

March 15, 2010

Dear Mr. Benzon,

The US Airline Pilots Association (USAPA) would like to submit the following amplification to our findings and recommendations for Checklist Design.

USAPA feels that a return to the previous USAirways quick reference handbook (QRH) format with numbered tabs and the addition of color coded tabs for Immediate Action items and ECAM exceptions would simplify what can be a very cumbersome process in identifying and locating abnormal procedures.

The USAirways submission states "in emergency situations because of high cognitive processing loads placed on pilots, it is essential to limit memory items and to **reduce difficulty in locating proper procedures**. Burian Test. pp: 110-111: 124-125" USAPA is in complete agreement with Dr. Burian's statement and therefore feels that the inclusion of colored tabs for Immediate Action and ECAM Exceptions would be in keeping with this recommendation.

Although USAirways states that testing was done to substantiate their decision to remove the numbered tabs, USAPA believes that no amount of testing can duplicate the real world experience of a crew tasked with an actual in-flight emergency. To this end we cite Captain Sullenberger's interview where he states that the lack of tabs was a hindrance in dealing with this critical ECAM exception. There have also been numerous line pilot comments and ASAP reports which support Captain Sullenberger's position. We believe that the test results may have been different had line pilots been involved in the testing.

USAirways has also stated that the changes were made to the QRH in order to reduce the time it took to get revisions to the pilots. To that end we would like to point out that USAirways has recently equipped their fleets with onboard ship sets rather than having to supply each pilot with his/her individual QRH. We believe that this change will serve to reduce the complexity and increase the timeliness of providing the latest QRH revision. Further, we believe that the infrequent revision of the QRH makes this point moot.

We, therefore, recommend the following regarding the QRH.

To USAirways: Return the QRH to the previous format including numbered tabs and add colored tabs for Immediate action items and ECAM exceptions to help locate these procedures in a more timely fashion.

Sincerely,



Daniel Sicchio

USAPA Party Coordinator