

# Safety Management System Implementing Best Practices

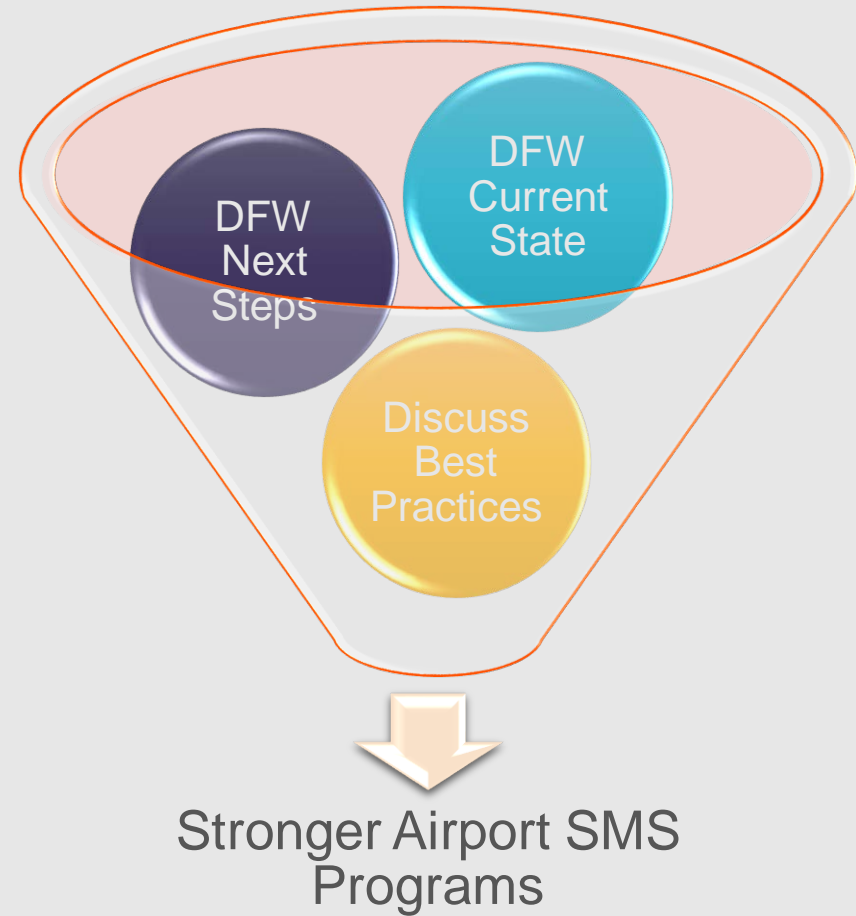
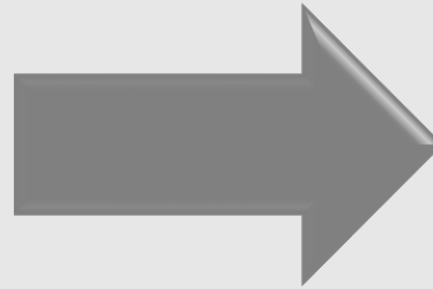
January 17, 2018





