

Ramp Event Decision Aid (REDA) Results Form

Section I – General Information

Reference #: _____	Interviewer's Name: _____
Airline: _____	Interviewer's Telephone #: _____
Station of Error: _____	Date of Investigation: ____/____/____
Aircraft Type/Reg. #: _____	Date of Event: ____/____/____
Equipment Type: _____	Time of Event: ____:____ am pm
_____	Shift of Event: _____
Ref. # of previous related event: _____	Date Changes Implemented: ____/____/____

Section II – Event

Please select the event (check all that apply)

1. Aircraft Damage Event

- ☐ a. Cargo door
- ☐ b. Passenger door
- ☐ c. Tail
- ☐ d. Nose/radome
- ☐ e. Wing/flaps/slats/ailerons
- ☐ f. Engine/cowl
- ☐ g. Landing gear/doors
- ☐ h. Antenna/masts
- ☐ i. Other (explain below)

2. Equipment Damage Event

- ☐ a. Bag tug/cart
- ☐ b. Loading bridge/(jetbridge)
- ☐ c. Belt Loader
- ☐ d. Container loader
- ☐ e. Trucks (lav/fueling/water/etc.)
- ☐ f. Other (explain below)

3. Operational Process Event

- ☐ a. Flight delay
- ☐ b. Flight cancellation
- ☐ c. Ground interrupt/gate return/rejected takeoff
- ☐ d. Air Interrupt (return to field/diversion)
- ☐ e. Other (explain below)

4. Personal Injury Event

- ☐ a. Strain
- ☐ b. Sprain
- ☐ c. Laceration
- ☐ d. Contusion
- ☐ e. Fracture
- ☐ f. Other (explain below)

5. Environmental Impact Event

- ☐ a. Spill
- ☐ b. Release
- ☐ c. Contamination
- ☐ d. Other (explain below)

6. Weight & Balance/Cargo Event

- ☐ a. Exceeded weight/Center of Gravity (CG) limits
- ☐ b. Cargo shifted
- ☐ c. Cargo release in aircraft
- ☐ d. Live animals (death, escape, etc.)
- ☐ e. Dangerous goods incorrectly shipped
- ☐ f. Unit Load Device (ULD) failure/used unserviceable ULD
- ☐ g. Technically unairworthy conditions (reported after takeoff, reported on Offload)
- ☐ h. Spill in aircraft
- ☐ i. Contamination of aircraft
- ☐ j. Other (explain below)

7. Other Event (explain below)

Describe the specific ramp system failure.

Section III – Ramp System Failure

Please select the system failure (check all that apply)

1. Equipment/Tools

- ☐ a. Driven/pushed/towed into
- ☐ b. Not for intended use
- ☐ c. Defective equipment
- ☐ d. Incorrectly operated
- ☐ e. Equipment left in wrong place
- ☐ f. Signal/connectivity
- ☐ g. Battery (e.g., electrical GSE)
- ☐ h. Other (explain below)

2. Foreign Object Damage (FOD)

- ☐ a. Material left on ramp
- ☐ b. Material dropped into open system
- ☐ c. Material left in aircraft/engine
- ☐ d. Failure to see foreign objects on ramp
- ☐ e. Other (explain below)

3. Aircraft Servicing

- ☐ a. Servicing not performed
- ☐ b. Servicing not performed in required time
- ☐ c. Not enough fluid
- ☐ d. Too much fluid
- ☐ e. Wrong fluid type
- ☐ f. Access not closed
- ☐ g. System/equipment not deactivated/reactivated
- ☐ h. Other (explain below)

4. Aircraft Operation

- ☐ a. Driven into equipment/facility
- ☐ b. Driven off ramp/taxi way
- ☐ c. Other (explain below)

5. Aircraft Handling

- ☐ a. Pushed/towed into
- ☐ b. Pushed/towed off of
- ☐ c. Not pushed/towed
- ☐ d. Not pushed/towed in required time
- ☐ e. Marshalling
- ☐ f. Other (explain below)

