



**FAA
Airports**

Airport Crisis Response Reporting System (ACRRS) Airport User Guide

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Purpose of ACRRS

The purpose of Airport Crisis Response Reporting System (ACRRS) is to expedite critical national airspace (NAS) airport status details to the Federal Aviation Administration (FAA) and other government recovery agencies during natural or manmade disasters. The system provides both computer and mobile device reporting options providing airports extra flexibility when updating airport status.

Point of contact

Send suggested changes or recommendations to [Matthew Ludwig](mailto:matthew.a.ludwig@faa.gov).
(matthew.a.ludwig@faa.gov)

Access to ACRRS

Part 139 airports that have accounts with FAA’s external Knowledge Services Network (KSN) can access this system.

New Accounts

To establish new external KSN accounts, please send an email to your region’s designated ACRRS account service email address or to your airport certification safety inspector. Include the new email address of the *person*. We will *not* process group accounts. Each airport is limited to five (5) reporting accounts. Airports must ensure all accounts are authorized to report airport status.

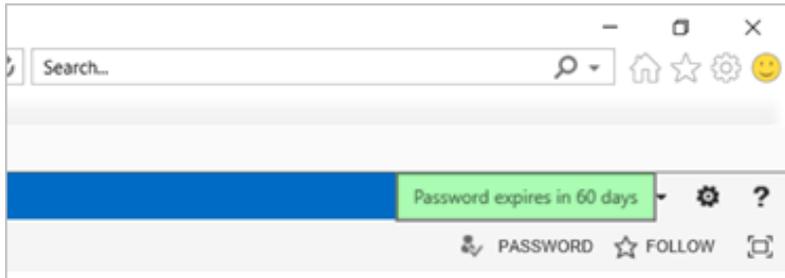
Account Maintenance

Removing Accounts: Please email your region’s designated ACRRS account service email address or airport certification safety inspector the email address of the individual you would like to remove.

Changing Email address: Please email your region’s designated ACRRS account service email address or airport certification safety inspector the email address of the individual you would like to change and the new email address.

Passwords

Passwords are managed by FAA KSN administrators. Passwords are to be kept secure and only used by the user associated with the user name. Passwords must be changed every 90 days. To see how many days you have left with your current password mouse over the "PASSWORD" button.



Password Change

To change your password, choose the "PASSWORD" button on the top right side of the website as indicated by the arrow in the image below.



After choosing the "PASSWORD" button, complete the form to change your password. You may only change your password once every 24 hours.

Password Reset ✕

Currently Logged In As: ksn\maludw1
Permissions Level: User

Change Your Password

Password Expiration 60 days

Current Password

New Password

Confirm Password

Password Reset

If you have forgotten your password, you will need to email your region's designated ACRRS account service email or airport certification safety inspector requesting your password to be reset. Passwords reset can take up to 24 hours to be processed and you will receive an email from KSN ([see Account Password Email](#) for a sample).

Automated Emails

Automated emails are generated by the system to provide you with details about the status of your airport accounts and alert you when the watch area for your airport has been activated or deactivated.

All automated emails except the Account password email include the banner "This message is auto generated, please do not reply."

Please ensure ksnsupport@faa.gov is added to your "Never block sender" list. Otherwise, these emails may be sent your junk folder or auto-deleted.

Account Password Email

From: ksnsupport@faa.gov <ksnsupport@faa.gov>
Sent: Tuesday, July 7, 2020 1:50:06 PM
To: [REDACTED] Account Email Address
Subject: KSN Account Information - SAVE THIS EMAIL

[REDACTED] KSN Admin has created a KSN SharePoint account for you.

Your credentials for accessing KSN:

User name:

[REDACTED] Account User Name

Password:

[REDACTED] Account Password

Please wait a minimum of 24 hours before attempting to change your password.

Account Detail Email

The system sends Account detail emails whenever a new account is added or any maintenance on the accounts occur. The email is sent to all airport account holders and FAA personnel. Below is a sample of the account detail email.

Note that the email address associated with the email should remain the same, however, the first part of the email (Southern Coordination Response and Mitigation) will change based on the region.

Wed 8/5/2020 3:20 PM

 Southern Coordination Response And Mitigation <ksnsupport@faa.gov>
Airport Accounts for **Airport Name**

To: **Account Holders**

Cc: [Redacted]

This message is autogenerated, please do not reply.