# Agenda

- Gap Analysis
- Policy
- Risk Assessment
- Quality Assurance
- Promotion





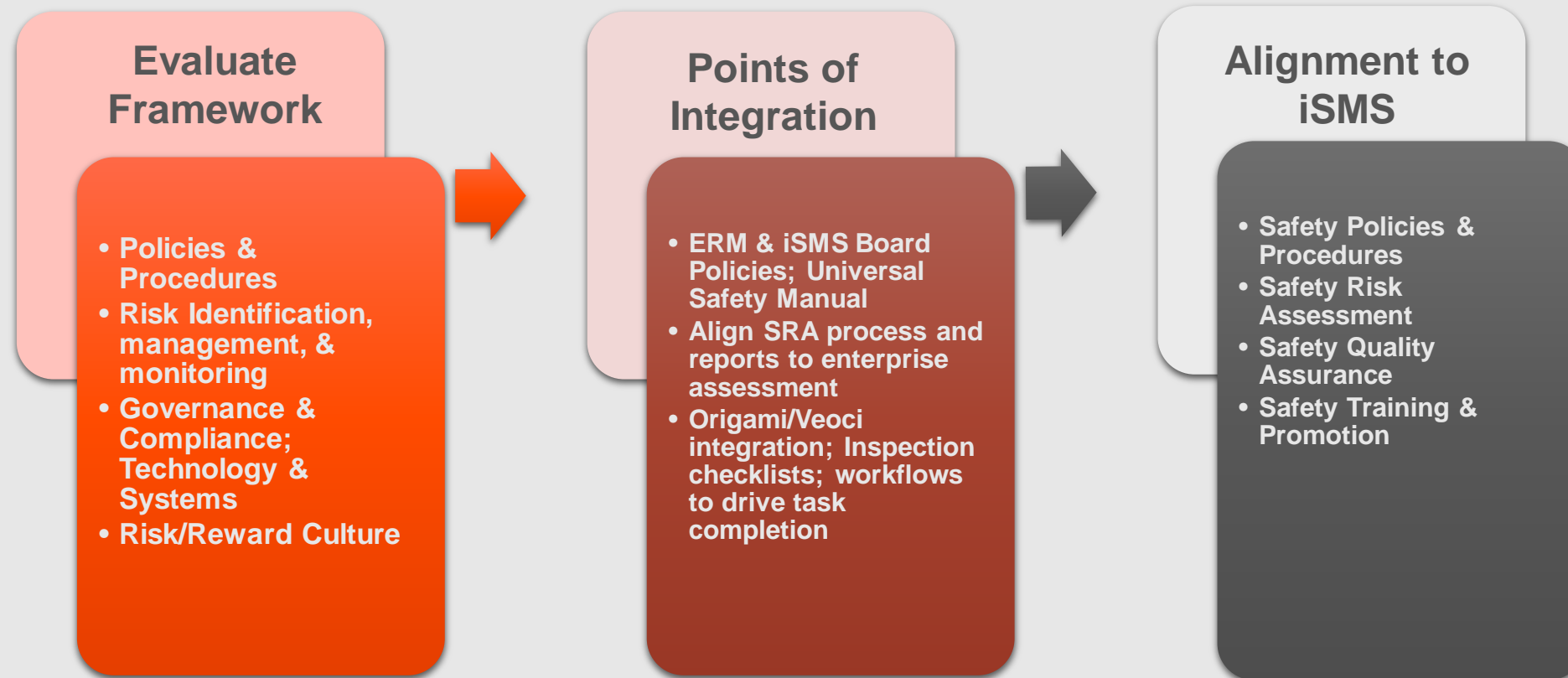
# Safety Policy



# Gap Analysis

Evaluate DFW's ERM framework and identify integration points for aligning iSMS

- Greatest opportunity in Quality Assurance & Safety Risk Management.
- Results compared to FY17 Safe & Secure Survey.





# Policy



# Safety Policy

## Develop integrated iSMS Manual

- Formerly: Part 139 Manual; Risk Safety Manual; DRAFT SMS Manual.
- Created integrated iSMS manual. Core of the manual is the overall iSMS process.
  - Appendices for Part 139 and general employee safety.
- Manual posted employee intranet.



