FAA Safety Team

FAASTeam Representative Manual

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Chapter 1 - Introduction

On October 1, 2006, the Federal Aviation Administration Safety Team, or FAASTeam, began with one mission: To improve the Nation's aviation safety record by conveying safety principles and practices through training, outreach, and education. At the same time, FAASTeam Managers and Program Managers will establish meaningful aviation industry alliances and encourage continual growth of a positive safety culture within the aviation community.

The Federal Aviation Administration established the FAASTeam to create a shift in the safety culture and reduce aviation accidents by encouraging members of the aviation community to improve their attitudes toward safety, by refreshing their aeronautical knowledge, and by improving their aeronautical skills.

The FAASTeam Representative program supports the mission of the FAASTeam by promoting and fostering aviation safety. The program encompasses all elements of the aviation community.

History

The Federal Aviation Administration (FAA) established the General Aviation Accident Prevention Program in 1970 to provide general aviation with a safety program that was responsive to its needs. The program was based on the premise that general aviation accidents can be reduced by improving the attitude, knowledge, and proficiency of airmen and by reducing environmental hazards to aircraft operation by marking or removing such obstacles. The program initially demonstrated that these concepts and actions were effective in reducing accidents.

In 1985, an attempt was made to revitalize the program by changing the program name to the Aviation Safety Program. This attempt had a minimal effect on the program because it lacked the necessary conceptual and structural change.

In recent years, statistical reviews indicate that the reduction in the general aviation fatal accident rate has not continued its decline at an acceptable rate. For the safety program to further increase its effectiveness, conceptual and structural changes must take place. These changes will use principles of risk management, system safety, and new technology concepts. The FAASTeam is supported by the Flight Standards Service (AFS), the General Aviation and Commercial Division (AFS-800), the Aircraft Maintenance Division (AFS-300), as well as the strength of the entire FAA. The program encourages total involvement of the aviation community.

Representatives from all segments of the aviation industry, including general aviation, air carriers, corporate and business aviation, repair facilities, flight and mechanic schools, FBOs, and other aviation entities and individuals, are encouraged to participate with the FAASTeam. Safety education events, workshops, and other training opportunities will convey modern safety

principles, and broaden and refresh the technical knowledge of pilots, aviation maintenance technicians, and others involved in the aviation community.

A point of contact (POC) in the eight AFS Regional offices will provide support to FAASTeam Program Managers (FPM) assigned to Flight Standards District Offices (FSDOs) throughout the region. The FAASTeam Program Managers (FPM) or Point of Contact (POC) if no FPM is hosted in a FSDO office, will organize the FAASTeam Representative's activities to focus on reducing accidents in their geographic areas. FAASTeam Representatives will receive training and support from the FAASTeam FPM and/or POC. Representatives will provide outreach to the aviation community and share their technical expertise and professional knowledge.

This document describes the FAASTeam and provides guidance to the volunteer representatives in the performance of their duties, responsibilities, and activities.

FAASTeam Representatives

FAASTeam Representatives are individuals dedicated to the promotion of aviation safety. They voluntarily serve as assistants to the FAASTeam Program Manager and FAASTeam organization. They provide their community with advice, counsel, technical knowledge, aviation experience, and a communication link with the local FAA facility. FAASTeam Representatives act as advisors to the aviation community in support of aviation safety, and do so without designated regulatory authority.

Representatives are selected for their interest in aviation safety, their professional knowledge, their personal reputation in the community, and their ability to donate freely of their time and talents on behalf of the FAASTeam. Representatives are a vital link in the overall mission of the FAASTeam.

FAASTeam Representatives have some general responsibilities. For example,

- Representatives must be willing to be of service to the aviation community.
- Representatives will conduct activities professionally and in a manner that reflects favorably on the FAASTeam, thereby enhancing the relationship between the FAA and the aviation industry.
- Representatives receive guidance and support from the FAASTeam and the FAASTeam Program Manager. Products designed to enhance aviation safety are available to Representatives at www.FAASafety.gov.
- FAASTeam Representatives are volunteer safety representatives and, as such, have no authority to act as an official representative of the Administrator.

Representatives may be appointed as FAASTeam Lead Representatives or as FAASTeam Representatives. Both appointments have specific activities and responsibilities.

FAASTeam Lead Representatives

Lead Representatives must possess a diverse knowledge of aeronautical subjects or have an in-depth knowledge of a particular subject. They should have the ability to work and coordinate well with others, and exhibit leadership qualities. Lead Representatives should have a good

working knowledge of computer applications, use of the Internet, including the advanced tools available through FAASafety.gov, and communications via email.

Lead Representatives have the primary responsibility for coordinating resources and assisting in FAASTeam events conducted by FAASTeam Representatives within their geographic areas. Lead Representatives work closely with and regularly report accomplishments of activities to their FAASTeam Program Manager. Lead Representatives will also coordinate the input of information on meeting attendance into the FAASafety.gov system. They must have a good safety record and be able to dedicate sufficient time to the program to make it successful.

Lead Representative's activities may include the following:

- Assist the FPM with oversight responsibilities of FAASTeam Representatives
- Attend safety education events and safety activities within their respective areas.
- Assist the FPM with the selection of candidates for each category of the general aviation awards program within the respective geographic area.
- Assist with the selection of candidates for the FAASTeam Representative of the Year award within their respective geographic area.
- Procure and maintain supplies of safety program materials for distribution to FAASTeam Representatives and the aviation community.
- Produce flyers to advertise safety education events, and post advertisements of activities on the Safety Program Airmen Notification System (SPANS) located on FAASafety.gov.
- Provide training assistance and support of the FAASTeam Representatives in the conduct of their respective activities.
- Coordinate with the FPM to accomplish the established goals of the FAASTeam through various activities in their area.

FAASTeam Representatives

FAASTeam Representatives are selected because of their aviation knowledge, technical knowledge, and familiarity of the local aviation community. They should be well respected in the community. They need to have a proactive attitude in support of the FAASTeam and a strong desire to promote aviation safety. They must have a satisfactory safety record and be able to dedicate sufficient time to the program to make it successful.

The FAASTeam Representative's general activities include:

- Conduct or assist in FAASTeam events.
- Encourage pilots to participate in the WINGS – Pilot Proficiency Program.
- Encourage aviation maintenance technicians to participate in the Aviation Maintenance Technician (AMT) Awards Program.
- Identify hazards or unsafe conditions with regard to airports and the national airspace system and make appropriate notifications.
- Counsel airmen using a variety of methods, including one-on-one meetings and large educational events.
- Offer assistance and provide information to pilots who seek aid in transiting or operating in the Representative's area.

- Offer assistance to pilots, aviation maintenance technicians, and aviation organizations in establishing and maintaining a high level of safety awareness within their organization by utilizing a safety management system where appropriate.
- Make recommendations for the improvement of aircraft systems or design, and report conditions or malfunctions that may be hazardous to safe aircraft operations.
- Aid in the dissemination of changes to regulations, Airworthiness Directives, safety bulletins, malfunction and defect reports, and/or operational procedures pertinent to aircraft or pilots, aircraft owners, maintenance technicians, and aviation organizations.
- Support safety committees.
- Develop or assist in the development of new FAASTeam products.
- Encourage airmen to participate in all facets of the annual General Aviation Awards Program.
- Assist Lead Representatives by distributing educational materials, publicizing program events, and rendering other general support services.
- Promote the use of FAASafety.gov and its systems.
- Suggest improvements and assist in the development of content for FAASafety.gov.
- Serve as a liaison between the FAASTeam and other organizations.

Effective Representatives include individuals who are pilots, mechanics, airport managers, fixed base operators, and members of flying clubs or local organizations, business leaders, and any person interested in promoting aviation safety.

Summary

FAASTeam Representatives are voluntary supporters of the FAASTeam. They play a vital role in the accomplishment of the FAASTeam mission. They serve the aviation community by sharing their time, knowledge, and professional experience in order to create a positive safety culture. Representatives organize and participate in FAASTeam events, initiate action to correct conditions that may be hazardous to persons or aircraft in flight or on the ground, and counsel airmen. Individuals from all segments of the aviation and business community are encouraged to participate and become members of the FAA Safety Team.

Chapter 2 - Qualifications and Appointments

General

Each FAASTeam Program Manager (FPM) and/or Point of Contact (POC) is charged with the responsibility to build an organization of dedicated volunteer representatives who believe in the FAASTeam vision. Appointed Representatives contribute their time and resources to work within the industry and aviation community to facilitate a positive change in the safety culture. Representatives are an essential part of the FAASTeam and are an important link for the accomplishment of the FAASTeam mission.

The FAASTeam Program Manager (FPM) and/or Point of Contact (POC) will determine the need for FAASTeam Lead Representatives and FAASTeam Representatives within his/her assigned area of responsibility. The FPM/POC will review the individual qualifications of volunteer representatives to determine what contributions they can bring to the program. Representatives will be selected because of their aviation knowledge, high interest in promoting aviation safety, and their knowledge of the local aviation community.

Individuals who are interested in becoming part of the FAASTeam as a Representative can apply at FAASafety.gov by completing and submitting the on-line application.

Qualifications

The FAASTeam Program Manager (FPM) and/or Point of Contact (POC) will consider the applicant's area of expertise and specialized knowledge before recommending an individual for appointment. Selection of FAASTeam Representatives should be based on the following criteria:

- Candidates must have the time and ability to accomplish program tasks.
- Candidates must be proactive supporters of the FAASTeam mission.
- Candidates must be well respected within the community.
- Candidates must have a good safety record.
- Candidates must be able to contribute sufficient time to support the program.

Appointments

FAASTeam Lead Representatives are recommended for appointment by the FPM/POC and appointed by an appropriate FAA official. The appointment is for two years and can be renewed based on need, activity, and training.

FAASTeam Representatives are recommended for appointment by the FPM/POC or by the FAASTeam Lead Representative (with the concurrence of the FPM/POC) and appointed by an appropriate FAA official. The appointment is for one year and, based on need, activity, and completion of annual training, can be renewed for additional one-year periods.

The FAASTeam Program Manager and/or Point of Contact (POC) will provide support and guidance for Representatives when they conduct FAASTeam activities.

FAASTeam Service Provider. This term applies to anyone who contributes key program-related support to the FAASTeam. A subject matter expert willing to do a presentation, an owner who provides meeting space for an event, or the vendor who provides equipment (such as folding chairs) could be considered a FAASTeam Service provider. Service Providers may also be individuals that are not certificated airmen but have an interest in volunteering to support an aviation safety activity. The FAASTeam Service Provider does not require any formal training. A Service Provider is NOT required to complete the online, initial training or annual training. Service Provider appointments do not expire or require renewal. The FAASTeam Program Manager and/or Point of Contact (POC) should monitor their participation and if no longer active remove them from the Directory and thank them for their past support.

Service Providers are not eligible to be nominated under the General Aviation Industry Awards Program as a FAASTeam Representative candidate.

A listing of Service Providers is maintained along with the Representatives in the FAASTeam Directory at www.faasafety.gov.

Chapter 3 - Representative Training

General

New FAASTeam Representatives can expect to participate in orientation (initial), recurrent, and specialized training programs. Special training may be needed to provide information on new equipment or targeted safety-related programs to reduce accidents. Lead Representatives may be asked to assist with ongoing training programs.

FAASTeam Representatives must complete initial training prior to being appointed and conducting any FAASTeam activities. Two online training courses are required to be completed prior to appointment.

- ALC-270 Representative Training: Representative Manual. (Required Once)
  This course is a complete review of the FAASTeam Representative Manual and is required for initial appointment only.
- ALC-297 Representative Training: IT Security (Required Annually)
  An area of growing concern for FAASTeam Representatives is that of IT security awareness, especially for the FAA web site www.FAASafety.gov. Because the permission levels granted to FAASTeam Representatives convey the ability to use the SPANS system and to validate WINGS and AMT Awards Program credits, FAA IT Security standards require that your password on FAASafety.gov be changed every 90 days – four times a year, and that the password meets complexity requirements, as stated on FAASafety.gov. Due to security issues you will be required to take this course annually as part of your renewal.

