Subject: Publication of approach control phone numbers for purposes of Clearance Delivery and/or IFR flight plan cancellation.

Background/Discussion: In accordance with the Administrator’s NAS Efficient Streamlined Services Initiative Air Traffic, Flight Service, and NATCA have agreed that air traffic facilities currently providing clearances to pilots via telephone (informally) will have their numbers published in the appropriate Chart Supplement, US. These same facilities will have the option to have a separate phone line installed for IFR flight plan cancellations, which will also be published. The attached Policy Decision Memorandum identifies the affected 32 Air Traffic facilities and reflects approval by VP System Operations, VP Air Traffic Services, and VP Technical Operations. Also attached are the Scoping Document Workgroup Agreement, Safety Risk Management Document, and Implementation Plan.

Recommendations: Publish the approach control phone numbers for Clearance Delivery and/or IFR flight plan cancellation in the Chart Supplement US, for example:

For CLNC DEL CTC BOSTON APCH (603) 594-5551

And, when available, for those facilities with the IFR cancellation line

To CANCEL IFR CTC BOSTON APCH (603) 594-5552

Comments:

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Jeff Black, FAA/AJR-B6, briefed the recommendation. He stated that in accordance with the Administrators NAS Efficient Streamlined Services Initiative, a workgroup was formed with members from Air Traffic, National Air Traffic Controllers Association (NATCA), and Flight Service to recommend changes to the work of Flight Service that would increase the efficiency of the National Airspace System. The group agreed that air traffic facilities that currently provide clearances to pilots via phone should begin publishing their phone numbers in the Chart Supplement, thereby removing the Flight Service middleman and providing a direct link from the pilot to the controller.

Jeff stated that currently, 32 ATC facilities, serving approximately 800 airports, have committed to releasing clearance delivery and, if requested, clearance cancellation phone numbers for publication in the Chart Supplement. Jeff mentioned that a spattering of these numbers has already been published in the Chart Supplement, but now the process will become widespread.

Rich Boll, NBAA, commented that this is the third time such a request has been entertained by the ACF and it would appear to him that this proposal appears to have everything in place to succeed. NBAA supports the proposal.

Gary Fisk, FAA/AJV-82, commented that narrowly tying the release of CLNC DEL phone numbers to the Chart Supplement may impact their usefulness. He suggested that consideration be given to publishing the phone numbers on the approach plate.

Valerie Watson, FAA/AJV-553, argued against publishing the phone numbers on the approach chart because pilots would be securing the CLNC DEL as part of their pre-flight process on the ground. The approach charts are intended as in-flight tools where the Chart Supplement is a more appropriate location for pre-flight information.

Rich agreed and added that each FAA product has specific uses and that the Chart Supplement is a required document for pilots to utilize to obtain information. Rich suggested that maybe some type of symbol could be added to the charts, like a negative icon, to alert the pilot that a CLNC DEL phone number is available.

Ted Thompson, Jeppesen, stated that changes to communications and frequency information triggers a lot of chart changes. He was a strong advocate for phone numbers not to appear on the charts.

Rune Duke, AOPA, commented that AOPA supports the RD and that he doesn’t think the phone numbers need to be on the approach charts, but believes the Chart Supplement is the correct publication place for these numbers. Rune added that Jeff’s office needs to also look at updating the guidance in the clearance delivery/communications section of the Aeronautical Information Manual (AIM).

Valerie commented that there is a need to standardize how and where the phone numbers will be published. She expressed concern over how we are publishing existing phone numbers today. Scott Jerdan, FAA/AJV-533, stated that the existing entries and the new ones should all be standardized and placed in a consistent location within the National Airspace System Resources (NASR) database and within the Chart Supplement. After discussion, the audience agreed that the phone numbers should be published in the Communications Data portion of the
airport data entry. Valerie asked the audience if explanatory text should be placed in the front of the Chart Supplement. The audience agreed that would be unnecessary.

Conversation then shifted to a concern over the maintenance and databasing of CLNC DEL phone numbers.

