

ASAP
Endeavor Airlines
Aviation Safety Action Program
For
Flight Attendants



What is the Aviation Safety Action Program (ASAP)?

The Aviation Safety Action Program (ASAP) is one of several voluntary safety programs sponsored by the Federal Aviation Administration (FAA) in cooperation with AFA and Endeavor Air. The program's objective is to encourage employees to voluntarily report safety information that may assist in the identification of actual or potential threats to safety. Flight attendant reports that meet ASAP criteria (found on page 4) are exempt from disciplinary and/or certificate action by the FAA and/or Endeavor Air.

ASAP is neither a “get out of jail free” program nor an avenue to “write someone up”. Its primary focus is to address systemic safety concerns that reach beyond individuals. ASAP’s contribution to the overall safety of the airline industry cannot be understated and flight attendants play an integral part in its success.

ASAP Benefits

- Provides an opportunity for Flight Attendants to voluntarily report inadvertent safety compliance errors/failures without fear of disciplinary action from the company or regulatory enforcement from the FAA.
- Imparts critical information that helps to identify internal and external threats that can be used to increase the safety and efficiency of work processes and protect against repeated events, accidents or injuries.
- Encourages participation in the continuous safety improvement process by providing valuable insight into safety events that may have previously gone unreported.
- Provides information to enhance skills/knowledge by means of tailored coaching/mentoring in a non-punitive manner for the submitter, if necessary.
- Promotes increased communication and cooperative partnership to address safety concerns and enhance policies, procedures, and training.
- Allows greater insight into how safety violations could or do occur learning from events that otherwise would not have been reported.

2. **Can I call in fatigued for the first day of my trip?** The question you have to ask is, “Was this fatigue caused by something the company had control over?” If not, this type of situation would most likely need to be addressed with a Sick Call or Personal Leave by speaking with your base manager. In addition, you need to remember it is your responsibility to report to work prepared to work your assigned duty period. If you are fatigued when you report to work you did not fulfill your end of the commitment.
3. **When do I need to file my fatigue report?** You must file a fatigue report within 24 hours after the fatigue call, however you can call the Safety Department and get an extension for up to 72 hours. If you do not file a timely fatigue report your fatigue call will be considered a Missed Trip and may result in discipline.
4. **Can I call in fatigued for my coworker?** No, you can only call in fatigued for yourself. You can file a fatigue report to add details about someone else’s fatiguing situation if you have pertinent information.

Fatigue Risk Management Program

While FAA Regulations and contractual provisions limit flight and duty time and protect certain rest periods, it is the Flight Attendant's responsibility to report properly rested and prepared for all assignments. It is understood that there will be times and circumstances in which Flight Attendants may become fatigued to the extent that alertness and/or performance becomes a safety of flight concern. In situations where fatigue could create an unsafe operation, it is the Flight Attendant's responsibility to remove themselves from, or decline, the duty assignment.

It is Endeavor Air policy to remove a Flight Attendant from their flight assignment once fatigue is reported to Crew Scheduling. Scheduling will determine when you will return to your trip. You then must file a fatigue report on the ASAP/ FIR / Fatigue reporting system within 24 hours. All reports of fatigue will be subsequently re-viewed by the Fatigue Review Board (FRB) to ascertain and/or validate the cause(s). All fatigue calls that are consistent with company policy as a result of legitimate fatigue will not be subject to company discipline. The FRB will meet at least once per month to review the fatigue reports, accept/decline reports, and to make recommendations. The FRB consists of a company representative, an AFA representative, and the Fatigue Risk Management Program manager.

FAQ

1. **What is legitimate fatigue?** Legitimate fatigue can loosely be interpreted as fatigue due to circumstances beyond a flight attendant's control. If the fatigue is caused by something the company has control over (e.g. company provided hotel, delays, shifting of duty period, extended duty period, schedule conducive to fatigue, reduced rest... etc) then it is legitimate.
2. **Can I call in fatigued tonight because I know I will be tired in the morning?** No, this is prospective fatigue. You should get what rest you can and evaluate your situation in the morning. Fatigue is meant for assessing your current situation.

Definitions

ASAP - Aviation Safety Action Program- A voluntary safety program intended to improve safety through Flight Attendant self-reporting, cooperative follow up and appropriate corrective actions to help reduce the opportunity for safety to be compromised.

ERC - Event Review Committee is comprised of a member and an alternate from Endeavor Air Inflight, AFA, and the FAA Cabin Safety Inspector.

MOU - Memorandum of Understanding refers to the written agreement that outlines the details of our Aviation Safety Action Program and guidelines on how it will operate. A copy can be found at edvafa.org or on the Company website.

Sole Source Report - For the purpose of ASAP, the FAA considers a report to be sole source when all evidence of the event is discovered by the report. It is possible to have more than one sole source report for the same event.

Non-Sole Source Report - A report is considered non-sole source when the FAA has knowledge of the event by a source other than the ASAP report.

Corrective Action - Any safety related action determined necessary by the ERC based upon review and analysis of the reports submitted under ASAP.