FAASTeam Program Managers (FPM) and/or Point of Contact (POC) will conduct semi-annual meetings with the Representatives within their area of responsibility via "Teleconferencing" or "In Person" for the purpose of interaction, communication and FAASTeam training. Verify that the on-line Representative Training IT Security has been accomplished (once a year) . Verify and update the Representative Directory Training Record. Representative Training, at a minimum, will include the following items:

1. Operations and/or Airworthiness program /presentation updates
2. FAASafety.gov/SPANS events
3. Emphasize completion of Representative Activity Reports
4. WINGS/On-Line AMT Awards
5. Charles Taylor and Wright Brothers Awards
6. Review of Accident and Incident FSDO /Data
7. Review National FAASTeam Performance Plan (may include Regional Performance Plan)
8. Any additional training deemed necessary by the FPM's, Region or AFS-800, for instance:
   - Development of a power point presentation
   - Airmen Counseling (Remedial Training)
   - Seminar/event room set up
   - Presentation skills
   - Team building

FAASTeam Representatives should request assistance, supplies, educational pamphlets, equipment, and safety program materials from their FAASTeam Lead Representative or the FAASTeam Program Manager (FPM) and/or Point of Contact (POC). FAASTeam Representatives

will conduct their activities in a professional manner such that it will reflect favorably upon themselves, the Federal Aviation Administration and the aviation industry as a whole. Representatives should make their services available to any person having an apparent need for assistance or guidance in matters of aviation safety.

Organizational Structure of the FAA Safety Team

The FAA Safety Team (FAASTeam) is strongly supported by the Federal Aviation Administration's Office of the Administrator and all other levels of FAA management. The program is administered within the Flight Standards Service through the General Aviation and Commercial Division (AFS-800) and the Aircraft Maintenance Division (AFS-300). The program operates at three organizational levels; National, Regional, and Local. At the national level, the program is managed by Branch Managers in AFS-800 for Operations issues and AFS-300 for Airworthiness issues. These Branches provide guidance on FAA policy, facilitates the development and distribution of program materials to the field, and set certain national standards. They also manage the content and operation of the FAASafety.gov web site.

A Regional Point of Contact (POC) is located within each of the eight FAA Flight Standards Regions. The POC serves as the liaison between the local FAASTeam program managers at the field offices and the headquarters office. They provide support to their Region's FAASTeam Program Managers and bring local concerns to the attention of FAASTeam managers at headquarters. Regional Point of Contact (POC) will support local FSDO offices and Representatives where no FAASTeam Program Manager (FPM) is permanently located.

FAASTeam Program Managers are located throughout each of the eight FAA Flight Standards Regions. They are located at FAA facilities, typically Flight Standards District Offices (FSDOs) within their assigned geographic area. They are responsible for serving the aviation safety needs of their local aviation communities.

Each FAASTeam Program Manager compiles current local aviation data that is analyzed to produce risk-based safety interventions that are included in the FSDO business plan.

The data includes:

- Accident/incident reports involving airmen from the area.
- Hazards identified by inspectors at local Flight Standards District Offices.

• Information from the local aviation community

Next, the FAASTeam Program Managers develop tasks to accomplish the safety interventions, with the help of their FAASTeam members. Completing these tasks will mitigate future accidents.

Responsibilities of the Representatives

FAASTeam Representatives are responsible for assisting the FAASTeam Program Manager (FPM) and/or Regional Point of Contact (POC), in promoting and fostering aviation safety. Representatives serve as volunteers who work directly with, or under, the guidance of the local FPM/POC in carrying out the various program activities. Representatives also serve as safety advisors for the aviation community. They
provide advice to individuals concerning safety issues, direct individuals to appropriate FAA personnel for additional help, and if qualified to do so, may counsel pilots or aviation maintenance technicians in need of assistance with specific aviation safety concerns.

Limitations

The FAA recognizes the valuable contributions FAASTeam Representatives make to the FAASTeam and their vital role in promoting and fostering aviation safety. It is important for FAASTeam Representatives to appreciate that there are legal restrictions that must be adhered to while acting as a volunteer for the FAASTeam. Remember to consult with your FPM if you have any questions regarding these restrictions. The following restrictions apply to both FAASTeam Representatives and Lead Representatives:

- FPM/POC may authorize transportation of FAASTeam Representatives in government vehicles for FAASTeam related business, but only authorized federal employees can operate owned, rented, or leased U.S. Government vehicles.
- Representatives cannot fiscally obligate the U.S. Government for any purpose.
- Representatives may make requests of their FPM/POC when the use of U.S. Government franked mailers, mailing lists, and Government printing in support of FAASTeam related activities may prove beneficial. The FPM/POC has sole authority to provide such services in accordance with applicable guidance.
- Representatives are not authorized to act as official representatives of the FAA under any circumstances. Any matters requiring legal interpretation of the Federal Aviation Regulations, clarification of FAA policies, possible enforcement actions, or any other questionable circumstances should be directly referred to the FPM.
- In rare instances, the FAASTeam may be able to reimburse the FAASTeam Representatives for expenses related to activities they perform for the FAASTeam. Approval must be obtained in advance from the FPM/POC. However, the FAASTeam cannot pay FAASTeam Representatives for their services.

Representative Activities

FAASTeam Representative's general activities include counseling individuals, identifying safety hazards, planning and conducting safety meetings and FAASTeam events, supporting FAASTeam aviation award programs, and helping to publicize aviation safety events. These activities are outlined below and are described in more detail in the following chapters.

Counseling

FAASTeam Representatives have the opportunity to be a positive influence in the aviation community. Interaction may be formal or informal and may involve individuals or groups with aviation related concerns. Representatives may be asked to provide a positive example or constructive advice to an individual who, through lack of understanding, has deviated from the Federal Aviation Regulations, has required in-flight assistance, or has operated in an unsafe manner. In some cases, retraining may be required.

Counseling a pilot may include giving a courtesy flight evaluation using the standardized procedures described in the Airplane Flying Handbook (FAA-H-8083-3) and/or the Pilot's Handbook of Aeronautical Knowledge (FAA-H-8083-25). These courtesy evaluations may only be given by Representatives who hold current and valid flight instructor certificates with appropriate ratings. It is recommended that FAASTeam Representatives fly only with pilots who can act as pilot in command (PIC) during these flights.

Remedial Training

The Flight Standards District Office (FSDO) may call on Representatives to conduct Remedial Training events, such as ground and/or flight training for pilots and training for aviation maintenance technicians and repairmen. Only Representatives with a current and valid ground and/or flight instructor certificate or a mechanic certificate with airframe and powerplant ratings, and an Inspection Authorization if appropriate, may be used to complete the training required by a Remedial Training Contract.

Identifying Safety Hazards

Safety hazards exist in many forms, often through neglect, ignorance, or indifference. They range from the obvious, such as power lines or damaged windsocks, to the more insidious such as incorrectly charted aeronautical information. Representatives are encouraged to be alert for anything, which, if changed, might make aviation safer. Use the FAA Aviation Safety Hotline (1-800-255-1111) and the Malfunction and Defect Report (FAA Form 8010-4) to report these identified problems. This will help to ensure that solutions are found to correct reported problems. Representatives should make airmen aware of the reporting methods and how to properly use them.

Safety Events

Safety programs, seminars, meetings, and events should be carefully planned and properly presented. Representatives are encouraged to schedule, organize, and conduct meetings, events, clinics, workshops, or panel discussions. Keep your FPM and the Lead Representative for your geographic area informed of your activities and he/she will be happy to help you plan a successful program. The FAASTeam will be able to give you good advice and may be able to provide audiovisual and other materials to use in conducting your program. Other members of the aviation community are often enthusiastic about supporting your efforts. State government

aviation departments and aviation industry organizations are also excellent sources of material and expertise.

Aviation Award Support

Nothing is more effective, as a positive motivation, than awarding effort or accomplishment.

Each year outstanding certificated aviation professionals, pilots, maintenance technicians, etc., are chosen for local, regional, and national awards. As a Representative, you will be in an excellent position to recognize exemplary performance. Submit your recommendations and nominations for recipients of such awards to the General Aviation Awards web site at www.GeneralAviationAwards.org..

The following is a list of awards that are supported by the FAASTeam.

- WINGS - Pilot Proficiency Program (AC 61-91) (FAR 61.56(e))
- Aviation Maintenance Technician Awards Program (AC 65-25)
- Charles Taylor Master Mechanic Award (AC 65-26)
- Wright Brothers Master Pilot Award (FAA/FS-I-8700-2)
- Annual General Aviation Awards Program: www.GeneralAviationAwards.org
    - Aviation Maintenance Technician of the Year
    - Avionics Technician of the Year
    - Certificated Flight Instructor of the Year
    - FAASTeam Representative of the Year.

More information on these award programs can be found on FAASafety.gov.

Note: Service Providers are not eligible to be nominated under the General Aviation Industry Awards Program as a FAASTeam Representative candidate.

Publicity

The Safety Program Airmen Notification System (SPANS) at FAASafety.gov is the primary source of publicity for FAASTeam activities, but there are other resources you may use. Most print and broadcast media have staff aviation writers. Most aviation-oriented organizations publish regularly and will be happy to include your well-written message. Get to know these people; provide them with meeting announcements, and the details and photographs of individuals receiving recognition. Invite interested writers to attend your events. You may be asked to assist in writing aviation articles or to participate in a broadcast program.

For public safety events that you sponsor, your FPM/POC or FAASTeam Lead Representative will provide announcement e-mails or flyers. To ensure the timely distribution of announcements, begin your flyer design sufficiently early to meet time requirements set by the FPM/POC. Late announcements generally result in low attendance and missed opportunities to impart aviation safety topics to an otherwise interested audience.

Chapter 4 - General Activities

FAASTeam Representatives may interact with the aviation community and the general public on a daily basis. Activities include, but are not limited to, counseling individuals regarding aviation safety matters, responding to questions, presenting or hosting safety seminars or meetings, and directing people to the appropriate source for information or guidance.

The following paragraphs address a variety of situations that may arise, and provide guidance consistent with FAA policy.

A General Request

Review general requests as they are received and in a timely manner. Use your knowledge and experience, keeping in mind your role as a Representative, to determine what action might be taken. When in doubt, consult with your FAASTeam Program Manager (FPM) Regional Point of Contact (POC) or FAASTeam Lead Representative for further guidance. Notify the person making the request of the recommended course of action.

A Request for Further Education

As a Representative, you may be asked for information regarding continuing education programs related to aviation. Some examples include FAASafety.gov, FAASTeam events, industry sponsored seminars, FAA awards programs, and courses available through local colleges, vocational training facilities, and universities. FAASTeam Representatives should ensure that they maintain a current list of activities and sources. These may be available from the FPM/POC or FAASTeam Lead Representative. For pilots, always mention the ***WINGS*** – Pilot Proficiency Program and for AMT's, always mention the AMT Awards Program.

Safety Concerns Regarding Potential Aviation Hazards

Typical concerns include hazards that could affect aircraft operations on or off the airport. For example, missing or confusing airport markings, unmarked or unreported equipment or construction near the airport, unlit or unpainted obstructions, and unsafe fueling practices. FAASTeam Representatives should use their best judgment in addressing the situation and, if necessary, report the hazard to the appropriate authority. Some examples may be the Airport Manager, Airport Authorities, State Aeronautics, or the appropriate Federal Agency. You are encouraged to monitor specific situations and keep your FPM and/or Lead Representative appraised. Chapter 6 of this manual contains more details regarding hazards that may be encountered at an airport.

Promoting New Ideas

Within the aviation community, many talented people might approach you with "great ideas." Absorb them all; share them with your FPM, FAASTeam Lead Representative, and other FAASTeam Representatives. It may be that one idea can be connected to the ideas of other people and before long, something unique and effective is born.

Formal Complaints

When someone insists on making an official complaint, instruct the individual to contact the appropriate authority directly. For example, the authority may be the FAA, an FBO, or the airport manager. Remember that FAASTeam Representatives do not have the authority to act officially on behalf of the FAA.

Handling a Concern Regarding the FAA

When someone approaches you with a concern regarding the FAA, listen carefully, ask questions, and get as much information as possible, including the individual's name and telephone number, where feasible. You may protect the individual's identity, if asked. Explain to the individual that you will contact the FAASTeam Program Manager or Regional Point of Contact who will determine the proper course of action. Inform the individual that they will receive a response from either the FAASTeam Program Manager or Regional Point of Contact.

As a FAASTeam Representative, you should not involve yourself on behalf of the individual. Avoid making any comments that may be misinterpreted. Make it clear that as a FAASTeam Representative, you do not have direct influence on FAA decision making. If the individual is not satisfied by the proposed course of action, you may recommend they call the FSDO directly, or call the FAA "hotline" telephone number (1-800-255-1111) available to the public. You can locate contact information on the Internet at FAASafety.gov or www.faa.gov.

An Individual Reluctant to Approach the FAA

You may be approached by individuals who are reluctant to contact the FAA directly. The first step you should take is to determine how best to respond to the individual. Questions within the scope of your knowledge can be answered directly. You can also direct the inquirer to a Lead Representative or other FAASTeam Representative with the necessary expertise, or you can contact the appropriate FAA personnel and then relay the answer. In a legal matter, suggest that the individual seek appropriate legal counsel.

