International Civil Aviation Organization

WORKING PAPER

ASSEMBLY — 40TH SESSION

TECHNICAL COMMISSION

Agenda Item 30: Other issues to be considered by the Technical Commission

VOLUNTARY SAFETY INFORMATION REPORTING SYSTEM
IN STATE PROGRAM FOR JAPAN (VOICES)

(Presented by Japan)

EXECUTIVE SUMMARY

The Civil Aviation Bureau of Japan (JCAB) has conducted the operation of a voluntary safety information reporting system, which is referred to as "Voluntary Information Contributory to Enhancement of the Safety (VOICES)," since 2014.

JCAB carefully designed the system of VOICES so that reporters feel it is easy to report incidents. Key points of its design are:
a) a third party is entrusted by JCAB to operate the system, independent from JCAB. JCAB shall not have access to the information which may identify the individuals or organizations involved;
b) several methods for reporting are prepared so that reporters can select based on their convenience; and
c) the reports are de-identified before analysis so that any individuals or organizations will not be identified.

JCAB issued an Aeronautical Information Circular (AIC) for more awareness of VOICES.

Strategic Objectives:	This information paper relates to Strategic Objectives on Safety.
Financial implications:	This information paper has no significant financial implications.
References:	

1.   **INTRODUCTION**

1.1   The Civil Aviation Bureau of Japan (JCAB), in accordance with Annex 19 - *Safety Management* to the Convention on International Civil Aviation, has conducted the operation of a voluntary safety information reporting system, which is referred to as "Voluntary Information Contributory to Enhancement of the Safety (VOICES)," since 10 July 2014.

1.2   VOICES is expected to facilitate the collection of voluntary safety information that cannot be easily achieved with the framework of the mandatory incident reporting system, analyze the information and data related to the safety of civil aviation and share the result of analysis with stakeholders to effectively help them implement proactive measures to prevent accidents and any other occurrences that may adversely affect safe operations of aircraft.

2.   **OVERVIEW OF VOICES**

2.1   General Principles. VOICES is implemented according to the following concepts.

2.1.1   A reporter shall be either an individual who is directly engaged in aviation activities or the organization the individual belongs to.

2.1.2   An event to be reported is one which could have impacts on aviation safety, experienced or viewed by either the reporter or personnel belonging to the reporter in the course of its aviation activities.

Note: A reported event should be directly perceived by either the reporter or personnel belonging to the reporter with his/her senses in the course of its aviation activities, excluding indirect experiences.

2.1.3   The operation of VOICES is entrusted to a third party which is responsible for receiving processing reports and its operation will be independent from JCAB.

2.1.4   JCAB shall not have direct access to any information through which the individuals or organizations that were involved can be identified, nor request the operating entity to provide such information. In addition, even if any violation is found from the information, the information shall not be used as evidence of any punitive action by JCAB.

2.2   Applicability

2.2.1   Personnel and organizations who are directly engaged in aviation activities are supposed to be reporters as described in 2.1.

2.2.2   Note: The reporters include, but are not limited to:

    a) pilots, maintenance engineers, cabin crews, dispatchers, air traffic controllers and those organizations to which they belong; and

    b) approved training organizations, approved maintenance organizations, air navigation services providers, airport operators, aircraft ground handling companies, aircraft manufactures, and individuals who are employed in those organizations and are directly engaged in civil aviation activities.

2.3   Methods of reporting

2.3.1   Each access shown below is available to submit a voluntary report to VOICES. A reporter is requested to fill in a form with information such as the contact address so that the third party can contact him/her and verify the contents of the report. It should be noted that such information will all be deleted after de-identification:

    a) third party's official website (Aviation Safety Information Voluntary Reporting Site);

    b) e-mail;

    c) facsimile;

    d) telephone; and

    e) postal mail.

2.4   Handling of the report. The analysis and feedback of the report will follow processes shown below.

2.4.1   The third party checks the report and receives it as long as it seems appropriate to be processed through VOICES.

2.4.2   Analysis staff at the third party may contact the reporter when further information is needed for the analysis of the report.

2.4.3   The report is de-identified so that any individuals or organizations will not be identified. After de-identification all reports are registered to the Aviation Safety Information Voluntary Reporting Site. An ID number and a password will be delivered to each reporter to check the process of its own report. The third party repeals the name, address, and other information of the reporter after issuing an ID number and a password.