As of 8/5/2020 3:18:33 PM, the following accounts are associated with **Airport Name**

Account: **Account name**

To ensure the integrity of the system each airport is limited to 5 accounts. If you would like to change any of the accounts listed above, please email ASO-APR-Hurricane@faa.gov with the requested changes.

To view your airport's airport condition report click on the link below:

<https://ksn2.faa.gov/arp/home/regions/aso/SCRAM/Airport%20Condition%20Report/Forms/Airport%20View.aspx>

Thank you.

FAA **Region**
Airports

Reporting Zone Initiated Email

When the FAA region airports division initiates airport condition reporting for an airport, the system sends an email message like below:

LOCID

Sat 8/22/2020 1:41 PM

 Southern Coordination Response And Mitigation <ksnsupport@faa.gov>
*** Action Required; [REDACTED] Airport Condition Reporting Initiated***

To: [REDACTED] Account Email Address

This email is auto generated. Please do not reply

On 8/22/2020 1:40:46 PM, the FAA [REDACTED] Region Airports Division initiated airport condition reporting for [REDACTED] LOCID. Please click the link below and update your airport's status by:

1st Reporting Time: 07:00 Eastern Time.
2nd Reporting Time: 15:00 Eastern Time.

Please provide additional updates when significant changes occur at your airport. This provides the most accurate site-picture to the FAA as well as other Federal agencies to aid in resource allocation and recovery operations.

<https://ksn2.faa.gov/arp/home/regions/aso/SCRAM/Airport%20Condition%20Report/Forms/Airport%20View.aspx>

Thank you,

FAA [REDACTED] Region
Airports Division

Reporting Zone Discontinued Email

When the FAA region airports division discontinues airport condition reporting for an airport, the system sends an email message like below:



Sat 8/22/2020 1:55 PM

Southern Coordination Response And Mitigation <ksnsupport@faa.gov>
No Further Action Required; Airport Condition Reporting discontinued

To [REDACTED] Account Email Address

This email is auto generated. Please do not reply

On 8/22/2020 1:54:08 PM, the FAA [REDACTED] Region Airports Division discontinued airport condition reporting for [REDACTED] LOCID

Click the link below to view your current airport condition report.

<https://ksn2.faa.gov/arp/home/regions/aso/SCRAM/Airport%20Condition%20Report/Forms/Airport%20View.aspx>

Thank you,

FAA [REDACTED] Region
Airports Division

Navigating to form

For the best browser experience, use Internet Explorer. Mobile views can utilize Safari (iPhone) or Chrome (iPhone or Android). After clicking on the link to access your form, you must log in on the following screen. Make sure that you type the exact username and password that is in your KSN Account Information email.

Log On

User name:

Password:

Log On

****Warning**Warning**Warning****

This is a Federal Aviation Administration (FAA) computer system. FAA systems, including all related equipment, networks, and network devices (specifically including Internet access) are provided for the processing of official U.S. Government information. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action. All information on this computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigations. Access or use of this computer system by any person, whether authorized or unauthorized, constitutes consent to these terms.

IF YOU EXPERIENCE ACCESS PROBLEMS WITH A KSN, AVS OR ARC SHAREPOINT SITE
Please contact your local SharePoint site administrator. If you don't know who that individual is, please contact the FAA IT Service Center (FSC), 1-844-FAA-MyIT (322-6948), helpdesk@FAA.gov , https://MyIT.FAA.gov.

If you experience technical difficulties with an eFAST KSN SITE, please contact the eFAST Support Team, NATL-eFast-Admin@faa.gov.

[Web Policies & Notices](#)

After logging in, you should see a screen that looks similar to that below:

Knowledge Services Network

BROWSE FILES LIBRARY

Office of Airports KSN Management Safety & Standards Compliance & Management Analysis Planning & Programming Regions

Airport Condition Report

Southern Region View datasheet Demo Find a file

✓	Status of Airport	Airport Status	Name	Airport Name	Form Submit Date Time	Airport Status Remarks	Runway Status View
		Open	DHN	DOTHAN RGNL	8/6/2020 3:52 PM		14/32 - : 18/36 - :

Count= 1

Libraries Shared Documents Lists

The "Airport Status" column describes the current status using plain text. To open the form, choose the FAA location identifier (LOCID) in the "Name" column. In the case above, you would choose "DHN."