Chapter 5 - Program Activities

General

FAASTeam Representatives provide a valuable service to the aviation community. They provide updated safety information on regulatory changes, new flight or maintenance procedures, and runway safety awareness programs, as well as those items mentioned previously. In addition, Representatives may be asked to assist other FAASTeam Representatives or FAASTeam Lead Representative in planning events or programs.

A major responsibility of a FAASTeam Representative is to plan and conduct FAASTeam events, as directed by the FAASTeam Program Manager (FPM) Regional Point of Contact (POC), based on accident and incident data pertinent to the geographic area. Coordination with the FPM/POC or Lead Representative is important to ensure that all aspects of the event, including the subject matter and speakers, are appropriate.

FAASTeam events are an important component of the FAA's Pilot Proficiency Program. In addition, many valuable awards programs are available and should be promoted during FAASTeam events. FAASafety.gov contains additional information and instructions on the following programs:

- Aviation Maintenance Technician Awards Program (AC 65-25)
- Charles Taylor Master Mechanic Award (AC 65-26)
- Wright Brothers Master Pilot Award (FAA/FS –I-8700-2)
- Annual General Aviation Industry Awards
    - Aviation Maintenance Technician of the Year
    - Avionics Technician of the Year
    - Certificated Flight Instructor of the Year
    - FAASTeam Representative of the Year

Planning and Preparing a Presentation

When planning a presentation or FAASTeam event, the FAASTeam Representative should determine if program content, program length, location, and supplemental materials are appropriate for the intended audience. Always ensure that audiovisual equipment is suitable for the presentation media being used, and is adequate for the size and shape of the room being used.

Program Content

FAASTeam events should be planned so that well-qualified speakers present subject matter of interest to the audience. Care must be taken when addressing multiple subjects and programs, so the information remains relevant to the audience. Multiple programs should all tie together to create a common theme. To convey the intended message and make the program dynamic, FAASTeam Representatives can use various audiovisual aids, interaction with the audience, and printed handout materials.

Program Length

Excessively long programs are often unproductive. Specify time limits for each speaker or program segment and allow time for questions and comments from the audience. Be sure to plan ample time for breaks. Ensure that sufficient time is allowed to re-configure audiovisual aids between speakers or program segments. Be certain that each speaker understands the amount of time allowed. Anticipate the need for audiovisual equipment to meet the speaker's requirements. Review speaker's audiovisual material to ensure appropriate content and length.

FAASTeam Representatives should arrive early to ensure that the room is set-up properly. All audiovisual equipment should be functionally tested prior to audience arrival, allowing sufficient time to make adjustments and/or repairs, if necessary.

Supplemental Audiovisual Aids

The FAASTeam Program Manager and/or Regional Point of Contact and FAASTeam Lead Representative may be able to provide Representatives with equipment and materials to support their events. FAA-produced materials can be copied as needed. If you make copies, make every effort to ensure your copies are as clear, clean, and legible as the original materials. If you are supplied with copyrighted materials, you can use them, but they may not be duplicated.

Topics should be selected that address identified problems within your geographic area, to meet goals set by the Administrator's Flight Plan, or to address the results of an analysis of accident/incident data by the FPM/POC assigned to that geographic area. FAASTeam Representatives are encouraged to develop materials to augment his/her program. Coordination with the FPM/POC or FAASTeam Lead Representative should be established for assistance in developing materials. Ideas for safety related materials could be forwarded to the local FPM/POC for evaluation. Other organizations, such as EAA, AOPA, SAFE, NAFI and state aeronautical agencies, may have material available for your use.

Community Involvement

Every effort should be made to enlist the support of the entire community. Fixed Base Operators (FBO), airport managers, flying clubs, flight instructor organizations, vocational schools, airport committees, aviation support groups, and other area businesses should be encouraged to sponsor and participate in FAASTeam events.

Selecting the Meeting Place for a Presentation

Physical surroundings can contribute to or detract from the success of a meeting.

1) The room should be large enough to accommodate the anticipated number of attendees. If the room is too large for the number of people attending, arrange the seating in a cluster. Ensure an adequate supply of chairs is available and arrange to have them set up.
2) Uncomfortable conditions can detract from the program. Adequate heating, cooling, and lighting should be considered. The use of hangars for safety seminars encourages people at airports to attend; however, it may be impossible to control

noise created by arriving and departing aircraft. It may also be impossible to exclude daylight in a hangar without creating stifling or dangerous conditions. This can be critical if the use of audiovisual aids is planned for a daytime seminar. Efforts should be used to mitigate safety hazards normally associated with hangars such as slippery floors, low hanging aircraft parts, and close proximity of chemical and flammable substances.

3) There should be adequate parking space. If attendees need to make any special arrangements to access parking, that information should be noted in the program flyer. Make sure to arrange transportation for fly-in attendees and include this information in the program flyer as well.
4) Consider the number and location of restrooms, especially when snacks and beverages are to be served. Be aware of the special needs of individuals who are physically challenged and arrange to accommodate them. If an individual makes a special request because they are physically challenged, we are obligated to accommodate them. However, they must give sufficient notice; two weeks is generally considered sufficient notice. Ask your FPM or FAASTeam Lead Representative for guidance if necessary.
5) Try to obtain complimentary space from schools, libraries, airport operators, and other organizations, if suitable facilities are available. If a rental charge must be paid, ensure that the sponsor has arranged for the payment of fees. Representatives may not obligate the FAA or FAASTeam for payment of any fees.
6) Information posted at FAASafety.gov will include location information and an online map to aid attendees in finding the event location. If event flyers are handed out, be sure they include all the information that is available at FAASafety.gov.

Reporting

It is important that a report of your activities be submitted online at FAASafety.gov after the event so that the effectiveness of the FAASTeam program can be properly assessed. You will receive training on how this is accomplished from the FPM/POC or the FAASTeam Lead Representative in your geographic area.

Chapter 6 - Airport Activities

Role of the FAASTeam Representative

The FAASTeam Representative can play a significant role in helping to maintain a safe operating environment by facilitating a positive working relationship between airport personnel, airport users, the FAA, and the local community at large. Specific airport activities may include:

- Promote a positive safety culture with all airmen.
- Counseling pilots on local flying conditions, such as traffic patterns, pattern altitudes, local practice areas, noise sensitive areas, etc.
- Counseling maintenance personnel on matters pertaining to their specific operations.
- Presenting FAASTeam events on topics identified by the FAASTeam Program Manager or identified by the local aviation community.
- Providing a calendar of local events and list of local aviation resources. It is especially important to encourage airmen to register at FAASafety.gov to receive event notifications.
- Participate and assist in organizing airport support groups.
- Identifying and reporting safety hazards and providing airmen with information so they can recognize and report hazards encountered.

Although we learn to fly according to standard procedures, each airport, along with its surrounding area, has unique features. Before flying to a new airport or over unfamiliar territory, such as mountainous terrain or desert, transient pilots may wish to consult with a local FAASTeam Representative. Local FAASTeam Representatives, who are familiar with desirable routes, typical wind and weather conditions, noise abatement procedures, and nearby emergency landing areas, can serve as valuable resources. They can also offer advice on the type of survival equipment appropriate for the area.

Likewise, each aircraft maintenance operation is unique. Representatives can assist by identifying and bringing to the attention of maintenance personnel potentially unsafe conditions observed in the shop, hangar, or ramp area.

Representatives should consider planning regularly scheduled FAASTeam events on local issues including typical weather conditions, airport operations, noise abatement procedures, special flight pattern considerations, ground movement procedures, fueling practices, and airspace considerations. Local aviation maintenance technicians could be used as subject matter experts on aircraft alterations, proper preflight inspections, required maintenance, trouble-shooting engine problems, following proper procedures, and aircraft systems operation.

Representatives should post a calendar of local events and activities of interest to the local aviation community in locations normally accessible to interested parties. Resources and materials on specific topics can be found at FAASafety.gov. Again, Representatives should encourage all airmen to register at FAASafety.gov at every opportunity.

Support Groups

FAASTeam Representatives can work with airport operators to establish airport support groups. Airport support groups are helpful in dealing with a broad range of issues and acting as liaison between the airport and the public. It is particularly important to establish rapport with the airport's closest neighbors. Typical activities of the support group may include providing a newsletter, establishing an airport safety committee, and promoting general aviation's contribution to the community. The most effective support groups include individuals representing the interests and concerns of the general public as well as the aviation community.

While some hazards develop overnight, many hazards develop over time, and are often overlooked. Representatives should be alert and able to recognize hazards that might affect safe airport operations.

General categories of airport hazards include:

- Those resulting from weather conditions, such as snow, ice, and slush on or adjacent to runways, taxiways, and aprons, or high density altitude conditions.
- Hazards created by erosion, broken or damaged surfaces in the approach, takeoff, taxi, and apron areas.
- Damaged or missing airport lighting, markings, or take-off and landing aids.
- Obstacles in approach, takeoff, taxi, and apron areas.
- Potential construction hazards and increased vehicle traffic.
- Potential breaches of airport security.
- Bird and other animals on or near the airport.
- Unsafe fueling operations by local pilots or FBOs.

FAASTeam Representatives should be alert to any hazardous situation at an airport and report those issues to airport management, the FPM/POC, or a FAASTeam Lead Representative. The Representative should approach the appropriate airport authority regarding safety problems that may arise on the airport. In situations where a Representative is unable to identify the responsible person or agency in charge of the airport, the report should be made to the FPM or, in urgent situations, the FAA's Airports Division.

Reporting

It is important that a report of your activities be submitted online at FAASafety.gov after working with any airport issues so that the effectiveness of the FAASTeam program can be determined. You will receive training on how this is accomplished from the FPM/POC or the FAASTeam Lead Representative in your geographic area.

Chapter 7 - Aviation Safety Education

FAASTeam Representative educational activities can take several forms: counseling, assisting with or conducting FAASTeam events, being a local source of information, and providing safety materials.

Counseling

One of the primary functions of a Representative is to "counsel," and this is probably the most common form of education conducted.

One of the first things a Representative must do before beginning the counseling process is to become familiar with the Federal Aviation Regulations (FAR) contained in Title 14 Code of Federal Regulations. If there are any questions about FAR interpretation, your FAASTeam Program Manager (FPM) should be consulted.

Counseling is not limited to remedial action; it can also be useful in providing advice, information, or guidance at any time. Examples include briefing a transient pilot about local traffic procedures, explaining some facet of new avionics equipment, or reviewing aircraft airworthiness requirements.

If you observe an occurrence that appears to be unsafe, you may look for an opportunity to discuss it with the person involved. Remember, the best way to approach a person in this case is to display a genuine concern for their well-being. Identify yourself as a FAASTeam Representative, display your Representative identification, and explain that your job as a volunteer is to discuss safety issues with persons who have experienced problems and to make recommendations on how to avoid situations that could lead to more serious consequences.

Your demeanor should be helpful and non-threatening to the person being counseled. An effective approach to counseling is to just ask what happened and then listen. Often the explanation identifies the problem. Counseling does not have to be formal or complicated to be effective. In most situations, the simpler the explanation, the easier it is to understand.

If the person does not appreciate your assistance, do not become confrontational. You may want to contact your FPM and explain what happened. If there is a question as to whether the issue should go beyond counseling, the FPM should be notified, especially if intentional wrongdoing is suspected or known.

Safety Events

Representatives also provide education by assisting with FAASTeam safety education events. Hundreds of these meetings are scheduled each year by the FAASTeam and are well attended. The Representative’s role can range from coordinating and conducting the entire meeting to assisting a FAASTeam Lead Representative or FPM.

Representatives are looked upon by the aviation public as a source of information and expertise on aviation safety matters. You always want to conduct yourself in such a manner to

encourage the trust the aviation community has in the FAASTeam and in FAASTeam Representatives. Be sure that your contact information is updated and available on FAASafety.gov.

Reporting

It is important that a report of your activities be submitted online at FAASafety.gov. This is especially true after any counseling of airmen. Reporting is necessary so that the effectiveness of the FAASTeam program can be determined. You will receive training on how this is accomplished from the FPM/POC or the FAASTeam Lead Representative in your geographic area.

Chapter 8 - Public Education

Education is the process of imparting knowledge or skills and generally involves a change in attitude or behavior on the part of the student. There are several methods that can be used to impart this knowledge or skill.

Methods

These suggestions are predicated upon known reactions to verbal interaction and behavior. Language has been the keystone of the learning process, thus learning has been focused on the utility of speech.

Another method for imparting learning is dependent upon the non-verbal senses. Have you ever been advised to “try it” to solve a particular task? Execution by trial and error is a useful avenue to the learning process. Watching other people solve common problems, or trying it out for yourself, is an educational experience. All these aspects of attempting and emulating are facets of education through personal performance. Learning by manual or visual methods is one of the best methodologies when language or socio-cultural difficulties are evident in the learning process.