6. Maintenance

- ☐ a. Maintenance not performed
- ☐ b. Maintenance not performed in required time
- ☐ c. Equipment/parts not installed
- ☐ d. Wrong equipment/parts installed
- ☐ e. Incomplete installation
- ☐ f. Access not closed
- ☐ g. System/equipment not deactivated/reactivated
- ☐ h. Other (explain below)

7. Fault Isolation/Test/Inspection

- ☐ a. Did not detect fault
- ☐ b. Not found by fault isolation
- ☐ c. Not found by operational / functional test
- ☐ d. Not found by inspection
- ☐ e. Access not closed
- ☐ f. System/equipment not deactivated/reactivated
- ☐ g. Other (explain below)

8. Personal Injury Type

- ☐ a. Slip/trip/fall
- ☐ b. Caught in/on/between
- ☐ c. Struck by/against
- ☐ d. Hazard contacted (e.g. electricity, hot or cold surfaces, and sharp surfaces)
- ☐ e. Hazardous substance exposure (e.g. toxic or noxious substances)
- ☐ f. Hazardous thermal environment exposure (heat, cold or humidity)
- ☐ g. Incorrect body position for manual handling
- ☐ h. Other (explain below)

9. Weight & Balance

- ☐ a. Cargo exceeded weight limit
- ☐ b. Cargo loaded in an unbalanced manner
- ☐ c. Cargo (e.g., luggage) load/offload tracking error
- ☐ d. Incorrect data entries
- ☐ e. Delay in reporting error
- ☐ f. Other (explain below)

10. Other (explain below)

Describe the specific ramp system failure.

Section IV – Contributing Factors Checklist

N/A ☐

A. Information (e.g., written procedure, load plan, alerts, HAZMAT paperwork, live animal paperwork)

- | | | |
|--|---|--|
| <input type="checkbox"/> 1. Not understandable | <input type="checkbox"/> 5. Insufficient information | <input type="checkbox"/> 9. Inefficient procedure |
| <input type="checkbox"/> 2. Unavailable/inaccessible | <input type="checkbox"/> 6. Update process is too long/complicated | <input type="checkbox"/> 10. Uncontrolled |
| <input type="checkbox"/> 3. Incorrect | <input type="checkbox"/> 7. Incorrectly modified manufacturer's MM/SB | <input type="checkbox"/> 11. Other (explain below) |
| <input type="checkbox"/> 4. Too much/conflicting information | <input type="checkbox"/> 8. Information not used | |

Describe specifically how the selected information factor(s) contributed to the failure.

N/A ☐

B. Ground Support Equipment/Tools/Safety Equipment [Personal Protective Equipment (PPE) and Collective Protective Equipment (CPE)]

- | | | |
|--|---|--|
| <input type="checkbox"/> 1. Defective/unserviceable | <input type="checkbox"/> 9. Cannot use in intended environment | <input type="checkbox"/> 16. PPE/CPE unavailable |
| <input type="checkbox"/> 2. Unsafe | <input type="checkbox"/> 10. Incorrectly used in existing environment | <input type="checkbox"/> 17. Out of calibration |
| <input type="checkbox"/> 3. Unreliable | <input type="checkbox"/> 11. Too complicated | <input type="checkbox"/> 18. No instructions |
| <input type="checkbox"/> 4. Layout of controls or displays | <input type="checkbox"/> 12. Incorrectly labeled/marked | <input type="checkbox"/> 19. Inaccessible |
| <input type="checkbox"/> 5. Not used | <input type="checkbox"/> 13. Not labeled/marked | <input type="checkbox"/> 20. Past expiration date |
| <input type="checkbox"/> 6. Unavailable | <input type="checkbox"/> 14. PPE/CPE not used | <input type="checkbox"/> 21. Other (explain below) |
| <input type="checkbox"/> 7. Inappropriate for the task | <input type="checkbox"/> 15. PPE/CPE used incorrectly | |
| <input type="checkbox"/> 8. Incorrectly used | | |

Describe specifically how selected ground support ground support equipment/tools/safety equipment factor(s) contributed to the failure.