ASAP Manager - A non-voting member responsible for program administration according to the guidelines in the MOU, which includes verification of the de-identification of the report submitter.

ASRS - NASA Aviation Safety Reporting Systems (ASRS) collects, analyses, and responds to voluntarily submitted aviation safety incident reports in order to lessen the likelihood of aviation accidents.

De-identified reports - Reports that have removed references to the FA name and base. All reports are de-identified prior to ERC review.

How it works

- ASAP applies to Endeavor Air Flight Attendants while on duty.
- Examples of events involving apparent non-compliance with 14 CFR may include:
 - Non-compliant Flight Attendant Manual (FAM)
 - Not properly stowing carry-on baggage
 - Not completing exit seat briefing
 - Not seated in jumpseat for takeoff/landing
 - Minimum crew not onboard during boarding/deplaning
- FAs must individually submit separate reports in order for all employees to be protected for any apparent non-compliance.

Report Acceptance Criteria

- Report must be submitted online and within 24 hours of occurrence unless permission to extend the timeline is given.
- Any possible non-compliance with 14 CFR disclosed in the report must be inadvertent and not appear to involve intentional disregard for safety.
- Reports involving the following are not accepted into ASAP:
 - Criminal activity
 - Substance abuse
 - Controlled substances
 - Alcohol
 - Intentional falsification

How to File an ASAP Report

On the “Home page” of the Endeavor Air employee website:

- Select on the big red “Safety Hotline” link in the middle of the page, then,
- Select on “ASAP Report” in the forms list
- Login to the WBAT reporting system
 - Select on “LOGIN”
 - Enter your username (5-digit employee number)
- Enter your password (default is last 4-digits of social security number, unless you’ve previously changed your password)
 - Select on “Add a New ASAP Report”
 - Provide factual details of your event

FAQ

1. **Are Flight Attendants required to submit ASAP reports?**
No - participation in the program is voluntary. However, it is in the Flight Attendant's best interest to submit a report and receive the protections afforded by ASAP.
2. **Does the ASAP report take the place of a Flight Incident Report (FIR)?**
It depends. In some cases, both reports may be applicable, such as in the case of a medical event involving a portable oxygen bottle that was empty. An ASAP report should be submitted to address failure to pre-flight the oxygen bottle and an FIR should be submitted to report the medical details. Please reference your FAM for a detailed list of required FIRs.
3. **What if the ERC recommends coaching or procedural review as a corrective (resolution) action?**
An ERC representative will contact the Flight Attendant involved to discuss the ERC's recommendation. Any corrective action must be completed to the satisfaction of the ERC. Coaching and/or procedural review is NOT included in the Flight Attendant's personal file. Failure to comply with any corrective action recommended may result in the report being excluded from the program.
4. **Under what circumstances can an ASAP report be excluded and subject the FA to action by the FAA or the company?**
Reports of events that appear to involve the "Big 5": criminal activity, substance abuse, controlled substances, alcohol, or intentional falsification are excluded from the program. Reports involving those events will be referred to an appropriate FAA office or the company for further handling.

Scenario 2-Excluded:

During a QAR the Check Flight Attendant did an audit on my manual and told me I was missing the latest revision and 2 bulletins. I had gotten these before I left but decided I would not put them into my manual until I got back. Will an ASAP be accepted?

In this case an ASAP report would be excluded as the FA intentionally and willfully did not follow procedures and policies.

ASAP Process

The ASAP Manager logs the de-identified report into the ASAP database and the report is assigned a tracking number. The ASAP Manager will then send a confirmation e-mail to the Flight Attendant through the reporting system acknowledging receipt of the ASAP report. If there is any additional information needed from the Flight Attendant, another email will be sent or a phone call may be made requesting that information.

The ASAP Manager will then place the reported event on the agenda for the next ERC meeting. The ERC meetings are held bi-monthly, or as required based on the number of reports submitted or the time critical nature of a report. The ERC will convene and review all ASAP reports for the preceding time period. The ERC will reach a unanimous consensus on the outcome of each report and will recommend corrective action to address the Safety concern brought to light by the report. Possible outcomes for individual report submitters include FAA administrative action, no action, or additional training.

Examples of ASAP

Some FA's believe ASAP is a system to report other FA's. This is not true. Remember, the reports are de-identified before the ERC review and thus no names or base is available. However, if a FA observes a non-compliant action by another FA that may be the result of system wide confusion about a policy or procedure, it is appropriate to use ASAP to report the concern. The focus is on the event or action - not the individual.

Scenario 1- Accepted:

Our flight was extremely busy and passenger boarding commenced at the very last minute. There was much carry-on baggage that needed to be stowed as well. The boarding door was closed quickly to help achieve on-time departure. Later in the flight, I realized that I had not briefed passengers in the exit rows. How would I benefit from submitting an ASAP report?

As long as there was not an intentional disregard for safety, ASAP affords a FA the opportunity to report a safety violation that could have been caused by a systematic problem - and without implicating the FA specifically.