The FAASTeam Representative can organize and contribute to workshops, FAASTeam events, and special programs dedicated to aviation safety. Special emphasis must be directed toward sustaining and contributing to the Pilot Proficiency and AMT Programs.

Lectures

One of the basic tools used to transmit information is lecturing. A speaker well versed in his or her subject can acquaint an audience with the necessary information so they react in a positive manner. It is important that the speaker identifies problems clearly and addresses them in language understandable to the audience attending the lecture.

Group Discussions

Another method used to educate a specific audience is to hold group discussions. The old adage, “there are many sides to a story,” holds true and audiences will often accept an answer more readily when they have contributed to the final solution. This method can be used for complex issues requiring a broader approach to the problem at hand.

Do you want to hear all sides of a story? Just start a debate, discussing opposing viewpoints of a given subject. A good debate will clearly define the scope of a problem and produce possible alternatives to its resolution. Debates add to the learning process by revealing conflicting approaches to singular or multiple questions or situations.

Guest Speakers

Representatives should maintain an up-to-date roster of knowledgeable guest speakers so they can provide lecturers for civic or fraternal gatherings such as the Rotarians, Kiwanis, Elks,

and other interest groups to explain aviation safety concepts. Representatives can interact with other organizations, such as Aviation Manufacturers Representatives, Civil Air Patrol, Experimental Aircraft Association (EAA), and other aviation groups, to further identify aviation interests. The FAASTeam program is a natural asset to colleges, high schools, and other educational institutions in the presentation of safety principles that are introduced into the school's curriculum. It is suggested that Representatives interact with the FPM, FAASTeam Lead Representative, or other Representatives in the production of flight clinics or workshops.

As a Representative, you must realize that education and enlightenment will contribute significantly to the general public's acceptance of aviation activities in general and to the FAASTeam specifically.

Chapter 9 - Public Relations

General

Public relations is the art of obtaining public support of issues pertaining to a specific subject, in our case, airports, flight operations, and maintenance facilities as they affect the adjoining community. The public should know about the FAASTeam and the services provided by local FAASTeam Representatives. Information about the program should be disseminated on a regular basis through the various forms of public media.

We must educate the public toward a realization and understanding of the importance of aviation's contribution to the transportation needs and economy of the community. We must also provide timely and accurate responses to public inquiries regarding aviation and airport safety. With the many advances in aviation safety and their value to the enhancement of a safer operating environment, the Representative should have adequate information to respond to most public inquiries.

Each visual presentation, such as PowerPoint, conducted as a FAASTeam Representative and/or Lead Representative should have the FAA customer feedback website link (http://www.faa.gov/about/office_org/headquarters_offices/avs/offices/afs/qms/) placed on the last slide of any presentation along with the FAA Safety Team Program Manager's name and contact information. Any new presentation developed by Representatives should be submitted to the FPM or POC to verify content and standardization, prior to use. When conducting presentations on behalf of the FAA Safety Team, Representatives and Lead Representatives will ensure that the FAA Safety Team Logo is present on the first and last slide of the presentation. (FAASTeam Representatives are not authorized to use the FAA logo in their originally created presentations.) An electronic version of the logo may be requested through the local FPM. Below is an example of the FAA Safety Team logo.

Public Media

The primary method for the dissemination of worthwhile information is to utilize the public media. Television networks and their affiliates, newspapers, magazines, radio stations, and other news organizations will periodically publish articles that are timely and newsworthy. The FAASTeam Program Manager (FPM) should maintain a listing of all news agencies within their geographic area. Note that press releases need concurrence from the FPM and Regional Manager prior to distribution to various media outlets.

Representatives may be called upon by the media to answer questions about aviation issues. Questions regarding FAA or safety policy issues must be directed to the FAA's Office of Public Affairs. Remember that you cannot express your opinion as an official representative of the Federal Aviation Administration. If you do express your individual opinion on an issue, be sure the media person understands you are not an official of the FAA. You should not wear your identification badge in this case.

Airports

FAASTeam Representatives should be available to Airport Managers and their staff to promote a cooperative working climate. This interaction will enhance the successful establishment of a safer airport environment. A Representative is recognized as a knowledgeable person the airport staff can call on in the case of an inquiry pertaining to aviation safety.

Parks and Reserves

Many of the FSDOs have community, state, or national parks or reserves and conservancies within their geographical area. It would be advantageous to contact the superintendents and supervisors of such areas and make them aware of your role as a FAASTeam Representative. As such, you can act as liaison between the aviation public and the community agency.

Schools and Institutions

The Representative can be a resource person to schools and institutions that have aviation related subjects in their curriculum. With your knowledge of aviation subjects and as a proponent of aviation safety, you can enhance the students' understanding of aviation safety. Another excellent way to foster good public relations is to become associated with service and youth organizations such as Boy Scouts, Girl Scouts, 4H Clubs, Civil Air Patrol, Sea Scouts, and Jr. ROTC.

Public Meetings

By participating in local gatherings, meetings, and town hall sessions, the Representative can educate the public on aviation topics. Public concerns such as flight patterns and noise abatement procedures can be addressed. If people are informed about such matters, they may be more amenable to a common solution. The representative should maintain a list of competent and versatile speakers to address various groups' interests. This list should first be coordinated with the FPM/POC or FAASTeam Lead Representative and shared with other FAASTeam Representatives as required.

Local Government Agencies

FAASTeam Representatives should make an effort to acquaint local and state officials with the FAASTeam programs and products. For example, to create a good public image with the various law enforcement agencies, Representatives should acquaint their local Police, Sheriff, and Fire Departments with the objectives of the FAASTeam and products available to them. Remember to coordinate these contacts with your FPM, as he or she may already have a relationship with local and state officials. Always remember that we are perceived in the way others see us. If we maintain a professional and effective program, then we have served our purpose. This requires that individual Representatives exert their best effort toward making the FAASTeam a success.

Chapter 10 - FAA Liaison

General

The role of the FAASTeam Representative should be one of service to the aviation community as well as a supporter and promoter of all the aviation safety programs the FAASTeam has to offer. Representatives can identify and resolve potential safety problems by communicating directly with individual airmen before these issues become incidents or accidents. The Representative's role is not one of enforcement or policing the Aviation Community. If an individual airman is unwilling to listen to the Representative, then the FAASTeam Program Manager (FPM) should be notified.

The FPM/POC or Representative should explain the purpose of the FAASTeam Representative Program at all aviation safety events. A list of Representatives can be disseminated at seminars so that local pilots, mechanics, and other interested persons know who to contact if they have a question or comment regarding aviation safety.

Coordination

FAASTeam Program Managers and/or Regional Point of Contact and FAASTeam Lead Representatives will coordinate the efforts of Representatives and remain in contact with each of them. The use of e-mail, conference calls, net meetings, Webinars and SameTime meetings are some examples of how Representatives keep up to date on current activities. Flight Standards District Offices, Air Traffic Facilities, and FAASTeam Representatives should have their contact information listed on FAASafety.gov. A list of all FAASTeam Representatives should be provided to inspectors, office administrative personnel, local air traffic control facilities, airport managers, and community leaders.

Air Traffic facilities that provide Flight Assists or encounter a pilot who is having difficulty operating within the ATC system can contact the FPM/POC or local FSDO and request a Representative. The Representative can speak with the pilot to correct any misunderstandings or to solicit information so that other pilots may benefit from their situation and the lessons learned. The Representative must report these types of contacts at FAASafety.gov.

ATC will also benefit from a liaison with local Representatives when they conduct an Operation Rain-Check or similar program. Representatives can be introduced to the flying community at these events as information resources regarding flight operations in controlled airspace. Pilots, with an appointment, are invited to visit centers, towers, and flight service stations.

The FPM/POC can take a proactive approach by encouraging interaction between Representatives and FAA personnel. One example would be to invite air traffic controllers, aviation safety inspectors, and flight service specialists to a Representative training workshop, FAASTeam education event, or local fly-in. Representatives could also create a listening forum where FAA personnel and airmen could exchange ideas. Representatives are encouraged to discuss their observations with FAA personnel.

FAASTeam Representatives can be the eyes and ears of the FAA at the grass roots level. This is not to suggest that you are "spies" for the FAA. Rather, it means you are at airports and other places that FAA inspectors are not able to frequent on a regular basis. You may be the only person an airman ever sees who can clearly address safety concerns. Representatives can be trained to identify and recognize airport safety hazards and to report them to the appropriate authorities.

Outreach

Representatives may include individuals who deal with the certification of airmen and aircraft, such as Flight Instructors, Designated Pilot Examiners, Designated Maintenance Examiners, Designated Airworthiness Representatives, and Aviation Maintenance Technicians. These Representatives are encouraged to review any Notice of Proposed Rulemaking (NPRM) that would affect their areas of expertise and provide comments regarding regulatory proposals. FAASTeam Lead Representatives and FAASTeam Representatives should notify airmen in their area of any regulatory changes that may affect them and encourage them to make comments. NPRMs are found on the Regulatory and Guidance Library at www.faa.gov.

FAASTeam Representative can spread the word about aviation safety in the academic community, as well. The FPM or FAASTeam Lead Representative can assist Representatives by obtaining quantities of handouts for students and teachers at elementary and secondary schools and colleges or universities. The FAA Regional Offices have points of contact for FAA education materials. For example, the FAA publishes a Teacher's Guide to Aviation Education for Grades 2-6 (APA-6-153-91). There is also an excellent Aviation Career Series (http://www.khake.com/page41.html) for those representatives who speak at high school and college Career Fairs.

The FAA's official website for aviation education (http://www.faa.gov/education/) has information about aviation and space careers, the Aviation Career Education (ACE) Camp Program, links to aviation schools and universities, and other educator and student resources for the interested aviation enthusiast.

Chapter 11 - Security Issues

General

Generally, FAASTeam Representatives are not burdened with the same security issues that FAA employees are. However, FAASTeam Representatives should ensure they maintain positive control of their FAASTeam ID, and personal and borrowed equipment. It is always a good idea to be familiar with at least two exits from any venue used for FAASTeam activities – just in case!

FAASTeam Representatives should always be aware of airport security issues that may be applicable to any airport to which they have access. If you have been given any special access privileges, be sure to follow all recommended procedures. For example, most airports ask that drivers do not permit "piggy-backing" into the airport. Follow the rules!

Because of your appointment as a volunteer FAASTeam Representative, you will be recognized by the General Aviation community as a safety professional, so be a good example!

IT Security Awareness

Another area of concern is that of IT security awareness, especially for the FAA web site www.FAASafety.gov. Because the permission levels granted to FAASTeam Representatives convey the ability to use the SPANS system and to validate WINGS and AMT Awards Program credits, FAA IT Security standards require that your password on FAASafety.gov be changed every 90 days – four times a year, and that the password meets complexity requirements, as stated on FAASafety.gov. We appreciate your understanding of this requirement - a requirement over which we have no control.

The rationale for this regular password change requirement is that when you validate a WINGS credit, you are, in effect, helping the pilot meet a regulatory requirement – namely that of satisfying the requirements of 14 CFR part 61.56, Flight Review. 14 CFR part 61.56(e) says, in short, that completing a phase of WINGS satisfies the Flight Review requirement.

If someone used your log in and password to your account on FAASafety.gov, they could fraudulently validate a credit, and a pilot would believe he/she meets the Flight Review requirement.

So please, protect your password! Don't let someone look over your shoulder as you log into your Representative account. In addition, don't leave your computer unattended while you are still logged into your Representative account. If you must leave your computer, please log out of your account. Furthermore, if you maintain a list of passwords, that list must be password-protected as well.

Additionally, you will be required to complete the ALC-297: Representative Training: IT Security online training program at www.faasafety.gov annually.

The bottom line is that security, and especially IT security, must be an item of consideration

whenever you are acting as a FAASTeam Representative.

As a FAASTeam Representative you have some administration user rights to FAASafety.gov to prepare SPANS events along with email notifications. You will be closing SPANS events and validating WINGS and or AMT credits. As part of this process you will have access to Privacy Information (PI) such as email addresses and name and address information.

As FAASTeam Representatives you may not share any personal information (PI) with any business, organization or individual. The attendance lists and email addresses of the participants at FAASafety.gov may not be shared or used for any additional use other than to issue WINGS and or AMT credit validation.

As FAASTeam Representatives, you are not allowed to share in any way or form the personal information (PI) of the individuals that attend our activities, seminars or events. Such action could potentially destroy the FAASTeam program. You must understand the importance of keeping (PI) secure and never allow these lists or the information on them to be utilized by any business other than that of the WINGS and or AMT program.

Appendix A – Event Organizational and Planning Guide

Who Does What -- and How?

