



### Event Review Committee (ERC) team members

- Matthew Bagley – Management
- Tracy Mac Corkell – IBT
- Paul Dodge – IBT alternate
- Aurelia Pearson – FAA
- Jim Hagen – Aviation Safety Program Manager / Analyst

### ERC

The TSAP ERC meets weekly.

TSAP News is cooperatively published by United Airlines, IBT and the FAA. The Tech Ops Safety Action Program (TSAP) is one of United's Aviation Safety Action Programs, joint partnerships designed to improve the safety of United's operations by offering Tech Ops the ability to report safety concerns and hazards.

### Feedback and suggestions welcome:

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### Who can file a TSAP?

TSAP is for any Tech Ops technicians, international mechanics, management and anyone represented by IBT including building maintenance and ground equipment personnel.

For an archive of TSAP News, visit Flying Together at Corporate Safety > Aviation Safety > TSAP

File a TSAP at [ASAP.UAL.COM](http://ASAP.UAL.COM)

OR

Call TSAP Hotline **844-280-ASAP**

## Welcome to the first issue of TSAP News

Our goal is to share TSAP “positives” – concerns that were raised in the reports you submitted that were corrected – and encourage you to submit more reports so we can solve safety issues. TSAP News will show how your reports lead to action. We'll let you know about trends, address cross-divisional issues, and recognize your efforts that help us proactively prevent hazards and make us all safer.

### What is TSAP?

The Tech Ops Safety Action Program (TSAP) is a voluntary, non-punitive safety program aimed at identifying and resolving safety concerns and hazards.

TSAP is a safety partnership between United Airlines, the International Brotherhood of Teamsters and the Federal Aviation Administration to help solve safety issues and reduce deviations from regulations.

TSAP is one of five Aviation Safety Action Programs (ASAPs) currently active within United Airlines. We also have DSAP for NOC and dispatch employees; FSAP for pilots; ISAP for flight attendants; and GSAP for customer service, ramp, load planning and all other employees not covered in the other ASAPs.

### The focus of TSAP is to improve safety, not punish employees.

Leadership supports the program – there is no downside to reporting!

If you were involved in or witnessed a safety-related event, or if you have identified a safety-related concern or hazard, please file a TSAP report.

### Who can file a TSAP report?

Any Tech Ops technicians, international mechanics, management and anyone represented by IBT – for example, building maintenance and ground equipment personnel – may file a report.

### Who reviews my TSAP report?

The Event Review Committee (ERC) reviews your report. The ERC consists of a representative from United, IBT and the FAA.

The ERC makes recommendations, formulates corrective actions, and works with the station and company – including Engineering, Shops, Methods and Standards, QA and Vendor Management. Solutions may include:

- Tooling
- Document changes
- Process improvement



Meet the ERC, from left to right: Jim Hagen, Aviation Safety Program Manager/Analyst; Tracy Mac Corkell, IBT; Paul Dodge, IBT alternate; Aurelia Pearson, FAA; Matthew Bagley, Management



## I have a safety concern. Which reporting program should I use?

All Tech Ops safety reports need to be made through the IOR platform. Once there, you will need to choose the appropriate program for your specific issue.

- Tech Ops Safety Action Program (TSAP)** is for all aircraft-related hazards, events and errors. TSAP is designed for employees to report existing and potential hazards so the company can correct them.
 

Use TSAP if you are involved in a 14 CFR violation (when an aircraft is flying non-compliant), receive notice of a company or FAA investigation, or file a "Feedback" and don't get a resolution to the problem.
- Safety Suggestion** is for non-aircraft-related hazards and can be used when you want to propose a solution or make changes to policies or procedures to enhance safety.
- Engineering Requests** are used to request manual and procedure updates to the EAs, ECRAs and FCDs.
- eDocs Feedback** is used to communicate problems, suggestions and requests pertaining to technical manuals or documents outside of engineering documents, including GMM, AMM, CMM, IPC and WDM.
- Task Cards** are used for when you have a job card with an error to request updates or corrections to the task card.
- Tooling** is for review and authorization of a new tool design or update, or to purchase a new tool.

## TSAP positives – positive changes resulting from TSAPs

Safety issue identified	Corrective action
FCD launched due to Airbus missing safety wiring on flight control rod ends	A technician discovered that the maintenance manual did not show safety wire being required on the flight control rod ends and filed a report.  The ERC reached out to Engineering to review the issue. Engineering elevated the issue to Airbus who corrected its maintenance manual, reinstating the requirements for safety wire. The AMM was updated and an fleet control directive (FCD) was launched to inspect and correct any findings. Additionally, Airbus was contacted to provide a risk assessment for scenarios when all three rudder rod ends on-wing do not have lockwire installed.
AccuPark not identifying vehicles in envelope	A report from ORD stated that AccuPark was allowing aircraft to be taxied into gates with equipment or vehicles in the envelope potentially risking damages. The ERC worked with the SOC to educate the Tech Ops team on how to better utilize the system to prevent damages and injuries. Systemwide mitigations included onsite training, leadership briefings, bulletins and other educational materials.
Ladders not tall enough to conduct engine oil service safely on the B787	United worked with a vendor to develop new custom-designed ladders that are taller and curved. The ladders were purchased and provided to the line operation allowing safe and easy access to service engine oil on B787.
A PBE exploded, causing injury	Upon delivery of a new B737, the mechanics removed the British Aerospace personal breathing equipment (PBE) to replace with the Essex device, as required by our standards. They discovered the bags could not be opened to access the PBE. While holding one of the PBEs, it exploded causing minor injuries. United worked with Boeing and British Aerospace to redesign the PBE units not just for United aircraft, but for all Boeing customers.

## What should I include in my TSAP report?

The ERC uses reports to research safety concerns, make safety improvement recommendations, and write Hazard Identifications. For the program to get the most out of your report:

- Be specific, use facts and incorporate as many details as possible including pictures and documents such as log pages and aircraft manual references.
- Include any background information or facts leading up to the incident that will help the ERC understand how the incident was initiated.
- Be aware that your de-identified report may be routed to a division leader, not a specific employee involved in the situation.
- Try to stick to the facts. While we appreciate your passion for safety, an emotionally charged report makes it difficult to engage with leadership to find solutions to your safety concerns and may even take away from report credibility.
- Remember that if you have more than one safety concern, please write a separate report for each one.