash odds: 1 in 25,000 departures
 - 2015 fatal crash odds: 1 in 29,000,000 departures
- ▶ Global environment and threats
 - Trans oceanic/polar tracking
- ▶ Good public trust and reputation is good for business
 - Recent industry events

Think About It

Airport Safety: It's Everyone's Responsibility

“Corporate culture has a very real influence on the attitudes and performance of the people within an organization. There is no question in my mind that management decisions and actions, or more frequently, indecisions and inactions, cause accidents.”

▶ John Lauber, NTBS

Questions

Airport Safety: It's Everyone's Responsibility



Bradley D. Penrod, A.A.E.
Director, Airports

412.427.0500 | b.penrod@gaiconsultants.com