Individual and joint responsibilities of the Sponsor, FAASTeam Representative, and the FAASTeam Program Manager (FPM), Regional Point of Contact (POC), as well as checklists and recommendations for site selection, personnel, equipment arrangements, transportation services, refreshments and door prizes are discussed in this and the following appendixes.

Hosting a FAASTeam event or clinic requires some organization and planning. The objective, of course, is to produce an interesting and informative session that pilots, aircraft maintenance technicians, or other interested persons will enjoy and benefit from.

This section contains checklists and recommendations designed to make your job as a FAASTeam Representative as easy as possible. If you are conducting an event in conjunction with others, you may want to assign specific tasks to each co-sponsor to simplify the effort.

Cooperation and communication are the keys in developing a successful FAASTeam event or clinic. Close contact and cooperation between the FAASTeam Lead Representatives, FAASTeam Representatives, and local FPM are vital. Establish contact as early as possible and keep in touch with each other.

One of the best ways to organize and plan a FAASTeam event for maximum impact on your local aviation community is to co-sponsor the project with FBOs or other aviation organizations in your area. Although the sponsor, Representative, and the FPM each has specific responsibilities in arranging a seminar or clinic, much can be gained through an open exchange of ideas and suggestions. For example, while you are responsible for site selection, the FAASTeam Lead Representative and FPM may have some suggestions and experience that can be of value. You may have ideas the FPM would welcome regarding guest speakers or topics of particular interest to airmen in your area.

The Representative can become involved in safety event planning by helping with choosing sites, personnel, equipment arrangements, transportation services, refreshments, and door prizes, each of which is covered in detail later in this section.

FAASTeam Program Manager Responsibilities

One of the primary tasks of the FPM/POC is to analyze accident/incident reports, hazards identified by Inspectors in the local FSDO, and safety information from the local community. He or she will develop tasks the FAASTeam plans to accomplish, with the help of their FAASTeam Representatives, in an effort to mitigate future accidents.

Specifically, the FPM/POC is responsible for:

- Development of programs and tasks based on identified causal factors.
- Coordinating the activities of the FAASTeam Lead Representatives and FAASTeam Representatives.
- Assist in acquiring equipment and safety material.

- Assist in promoting and publicizing the event through FAASafety.gov, direct mail, posters, newspaper advertisement, and articles submitted to the media.

Remember that the FAASTeam event you sponsor is a public service for the pilots and mechanics in your area. It is not a commercial venture, and you are limited to non-commercial remarks and messages. There cannot be an appearance that the FAA is endorsing any particular product or service. A general rule of thumb is that the educational value to airmen should outweigh the commercial value to the speaker. You may however:

- Make product literature available. (You may have it displayed on a conveniently located table, but you may not actively distribute it.)
- Display aircraft and other equipment and have sales personnel available to answer questions. (Salespersons may not actively sell to participants at a seminar.)
- Comment in general terms about the safety advances made in recent years regarding general aviation aircraft. (You may not use a seminar to make a sales pitch.)
- Have a manufacturer's representative explain how to use their product in general terms. (i.e., Garmin rep can demonstrate how to set up approaches on Garmin GPS, but should not pitch why Garmin is better than competing products)

Your local FPM/POC will be able to offer more specific guidelines on what is, and what is not, permissible regarding commercial activities.

Site Selection

In selecting a site for a FAASTeam event or clinic, you must consider a variety of factors in evaluating the relative suitability of one location over another. One of the first things to do in selecting a site is to estimate the audience size. Your own knowledge of the local aviation community, educated guesses from co-sponsors of the event, and the experiences of the FAASTeam Lead Representative or FPM/POC with whom you work, are probably the best guidelines for estimating the audience.

No matter how much planning and preparation is done to make the content of a FAASTeam event interesting and informative, its success depends largely on selecting a satisfactory site. Personal comfort is a necessary ingredient for developing a good learning environment and for encouraging people to return for additional programs.

You may consider such possibilities as airport hangars, lounges, restaurants, schools, factory auditoriums, cafeterias, hotel/motel meeting rooms, halls of local fraternal lodges and civic groups, and college classrooms, lecture halls, and auditoriums.

Experience in hosting a safety seminar or clinic has shown that virtually every possible site has both good and bad points. For example, airport hangars may be inexpensive to use and easy to find. Unfortunately, they are often too hot or too cold, do not have adequate restroom facilities, and may be unsatisfactory because of outside noise and internal acoustics. On the other hand, a hotel or motel meeting room may be comfortable and have good audio-visual capabilities, but it may be too expensive or unavailable on the day you want to use it.

Selecting a suitable site for a safety meeting requires time to review alternatives and evaluate advantages and disadvantages. Plan well and evaluate a variety of locations to come up with the site best suited to your needs. Once you find a site that works, try to schedule it on a regular basis. Once pilots and mechanics learn the location, it makes it easier for them to return for future events.

Appendix B - Meeting Site Evaluation

Site: _____

On-airport_____Off-airport _____

1) Ease of Access:
   a) Does it have adequate parking?
   b) Is it centrally located for the anticipated audience?
   c) Is it easy to find for those unfamiliar with the area?
   d) If on-airport, is it easily accessible to fly-in participants?
      i) Consider security requirements at the airport.
2) Site Suitability:
   a) Is the room big enough for the anticipated audience?
   b) Is the room available when you want it?
   c) Does the site need to be modified or cleaned?
   d) Can temperature be adequately controlled?
   e) Does the site have permanent seating or will chairs need to be procured and/or set up?
   f) Location of electrical outlets available for audio-visual equipment? Will extension cords be needed? Is there a sufficient quantity?
   g) Can speakers be heard over outside noise or internal equipment noises?
   h) Can a projection screen be set up so everyone can see well?
   i) Can the room be darkened adequately to show slides or films?
   j) Are the rest rooms adequate and clean?
   k) Can you serve refreshments?
   l) Will it be free from interruption by other building occupants?
3) Costs:
   a) Is there a rental fee or service charge for the room?
   b) What additional costs may be incurred in obtaining chairs, audio-visual aids, other equipment, custodial, personnel, etc.?
   c) Remember, Representatives cannot obligate the FAA to any expenses.

Appendix C - Meeting Room Checklists

Check the following items well before the event.

Enter Checkmark when Completed	Item to be Arranged or Evaluated	Date Accomplished	By Whom
	Selection and Reservation of site for Event / seminar / clinic		
	Parking		
	Chairs		
	Speaker's platform		
	Audio-visual equipment		
	Other materials		
	Public address system		
	Refreshments		
	Door prizes		
	Extra help		
	Transportation		
	PowerPoint Presentation		
	Video or Other Meeting Content		

Check the following items on meeting day.

Enter Checkmark when Completed	Item to be Arranged or Evaluated	Date Accomplished	By Whom
	Meeting room clean and set up for program		
	Audio-visual equipment, microphone(s), extension cords etc., plugged in and working		
	Restrooms clean, unlocked, and lights working		
	Table(s) available for distribution of printed materials		
	Refreshments ready, serving items on hand, trash receptacles available		

Appendix D - Equipment Arrangements

The equipment needed for a successful FAASTeam event may be provided by the FAASTeam Program Manager assigned to the geographic area. Be sure to coordinate this well in advance.

FAASTeam Program Managers/Regional Point of Contacts have some or allof the following equipment:

- Computer
- Video Projector
- Projector Screen.
- VCR/DVD Player
- Sound System
- Barany Chair (vertigo simulator)

Some other equipment that may be needed or desired:

- Speaker's podium with light.
- Portable microphone to permit speaker to move about easily.
- Blackboard with chalk and eraser or whiteboard with markers.
- Extra tables for projectors, tape recorder, printed materials, etc.

Equipment Arrangements Checklist

Completed	Item to be Arranged or Evaluated	Date Accomplished	By Whom
	Determine the need for equipment other than that supplied by the FAASTeam Program Manager/Regional Point of Contact		
	Responsibility for equipment assigned to:		
	Speaker's podium with light		
	Carafe and glasses for water or drink		
	All public address system components including portable microphone if desired		
	Blackboard with chalk and eraser or whiteboard with markers		
	Extra tables for projectors, tape recorder, printed materials, etc.		
	Extension cords, extra bulbs, remote control units, and any other audio-visual "extras"		
	Complete equipment list reviewed by the sponsor and FPM or Representative		
	All equipment on hand and set up in meeting room in time for testing before program begins		

Appendix E - Refreshments

Providing refreshments at your FAASTeam event or clinic can help to make the session more relaxed and enjoyable. If the session is really enjoyable, these who attend are more likely to benefit from the meeting and to attend future safety programs.

Refreshments should be appropriate to the occasion and require minimum effort. A few simple, low-cost, easy-to-serve snack foods and a beverage will probably do it. You have two alternatives in serving refreshments: do-it-yourself or hire a caterer. Cost is the major consideration in using a caterer. If you choose to do it yourself, be alert to two common pitfalls: inadequate planning and over-extending your capabilities.

What you serve will be determined to some extent by the type of program you sponsor. If it's an evening seminar, for example, your audience will have eaten dinner before arriving and a beverage and a light snack would be appropriate. If your event is an all-day affair, you will probably have to plan for two refreshment breaks and lunch.

All-day seminars usually include refreshments at morning and afternoon breaks but many do not provide lunch. Instead, they recess the program at noon to allow each person to eat on an individual basis. Before choosing this lunch procedure, consider the availability of restaurants near the event/clinic site and provide this information in the program flyer.

Whatever you decide, remember that planning will eliminate problems before they cause embarrassment. Keep the menu simple and remember that the objective is to provide adequate refreshments appropriate to the occasion with minimum effort and expense.

To help you plan your refreshments, the following recommendations and checklist are offered.

Recommendations on Refreshments

1) Determine the refreshment requirements for your seminar or clinic as early as possible. If you host an all-day safety meeting, decide how to handle lunch early in your planning. If you decide that it is too complicated or expensive to serve lunch, make sure there are restaurants in the area where people can eat on their own during the hour-long lunch break.
2) Compare the costs of having refreshments provided by a caterer and the cost, time, and people involved in doing it yourself.
3) Settle on a simple menu early in your planning and stick to it. Avoid time consuming, last minute changes.
4) Plan the refreshment service thoroughly, including who will furnish what, who will serve, who will clean up, etc. Be sure to get permission from the management of the facility to serve refreshments before proceeding.
5) The intermission times available for serving refreshments may be limited, perhaps only 10 or 20 minutes, so organize the serving for speed and smoothness. An arrangement resulting in minimum delay or movement is the best arrangement.

6) Use finger food or those that can be served from their packages, rather than those requiring cooking or other types of preparation.
7) Whenever possible, prepare food and beverages in advance for quick serving.

Refreshments Checklist

Basic Equipment

____Serving table
____Tablecloth
____Serving trays
____Clean-up equipment
____Trash receptacles

If you serve: **You need:**

Coffee or Tea

____Thermal cups
____Spoons
____Sugar or substitute
____Cream or substitute
____Napkins

Water, Carbonated Soft Drinks or Fruit Drinks

____Cups
____Ice or other way to chill

Brownies, Cookies, Cupcakes, Doughnuts

____Napkins
____Paper plates
____Plastic utensils for serving

Appendix F - Additional Personnel

There are four principal areas in which additional personnel will probably be required for the FAASTeam event or clinic you sponsor. These are: transportation, parking, seating, and refreshments.

You may be required to furnish ground transportation for people who fly in to attend a meeting held at an off-airport site. If this requirement does exist, you will have to assign people to provide the necessary transportation.

If required by site selection, people should be assigned to assist with parking. They should be available to direct participants to designated parking areas and to see that the available parking space is filled in an orderly and efficient manner. If your site is on an airport, you may want to coordinate aircraft parking with the FBO.

At some sites, ushers may be required to assist with seating participants and to direct people to restrooms, telephones, water fountains, etc. They can also distribute safety materials provided by the FAASTeam.

Although it's possible to use some of the ushers for serving refreshments, you should have a special detail to handle the refreshments from start to finish. They should be responsible for preparing the refreshments, serving them, and cleaning up.

Personnel planning should be included in all phases of preparation for the safety meeting. Ask the advice of a FAASTeam Lead Representative or the FAASTeam Program Manager, and mostly importantly, do not over-extend a limited staff. Friends, family, and associates may be called upon. Ask for help early enough so people can arrange their personal schedules to be available the day of the meeting. Don’t forget to thank all those who help!

Local aviation organizations and local chapters of national aviation groups are possible sources of additional manpower. These might include such organizations as flying clubs and local pilot associations, antique and experimental aircraft clubs, the Civil Air Patrol, the 99's, etc.

Appendix G - Transportation Services

If the FAASTeam event or clinic you sponsor is conducted at a site away from the airport, you should arrange to provide ground transportation for participants who fly in for the meeting, if required.

