



AFS-400 Field Update

Flight Technologies and Procedures Division

"Improving Safety and NAS Operations through Flight Technologies and Procedures"

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Summer 2015

A Message from Bruce

Welcome to our Summer Field Update! It is hard to believe that it's already July and we are halfway through the summer. The division kicked off the summer with an all-hands off-site to Oklahoma City connecting our DC branches and OKC branches in an effort to focus on our division's goals and objectives. We spent a significant amount of time reviewing Flight Standard's goals; interdependence, critical thinking and consistency. Our branches examined how to strengthen these areas within our division.



The off-site gave us the chance to recognize work challenges and an opportunity to sit down to develop a plan on how to overcome these obstacles. We collaborated between branches through interactive activities and by participating in critical thinking exercises. We left with several objectives and formed teams committed to continue the progress made at the off-site.

Having the all-hands in Oklahoma also allowed everyone in the division to get to know one another better which, is a challenge our division faces being geographically split between DC and OKC. As you will see later in this newsletter, we have had several personnel changes over the last quarter, so the off-site gave everyone an opportunity to meet the division's newest members.

I hope you all enjoy the rest of the summer months and are able to find some time for rest and relaxation with friends and family. Please continue to send your comments and ideas to us at AVSNextgen@faa.gov. We always encourage suggestions and enjoy receiving your feedback.

Bruce DeCleene

Manager, Flight Technologies and Procedures Division, AFS-400

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This Summer we're rolling out electronic flight bags to save 140,000 pounds of paper [#ThinkGreen](#) [#avgeek](#)

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Highlighted Story: Electronic Flight Bags

“We All Make Mistakes” Guest Contributor, Brian Hint (AFS-430)

We all make mistakes. If you are not making mistakes now you are probably a robot, but realize, a human wrote your code, so conceivably, you could also make a mistake in the future. Most aviation professionals are aware of the Swiss Cheese Model of accident causation (a.k.a. cumulative act effect). In my opinion, it’s one of the reasons “mitigation” has become such a popular term within our community. However, we seldom discuss the reaction to mistakes, how important this information is, and how it could be used as a learning tool for those who will inevitably make the same mistake.

American Airlines, like most Part 121 Operators, has an authorized and expansive Electronic Flight Bag (EFB) program for viewing electronic charts. American uses Jeppesen software for charting products, and Comply 365 for mobile device management. Since American Airlines was the first authorized Part 121 Operator to deploy iPads to replace over 35 pounds of paper, the headlines most remember in 2013 were positive and reflected an age of “Operational Efficiency for Pilots” and a “Reduction to the World’s Carbon Footprint.” However, in April of this year, the headlines scrolling across the bottom of our most popular cable news program read, “iPad crash grounds dozens of American Airlines Flights,” and “The app not leaving from Gate 4.” How could something like this happen? Did someone make a mistake?

In a contractual agreement with American Airlines, Jeppesen provides current approach charts to over 11,000 American Airlines pilots. The software is created by Jeppesen and updated by pilots when notified. At 0000 Zulu (7pm Central Daylight Time) on April 28th, 2015, every American Airlines Pilot who had previously selected any approach plate associated with KDCA (Washington Regan National Airport), or had KDCA selected as a “favorite,” was met with an EFB application that failed to perform its intended function. In other words, the Jeppesen App failed, and the ability to view any approach plate through the Jeppesen App was eliminated. Why did this happen? Because someone at Jeppesen made a mistake and created two index numbers for the same KDCA 11-2 chart causing the system to crash.

While outraged passenger twitter messages were being sent to local media outlets, American Airlines pilots followed their EFB program protocol and called a 24-Hour EFB Help Line to find a fix for the problem. Within minutes, Jeppesen representatives, American Airline CMO field personnel, and Comply 365 agents were processing the error and formulating a solution. When the POI for American Airlines got the first phone call (approximately 7:30pm CST), it was not to explain how American had a problem, but how a solution was already generated, and all two dozen aircraft affected by the “mistake” would be airborne within 30 minutes.

