

# *ALPA Worldwide Accident Hot Line*



## **WORLD-WIDE ALPA HOT LINE**

**(202) 797-4180 (USA/Canada)**

**BACKUP NUMBER: (703) 892-4180**

**CALL THIS NUMBER IMMEDIATELY  
IF YOU ARE INVOLVED IN AN  
ACCIDENT/SERIOUS INCIDENT  
AT ANYPLACE OR ANYTIME  
(COLLECT CALLS ACCEPTED)**

*For any other safety related problem, call the ALPA  
Engineering and Air Safety Department TOLL FREE at  
800-424-2470.*

## *Why do I care?*

- ALPA pilots may not be getting safety help when they need it
- ALPA pilots may be looking for other help in the wrong places
- Data on calls to the Hot Line shows there's an “information gap” for a lot of members
  - What the system can and can't do
  - When it's a good idea to seek help (and from whom)

# *OK, so I'm calling ALPA, right?*

- Yes (but indirectly)
- You're calling an answering service, so please keep in mind that in general...
  - *They* are not airplane people
  - They follow a checklist that *we* give them
  - The checklist gets you to an ALPA *safety* person (no matter what the question is)

# *Why use an answering service?*

- It's the best bang for the buck
  - They use the same checklist - *all the time*
  - They're in the business of answering phones for people
  - They provide system redundancy (each number has 2 lines)

## *So what?*



- They try lots of numbers so you don't have to
  - (but you'll sit on hold for a minute or two)
- First, they try the duty engineer on a cell phone. If no joy ...
- They go down a list till they get a live person

## *I say again, so what?*



- 2 numbers x 2 lines per number means your call gets answered
- Their equipment + our procedures means you get a live person, not voicemail
- Bottom line: you *will* be connected to an ALPA *safety* person no matter when you call

# *At ALPA, who will I be talking to?*



- Generally, a staff engineer who
  - understands air carrier ops
  - can contact lots of people about lots of stuff
  - has done this before

# *At ALPA, who will I be talking to?*

... by the way, the ALPA person you reach

- may be in the car
- may be in a meeting
- may be in the shower
- may be in the middle of dinner, sleeping, mowing the lawn, feeding the dog, etc.

Your patience will be appreciated!





HOWEVER...

# *Tell me again who you are?*

- The engineer on duty
  - is not part of your MEC
    - but does regularly work with the MEC safety committee

# *Tell me again who you are?*

- The engineer on duty
  - is not connected with the company
    - but does understand your relationship with them

# *Tell me again who you are?*

- The engineer on duty
  - is not a doctor, counselor, or clergy
  - is not a lawyer
    - but can put you in touch with one

# *Tell me again who you are?*

- The engineer on duty
  - can't get your airplane out of the ditch
  - can't make the FAA go away
  - can't calm down your irate passenger

*Then what can you do for me?*



We can use the Association's resources  
to help you deal with your situation...  
*and we will!*

# *So what can I expect?*

- You can initially plan on ...
  - spending a while on the phone (10-20 minutes)
  - getting the help you need, or a good vector to it
  - being asked lots of questions related to the situation
  - getting lots of advice

# *So what can I expect?*



Your Hot Line call may well be the beginning of a process, not the end



## *In General*



The Hot Line is set up to handle time-critical safety and security needs, and the folks who answer will try their best to help, no matter what the question may be.

## *In General*



Non-time critical and non-safety/security issues may be better handled during the business day when the entire staff is available to help.

1-888-FLY-ALPA



## *In General*

If you're not sure, best to call the Hot Line!

# *In General*



BUT...

If you're making a statement, written or verbal, to the company or the authorities, *first* get ALPA to review it by calling the toll free line (0830 – 1730 ET) or the Hot Line (24/7/365).

# *What do I do with all this knowledge?*



- Pass the word to other pilots
- Help improve understanding of the Hot Line's
  - Purpose
  - Capability
  - Limitations

# *What do I do with all this knowledge?*



- Talk to staff in Herndon
  - Help us make the system work for you
  - Help us make the system better

***WHEN IN DOUBT, CALL!***

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# *What's wrong with this picture?*

- Have a problem
- Spill your guts to the company
- Spill your guts to the FAA
- Spill your guts to the NTSB
- Call ACPA to see if there's anything else I need to do"



# *A Better Way*



- Have a problem
- Fly the airplane (till the last part stops moving)
- See to the safety and well-being of passengers & crew
- Call ALPA
  - We'll help you with the Company, FAA, TC, NTSB, TSBC

## *You be the judge*

- Calls that could've been made to the Hot Line but weren't
- Calls to the Hot Line that could have been handled better another way

# *Why Didn't They Call??*

*(all actual events – no calls to Hot Line)*

- 747-400 towing - broken nose gear
- High speed abort – wheel fire
- Tailstrike – NTSB investigating
- Emergency landing – no hydraulics
- Asked to (and did) ferry an airplane the crew thought might be unsafe
- Runway incursion

# *“Time-Critical Safety/Security Issues?”*

*(all actual calls)*



- Web site password
- Mailing address change
- Question about prescription drugs
- Need a new ALPA pin
- How much did I pay in dues last year
- Merger questions

# 2009 Call Summary



626	Calls to the Hot Line (2009)
50 (8%)	Referred directly to Membership
578	Calls passed to E&AS
293 (47%)	Legal, representation, membership
95 (15%)	Other (web password, 411, insurance, aeromedical, etc)
190 (30%)	Calls involving a time-critical safety or security issue

# *Bottom Line*

- The Hot Line works – very well.
  - It's like any other system – it's most effective when used as designed
  - Would you declare an emergency to get ATIS?
- ALPA HQ is here to support YOU
  - The hotline folks will do their best to answer whatever the question is, BUT
    - They can't help if they don't know there's a problem
    - They can't give you what they don't have

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