Consider the possible need for transportation services early while selecting the site for your meeting. Confer with the FAASTeam Program Manager/Regional Point of Contact or FAASTeam Lead Representative on this topic, too. Try to anticipate the need and handle it as necessary.

In addition, especially if an on-airport site is selected for your program, you should arrange for providing aircraft parking space, tie-down ropes, and perhaps for fuel sales and other aircraft services. Make sure that you are fully informed about any pertinent airport security issues, and be sure to relay any necessary security information to attendees.

Related to transportation services is the need for adequate information and direction signage. They need not be elaborate, but signs directing participants to the meeting should be prepared and placed on roads and highways leading to the site and in the designated parking area. Consider all principal routes to the meeting site in determining where highway signs should be placed.

If your meeting is in a well-known location for which highway signs are not necessary, consider the need for inside signs to direct people to the auditorium, restrooms, etc. Do not forget to coordinate speaker transportation when required. Also, do not forget to remove all signs when the event is over.

While it is acceptable (and legal) for FAA inspectors to permit FAASTeam Representatives to ride as passengers in government vehicles and rental cars, it is not acceptable for FAASTeam Representatives to drive such vehicles. It is also not acceptable for the general public, pilots or not, to ride as passengers in government vehicles and rental cars.

Appendix H - Suggestions on Door Prizes

1. Determine the amount of money you want to spend on door prizes and the number of prizes to be given. About three prizes per 100 attendees is a good rule of thumb, and one prize should be of obviously greater value than others.

2. Select the prizes as early as possible and mention them in your local promotional materials.

3. Schedule the door prize drawing for after a break or at the end of the program, to encourage people to stay.

4. Have small pieces of paper or forms attendees can place their names on for the drawing. Alternatively, you may want to have the presenter ask a difficult question on the meeting topic and award a door prize to the person who first answers correctly.

5. Consider low-cost but attractive prizes that will be of use to any pilot or mechanic rather than to airplane owners only. Such items as plotters, computers, books, and manuals may be appropriate, or you might give flying time, simulator time, or mechanic training donated by a co-sponsor. If you are going to offer a prize to airplane owners only, ask them to fill out a different form than the pilots.

6. Remember that door prizes are an incentive to encourage participants to complete the program, which must stand on its own merits. Try to deal with the subject of door prizes early in your planning so that last-minute problems do not arise.

7. Consider awarding a door prize to someone who registered on-line at FAASafety.gov as an encouragement to others to register.

8. The FAA or FPM/POC may not ask for donations. Representatives may ask other people or organizations for donations of cash or products. However, Representatives should make it clear that they are asking for these items and not the FAA.

Appendix I - Recommendations on Event Promotion

1. Discuss promotion of the event fully with the FAASTeam Program Manager (FPM)/Regional Point of Contact (POC) or FAASTeam Lead Representative as early as possible. Learn exactly what he/she can do and what his/her experience has been in promoting similar meetings.

2. Make use of your own experience and contacts in suggesting promotion possibilities. If you know the aviation writer for the local newspaper, for example, ask him to write an article about the importance of the FAASTeam and the time, place, and topic of the meeting you are conducting. If a pilot you know is a local disc jockey or TV news reporter, ask him/her to record a public service announcement.

3. Regardless of your personal contacts at newspapers or radio and television stations, confer with the FPM/POC about approaching all such media for publicity. Press releases can be forwarded, through the FPM/POC, to the FAA's Office of Public Affairs for distribution to the media. Last minutes items are usually not well-received, so allow plenty of lead time. As a starting point, adapt the attached sample news release and public service announcement to your own use. After concurrence from the FPM, deliver or send the material to the news media. You should plan a follow-up telephone call to ask if the material arrived.

4. If your budget permits, place one or more advertisements in local newspapers. A suggested advertisement is attached for use as a starting point. The newspaper advertising department can usually assist in designing the ad for your particular FAASTeam event or clinic and your budget will dictate the size of the ad to use. One advertising idea you should consider is placing a notice of your safety seminar in the newspaper classified advertising section offering airplanes for sale. This section is well read by local airmen and it is a good way of reaching your potential audience with a brief message about the time and place of your safety meeting.

5. In all of your promotion work, keep the message simple and to the point. Be sure to include the date, time, and location of the meeting, topics to be covered, names of any outstanding guest speakers, name of the Representative who will conduct the program, and name of the sponsor.

6. Coordination with the FPM/POC or FAASTeam Lead Representative should be made as soon as possible to post the FAASTeam event on FAASafety.gov.

Sample Promotional Materials

The following sample promotional materials - a news release, radio-TV public service announcement, and newspaper advertisement - are based on a hypothetical situation with fictional names, programs, and places. They merely show you how to prepare such materials and what information to include.

Once you set the date, time, location, and program for the FAASTeam event or clinic, prepare your own news release, public service announcement, and advertisement along the lines of the samples. After concurrence from the FPM/POC, type out publicity materials and send them to all daily and weekly newspapers, and radio and television stations in your area;

not just the biggest ones. In selecting newspapers for a paid advertisement, however, check their circulation figures to make sure your message is getting the most exposure possible for your advertising dollars.

Sample News Release

From: [Name of Representative]
Address
Phone Number

Name of FPM
FAASTeam Program Manager
FAA Flight Standards
Address
Phone Number

FOR IMMEDIATE RELEASE

[Date of Release]

An aviation safety seminar for (pilots) (aviation maintenance technicians) will be held at [time], [day of week], [date] in the [location].

The seminar is part of the Federal Aviation Administration's nation-wide FAA Safety Team Program. [Name of FAASTeam Representative] will conduct the meeting, which is sponsored by [name of sponsor].

Included in the two-hour session will be discussions of [list seminar topics, speakers, or any films/videos to be shown].

The FAA Safety Team is a national effort to convey aviation safety principles and practices through training, outreach, and education. The FAASTeam especially encourages the continual growth of a positive safety culture within the aviation community. Approximately 3,500 events and clinics are held each year, attended by nearly 200,000 airmen.

Sample Public Service Announcement for Radio – TV

From: [Name of Representative]
Address
Phone Number

[name of FPM]
FAASTeam Program Manager
FAA Flight Standards
Address
Phone Number

PUBLIC SERVICE ANNOUNCEMENT

For use through [date and time of seminar]

:30

(Aviation maintenance technicians) (Pilots) in the [local area] (County area) are invited to a Federal Aviation Administration safety team event at [time] on [day of week] [date], in [location]. The seminar is part of the Federal Aviation Administration's nation-wide FAA Safety Team program. [Name of FAASTeam Representative], will conduct the meeting, which is sponsored by [name of sponsor].

That's [time], [day of week], [date], in the [location] - an FAA Safety Team event for all (aviation maintenance technicians) (pilots).

Public Service Announcement for Radio - TV

From: _____ _____
_____ _____
_____ _____
_____ _____
Phone: _____Phone:_____

PUBLIC SERVICE ANNOUNCEMENT
For use through:_____

:30

(Aviation Maintenance Technicians) (Pilots)

In the _____area

Are invited to a federal aviation administration safety team

Event at _____

In _____

The seminar is part of the Federal Aviation Administration's nation-wide FAA Safety Team program. [Name of FAASTeam Representative], will conduct the meeting, which is sponsored by [name of sponsor].

That's _____in the

_____- an FAA safety seminar for all (aviation maintenance technicians) (pilots).

Suggested Introduction and Welcome by Sponsor

Ladies and gentlemen:

My name is (your name) and I am pleased to (be / represent) the sponsor(s) of this FAA Safety Team event.

Before we proceed, however, I want to (identify / recognize / introduce) the other aviation organizations who are co-sponsoring this program.

(Name) (Organization)

_____

_____

_____

On behalf of all of us, I want to express our appreciation to you for taking the time to be with us today (tonight).

We have worked together to host this meeting because of our sincere belief in promoting aviation safety, and because we want to see you better enjoy the recreation and utility of flying. As the slogan goes, “a safe flight is no accident.” Wouldn’t it be nice if after your next flight, you realized that not only did you have fun, but you also had a safe flight where you demonstrated superior skills and knowledge in dealing with all phases of flying.

We are not here today to hear a sermon. And while our overall message is safety, our intent is to help make flying a little more enjoyable for you and your passengers by helping you to better understand good flying skills.

At this point, I will turn the program over to the FAA Safety Team Representative, (or industry representative) who will continue with the program.

(Name) (Job title) (Location)

_____ _____

Note: Be sure someone reviews the program schedule, including breaks. Also, where rest room facilities are located, and water fountains, etc.

Suggested Closing Statement by Sponsor

Thank you (name of individual(s) conducting the program) for a very fine program. I think everyone enjoyed it and we will all do well to live and fly according to the safety guidelines you've discussed.

It has been my pleasure as a seminar sponsor to see all of the planning and preparation that goes into a meeting like this. Mr./Ms. (name of FAA person or FAASTeam member/representative) did a professional job for us and he/she is a credit to the FAA Safety Team.

(YOU START THE APPLAUSE)

My personal thanks also, to all of you who took the time to join us here today (tonight). You've shown genuine interest in aviation safety by attending this meeting and I hope you'll continue to have a healthy concern for safety every time you fly.

Before we break up, please join me in thanking all of the people who helped make this seminar/FAASTeam event possible.

(Name co-sponsors, FAA personnel and others who assisted with planning, transportation, refreshments, etc.)

Thank you once again for your continued interest in aviation safety.

Appendix J - Planning and Conducting a Meeting

Basic Principles

The success of a public safety meeting is dependent upon many factors. Please consider the following important factors when planning your meetings:

Room Size

Select a room large enough to accommodate all who are expected to attend. There must be enough room for the proper spacing of chairs. If the room is too large for the number of people who will attend, plan the seating arrangement so they will be grouped closely together.

Heating and Ventilation

Adequate heating or air conditioning and draft-free ventilation should be considered. Stuffy or otherwise uncomfortable conditions can be distracting.

Appearance of the Facility

Decorations, fixtures, cleanliness, and all other aesthetic factors will affect the prevailing mood of the meeting. The quality of a meeting is often a reflection of the facility. You may want to look for inappropriate pictures that may be in view.

Setting the Stage

The stage setting should be planned in detail and completed well before the meeting is to begin. Position the projection screen so the entire audience can see it. The projector's speaker should be placed under or near the screen, when possible. If the lecturer is using visual aids, the lectern should be located to one side. Training aids should be developed whereby the entire viewing audience can read them.

Furniture

The use of folding chairs or small hard-seated straight chairs should be avoided whenever possible. They are uncomfortable and not conducive to good listening.

Freedom from Noise

It is important to have as little distraction from noise as possible. Hangars are not particularly desirable as meeting places because of typical noise levels and poor acoustics. Meeting rooms in hotels or restaurants should be located well away from the kitchen, bar, and lobby areas.

Meeting Room Arrangement

Consider the type of seating arrangement that will produce the best result. Allow for ample spacing between seats. Have your equipment set with projectors loaded, focused, and ready to run. Every effort should be made to avoid fumbling with your equipment at the last moment.

Smoking

Your meeting should be conducted in a smoke-free environment. Make an announcement to that effect or post a sign in a prominent location.

Safety and Convenience

For larger groups, it may be necessary to ensure that your audience is aware of fire exit, public telephone, and restroom locations. See that people are ushered to their seats so that they will be gathered together and as near the front of the room as is comfortable.

Have someone ready to deal with unexpected problems such as noise outside the meeting room, sudden changes in room temperature, equipment malfunctions, changes in lighting requirements, or the need for additional seating.

Timing

No matter how worthy the subject matter, how brilliant the speaker, or how loyal the audience, one mistake might spoil a well-planned program. By considering these limitations to audience attention, the quality of your program will be improved.

The attention span of most people is approximately two hours, regardless of how interesting the speaker or subject may be. Schedule and plan all meetings for two hours or less.

Plan a time schedule for each meeting event. Allow each speaker and other program functions ample time, but specify a limit and stick with it.

In addition to the speakers, ensure that the audience is aware of the event's schedule and overall meeting length.

- Start the meeting at the scheduled time, even if only one person is present.
- Manage the meeting. Do not just let it happen. You should make it happen.
- Keep the meeting moving and do not overlook occasional stretch breaks.
- End the meeting on schedule by announcing that the meeting has ended.
- State that you will remain in the area to answer individual questions, then step away from the podium. Your exit from the podium officially ends the meeting. Those who came to listen will appreciate you sticking to the schedule. Those who care to ask questions will find you.

Preparation for a Presentation

Any presentation, talk, or briefing contains three basic elements that should be considered in initial planning. They are the audience, the reason for the meeting or purpose of the presentation, and the presenter.

An understanding of your audience in terms of its size and the experience and interests of its members will be extremely helpful.