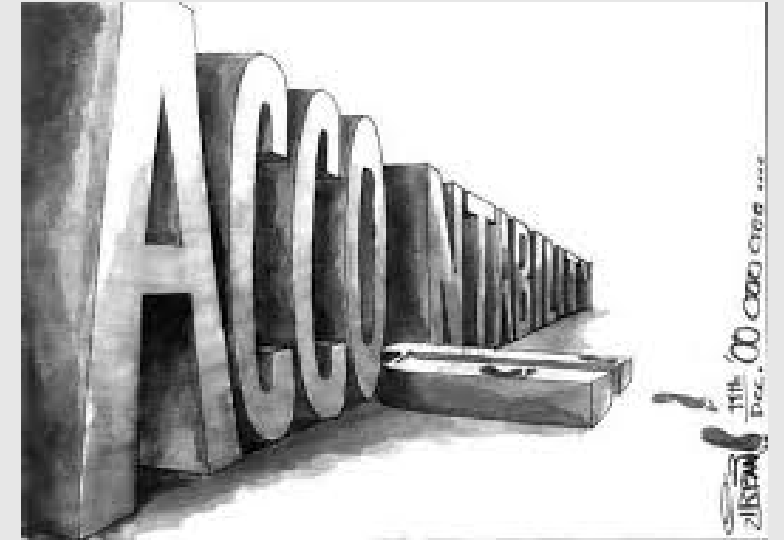


# FY19 Safety Policy

- Finalize definitions for Accountable Executive and Responsible Executive
- Produce DFW Safety Policy Statement for manual and distribution

## Discussion

- How is your SMS manual structured?
- Do you have an AE, RE, both, or something else?
- Do you have a formal safety policy statement signed by your AE/RE?





# Risk Assessment



# Safety Risk Assessment (SRA)

## Validate, align and integrate current risk assessment process

- Validate:
  - Current state review of existing safety risk assessment processes completed 1Q.
  - Validated and tested SRA process in 2Q.
- Align:
  - Future strategy developed in 3Q: In alignment with ERM/iSMS best practice, SRAs to be performed on AIP funded construction as well as large-scale projects as needed.
  - SRAs facilitated by RISK, acting as neutral third party.
- Integrate:
  - Perform at 60-70% design specifications.
  - Complete report; include risk mitigation procedures in Construction Safety Phasing Plan (CSPP) documents.





# FY19 Safety Risk Assessment

- Provide a tool to easily identify what projects should have SRAs, through use of Origami questionnaire. Develop and implement SRA checklist to use as a resource to determine when SRA is required.
- Promote integration efforts and work with planning and design, to consistently perform SRA at 70% design for major projects.

## Discussion

- What has worked; what challenges have you faced?
- Are you doing SRAs only for AIP funded projects, or for non-AIP as well?
- How long is your average SRA for a construction project? Have you taken measures to streamline the process and time?
- How are you integrating airlines and airline data into your SMS?





