

FAA Corrective Action Plan

International Departure Message



Federal Aviation
Administration



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Background

- **Discussions relating to Failed Transmission of DEP Messages**
 - ATM/SG/5, Bangkok, July 31 to August 4, 2017
 - ATFM/SG/8, New Delhi, May 14 to 18, 2018
- **APANPIRG conducted analysis of the incidence of non-receipt of required DEP Messages**



Background

- **June, 2018**
 - The United States was notified by the ICAO Asia/Pacific Regional Director of non-compliance with requirements to transmit DEP Messages
 - The United States was requested to take immediate steps to conduct a thorough analysis and take corrective action to ensure:
 - Full compliance with the provisions of PANS/ATM for the distribution of DEP messages
 - The correct handling of DEP messages received



Interim Mitigation

- **Analysis of FAA orders and directives**
 - to verify that they provide adequate guidance regarding DOC 4444 requirement for the processing and transmission of DEP messages.
- **FAA guidance found in**
 - FAA Order JO 7110.10Z *Flight Services*
 - FAA JO 7210.3AA *Facility Operation and Administration*



Interim Mitigation

- **October, 2018**

- Action Memo from the ATO Air Traffic Services, Director of Operations, to all Air Route Traffic Control Center managers, reminding them of the requirements to process and disseminate DEP messages on all international flights departing from airports within their airspace.



Causal Factors of Non-Compliance

- **Surveyed all ARTCCs in the FAA**
 - to determine what process each facility has in place to comply with requirements to send DEP messages.
- **Analyzed data received from survey**
 - to determine the root causes for the non-compliance.



Causal Factors of Non-Compliance

- **Four Causal Factors determined**
 - Inconsistency or lack of facility directives relating to how DEP messages are processed within each ARTCC.
 - Lack of specific process to transmit DEP messages through the Aeronautical Fixed Telecommunications Network (AFTN).
 - Lack of standardized training and recurrent training.
 - Lack of verification of compliance with the requirements for DEP messages.



Corrective Action Strategies

- **ATO International Office in collaboration with Air Traffic Services Operations Office**
 - developed mitigations to the causal factors

- **March, 2019, Action Memo**
 - from the ATO Air Traffic Services, Director of Operations, to all Air Route Traffic Control Center managers, requiring each Air Traffic Manager to:



Corrective Action Strategies

- Develop a comprehensive local order/directive to clearly define responsibilities and procedures to ensure DEP messages are correctly processed
- Brief/Train all personnel on the new procedures
- Develop Annual Refresher Training on procedures
- Add applicable DEP message item to Compliance Verification Tool



Compliance Verification

- **Each of the items in the Corrective Action Plan must be verified by the Service Centers**
 - NLT July 19, 2019.
 - Facilities submit verification to their Service Center that local directives have been developed and trained/briefed prior to June 30, 2019.



Compliance Verification

- **Each of the items in the Corrective Action Plan must be verified by the Service Centers**
 - NLT August 9, 2019.
 - Verification that annual refresher training is developed and incorporated into facility training plan submitted to facility Service Center
 - NLT September 30, 2019
 - Applicable DEP message item added to Compliance Verification Tool and evaluated as part of the facility Internal Compliance Verification.



Compliance Verification

- **United States is requesting a quarterly report from the ICAO Bangkok Office with a list of any flights that may persist to arrive without a DEP message having been received.**