Be aware of your audience in terms of race, gender, age, disability, etc., and avoid comments that could possibly be misconstrued as offensive. Be especially careful in the use of humor. Be pleasant, courteous, professional, and stick to the point.

The Meeting's Purpose

The reason for having the meeting should be a primary consideration when planning an event.

Typically, your purpose will be to educate, inform, or persuade. The lecture or demonstration method with appropriate audio/visual aids and limited audience participation will be required for most meetings. You may, however, conduct or act as a moderator at a public listening session to provide information or resolve aviation related problems.

Meeting Segments

The presentation will typically consist of three elements: the introduction, the body, and the conclusion. It often helps to think in these terms: Tell them what you are going to tell them, tell them, and then tell them what you have told them.

The Introduction

The introduction should gain the interest and attention of the audience and specifically state the subject to be discussed. Here are some suggestions on how you might begin.

a) Make a personal reference. You might tell a story about yourself or cite a recent experience, which incorporates the meeting's theme.
b) Relate a subject of vital interest to your audience. Show them that what you are about to say will have value or interest for them. For example, “Since most of you fly or maintain aircraft which are more than 25 years old, I know you will be interested in our special recommendations which apply to an aging aircraft fleet.”
c) Ask a question. A provocative question will make your audience want to listen to discover just what you meant by your question. For example, “There are at least 10 concerns unique to the operation or maintenance of aircraft more than 25 years old. Do you know what they are?”
d) Cite a quotation or authority. Using a quotation from a famous person stirs attention and can add interest in what you have to say. George Bernard Shaw said, “I often quote myself; it adds spice to the conversation.”
e) Make a startling statement. The novel, unfamiliar statement can spark immediate attention. How about this: “Did you know that typically, the newest of light, single-engine, piston-powered airplanes registered in this country are nearly 20 years old?”

After gaining the attention of your audience, state your specific objective. Highlight the points you wish your audience to understand. For example, as you open your meeting devoted to crosswind landings, you might say, “Tonight we are going to analyze crosswind landings, explain several ways they may be accomplished, and persuade you to pass these techniques on to your fellow pilots.”

The Body

There are common organizing patterns that successful authors and speakers have practiced. The type of material you have to present will determine the pattern you practice. Although one of these patterns will usually work, do not attempt to force your material into a set pattern. Present the material as clearly and as logically as you can. Use these patterns as a guide, not as a crutch.

Problem-Solution

With a narrative, supported perhaps with audio/visual aids, outline a scenario that highlights a particular aviation hazard. The safe solution then becomes the point of your presentation. Weather, density altitude, contaminated fuel, aging aircraft, human factors, and many other such subjects make a good beginning. Emphasizing the importance of the problem at the outset, such as the number of accidents caused by a particular practice, will provide impact to your description of the solution.

Cause and Effect

This pattern will be especially effective when using an accident report as the basis for your presentation. Analyzing the causes leading to an accident is not only a logical means of organizing a presentation, but provides a dramatic technique for driving home your point.

Chronological Order

Chronological order is the easiest pattern to recognize and is probably the most familiar to you and your audience. When discussing routine procedures such as obtaining a weather briefing, performing your checklist, or how to land in a crosswind, the chronological pattern relating to time sequence is effective and readily understood. Simply put, first we do this, and then we do that.

The Conclusion

Plan your conclusion carefully. It is probably the most important part of your presentation and is too often approached as an afterthought. The main purpose for most presentations is to inform or persuade. If your purpose was to inform, then your conclusion will be a summary of the main points you have made. If your purpose was to persuade, then you have two requirements in concluding. You must not only summarize, but you must motivate your audience to act. Your presentation should begin and end with a strong tone. The conclusion should pull the presentation into a unified whole. It is essential for your audience to feel the impact of the presentation in its entirety. The conclusion is your last chance to clarify the ideas discussed, to reinforce the points made, and to place emphasis where you want it. Leave your audience with a clear understanding of the subject.

Do not apologize for the facility or any part of your presentation. Let your listeners decide how well you have done. An apology will not make them feel better about their experience. If you feel that improvements are warranted, your next presentation will provide the opportunity.

Do not conclude abruptly or at great length. The conclusion should be a harmonious and balanced part of the presentation. The complexity of the subject and the quality of your work in delivering the body of the presentation will determine the length of an appropriate conclusion.

Do not introduce new material in your conclusion. Your listeners are aware that you are concluding your presentation and are expecting a summary. The impact of your presentation can be lost by the introduction of new points at this time.

Cover only the main points in your conclusion. Do not repeat the body of your presentation.

If your presentation was intended to persuade, ensure that your audience understands exactly what action you expect them to take.

General Concepts of Public Speaking

The following paragraphs are provided to aid speakers in the delivery of their presentations. You should be friendly, focused, businesslike, and modest. Approach the speaker's stand with confidence. Pause for a moment and look steadily over the audience before you speak. The most critical time for any speaker is that first minute with their audience. Your appearance and the way you conduct yourself have an effect on the way your audience will respond.

Let each member of the audience know that you are talking to them. Your manner of speaking may be varied to fit the occasion and the size of the audience, but always maintain eye contact. Without it, you will lose your listeners. Be yourself. The audience will spot an act immediately.

A good delivery is practiced, animated, and alive. If you stand before your audience in a careless manner, you will not gain their attention or hold their interest. A practiced and lively presentation will hold the audience's attention. This takes practice. You must show that you are interested in and believe in what you are saying. You will be successful in your delivery if:

1. You know your subject.
2. You have a firm belief in your subject.
3. You have confidence in your ability to talk on the subject.
4. You exhibit eagerness to talk about it.
5. You speak clearly and fluently.
6. You practice your presentation.

A good delivery is free from apparent tension. Everyone suffers from nervousness when they first address an audience. Great orators, like Cicero and Abraham Lincoln, confessed to stage fright. Many of today's statesmen and movie and television actors admit to moments of nervousness every time they step on stage or speak publicly. It helps when you recognize the symptoms, understand the causes, and know the cures for nervousness.

Some of the symptoms are:

- Increase in pulse rate.
- Sweaty palms.
- Empty feeling in the stomach.
- Dryness in the throat.
- The pitch of the voice changes.
- Shaky hands or knees.

Some of the causes are:

- Lack of confidence.
- Lack of preparation.
- Feeling of great responsibility.
- Fear of loss of status or respect.

Some of the cures are:

- Recognize that nervousness is a perfectly normal reaction.
- Recognize that you probably appear to be more confident than you feel.

• Be prepared. Know your subject so thoroughly that you feel confident.
• Remember that the audience is friendly and wants you to do well.
• Concentrate on what you have to say.
• Remember that you know your subject better than your audience.
• A good delivery is simple, direct, and natural. Relax. Be yourself.

If the audience is large, it may be necessary to speak louder than your normal conversational tone. Speak as you normally do with a bit more care to ensure that you are easily understood. Avoid affectations or an adopted oratorical style.

Frequently repeated mannerisms will distract the audience. Anyone may have distracting mannerisms of which they are not aware. You should avoid:

• Fumbling with your pencil, your watch, a pointer, or any other object. Laser pointers can be especially distracting.
• Buttoning and unbuttoning your coat or adjusting your neckwear.
• Jingling coins or keys in your pocket. It may be a good idea to remove them beforehand.
• Pacing, shifting from side to side, or rocking.
• Leaning on the lectern.
• Glancing at your cell phone; put your cell phone on vibrate or turn it off completely.

A good delivery is no accident, and people are not born as good speakers. It takes hard work and practice to become a good public speaker. Before you make any presentation for the first time, rehearse. Have an outline showing at least the principal points in the order in which you wish to cover them.

A special caution: Probably the most distracting and otherwise telling flaw in public speaking is the repeated use of meaningless interjections. The habit of using, “Ah”, “Ya know”, “OK”, “Right?” “Umm” or other such words in your speech will be difficult to break. Consciously inserting a pause in your presentation will help break this habit. You may not be aware you are using these distractions, but they can be brought to your attention when you practice in front of co-workers, friends, or family members.

Analysis of the Presentation

How well did you do? One way to improve your presentation is to analyze audience reactions. Did you succeed? Were they informed or persuaded? Critique sheets can be effective if properly used. One method is to ask specific questions or request comments on a piece of paper distributed before the meeting and collected as your audience leaves.

Printed lists of questions requiring a simple yes or no do not provide much useful data. Most people simply praise the program. By asking several appropriate, provocative questions, you will probably receive a better indication of your effectiveness. Questions such as these may be appropriate.

1. How can our presentation be improved?
2. What subject would you choose for our next meeting?
3. What are you going to do or not do as a result of this meeting?

A Few Final Words

The following sections summarize the characteristics of a good organizer and presenter, and outline several “best practices” that you can use to make your presentations the best they can be.

Do Not Try To Do Too Much

Do not over-saturate your work schedule. If you have a statewide safety week or other emphasis period, do not participate in a meeting every night unless you have a variety of speakers. Even if you play the part of emcee, a meeting every night of the week will wear you out. As the days go by, you will be less effective and less motivated to do a good job. Space your meetings so that you will have a breather.

Before giving a new presentation, have your colleagues listen to you and comment on your presentation. Have them ask pertinent questions. You will profit from their constructive criticism. Adequate rehearsal is important to your success!

You will, no doubt, have excellent ideas for new programs and suggestions for how we may better serve our customers in the aviation community. Please pass those thoughts on to your FAASTeam Program Manager (FPM) or FAASTeam Lead Representative.

Planning a Meeting

Meetings must be planned at least six weeks up to two months in advance, depending upon the type of announcement system your FPM/POC is using. FAASafety.gov and the Safety Program Airmen Notification System (SPANS) is the primary source for meeting notification. However, there is a variety of media outlets available. For best attendance results, announcements should be in the attendees’ mailbox two weeks prior to the meeting. Any shorter time and the attendee may commit to another function. If an earlier period, the attendee may forget about the meeting date or misplace the announcement.

In many locations, meetings are held at the same time each year and you should plan on calling your FPM/POC or FAASTeam Lead Representative about two months ahead of the traditional meeting date to confirm availability. Do not take anything for granted. If you have not heard from a FAASTeam member give him or her a call to confirm the meeting.

In many locations, guest speakers can be used because of their close proximity to the meeting location or because they have a sponsoring organization that will pay their expenses. If you know of such a person and their presentation is interesting and has an aviation safety theme or message, do not hesitate to suggest using them as part of the program.

Representatives may be asked to assist their FPM or FAASTeam Lead Representative in making arrangements for a meeting, or they may be asked to produce and conduct their own meetings. In this situation, the Representative will have to be responsible for the entire meeting. This will include, in addition to all functions discussed above, planning the presentations or making arrangements for guest speakers. In addition to this, the Representative will have to provide for the equipment needed, depending upon the presentation and size of the audience. The FPM/POC or FAASTeam Lead Representative may be

able to support Representatives with equipment and materials. Getting the equipment from the FAASTeam to the Representative and back will have to be worked out between the Representative and the FAASTeam. The FPM/POC may be able to attend the meeting, in which case he could pick up the equipment. In other situations, the representative may have to drive or fly to the FPM/POC's office to pick-up and return the equipment.

Planning a Presentation

When planning a presentation, remember the basics. Every presentation has an introduction, body, and conclusion. For each topic you plan to discuss, use this basic outline.

Explaining something the way you understand it does not necessarily mean everyone else will understand it. They will not have the same experiences you have to help them understand your subject. The terminology used will have to be explained in many situations. Your subject will never be fully understood if you use terms that your audience does not understand. You wouldn't explain how a computer works to a novice using computer terminology. It would sound like a foreign language to them. The same holds true for flying. A good example on how to lose an audience would be explaining aerodynamics to pilots without mathematical backgrounds by using a lot of math formulas and terms. Stick with an explanation of the principles, not the quantitative measurements a design engineer would need.

One of the best ways to teach is to use examples of actual situations. This seems to interest a vast majority of audiences. They want to know how other people have gotten into trouble so they can recognize when they are approaching similar situations and avoid them at the earliest possible indication of impending difficulties. The appropriate use of visual aids always adds interest to the learning process for your audience.

Plan the placement of screens, monitors, projectors, speakers, lecterns, and other equipment so that everyone in the audience will be able to see and hear the program. Include provisions to cover, secure, or tape down equipment cords. If the facility or sponsor is providing audiovisual equipment, ensure that a representative will be available to instruct the seminar presenter in the use of the equipment. Arrange access to equipment that may be locked up before the program is scheduled to begin. Determine if a password is required if the computer you are using goes into "sleep" or "hibernate" mode. Provide backup equipment (including extra projection bulbs)!

The traditional list of visual aids that can be used ranges from the oldest, but time proven, to the latest in computer technology. Many of us grew up in a room with a blackboard and chalk in it. It may seem old fashioned, but any illustration aids in understanding and memory retention over just the spoken word alone.