# Quality Assurance

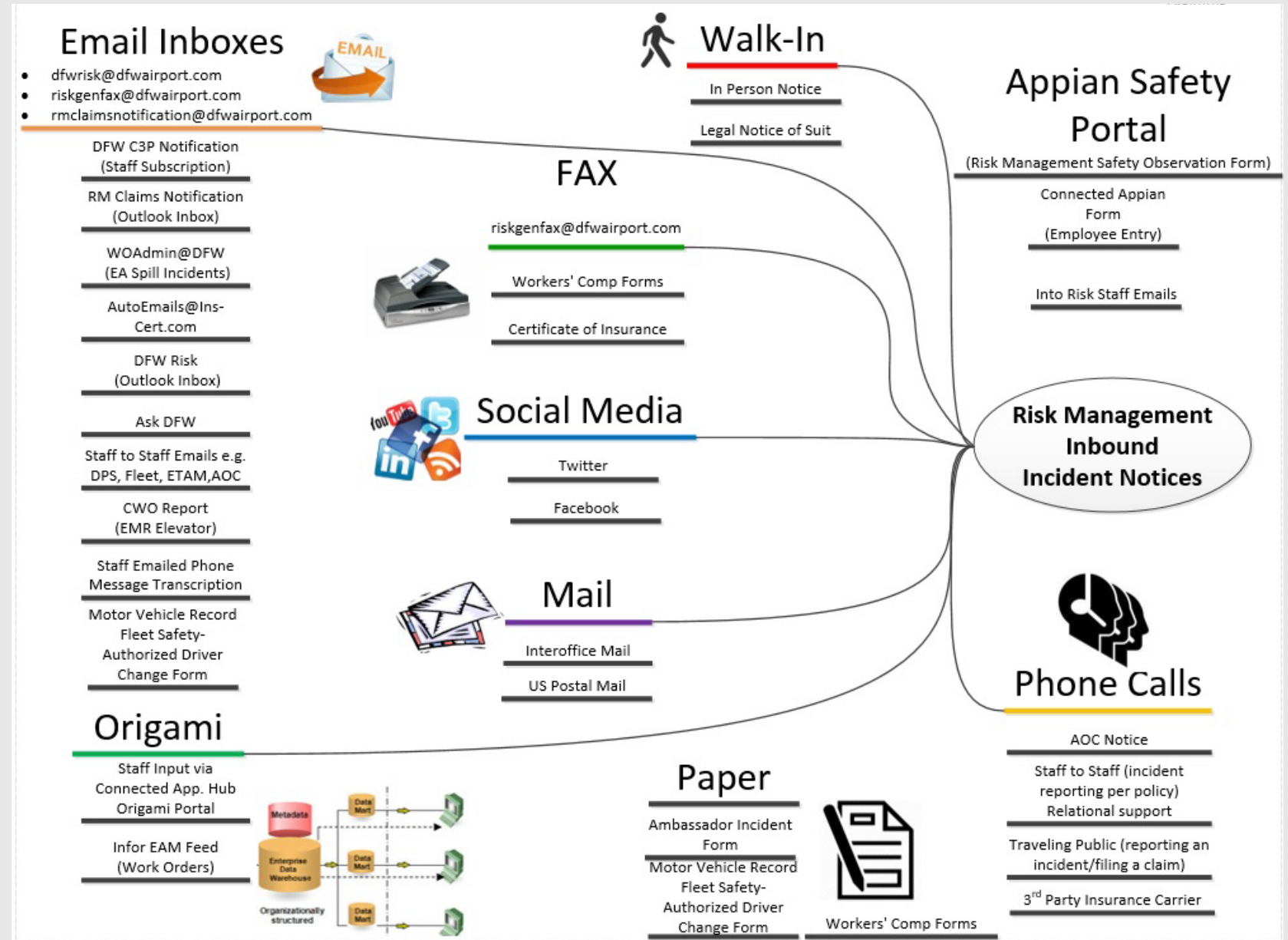


# Quality Assurance

What do we do with data?

These are all of the methods of getting data to DFW RISK.

Can we streamline?






The logo for iSMS Risk Management features the text "iSMS" in orange, with a stylized orange and black link icon below it. Below the logo, the words "RISK MANAGEMENT" are written in orange. At the bottom, contact information is provided: an email icon followed by "dfwrisk@dfwairport.com", a phone icon followed by "972-973-5650", and a red exclamation mark icon followed by the text "In case of emergencies call 911". The DFW logo is also present in the bottom right corner.

https://live.origamirisk.com

Origami Risk - New Incident

 ORIGAMI RISK

New Incident

Complete Incident

## Incident or Observation Report

If this is an emergency, please dial 911.

Date of Incident/Observation \*

Time of Incident/Observation

AM/PM

Are you a Passenger, Employee, or other?

Location

Specific Location ⓘ

Flight or Vehicle #

Nature of your Feedback

Is there a safety concern? \*

Is there a security concern? \*

Is there a maintenance concern? \*

Additional details about the event \*

Airfield Safety Event  
Injury  
Maintenance Request/Concern  
Other  
Property or Vehicle Damage/Lost

In order for DFW to respond to you, please include the following:

Reporter Name

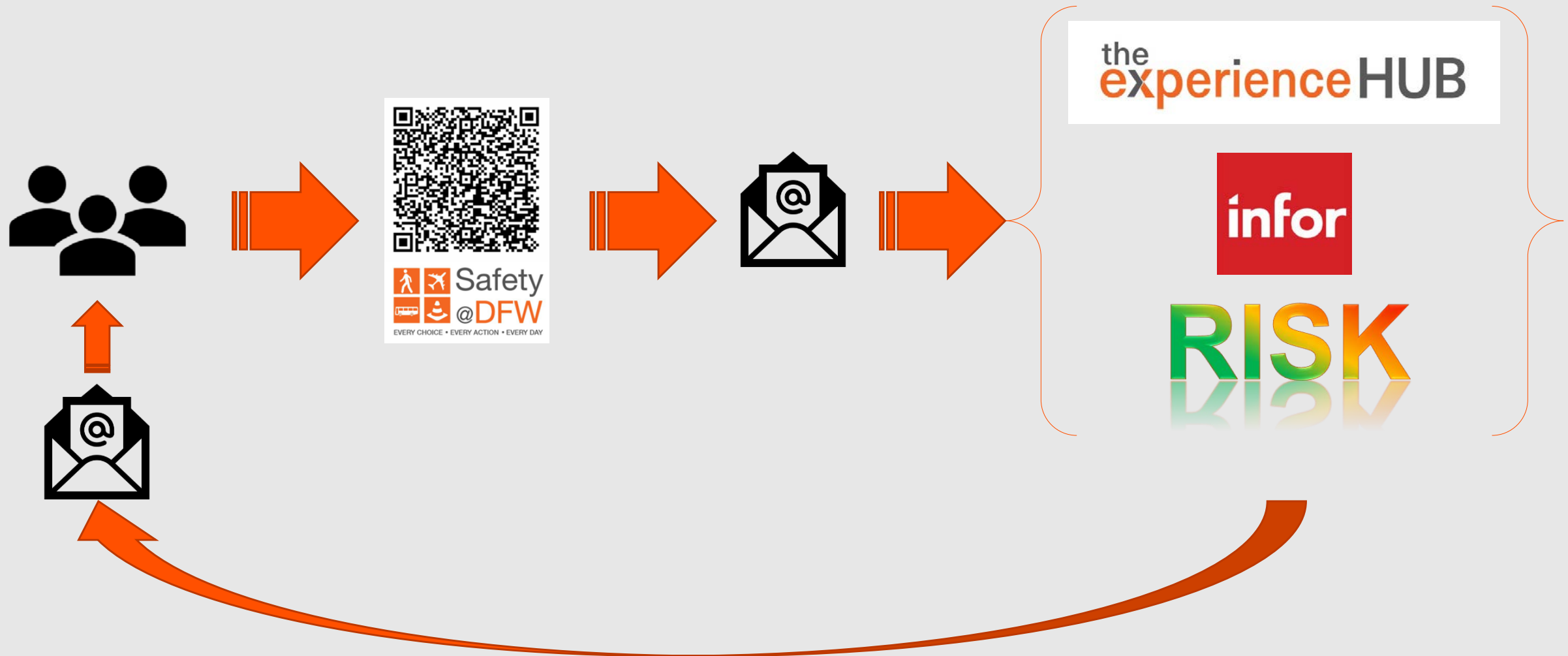
Reporter Email

Reporter Phone #

To add photos or other attachments, or to complete your form, click the "Complete Incident" button on the upper right corner of the screen.



# Portal Information Flow





# Veoci/Origami Integration—Incidents

## Runway Incursion/Surface Incident


The screenshot displays the ORIGAMI RISK web application interface. The top navigation bar includes links for Dashboards, Documents, Tasks, Claims, Incidents, Policies, Locations, Contacts, Reports, Fleet, Insureds, and Requests. A user profile for Jordan Voskuil is shown, indicating they are currently working in DFW Airport. The main content area is titled "GIS Map - iSMS GIS Map" and features a map of the Dallas/Ft. Worth International Airport area. A left sidebar contains a legend with categories: "FY18 Runway Incursions", "- DFW Caused", "- Non-DFW Caused", and "Building Footprints". Below the legend are map style options: Imagery, Imagery with Labels, Streets, Topographic, and Dark Gray Canvas. A pop-up window titled "DFW Airport - ETAM (VL32102476)" displays incident details:


Link	<a href="#">View</a>
IncidentNumber	VL32102476
Cause	Runway Incursion
LossDate	2018-07-25T00:00:00

Below the table is a "Zoom to" button. The map shows the airport layout with various buildings and runways. A status bar at the bottom right displays the coordinates "XY -97.018062°, 32.901070°". The footer includes the text "City of Grapevine, Esri, HERE, Garmin, INCREMENT P, NGA, USGS | Esri, HERE" and "Powered by Esri".