N/A ☐

C. Aircraft Design/Configuration/Parts/Equipment/Consumables

- | | | |
|--|---|--|
| <input type="checkbox"/> 1. Complex | <input type="checkbox"/> 5. Insufficient information | <input type="checkbox"/> 9. Inefficient procedure |
| <input type="checkbox"/> 2. Unavailable/inaccessible | <input type="checkbox"/> 6. Update process is too long/complicated | <input type="checkbox"/> 10. Uncontrolled |
| <input type="checkbox"/> 3. Incorrect | <input type="checkbox"/> 7. Incorrectly modified manufacturer's MM/SB | <input type="checkbox"/> 11. Other (explain below) |
| <input type="checkbox"/> 4. Too much/conflicting information | <input type="checkbox"/> 8. Information not used | |

Describe specifically how the selected aircraft design/configuration/parts/equipment/consumables factor(s) contributed to failure.

N/A ☐

D. Job/Task

- | | | |
|---|--|--|
| <input type="checkbox"/> 1. Repetitive/monotonous | <input type="checkbox"/> 4. Different from other similar tasks | <input type="checkbox"/> 7. Requires twisting |
| <input type="checkbox"/> 2. Complex/confusing | <input type="checkbox"/> 5. Requires forceful exertions | <input type="checkbox"/> 8. Long duration |
| <input type="checkbox"/> 3. New task or task change | <input type="checkbox"/> 6. Requires kneeling/ bending/ stooping | <input type="checkbox"/> 9. Awkward position |
| | | <input type="checkbox"/> 10. Other (explain below) |

Describe specifically how the selected job/task factor(s) contributed to the failure.

N/A ☐**E. Knowledge/Skills**

- | | | |
|---|--|--|
| <input type="checkbox"/> 1. Technical skills | <input type="checkbox"/> 5. Vendor process knowledge | <input type="checkbox"/> 9. English language proficiency |
| <input type="checkbox"/> 2. Task knowledge | <input type="checkbox"/> 6. Airport process knowledge | <input type="checkbox"/> 10. Teamwork skills |
| <input type="checkbox"/> 3. Task planning | <input type="checkbox"/> 7. Aircraft system knowledge | <input type="checkbox"/> 11. Computing skills |
| <input type="checkbox"/> 4. Airline process knowledge | <input type="checkbox"/> 8. Aircraft configuration knowledge | <input type="checkbox"/> 12. Other (explain below) |

Describe specifically how the selected knowledge/skills factor(s) contributed to the failure.

N/A ☐**F. Individual Factors**

- | | | |
|---|---|---|
| <input type="checkbox"/> 1. Physical health (including hearing and sight) | <input type="checkbox"/> 5. Complacency | <input type="checkbox"/> 10. Visual perception |
| <input type="checkbox"/> 2. Fatigue | <input type="checkbox"/> 6. Body size/strength | <input type="checkbox"/> 11. Lack of Assertiveness |
| <input type="checkbox"/> 3. Time pressure | <input type="checkbox"/> 7. Personal event (e.g., family problem, car accident) | <input type="checkbox"/> 12. Stress |
| <input type="checkbox"/> 4. Peer pressure | <input type="checkbox"/> 8. Task distractions/interruptions | <input type="checkbox"/> 13. Situation awareness |
| | <input type="checkbox"/> 9. Memory lapse (forgot) | <input type="checkbox"/> 14. Workload/task saturation |
| | | <input type="checkbox"/> 15. Other (explain below) |

Describe specifically how the selected individual factors contributed to the failure.

N/A ☐**G. Environment/Facilities/Ramp**

- | | | | |
|---|--|--|--|
| <input type="checkbox"/> 1. High noise levels | <input type="checkbox"/> 6. Snow | <input type="checkbox"/> 11. Hazardous/toxic substances | <input type="checkbox"/> 16. Lighting |
| <input type="checkbox"/> 2. Hot | <input type="checkbox"/> 7. Wind | <input type="checkbox"/> 12. Power sources | <input type="checkbox"/> 17. Labels/placards/signage |
| <input type="checkbox"/> 3. Cold | <input type="checkbox"/> 8. Lightning | <input type="checkbox"/> 13. Inadequate ventilation | <input type="checkbox"/> 18. Confined space |
| <input type="checkbox"/> 4. Humidity | <input type="checkbox"/> 9. Vibrations | <input type="checkbox"/> 14. Inadequate blast protection | <input type="checkbox"/> 19. Other (explain below) |
| <input type="checkbox"/> 5. Rain | <input type="checkbox"/> 10. Cleanliness | <input type="checkbox"/> 15. Markings | |

Describe specifically how the selected environment/facilities/ramp factor(s) contributed to the failure.