With a video projector you now have the equivalent of a TV with a screen 100 inches or larger in size. Most resource material is now provided in videocassette or DVD format and most FPMs have video projectors. These have proven to be very reliable and are received extremely well. Your FPM may be able to provide video, DVD, and PowerPoint presentations. The FPM/POC in your geographic area will also have some excellent video presentations that can be used in FAASTeam events.

The latest presentation equipment is the computer-based projection equipment using either LCD panels or video projectors in conjunction with one of the presentation programs currently on the market and a laptop or other type of computer. With this equipment, the presenter can make up his/her own program or import parts of other programs into theirs. If scanners are used, photographs and other visual aids of a graphical nature can be used to enhance the computerized "slides" incorporated into the presentation. This equipment may be available for Representatives to use. Of course, if Representatives have their own equipment, they are certainly invited to use it.

One last visual aid, often overlooked but extremely effective, especially in small groups, is a model of the item of equipment you are discussing. This can range from complete models of an airplane to the various parts you may be discussing in detail. Actual aircraft parts make the most realistic visual aids, especially ones with cutouts that expose all moving parts. A good source for these is flight schools, A&P schools, local colleges, or maintenance shops.

Four Basic Phases to the Teaching Process

There are four basic phases to the teaching process. These are preparation, presentation, trial and practice, and review and evaluation. In aviation safety seminars, preparation and presentation will always be present. Trial and practice may depend on the subject matter. Review to some degree, but usually not an “evaluation.” The most important thing to remember is that for learning to take place, the educational process you employ must be interesting and fun. It is also important that what is taught has enough impact that it is not only remembered but can be applied. The real benefit is obtained when a member of your audience avoids an accident because of information you have provided.

The following discussion gives some basic information on presentation techniques.

Several mistakes can be made when making a presentation. One is not having a clear goal or purpose for the subject matter presented. A talk that is wandering around will give your audience the distinct impression you did not prepare or organize your talk and are just making it up as you go along. This leads into the second major error you can make, which is a presentation that doesn’t flow logically from one point to another. It is not presented in a manner that organizes the information in a simple building block process for your audience to assimilate. This can lead to another error, which is giving too much information to your audience. It is always good to know more about your subject than you are going to talk about, but do not try to tell them everything there is to know about something. In these case, your presentation will get too long and boring or too technical for the majority of your audience to understand.

The next error almost sounds contradictory to the first one. That is, not having enough support or documentation for your presentation. Statistics, actual experiences, either your own or those documented from others, can be very helpful if they aren’t excessively long.

The next area of concern would be personal appearance and your actual speech delivery technique. Nothing will lose your audience quicker than a dull monotonous speaking voice that gives the impression you are not enthusiastic about what you are doing. You must meet the needs of your audiences. They want information that is interesting and to some degree entertaining.

Many people attend safety seminars for the social aspects of the event. They get to see people with similar interests, get updated on the latest information or controversy, and they enjoy entertainment (humor) as much as the educational aspect of the meeting. As a very well-known aviation lecturer once said, “learning can be fun, and people will learn a lot more when it is.” So, never be boring, always be enthusiastic, always prepare well in advance, and you will not only build your own self-confidence, but also gain the confidence and respect of your audience.

Tips for Speaking

There are several fundamental steps taught in texts on the subject of speech presentations. We'll review the more commonly taught ones here.

First, control stage fright. This is the most common problem among all public speakers. You don’t have to be a novice to have stage fright. Some of the world’s most famous speakers suffered from state fright. They found out how to control it or use it in a positive, constructive way as opposed to letting it destroy them. There are several things to realize about stage fright.

1) Recognize you are not the only one that suffers from it. Almost everyone does.
2) Realize it is not as obvious to your audience nearly as much as you might think.
3) It will never go completely away, but it will diminish with experience.
4) Your audience is there to see you succeed, not fail. They will not do anything to make you fail.
5) Concentrate on what you are saying, not so much on how you will say it. If you are concentrating too much on volume, you will lose your train of thought.
6) Allow yourself an outlet for any nervousness before your presentation; just be aware of it and don’t let it carry over to the actual presentation. Nothing is more annoying and unprofessional than rustling change in your pocket or talking to the floor while you mumble. This not only shows you are uncomfortable and don’t want to be up in front of everyone, it makes your audience uncomfortable as well.
7) Prepare your material as far in advance as possible and be as complete as possible in your preparation. This is the key to controlling stage fright. The better prepared you are, the more confidence you will have in your ability. You will be in charge as any good speaker is and your audience will know it, and you will know your audience knows it.

Second, select your subject well. In doing this you need to know your audience. What is their experience level? What would they be interested in hearing? What information can you give them that they will benefit from? You wouldn’t give a lecture on holding patterns and holding pattern entry to a group of student pilots working on their Private Pilot Certificate. For the same reason, you wouldn’t give a talk on basic VFR training maneuvers to an audience that was much more experienced. You may use this type of topic if you publicize the seminar as a review of basics or as a CFI seminar. Identify your audience and match the presentation to that particular audience.

Third, gather your ideas and information and be sure to verify the data. This is the basic research you need to do to get factual information on the subject of your talk. One of the worst things to do at a meeting of an educational nature is to pass on inaccurate information. We don’t want that type of information passed off as official policy or practice by someone representing the FAA when it is not authoritative. This is the key to any good presentation: be

authoritative, accurate, and up to date. You must also have your presentation documented because members of your audience may challenge you at any time and you want to be able to back up what you say about something that is challenged or nothing else you say will be believed, no matter how accurate it is.

When you begin to prepare to talk to a group, don't wait until you sit down to start writing. This may result in that familiar writer's block which is, in a way, a form of stage fright. One of the best ways to avoid this is to carry around with you some blank 3 x 5 cards and a pen or pencil to jot down ideas when they come to you. With this technique, you will have many ideas already jotted down to which you can refer when you sit down to write. This is also a good time to be planning what type of visual aids you want to use in your presentation. Visual aids can be one of the best friends a speaker can have when it comes to the subject of stage fright. They assist with recall, make the presentation go much smoother, show the audience you are prepared, and help them remember what you've talked about.

Fourth, organize your material. Prepare an outline. Have a logical flow of information. Don't skip around. This will only confuse your audience. They will have trouble following you and you will give the appearance you did not prepare properly. It is important in this section to include some interesting examples, stories, and humor. It is extremely important to hold your audience's attention during the entire presentation, not to just tell the traditional joke to start off and then have no more humor throughout the talk. By including a humorous anecdote every so often when it is appropriate, you will maintain your audiences' interest at the same high level throughout the entire presentation, not just at the beginning.

Fifth, plan the introduction to your presentation. This is an extremely important part. It sets the tone for what is to follow. You can win friends in the first 30 seconds of your talk or lose their interest. Plan this with something your audience can relate to. Sometimes you may want to add to your opening with a comment about something that was said or done at the gathering prior to your speech. Humor is the traditional attention-getter; however, if it is not well planned, it will start you off on the wrong foot. Other types of attention-getters include stating a startling fact, asking a question, presenting a quotation related to your talk, giving an example or story of an actual or recent occurrence that is related to your topic, or just simply emphasizing the importance of what you are about to say. After your opening or attention-getter, tell your audience what you are going to say, why it is important, and how it might affect them. Transition into a preview of the body of your presentation and then proceed.

Sixth, plan the conclusion of your talk. This is very simple. Tell your audience you are concluding and then review the main ideas of your presentation. This is what you want your audience to remember. One technique is to return to your original attention-getter, emphasize your theme or objective, then close out. Once you have done this, then stop, don't drag it out or add something that may have been forgotten. You can ask for questions if you like, but be prepared to end the presentation without them. One very effective way to end is to announce a break or to introduce the next speaker. The key is to stay in charge, don't die on the vine while you are still in front of your audience by giving the appearance you don't know what to do next.

Seventh, practice your presentation. This will give you the opportunity to review your notes for completeness. You will be able to smooth out the rough spots and check your timing. You never want to fall short or go beyond your allotted time. This disrupts the planned schedule and

could possibly cut into someone else's time. This will make it extremely difficult, for not only the last speaker but the audience also. If a meeting starts at 7:00 p.m., and is supposed to be over at 9:30 p.m., it becomes very tiring to many people when 10 minutes has gone past the ending time and there is no indication of it ending.

There are several techniques to use when practicing your presentation. Some people just review their notes at their desk. However, if you can use a room with a mirror, this will be more effective; you might see mannerisms you may want to correct. Some speakers use tape recorders or even camcorders to review their own practice sessions prior to the actual presentation. If this type of equipment is available, it would be very advantageous to use it. These practice sessions are where you gain proficiency using your visual aids and determining if any changes are needed.

Eighth, give your talk. Remember, be yourself, think positively and confidently. Get set before you talk. Establish eye contact with your audience. Don't start talking before you get behind the lectern. Don't read your notes. Just talk to your audience. Be aware of any nervous habits and avoid them. Act like you enjoy what you are doing and your audience will be much more comfortable with you. Lastly, speak loud enough so that everyone can hear you. Don't allow your voice to trail off.

Any discussion of presentation techniques can become quite involved. We've just reviewed some of the basics. Remember, any presentation is a training experience that requires the presenter to explain a subject. In the explanation of any subject, there are three basic parts: what, why, and how. If you don't remember anything else you've read about presentations, remember this simple checklist: what, why and how. Always explain what you are going to talk about and why it is important to talk about this particular subject. Then, after the conclusion, follow up with answers to any questions.

Presentation Topics

Now that we have discussed how to give a presentation, what subjects should you consider? The most obvious are the ones of which you are most knowledgeable. Any traditional aviation subject may be of interest to a particular audience.

Some subjects are seasonal, such as icing and density altitude; however, your audience may not want to hear an entire program or presentation on one subject. A good evening's program will have a mix of usually two or more different speakers using a variety of subject matter. FPMs have a very good supply of audio-visual material; however, a night of nothing but video or slides/tapes would probably bore your audience. On the other hand, if they are properly used to augment a talk, they will add to the presentation's effectiveness.

One thing to remember is that many in your audience will have a broad background. It is not uncommon to have retired airline captains as well as student pilots sitting side by side in a safety meeting. You could also have local flight instructors as well as airport personnel in attendance. You must be well prepared and have tailored your talk to your audience. There will be times when audience background information is unavailable prior to the meeting. You must be flexible in your presentation techniques.

Planning Checklist

The following is a checklist that may be helpful in planning an aviation safety meeting:

- Determine the need for and type of meeting desired in your area at least two months prior to the desired date.
- Check for meeting site, availability, and cost.
- Ensure there are not any conflicts with holidays or other events or activities.
- Contact your FAASTeam Program Manager/Regional Point of Contact or FAASTeam Lead Representative for support and assistance.
- Determine availability and/or cost of items the FAASTeam cannot provide. These may include chairs, sound equipment, projection equipment or other visual aids, refreshments and what is needed to serve them.
- Determine costs of guest speaker(s), etc.
- Solicit sponsors for anticipated costs.
- Contact your FAASTeam Program Manager/Regional Point of Contact of FAASTeam Lead Representative for announcement preparation planning (minimum six weeks in advance).
- Two weeks prior to the meeting, ensure local pilots are receiving the announcement.
- Verify arrangements with all parties involved in the program.
- Day of the meeting, arrive at least one hour ahead of time to begin setup.
- Ensure lighting can be controlled and not inhibit visual aid presentation.
- Set up projection and visual aid equipment. Ensure you have an adequate number of extension cords, duct tape, and projector tables.
- Set up sound system, if one is needed.
- Test all equipment.
- Set up or have sponsor set up chairs and refreshments.
- Set up all handouts to be distributed.
- Conduct meeting. (Schedule a break point, no more than one hour into the program, and don't forget to acknowledge and thank the sponsors.)
- Count attendance during the meeting.
- Distribute a critique sheet to obtain feedback on the meeting.
- After the meeting, clean up and return equipment, etc.
- Report to the FAASTeam Program Manager/Regional Point of Contact or FAASTeam Lead Representative how the meeting went, any changes needed for the next meeting, and the number of attendees. Use FAASafety.gov for recording Representative's activities.

FAASTeam Representative Attire

We all know how important it is to look the part you are playing. When you are acting as a FAASTeam Representative, your appearance can be very important. While we don't require that you buy a uniform, we do ask that whenever possible, you wear a khaki shirt with a dark blue skirt or trousers.

On FAASafety.gov, in the Representative portal, there is a link titled, "FAASTeam Representative Clothing" that will take you to the Lands' End web site where you can purchase appropriate shirts and caps.

To clearly distinguish between FAASTeam Representatives and FAASTeam program

managers, FPMs wear an FAA logo blue shirt with a khaki skirt or trousers.