# Veoci/Origami Integration—Work Orders

**ORIGAMI RISK**

[Dashboards](#) [Documents](#) [Tasks](#) [Claims](#) [Incidents](#)  
[Requests](#) [Audit Responses](#) [GIS Maps](#) [Admin](#) 

[Incidents >](#)  
**DFW Airport (VL184375)** ☆

## DFW Incident/Hazard Reporting Portal

Data Collection Type	Veoci Data Feed
iSMS Nature of your Feedback	Airfield Safety Event
Incident Number	VL184375
Infor Record#	184375
Veoci Record#	5596
Cause	Wear & Tear
Date of Incident	09/13/2018
Company Name	DFW: Operations
Location	1151 - AOA
Specific Location	TWY WF Turn-Off C/L from RWY 18L faded, dirty, obscured by rubber - 5596
Accident Latitude	32.91568200
Accident Longitude	-97.05035500
Event Description	TWY WF Turn-Off C/L from RWY 18L faded, dirty, obscured by rubber - 5596

**DFW**

Home Alerts Threads Rooms Start a Room

DFW - Dallas/Fo... [ORG] / Operations [GROUP] / DFW - Daily Ope... [ROOM] / Airfield Work Or... [WORKFLOW] /  
**Airfield Work Orders #5596** [WORKFLOW]

1. Work Order Identification

Logged By  
Ryan Pierce

Date and Time  
2018-09-13 12:37

Priority  
Medium

Type of Work Order  
Watchlist

Inspected During  
Shift 2 and 3 - Day Inspection

Day Inspection - Categories  
[View Source Entry](#)

Category	Inspection Item
Markings & Signs	RWY HLD Bars

Description of Work  
TWY WF Turn-Off C/L from RWY 18L faded, dirty, obscured by rubber.

Airfield Location  
West

Discrepancy Location  
Select Area from Airfield map

Normal Operations

Messages


Submission Details

Entry Id  
#5596

Status  
In Progress

Pending Steps  
3. Released

Workflow Duration  
11 days

Entry QR Code  


History  

1. Work Order Identification initiated by Ryan Pierce  
13-Sep-2018 12:41

2. AOO - Audit submitted by Drew Daunis after 8 minutes, 54 seconds  
13-Sep-2018 12:50



# FY19 Safety Quality Assurance

- Expand use of Origami platform to allow other departments to conduct periodic audits of work and public environments.
- Monitor time to correction and closure for hazard reports and maintenance requests/Part 139 compliance.
- Socialize Incident Reporting Portal throughout DFW.

## Discussion

- How are you tracking data?
- What practices are in place, for follow-up and incident closure?
- Are you performing root cause analysis? Who have you trained to perform these investigations/root cause analysis?





