



# NATA Safety 1st eToolkit

Welcome to the 37th issue of the NATA Safety 1st eToolkit, our online safety newsletter, supporting the NATA Safety 1st Management System (SMS) for Ground Operations.

The NATA Safety 1st Management System (SMS) for Ground Operations is underway and many of the tools discussed in this and other eToolkits will be provided to SMS and PLST participants.



This newsletter highlights known and emerging trends, environmental and geographical matters, as well as advances in operational efficiency and safety. Flight and ground safety have been enhanced and many accidents prevented because of shared experiences.

*A NATA SMS participant shared the following incentive program with us. We have de-identified it using "ABC FBO" and encourage you to consider some of these unique ideas and their impact on safety.*

## Incentive Programs

### 1-A. Safety Incentive Policy

**Purpose:** ABC FBO has adopted the policy of a positive approach to encourage safety and reduce injuries and accidents. ABC FBO is aware that positive encouragement is very beneficial and produces results. This positive approach has resulted in the reduction of injuries and accidents that can be verified by the ABC FBO incident/accident tracking form. The positive approach policies are described below.

### 1-B. ABC FBO Rewards Fuel Incentive Program:

For every gallon of jet fuel sold, \$.01 cents is placed into an account for this incentive program. The employee must be with the company for the entire quarter and remain in a position that is eligible for the incentive program. The company does however reserve the right to deduct mishandling, misfueling, accidents and incidents from the reward incentive program paid out every quarter. This bonus payout encourages safe practices.

**Responsibility:** It is the responsibility of ABC FBO's management, in coordination with finance, accounting and other departments as applicable, to account for the amounts to be distributed from this incentive program.

### 1-C. Safety Award Program:

The safety award program recognizes any safety related contribution an employee makes. It could be a safety concern or suggestion, an idea that improves upon a policy or may be a new policy. Each month, at every line service specialist meeting, the Safety Trainer or his designee, will announce employees from the previous month who have been recognized. Recipients are eligible for a \$25.00 gift card of their choice. (The gift cards are purchased from points accumulated from ABC FBO's business credit cards.)

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**Responsibility:** It is the responsibility of the management and/or the Safety Coordinator to award and issue safety awards to employees. Copies of the letter announcing the award will be given to:

1. The Employee
2. Their Manager
3. The Safety Trainer
4. Human Resources Manager/Employee File
5. FBO Assistant Manager
6. General Manager

## **1-D. “Above & Beyond” or “Consistently Do It the Right Way” Award:**

This award recognizes employees who are observed performing their job above and beyond the call of duty or consistently perform it the right way. They perform according to the training received, according to company policies and do it consistently and safely. The award is a \$25.00 gift card of their choice and they are awarded during line service specialist meetings. This award was created to encourage everyone to be a model employee and do the job consistently, safely and in accordance with company procedures and policies.

**Responsibility:** It is the responsibility of the Management and/or Safety Coordinator to award and issue this to the employee. Copies of the letter announcing the award will be given to:

1. The Employee
2. Their Manager
3. The Safety Trainer
4. Human Resources Manager/Employee File
5. FBO Assistant Manager
6. General Manager

## **1-E. Safety Committee Incentive:**

The ABC FBO safety committee is a volunteer position for one year. Volunteers, representing each department, forward safety concerns from the front line employees to the monthly ABC FBO safety committee meetings for resolution. Volunteers are eligible for safety incentive pay of \$50.00 a month to encourage safety related ideas from the front lines. It encourages all employees to voice a concern to their peers. The ABC FBO safety committee meets monthly and safety matters are considered that could potentially prevent injuries and accidents.

**Responsibility:** It is the responsibility of the Safety Trainer to issue safety awards and make sure the volunteers on the Safety Committee receive the incentives described above in coordination with the appropriate departments and managers. Copies of meetings, minutes and action items are posted and kept on record by the Safety Trainer.

## **1-F. Suggestion Boxes:**

The suggestion boxes that are located on each floor at ABC FBO will result in an additional way an employee can forward a safety concern, idea or suggestion. Each suggestion will receive a reply in writing or will be addressed verbally, at the line specialist meeting, if the suggestion is submitted anonymously. If the idea is new or makes a contribution to safety at ABC FBO, the person will be eligible for a safety award.