The solution that eventually allowed American Airlines to depart “Gate 4” involved (1), a temporary software fix by Jeppesen, (2), generating a Flight Crew bulletin for all American Airlines pilots to become aware of the issue, and (3), making available a PDF version of all approach plates at KDCA through Comply 365. Some aircraft were delayed more than others since certain aircraft had to taxi back to the gate to obtain Wi-Fi connectivity to gain access to the updated Jeppesen software and Comply 365 PDF approach charts. Had American had Wi-Fi connectivity in their cockpit, delays could have been reduced.

As American Airlines aircraft recovered from their “iPad crash,” and millions of Americans were led to believe the commercial-off-the-shelf technology American pilots utilized were problematic, we in AFS-400 saw another story told. Any program an operator develops has potential for risk. American Airlines developed an EFB program capable of rapidly recovering from a systemic issue all operators and software manufacturers face; mistakes will happen. In this ASI’s opinion, the mistake is not what’s important, it’s learning from what happened, and ensuring the rest of industry can recover as quickly as American did.

For more information on this event, please contact Brian Hint at Brian.Hint@faa.gov

Employee Spotlight

Doug Rodzon



Q: What do you do, how long have you been with FAA, and where are you based?

DR: I'm an Operations Aviation Safety Inspector and I've been with the FAA since 2011. My first duty assignment was with the Seattle Aircraft Evaluation Group in of all places, Seattle WA. In 2012 I came to AFS 440, Flight Operations Simulation Branch in Oklahoma City.

Q: How did you begin your career with the FAA?

DR: After my time in the Air Force, I elected to pursue an airline career. I worked for an overnight express freight airline for 12 years but after 9-11 and the worst economic down-turn since the great depression, I was furloughed in 2009. I did some work as a contractor at the Mike Monroney Aeronautical Center for a while and was eventually hired by the Seattle AEG 2011.

Q: What is your favorite part about working here?

DR: Let me think; oh yeah, I get to fly the best equipped, best maintained flight simulators in the world! I work with an extraordinary group of people dedicated to what they do and the FAA mission.

Q: Best life lesson?

DR: "Flexibility is the key to airpower." In the Air Force, that was sort of a punch line when the mission changed. As my aviation career/life progresses, it means always have a backup plan.

Q: What is your greatest accomplishment?

DR: Hopefully I haven't had my greatest accomplishment yet. I feel like I should say something about my 20 year marriage and three happy kids, but that's a team effort. I ran a marathon a few years ago, that was pretty tough.

Mike Webb



Q: What do you do, how long have you been with FAA, and where are you based?

MW: I am the Helicopter Instrument Criteria Subject Matter Expert (SME), and I assist the US member on the ICAO Instrument Flight Procedures Panel for Helicopter, Performance Based Navigation and Integration of new navigation solutions into aircraft. I have been a program analyst with the FAA since 2002 based here in Washington D.C.

Q: How did you begin your career with the FAA?

MW: At the time I was a contractor supporting AFS-410 on helicopter operational issues. The then AFS-420 branch Manager, asked if I would like to come to the FAA to be the Helicopter SME in AFS-420, and to be an AFS-420 representative in Washington to provide instrument procedure expertise to the headquarters AFS-400 organizations.

Q: What is your favorite part about working here?

MW: My fellow employees, some of whom I have worked with since 1984, and the job I have to get to work with the latest of technologies and work with the FAA, manufacturers and users on how to use the new technologies to make aviation safer.

Q: Best life lesson?

MW: "Play the cards you are dealt." Every position I've had since college has been the best job I ever had. I try to apply myself to whatever task I am given with passion. I've been given tremendous opportunities and have eventually loved and learned from every one of them. If I had tried to get my current job I wouldn't know how to get it. But by applying myself to each challenge I have been afforded along the way, I have grown and been able to do wonderful work with wonderful people.

Q: What is your greatest accomplishment?

MW: Being able to have three great careers while being a husband of 36 years and a father of four sons. It is about as close to having it all that I can imagine.