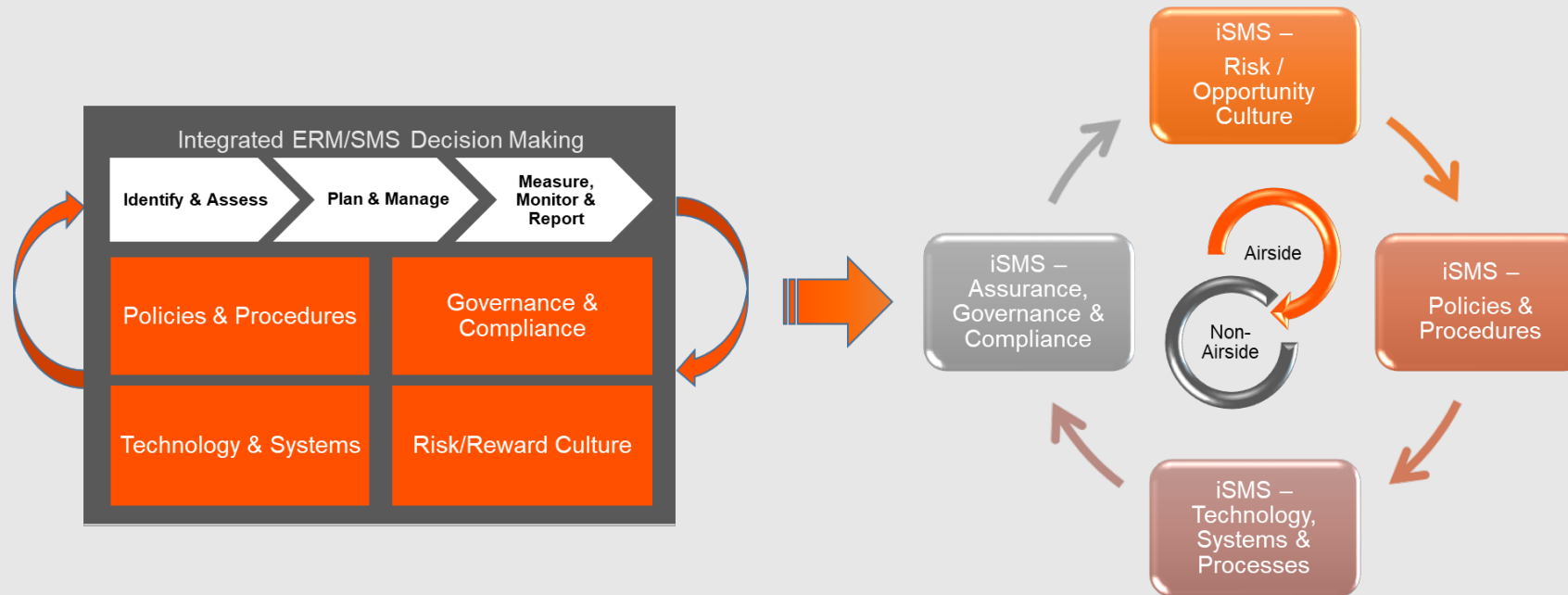
# Promotion



# Safety Promotion

Goal: Train 85%+ of 1964 Board Employees (based on total EE as of Jan. 1, 2018)

- **Over 99% of 1964** employees completed the module.
- Part of New Hire Orientation training.





# Safety Captain Program

## FY16-FY17: Emergency Response Department Monitors

- Assist with Emergency Procedures

## FY18: Transition to Safety Captains

- Point of contact for each department
- Disseminate information to departments
- Assist with emergency procedures
- Provide situational awareness and feedback
- Annual refresher training

**Representatives from over  
22 Departments/Locations**



# FY19 Safety Captain Program Goals

Element	Initiative
Safe & Secure Survey	<ul style="list-style-type: none"><li>• Participate in focus groups to identify areas of improvement, leading up to Safe &amp; Secure Survey</li></ul>
iSMS	<ul style="list-style-type: none"><li>• Ensure all Board employees have completed awareness training module.</li><li>• Promote supervisor-level iSMS training module (in development)</li><li>• Advocate use of DFW Incident/Hazard Reporting Portal</li></ul>
Organizational Resiliency	<ul style="list-style-type: none"><li>• Conduct emergency procedure training with department</li><li>• Contribute insight into creating a safe, secure, and resilient department and DFW culture</li></ul>



# FY19 Safety Promotion

- Assess feasibility of incorporating very high level iSMS info into Access DFW training process.
- Update Connected and DFW public website with iSMS information

## Discussion

- Do you utilize various levels of training across the airport community (high level, supervisor level, etc.)?
- Have you deployed training into the entire airport community, or just internal stakeholders?
- What other best practices have you implemented to promote the SMS program?