## **Responsibility:**

It is the responsibility of the ABC FBO General Manager to review all suggestions from the suggestion boxes and either reply directly or forward it to the appropriate department to respond.



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## **GAO Publishes Study on Secondary Containment Cost Studies**

The GAO concluded that the EPA's cost analysis methods were significantly limited when issuing the 2002 amendments to the SPCC rule, and those limitations led to miscalculations regarding the total cost of compliance for some affected businesses. The report also states that the EPA addressed many of these limitations in the subsequent 2006 amendments to the SPCC rule, but that those changes contained limitations as well. Specifically, the GAO reports that the EPA did not take into account the additional costs of industries (such as airport refuelers) that were not originally included in the SPCC rule of 1973, and would therefore be required to spend much more to draft and certify an SPCC plan than companies already covered under the regulations.

The 2002 amendments to the SPCC rule originally stated that airport mobile refuelers were covered by the SPCC regulations and would therefore have to construct costly sized containment facilities in which to store the trucks when not in use. Revisions to the 2002 amendments, finalized in December 2006, removed the sized containment provisions of the 2002 rule and provided much greater flexibility for compliance with the SPCC regulations. Industries affected by the SPCC rule must have an SPCC plan in place by July 1, 2009.

NATA was one of several organizations participating in the survey. NATA staff responded to a lengthy questionnaire on the SPCC amendments and participated in a conference call with GAO officials to clarify NATA's position on the new regulations.

Read the GAO report at <http://www.gao.gov/new.items/d07763.pdf>

## **Incident Roundup**

### ***Tug Incident***

A Bombardier CL-600 was being pushed back from the gate when the tug jack-knifed under the aircraft. No injuries were reported and damage to the aircraft was minor. Weather at the time was 10 miles visibility with scattered clouds at 8,000 ft.

### ***Belt Loader Incident***

A Boeing 747 was parked at the gate when it was struck by a belt loader. No injuries were reported and damage to the exhaust tip of #3 engine was minor.

### ***Tow Bar Attached***

A Piper Twin Comanche departed with the tow bar attached but landed without incident.

### ***Misfueling – Continues to Happen!***

An emergency landing was made when a twin-engine aircraft, a Beechcraft Duke, was filled with 60 gallons of Jet A. Since the tanks contained half avgas and half jet, the aircraft was able to taxi and take off before the engines failed. When the Duke reached 150' on take-off, both engines quit.

The pilot exercised his only option when he saw a field by flying through a tree and landing in a wheat field. Unfortunately straw from the field wrapped around the engine and started on fire. The pilot was able to get out of the plane prior to the fire.

Fuel was checked on departure and appeared blue because the tanks contained enough avgas prior to the mixing of jet fuel.



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## ***Fuel Truck Incident***

A Canadair CRJ-100 struck its left wingtip on the rearview mirror of a fuel truck while taxiing to the gate.

## ***Deck Loader Incident***

An Airbus 320 was struck on the right wing by a deck loader while parked at the gate. No injuries were reported.

## ***Bits & Bytes***

### ***Chertoff Announces Upcoming Security Requirements for Private Aircraft***

Department of Homeland Security (DHS) Secretary Michael Chertoff announced last week the department's intention to issue a proposed rule that would require private aircraft entering and leaving the United States to submit the names of passengers for pre-screening against government no-fly lists. The NPRM, currently under review at the Office of Management and Budget (OMB) is expected to be published this month. Chertoff made the announcement during a hearing before the U.S. House of Representatives Committee on Homeland Security regarding the DHS's efforts to improve gaps in several areas of homeland security, including aviation security, maritime security, and border security.

The new rule would establish a system for private aircraft similar to APIS regulations currently in place for commercial air carriers. Actions taken for flights flagged by the department could include denial of entry into U.S. airspace, aircraft re-routing, or being met by DHS personnel upon arrival.

For more information, contact **Stephen Beaulieu**.

## ***NATA Safety 1st Professional Line Service Training (PLST) Update***

The NATA Safety 1st team is busy updating and enhancing the professional line service training program. After in-depth consultation with members and standing committees, NATA will roll out enhanced online training at the beginning of the new-year through its state-of-the-art learning management system developed especially for NATA by Avstar Media.

