



Regional Focus: Accident and Incident Investigation for the Latin America and Caribbean Region – Questions and Answers – Webinar 1

1. How soon after an event, should an event review take place? What are the current operational practices/recommendations by FAA regarding how soon event reviews occurs or should occur?

Managers at the facility level are responsible to upward report a potentially significant or noteworthy accidents or incidents as soon as feasible. Quality Control Groups, upon receiving the notification, will validate the initial finding and will contact the Event Investigation Managers, who will conduct the investigation as soon as possible.

2. Which should be of greater focus in creating safety culture RISK or COMPLIANCE? Does compliance minimize risk or should risk assessments seek to generate compliance?

First focus should be put towards developing a non-punitive reporting culture. Once a reporting culture is established, the reports will help to identify the risks associated with the operation, and those risks will be able to correct, eliminate or minimize risk. Then facilities can concentrate on compliance.

3. What determines the color code for the incident/event?

An event is color-coded “Green” when services were appropriate and no follow-up would be required.

An event is color-coded “Yellow” when more information is needed to determine whether an on-site event review of air traffic services is required, or when the on-site event review does not need to occur immediately.

An event is color-coded “Red” when is determined that an Event Response Team should be launched immediately to conduct an on-site review of traffic services.

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4. *What are the Actions or procedures that must be done, in case is detected a potential risk that may lead into an incident?*

Specific procedures to eliminate risks falls outside of our jurisdiction; however, we identify similar events/incidents, and follow-up with the associated facility by asking them to provide a corrective action plan to eliminate or minimize occurrence.

5. *After the event, how many days do you take to do a SRT?*

Upon being notified of a significant or noteworthy event, the Investigator must conduct an initial analysis and will determine the need to upward report the event and the need to convene an SRT. If an SRT is needed, the SRT will be convened as soon as possible, or the next administrative day, following the event; however, depending on the significance of the event, such as major air carrier accident or fatal accident involving ATC services, the SRT should be established as soon as possible, but not later than 3 hours following notification.

The SRT is intended to give all participants a snapshot of the conditions surrounding the event. This include but is not limited to: staffing, levels, weather, training, unusual circumstances, etc.

6. *Which officials make up the Event Response Team (ERT)?*

The ERT should consist of: one or two Event Investigation Manager, Quality Control Group Specialist, affected Service Unit representative, System Operation specialist, Technical Operation specialist, or other specialist as needed. In addition, the facility Manager should designate an Air Traffic on-site coordinator.

7. *How much time does it take to have the accident investigation package ready for submitting?*

The complete accident package should be sent to the appropriate service center Quality Control Group within 30 calendar days of the aircraft accident.



8. *Can you please say the role of the Union during these investigations?*

Investigations are straight facts finding. If during an investigation, a controller requests a Union Representative to be present, it can be allowed. The Union representative role will be to listen, clarify, and to provide support to the Union member; they cannot to disrupt the meeting, nor intervene with the investigation.