Updating Airport Condition Report

Once the form opens, you are ready to update your airport status.

Desktop View

The system defaults to the desktop view. A tooltip appears when a mouse cursor hovers over a button or field.

The screenshot shows a form titled "DOTHAN RGNL Airport Condition Report". At the top left is a "Mobile View" button (callout 1). At the top right is a green "Activated" flag (callout 2). Below the title are three input fields: "State" with "AL" (callout 4), "Location ID" with "DHN" (callout 5), and "Reporting Zone" with "AL-02" (callout 6).

1. **Mobile View:** Click the mobile View button to switch to mobile view ([see Mobile View](#))
2. **Activated** (read only): This flag alerts operators that the watch area has been activated (item 6 in the above image).
3. **Name of the Airport** (read only)
4. **State:** Airport's state (read only)
5. **Location ID:** FAA LOCID for the airport (read only)
6. **Reporting Zone:** The Reporting Zone associated with airport (read only)

Alerts Section

The screenshot shows the "Alerts" section. At the top left is a minimize/expand button (callout 7). Below it is a dropdown menu for "Airport Status" set to "Open" (callout 8). Below that is a text input field for "Comments" (callout 9). At the bottom is a "View NOTAMs" button (callout 10).

7. **Minimize/Expand Button:** Minimizes or expands the Alerts Section

8. **Airport Status:** Overall status of the airport.
Choose one: Open, Commercial Service Suspended, Emergency Operations Only, or Closed.
9. **Comments:** Input any comments that airport determines are of high importance. This information is displayed with prominence to the FAA and other federal agencies.
10. **View NOTAMs:** This links to NOTAM search.

Airfield Conditions Section

11	- Airfield Conditions		
12	<i>Runway</i>	<i>Status</i>	<i>Remarks</i>
	14/32	Choose... ▼	
	18/36	Choose... ▼	
	<input type="checkbox"/> Add Runway		
13	ARFF Status		
	ARFF Status	Choose... ▼	
	Airport Remarks <input type="text"/>		
14	Power and Lighting Status		
	Airfield	Choose... ▼	
	Fuel Farms/FBOs	Choose... ▼	
	Terminal Building	Choose... ▼	
15	Airport Staffing (Percent of Normal Staffing levels)		
	Operations Percent <input type="text"/>	Maintenance Percent <input type="text"/>	
16	ATCT Status	Choose... ▼	
17	Carrier Status	Choose... ▼	

11. **Minimize/Expand Button:** Minimizes or expands Airfield Conditions Section

12. Runway Status

- a. **Runways:** Runways are populated using 5010 data and are read only. If there is an error, please email assigned airport certification safety inspector

- b. **Status:** Runway status option.
Choose one: Open or Closed.
- c. **Remarks:** Enter remarks specific to the runway listed on that row.

13. ARFF Status

- a. **Status:** ARFF Status option.
Choose one: As Published, A, B, C, D, E, or Non-Operational
 - i. If the published ARFF Index is selected, the field changes to "As Published" and adds the Index in the Automated ARFF remarks.
 - ii. If the index doesn't match the published ARFF Index, the remarks shows "Index changed from [published index] to [selected index]."
- b. **Automated ARFF Remarks:** Provides additional information about ARFF based on ARFF index and the status choice.
- c. **Airport Remarks:** Include any airport ARFF related remarks

14. Power and Lighting Status

- a. **Airfield:** Airfield Power and Lighting Status.
Choose one: Commercial Power, Generator, or Non-Operational. Enter remarks in the column to the right of the status field.
- b. **FBO/Fuel Farm:** FBO/Fuel Farm Status.
Choose one: Commercial Power, Generator, or Non-Operational. Enter remarks in the column to the right of the status field. Prioritize Fuel farms over FBOs. For example, if fuel farms are on generator power, but the FBO doesn't have power, choose "Generator"
- c. **Terminal:** Terminal Status.
Choose one: Commercial Power, Generator, or Non-Operational. Enter remarks in the column to the right of the status field.