Member feedback helped guide NATA through the decision process of web-enabling the PLST. Members stressed the importance of NATA maintaining current, up-to-date training. NATA's online training is convenient and updates can be made one time and then released to members and participants immediately. Members also wanted to know the status of each line service specialist throughout the training process. The web training will provide electronic records of training that are automatically produced every time a student logs into the training site.

NATA's web training will provide all FBOs with consistent training. Each lesson will introduce concepts and topics, clarify lessons through fun, interactive activities and reinforce learning through ongoing quizzes and exams. NATA has engaged the Safety & Security Committee, Business Management Committee, several line supervisors and the assistance of R. Bisgard Aviation Consulting throughout the process to ensure the training passes the "reality" check requested by member companies. All have given valuable input and suggestions making this online training one of the most unique and intriguing programs NATA will roll out to date.

NATA is working diligently to provide participants with a final product in the new year. In the meantime, we will share frequent updates with you as we progress through this exciting project. Please email us at [Safety1st@nata.aero](mailto:Safety1st@nata.aero) with your thoughts and questions.



## ***NATA Safety 1<sup>st</sup> Releases Safety Awareness DVD***

NATA Safety 1<sup>st</sup>, in cooperation with the Federal Aviation Administration (FAA), completed the first in a series of safety awareness training focused on emerging trends in the aviation community. This first training DVD is titled, *Safety Awareness – Ramp Communications Volume 1*.

NATA has developed many programs in the past six years to assist members with line training through NATA's Safety 1st Professional Line Service Training (PLST), and safety programs with NATA's Safety 1st Management System (SMS) for Ground Operations and Air Operators.

The Safety Awareness training addresses emerging trends that are becoming more and more prevalent for both the ground operations and air operator.

First and foremost, Safety 1st focuses on communication as the number one challenge to any ramp or ground operations environment. While ramp communication has always been a component of every ground operation, the methods of communication between flight crews and ground personnel have not always been consistent. Most of us learned about the use of hand-signals from the Aeronautical Information Manual (AIM). You may remember the chart with the little fellow in various positions. Or maybe you recall the "big hands" that never quite resemble what a real line service specialist looks like from the cockpit. At any rate, we all learned the basics from many of these drawings, but the subtleties were missing.

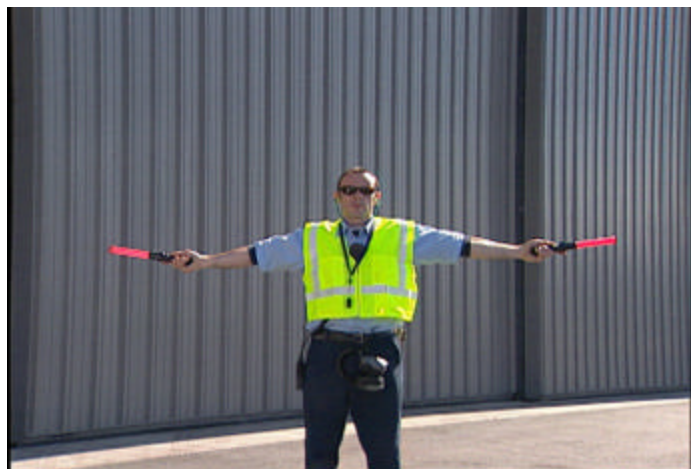


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NATA's Ramp Communications demonstrates more than twenty-five hand-signals that pilots and line service specialists will use on the ramp to communicate with one another. The DVD training also includes a pocket-size booklet depicting all hand-signals with in-depth visual and text descriptions.

General Aviation ramps are complex environments with a lot of activity and the promise of more to come with the advent of the very light jets. Flight crews are handling very intricate aircraft, communicating with ground operations, addressing customer/passenger needs and managing all of this while taxiing to the correct parking area without hitting anything enroute. On the ground, the ramp team has an equally complex task. They have a schedule to deal with and many aircraft coming and going. And everyone wants service at a particular time and sequence; fuel, catering, ground transportation, baggage handling and parking for their aircraft.