N/A ☐**H. Organizational Factors**

- | | | |
|---|---|---|
| <input type="checkbox"/> 1. Quality of support from technical Organizations (e.g., maintenance control, dispatch, ground control) | <input type="checkbox"/> 6. Corporate change/restructuring | <input type="checkbox"/> 11. Work group normal practice (norm) |
| <input type="checkbox"/> 2. Quality of support from airport vendors | <input type="checkbox"/> 7. Union action | <input type="checkbox"/> 12. Failure to follow ground guidance |
| <input type="checkbox"/> 3. Quality of support from airport organizations | <input type="checkbox"/> 8. Work process/procedure | <input type="checkbox"/> 13. Failure to follow airport authority guidance |
| <input type="checkbox"/> 4. Company policies | <input type="checkbox"/> 9. Work process/procedure not followed | <input type="checkbox"/> 14. Team building |
| <input type="checkbox"/> 5. Not enough staff | <input type="checkbox"/> 10. Work process/procedure not documented (e.g., use tribal knowledge) | <input type="checkbox"/> 15. Other (explain below) |

Describe specifically how the selected organizational factor(s) contributed to the failure.

N/A ☐

I. Leadership/Supervision

- | | | |
|---|---|---|
| <input type="checkbox"/> 1. Planning/organization of tasks approved | <input type="checkbox"/> 3. Delegation/assignment of task | <input type="checkbox"/> 5. Does not assure that approved process/procedure is followed |
| <input type="checkbox"/> 2. Prioritization of work | <input type="checkbox"/> 4. Unrealistic attitude/expectations | <input type="checkbox"/> 6. Amount of supervision |
| | | <input type="checkbox"/> 7. Other (explain below) |

Describe specifically how the selected leadership/supervision factor(s) contributed to the failure.

N/A ☐

J. Communication

- | | | |
|---|--|---|
| <input type="checkbox"/> 1. Between departments | <input type="checkbox"/> 4. Between ramp staff and lead | <input type="checkbox"/> 7. Between airline and vendor |
| <input type="checkbox"/> 2. Between staff | <input type="checkbox"/> 5. Between lead and management | <input type="checkbox"/> 8. Between vendors |
| <input type="checkbox"/> 3. Between shifts | <input type="checkbox"/> 6. Between flight crew and ramp staff | <input type="checkbox"/> 9. Between airline and airport |
| | | <input type="checkbox"/> 10. Other (explain below) |

Describe specifically how the selected communication factor(s) contributed to the failure.

N/A ☐

K. Other Contributing Factors (explain below)

Describe specifically how this other contributing factors contributed to the failure.

Section V – Failure Prevention Strategies

A. What current existing procedures, processes, and/or policies in your organization are intended to prevent the incident, but didn't?

- () Ramp Operation Policies or Processes (e.g., Ground Operations Manual, specify) _____
- () Maintenance Policies or Procedures (specify) _____
- () Inspection, Functional Check or Safety Check (specify) _____
- () Required Maintenance Documentation _____
- () Required Ramp Operation Documentation _____
- () Supporting Documentation
 - () Training materials (specify) _____
 - () All operator letters (specify) _____
 - () Inter-company bulletins (specify) _____
 - () Other (specify) _____

B. List recommendations for system failure prevention strategies.

Recommen- dation #	Contributing Factor #	Recommendation
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(Use additional pages, as necessary)

VI – Chronological Summary of the Event

Summarize the event, including how some Contributing Factors lead to additional Contributing Factors

(Use additional pages, as necessary)