System Safety

Safety Management System:

Safety Management System (SMS) is the evaluation of hazards, risks, and mitigations associated with any change under review. Consequently, risk-based decisions are documented via an Operations Safety Analysis (OSA), Operational Safety Report (OSR), and detailed safety studies. The overall objective is to assure continued acceptable risk associated with any change. This involves understanding of all the risks associated with the change and mitigations; not just a small set of hazards.

The FAA's Four Pillars of the SMS:

1. **Safety Policy**
2. **Safety Assurance**
3. **Safety Risk Management**
4. **Safety Promotion**

Click [here](#) to view more SMS OSAs within AFS-400.

Notes & Announcements

New Travel System

We are moving to a new electronic travel system, E2Solutions at the end of the summer.

Important Dates:

- AVS E2 Travel launch date is July 27th
- The cutoff for GovTrip is August 30th
- Travelers must book travel through August 30th using GovTrip. Any travel requests made through GovTrip after August 31 will be rejected by travel reviewers

E2Solutions Travel System Computer Based Training (CBT) Modules:

Click [here](#) to access additional information on E2Solutions. This hyperlink also provides training information for travels in the following four training modules:

- Module 1 - First Login and Profile Update
- Module 2 - Making Reservations
- Module 3 - Creating Authorizations
- Module 4 - Creating Vouchers

Traveler Webcasts are also available which provide step-by-step guidance can be accessed [here](#).

Mark your calendar!

The Next AVS Town Hall Meeting is currently scheduled Tuesday, September 8, 2015.

Newsletter Subscriptions

Please email us at AVSNextGen@faa.gov if you would like to be added to our distribution list.

Staff Changes

New Additions:

[Logan Branscum](#) - Operations Research and Statistical Analyst, Flight Systems Laboratory Branch, AFS-450

[Cody Nichols](#) - Operations Research Analyst, Flight Systems Laboratory Branch, AFS-450

[Dan Wacker](#) - TERPS Development Specialist, Flight Procedure Standards Branch, AFS-420

[Caitlin Locke](#) - Special Assistant, Management Operations Branch, AFS-405

[Nolan Crawford](#) - Aviation Safety Inspector, Performance Based Flight Systems Branch, AFS-470

[Matthew Harmon](#) - Aviation Safety Inspector, Flight Operations Branch, AFS-410

Internal Moves/Details:

[Robert Ruiz](#) - Deputy Assistant Division Manager, AFS-402, is currently Acting Division Manager, AFS-050

[Mark Steinbicker](#) - Performance Based Flight Systems Branch Manager, AFS-470, is currently Acting Assistant Division Manager, AFS-401

[Danny Hamilton](#) - Flight Procedures Implementation and Oversight Branch Manager, AFS-460, is currently Acting Deputy Assistant Division Manager, AFS-402

[Sherri Hubbard](#) - Aviation Safety Inspector is currently Flight Procedures Implementation and Oversight Acting Branch Manager, AFS-460

[John Swigart](#) - Aviation Safety Inspector is currently Performance Based Flight Systems Acting Branch Manager, AFS-470

[Tiffani Blexrud](#) - Management and Program Analyst with AFS-405 recently began a detail as with AVS-1

Departures:

[Gary Powell](#) - former Assistant Division Manager, AFS-401, is now Civil Aviation Registry Division Manager, AFS-700

[Dick Armstrong](#) - Aviation Safety Inspector with AFS-430, has since relocated to NextGen Branch, AWP-220

[Bill Petrak](#) - Aviation Safety Inspector with AFS-408, has relocated to Aviation Special Operations and Security, AFS-7

[Allison Anderson-McBride](#) - Environment Specialist with AFS-408, has relocated to Training Division, AFS-500

[Donnice Wynn](#) - Management and Program Analyst with AFS-405, has relocated to Acquisitions & Contracting, AAQ-430

[Bill Adams](#) - Aviation Safety Inspector with AFS-430 relocated to Aircraft Maintenance Division, AFS-300

Flight Technologies and Procedures Division, AFS-400

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