The safety awareness DVD stresses how important it is that flight crews and ground personnel understand each others' duties and responsibilities. Knowing the demands on both the crews and ground personnel will foster better understanding and encourage everyone to work together to protect aircraft on the ramp. Understanding the complexities of each others jobs will not only make the ramp a safer, more professional environment, but benefit the passengers who will appreciate the professionalism they experience on the ramp.



NATA's safety awareness training promotes the concept of the professional ramp. The professional ramp is comprised of line service specialists who are trained to perform clear, concise hand-signals with military precision that command respect on every ramp. It also depicts the right tools to professionally accomplish the job. Line service specialists wear appropriate personal protective equipment (PPE) and use ramp tools that include appropriate chocks, fluorescent cones, day or night wands, fluorescent vests, hearing protection, whistles, etc.

The aviation environment, particularly the ramp, is a constant flurry of activity everyday, rain or shine. Your FBO's line service professionalism and precision is noticed by passengers and flight crews alike. This may be one more reason why aircraft and crews prefer to transit your ramp in lieu of the competition.

Look for our *Safety Awareness – Ramp Communications Volume 1* in the mail. It was recently mailed to all current NATA members as well as NATA PLST and SMS participants. We encourage everyone to view the DVD, share it with those visiting your FBO and incorporate the concepts into your training regimen. Ramp communications and safety awareness will enhance the safety, quality and professionalism of your operation.



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## CONTINUING EDUCATION

### General Educational Offerings

#### Line Service Supervisor Training (LSST) Seminar

November 14 & 15, 2007 in Baltimore, MD

Website:

[http://www.nata.aero/events/event\\_detail.jsp?EVENT\\_ID=1105](http://www.nata.aero/events/event_detail.jsp?EVENT_ID=1105)

#### **2008 Aviation Industry Expo – SAVE THE DATE!**

Event Dates: **March 18, 2008 – March 20, 2008**

Event Location: **Dallas, TX**

Website:

[http://www.nata.aero/events/event\\_detail.jsp?EVENT\\_ID=1501](http://www.nata.aero/events/event_detail.jsp?EVENT_ID=1501)

The Premier Event for Line Services!

The Aviation Industry Expo is the aviation industry's ONLY event for line services. Whether you're charged with fueling operations, running an FBO, worried about safety and costs, or looking for the latest information on ground support techniques and equipment, this show is for you!

The event is host to the National Air Transportation Association's (NATA) 2008 Annual Convention, the U.S. Department of Defense Joint Panel on Aviation Support Equipment's (JPAVSE) annual gathering, and a wide variety of ground support and business seminars.

From maintenance to ground support, safety to FBO services, The Aviation Industry Expo focuses on what matters most to the aviation industry.

## 2007 Schedules: Aviation Safety and Security Offerings

#### **Embry-Riddle Aeronautical University's Center for Aerospace**

#### **Safety/Security Education (CASE)**

Website: <http://www.erau.edu/pr/academics/case.html>

#### **Southern California Safety Institute**

Website: <http://www.scsi-inc.com/>

#### **The GW Aviation Institute**

#### **Aviation Safety and Security Certificate Program**

Website:

[http://www2.gwu.edu/~aviation/safetyandsecurity/ss\\_courses.html](http://www2.gwu.edu/~aviation/safetyandsecurity/ss_courses.html)

#### **Transportation Safety Institute**

Website: <http://www.tsi.dot.gov/Catalog/Default.aspx>

#### **University of Southern California**

#### **Aviation Safety and Security Program**

Website: <http://viterbi.usc.edu/aviation/>



The National Air Transportation Association (NATA), **The Voice of Aviation Business**, is committed to raising the standard on ground safety. NATA began with the Safety 1<sup>st</sup> Professional Line Service Training (PLST) Program in 2000 and expanded with the adoption and implementation of the NATA Safety 1<sup>st</sup> Management System (SMS) for Ground Operations in 2004. The eToolkit provides continuing education in support of the PLST and SMS programs.

**Subscribe to NATA Safety 1<sup>st</sup> eToolkit.** If you are not currently a subscriber to NATA Safety 1<sup>st</sup> eToolkit and would like to receive it on a regular basis, please [click here](#). The NATA Safety 1<sup>st</sup> eToolkit is distributed free of charge to NATA member companies and NATA Safety 1<sup>st</sup> participants.