Tom Schneider, FAA/AFS-420, suggested that guidance should be placed in FAA Joint Order 7210.3 to ensure the proper submission of the data and for data maintenance. Jeff replied that once the initial data is submitted from his office, it will be up to the individual facilities maintain it. Scott emphasized that there needs to be language in the Order regarding the requirements for submission to the National Flight Data Center (NFDC) as well as identifying the responsibility for maintenance of the data. Jeff agreed that his office will promulgate changes to FAA Joint Order 7210.3 as necessary to insure that the responsibility for submitting and maintaining the phone numbers is clearly assigned to the air traffic facility and that the process of submission to NFDC is clearly defined.

**STATUS: OPEN**

**ACTION:** Jeff Black, FAA/AJR-B6, will draft AIM guidance regarding the use of clearance delivery phone numbers in the Chart Supplement.

**ACTION:** Jeff Black, FAA/AJR-B6, to review the FAA JO 7210.3 guidance and add the appropriate language to the order to ensure the proper submission and maintenance of the data.

**ACTION:** Scott Jerdan, FAA/AJV-533, and Bob Carlson, FAA/AJV-56, will determine a standard form and location for new and existing clearance delivery phone numbers in both NASR and in the Chart Supplement.

**ACTION:** Jeff Black, FAA/AJR-B6, and Scott Jerdan, FAA/AJV-533, will coordinate the implementation date for the publication of the new clearance delivery phone numbers in the Chart Supplement.

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**MEETING 17-01**

Meeting was cancelled.

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**MEETING 17-02**

Jeff Black, FAA/AJR-B6, reviewed the issue and provided updates on progress made on Part I of the implementation since the last ACF. He reported that ATC phone numbers for 656 airports have been databased in NASR and published in the Chart Supplement. He also reported that the AIM is in the process of being updated regarding the use of clearance delivery phone numbers. He added that the FAA Joint Order 7210.3 guidance has also been updated to ensure the proper submission and maintenance of the data.
Valerie Watson, FAA/AJV-553, commented that explanatory text should be added to the Chart Supplement to describe the intent and the use of the phone numbers. Jeff said he would coordinate with her on that language.

Jeff stated that work has now begun on Part II which is to move the telephone relay of all remaining IFR clearance functions from Flight Service to ATC. He reported that 25 approach control facilities responded resulting in over 200 additional airports that will be updated to include a clearance delivery phone number. These additional numbers are expected to be submitted for publication in late spring 2018. He then reported that for all other uncontrolled airports, pilots will obtain a clearance by calling the overlying ARTCC Flight Data Unit. He recommends that these numbers be published in the back portion of the Chart Supplement.

Rune Duke, AOPA, expressed his concern over the maintenance of the phone numbers. Valerie expressed concern that pilots will not look for the phone numbers in the back of the Chart Supplement. Rune agreed and suggested that a phone number be published for all airports in the airport entry. Rich Boll, NBAA, agreed and stated that in today’s data driven world, the information needs to be sourced at the airport. Jeff voiced that he believes that would be ideal. Scott Jerdan, FAA/AJV-533, said that he would pursue the recommendation within his NASR data publication group. He stated that if publication of ARTCC clearance phone numbers to all affected airports were to be accomplished, it would likely take several chart cycles.

Jeff then stated that he has noticed that some of the phone numbers in the Chart Supplement airport entries are not placed in a consistent location. He said that he would work to identify those discrepancies and submit them to AJV-5 for further research. Scott committed to standardizing the information location within NASR which would in turn standardize its publication position within the Supplements.

**STATUS: OPEN**

**ACTION:** Jeff Black, FAA/AJR-B6, will coordinate with Valerie Watson, FAA/AJV-553 on explanatory text for the Chart Supplement to describe the intent and the use of the CLNC DEL phone numbers.

**ACTION:** Jeff Black, FAA/AJR-B6, will identify discrepancies in the Chart Supplement entries and submit them to Scott Jerdan, FAA/AJV-533, for further research.

**ACTION:** Scott Jerdan, FAA/AJV-533, will coordinate with Jeff Black, FAA/AJR-B6, to enter 200 additional airports CLNC DEL phone numbers into NASR. Expected late spring 2018.

**ACTION:** Scott Jerdan, FAA/AJV-533, will look into the feasibility of entering an ARTCC phone number in NASR for all other uncontrolled airports.

**ACTION:** Scott Jerdan, FAA/AJV-533, will standardize the NASR location for the phone numbers and revise non-compliant entries.