

***The Value of Turbulence Line Operations Safety Audits (LOSA)***  
***A Collaborative Approach Enlisting the Services of an Outside Assessment Firm***

**Frequently Asked Questions:**

***What is LOSA?***

LOSA stands for Line Operations Safety Audit. Developed as an assessment program with FAA documented guidance and facilitated and overseen by an outside company called ***The LOSA Collaborative Group***. It is a voluntary peer to peer, no jeopardy safety program where trained front line Flight Attendants observe working Flight Attendants during a normal flight. The data captured during turbulence is sent encrypted to ***The LOSA Collaborative Group*** for evaluation. That data is then evaluated and built into a document highlighting where Standard Operating Procedures may be improved with the intent of providing a safer work environment for Flight Attendants.

In an effort to ensure the safety of United Flight Attendants, the Flight Operations, Inflight, Dispatch and Safety divisions of United Airlines are partnering with the Air Line Pilots Association (ALPA), the Association of Flight Attendants-CWA (AFA) and the Professional Airline Flight Control Association (PAFCA) to develop a Line Operations Safety Audit (LOSA) program that will explore how turbulence related policies and procedures of these various divisions interact and ultimately affect Flight Attendants.

The reason LOSA is such a powerful safety program is it is non-punitive and all data obtained during the audit is confidential and deidentified. There is no pass or fail. Your role is to simply perform your duties as you do every day on the line. United currently has 11 LOSA programs in which the peer to peer data has served to identify and resolve gaps in procedures. The LOSA Collaborative work Group has a stellar record with over 25 years without a single breach of identifiable information being released.

***Why are we doing this?***

Any Flight Attendant injury that might result from turbulence that can be avoided has value. Within the context of avoiding Flight Attendant injuries, Line Operations Safety Audits (LOSA) also have value and enhance our collective safety by identifying areas where improvement is possible. United has provided a commitment to review the provided data with ***The LOSA Collaborative Group***, the labor groups and seek improvements that may reduce injuries.

***How is this being done?***

Inflight and AFA recently signed a Letter of Agreement that is exclusively intended to support this important safety program. Over the next few weeks, a beta test of the program will be implemented to ensure the success of a larger scale program. We expect you will have a number of questions on this program and these FAQ's are intended to address questions we anticipate you may have about this program.

Initially, we are doing a small number of beta test flights (approximately 15) to ensure this type of program will work. This beta test is intended to help us understand if and how we can collect data on turbulence procedures simultaneously on a single flight. The ultimate goal is about improving Flight Attendant safety. However, this is the first time ***The LOSA Collaborative Group*** is doing a simultaneous

observation program on the flight deck, in the cabin and with dispatch. As no such project has ever been attempted, a test is necessary to ensure our dedicated efforts are successful. If the observations prove to be successful, then United will look to do a larger scale observation program in the future.

### **How can I be sure the data is deidentified?**

The LOSA Collaborative (TLC) - an industry leader in developing LOSA programs, has previously worked with United and ALPA (both at Continental and United) on multiple projects with the most recent Flight Operations program occurring in 2015-16.

All data collected by observers is entered in TLC's encrypted data collection tool and the data is submitted directly to TLC. No identifiable information is collected. TLC completes a full analysis of all data collected to ensure information is confidential and deidentified. All observers sign a confidentiality agreement prior to participating in the program.

### **Who are the observers and how will I know I have an observer on my flight?**

Important to a LOSA program is that LOSA observers were mutually selected by Inflight leadership and AFA leadership. Observers are not ghost riders. This is not a line check.

The LOSA observers will identify themselves to you and ask for your permission to observe your flight. If a LOSA observer is planned to be on your flight, she/he will attempt to contact you prior to your trip to provide you with the opportunity to obtain answers to any questions you may have about LOSA .

### **Is there a requirement to participate?**

Participation is voluntary. The observations taken go towards looking at how effective turbulence related policies and procedures are in protecting us while we are on the job. By participating you are not only helping United learn more about turbulence policies and procedures to identify and address any gaps that might exist in the current policies, you are making a significant contribution in the interest of ensuring the safety and well-being of your flying partners.

Both Inflight and AFA leadership are partnering in this program and encourage you to participate. This is a collaborative effort supported fully by AFA. We are mutually participating in this beta test with the plan for a broader collection of data in the future.

### **If I would prefer not to participate, are there any repercussions?**

No. The Flight Attendant observers will answer any questions you have about the program if you are unsure you want to participate. However, if you ultimately decide you don't want to volunteer to be observed, the cabin observers will not conduct a cabin observation. Should a Flight Attendant decline to participate, the remaining pilot and dispatch observers may still choose to do their portion of the LOSA. However, it is important to understand the value of the cabin perspective will be missing.

### **Are Flight Attendants the only one doing this LOSA?**

No. Flight Operations and Dispatch are both partnering with their respective Associations, ALPA and PAFCA, respectively, to participate in this LOSA effort. Turbulence impacts all work groups and we are

all teaming up together to develop this important safety program. It is important to remember that policies and procedures across all three divisions are being considered, simultaneously, to identify what is and what is not working. This entire initiative is about what keeps Flight Attendants safe and is intended to identify those conditions that may present or create a risk of injury.

**Has this ever been done before:**

LOSA observations, YES. Yet, this is the first time ***The LOSA Collaborative Group*** is doing a simultaneous observation program on the flight deck, in the cabin and with dispatch. As no such project has ever been attempted, a test is necessary to ensure our dedicated efforts are successful. If the observations prove to be successful, then United will look to do a larger scale observation program in the future.

**When will the beta test occur?**

The beta test will be conducted between March 9 – March 22, 2019.