2.5   Analysis and feedback

2.5.1   Analysis staff at the third-party conduct risk assessments for the report in accordance with Doc 9859, *Safety Management Manual (SMM)*, then the assessments periodically are brought to working groups consisting of experts who have experience as pilots, maintenance engineers, cabin crews, dispatchers, air traffic controllers and aerodrome operators.

2.5.2   Each working group analyses the voluntary safety information of each report and data related to the safety of civil aviation, then the results of analysis are forwarded to the analysis committee. The committee is usually held more than three times a year consisting of some literates and academic experts, who will summarize the results of analysis and develop a publication on the website of the third party. Based on the final results of the analysis, the third party will advance the proposal(s) to JCAB. The information which can identify the specific individuals or organizations will never be provided to JCAB.

2.5.3   As the feedback the reporter can check the progress of the process related to the report at the Aviation Safety Information Voluntary Reporting Site.

2.5.4   After advancing the proposal(s), the third party will completely erase the e-mail address, facsimile number, telephone number and postal mail that the third party obtained during the process of reporting detailed in 2.3.
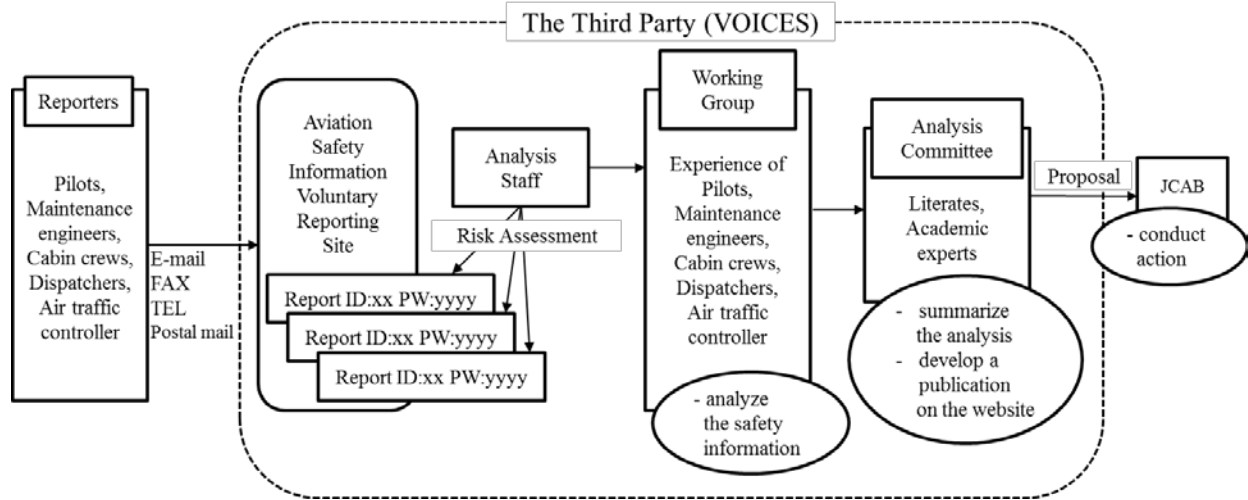
2.6   Output

2.6.1   In response to the proposal(s) from VOICES, JCAB take actions as appropriate. Some examples are shown below:

a) Proposal: At Tokyo international airport, there are cases of misunderstanding air traffic control (ATC) instructions. Reviews should be done for ATC instructions and/or for naming of taxiways, and a study for improvement should be conducted.

- Action: The naming of some taxiways has been changed.

b) Proposal: A study should be conducted to reduce similar call signs, and the risk of similar call signs, in conjunction with ATC and airlines.

- Action: In the case where there are similar call signs at the same frequency, so far, some measures have been taken to prevent the risk of similar call signs such as adding suffix to one call sign. JCAB conducted a questionnaire survey and found the effectiveness of the above measure. As a future measure, data-link communication may be one of the measures.

3.   **CONCLUSION**

3.1   JCAB carefully designed the system of VOICES so that reporters feel it is easy to report incidents as described above and issued an AIC on the system.

3.2   The Assembly is encouraged to note the information in this paper.

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