

# **Flight Operational Quality Assurance (FOQA) Data Purpose and Protocol**

PROCESS AGREEMENT  
BETWEEN  
US AIRWAYS, INC.  
and the  
FLIGHT ATTENDANTS  
In the service of  
US AIRWAYS, INC.  
As represented by the  
THE ASSOCIATION OF FLIGHT ATTENDANTS – CWA, AFL-CIO

## **FLIGHT OPERATIONAL QUALITY ASSURANCE (FOQA)**

This PROCESS AGREEMENT is made and entered into in accordance with the provisions of Title II of the Railway Labor Act, as amended, by and between US Airways (hereinafter referred to as, "the Company") and the Flight Attendants in the service of US Airways as represented by the Association of Flight Attendants - CWA (hereinafter referred to as, "the Association").

WHEREAS, the Company and the Association are mutually committed to a voluntary, cooperative, remedial and non-punitive approach to air safety, and

WHEREAS, the Company and the Association share the goal of operating with the highest degree of safety, and

NOW, THEREFORE, it is mutually agreed by and between the parties to this Process Agreement:

### **Purpose**

The Flight Safety Department manages numerous safety programs for flight attendants (FA), pilots and dispatch workgroups. An important aspect of safety management is the identification and mitigation of operational risk. One program that assists in that regard is Flight Operational Quality Assurance (FOQA). FOQA is defined as a program to improve flight safety by providing more information and greater insight into the total flight environment through automated recording and analysis of data generated during flight operations. FOQA programs are based on the premise that air carriers have the primary responsibility for continuously monitoring and ensuring that their operations are safe and in compliance with their operating standards and regulations.

The parties agree that it is appropriate to initiate a trial cabin FOQA program looking only at the door disarming upon arrival and that such program will terminate one year from the date of the implementation of the program. The parties will mutually agree in writing on an implementation date. The parties must agree to expand the cabin FOQA program beyond this one issue or beyond the trial date.

### **Protective Provisions**

Air carriers can avoid FAA penalties by reporting apparent violations identified by ASAP and FOQA programs using the procedures identified in AC 00-58, Voluntary

FOQA Process Agreement between USA and AFA

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Disclosure Reporting Programs. Additionally, the information obtained will also receive the protections stipulated in 14 CFR Part 13, which generally states that the use of the data will not result in legal enforcement actions against the operator or its employees.

This cabin FOQA program is similar to the ASAP program with regard to the included protective provisions that ensure participating employees are protected. The electronic data and any conversations associated with the data or information of the event will not be used to initiate or support any company disciplinary action.

### **Protocol**

This cabin FOQA relates to the cabin operations with regard to the disarming of the doors upon arrival. Parameters are set and monitored for 10 minutes after the engine has been shut down. If a door has not been disarmed within this time frame, the data is generated and later reviewed by a pilot union Gatekeeper, the only personnel who view this data. The data provides the what and when, however, we do not know the why. Following up with the involved employees helps to determine the root cause and focuses on correcting system deficiencies, not individual flight attendant or pilot performance issues, ultimately reducing operational risk and improving safety.

When an event is triggered that alerts the pilot union Gatekeeper, the Gatekeeper contacts the pilots to learn more about what might have caused the error. Lessons learned help to improve policies, procedures, training and overall positive development of our safety culture. If the deplaning door is indicated, it is exempt from follow up, as this door is not disarmed until the jet bridge is in forward motion and may be outside the 10 minute time frame.

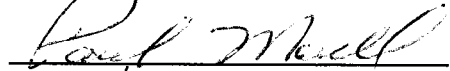
Under this Agreement, the Association agrees that the pilot union Gatekeeper will provide the date, flight number, city pairs, FA names and ID numbers directly to the Flight Attendant Union Representatives. Like the pilot Gatekeeper, the AFA representative will contact the involved Flight attendant(s) to obtain additional information to further understand what contributed to the event. De-identified feedback is shared at InFlight Data Analysis Group (IDAG) for trend identification purposes. Critical information may prevent or mitigate future similar events.

The design of the FOQA program ensures the confidentiality and ultimate anonymity of individual crew members. Any violation of the requirement of the agreed upon 'FOQA program, or the terms herein, shall cause the immediate termination of the FOQA program as it relates to the Flight Attendant group and the destruction of all data associated with the Flight Attendant group. The parties agree that the scope, data retention and use of the FOQA program under the company's agreement with its pilot's union are incorporated into this side letter to the extent that such provisions are applicable to the flight attendant group.

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The parties hereto have signed this Letter of Agreement this 6<sup>th</sup> day of August, 2014.

FOR US AIRWAYS:



Paul Morrell, Vice President, Safety, Security and Environmental Programs  
US Airways

FOR THE ASSOCIATION OF FLIGHT ATTENDANTS - CWA:



Sara Nelson, International President  
Association of Flight Attendants - CWA



Roger Holmin, President  
AFA US Airways Master Executive Council