15. Airport Staffing:

Airport staffing should be provided as a percent of normal staffing. The purpose is to show whether the airport has the necessary personnel to remain operational. If staffing is over 100% enter 100%.

- a. **Operations Percent:** The Operations staffing percentage as a whole number between 0 and 100.
- b. **Maintenance Percent:** Enter maintenance staffing percentage as a whole number between 0 and 100.

16. Air Traffic Control Tower (ATCT) Status:

Air Traffic Control Tower Status.

Choose one: Open or Closed. Enter ATCT remarks in column to the right of the status field.

17. **Carrier Status:** Air Carrier Operations Status.

Choose one: Normal Ops, Multiple DLA (delays), or All Flights CNX (cancelled). Enter air carrier operations status remarks to the right of the status field.

Fuel Availability Section

Fuel availability can be as detailed as the airport wants. *As a minimum* the FAA needs to have gallons available and days available for both AVGAS (100LL) and Jet-A fuels.

The airport can separate fuel sources or combine and report on two lines. It is optional for the airport to provide other fuel types. The down arrow when hovering over the line lets users insert or delete a line (row) from the form.

Source	Type	Service	Capacity	Gallons Avail	Days Avail	In SVC	Remarks
FBO	Jet-A	Tank	120,000	110,200	4	<input checked="" type="checkbox"/>	
Jet A Totals			Days 4	Gallons 110,200			
100LL Totals			Days 0	Gallons 0			
<input type="button" value="New Fuel Source Record"/>							
Fuel Delivery							
Method of Delivery <input type="text" value="Choose..."/>							

18. **Minimize/Expand Button:** Minimizes or expands Fuel Availability Section

19. **Source:** Fuel Source. Choose one: Airport, FBO, or Other.

20. **Type:** Fuel Type. Choose one: Jet-A, Jet-B, Diesel, MOGAS, or 100LL (AVGAS).

21. **Service.** Service.

Choose one: Tank or Truck.

Tanks can be broken down or consolidated into one entry. Trucks are optional.

22. **Capacity:** Enter Capacity of previous selection in whole number gallons. (optional)

23. **Gallons Avail:** Enter gallons available in whole numbers

24. **Days Avail:** Enter days available in whole numbers

25. **In SVC** (Service): Check if the fuel is in service and able to be dispensed to aircraft.
26. **Remarks**: Enter fuel line remarks. Remarks can include the name/number of tank, FBO the tank belongs to, or any other remark about that line of fuel.
27. **Jet-A Totals**: These blocks sum all the Jet-A gallons and days for fuel sources entered that are Jet-A and the "in service" box is checked.
28. **100LL Totals**: These blocks sum all the 100LL (AVGAS) gallons and days for fuel sources entered that 100LL and the "in service" box is checked.
29. **New Fuel Source Record**: Lets you create a new fuel source record (another line in the table)
30. **Method of Delivery**: Fuel Delivery.
Choose one: Truck, Pipeline, or Both. If you choose Pipeline or both another field appears to the right of this field to allow you to choose which pipelines are used
 - a. **Pipeline**: Pipeline type.
Choose one: Colonial, Plantation, or Both
***Note**: if your airport receives fuel through another pipeline, please contact your airport certification safety inspector and the form will be amended to add the pipeline.
 - b. **Status**: Pipeline status.
Choose one: Operational, Non-Operational, or Unknown
 - c. **Remarks**: Enter pipeline remarks

Damage Section

The down arrow when hovering over the line allows users to insert a line or delete a line from the form.

The screenshot shows a table with the following structure:

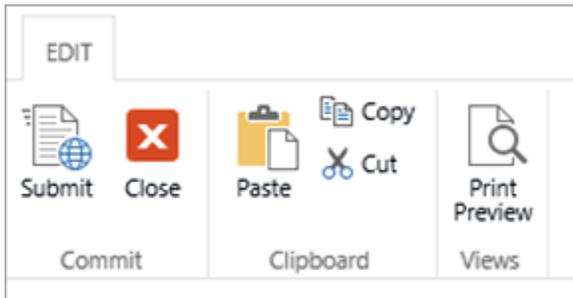
- Damage		
32 Category	33 Description of Damage	34 Estimated Cost
Buildings		\$
		Total: \$ 0
Add Damage Record 35		

31. **Minimize/Expand Button**: Minimizes or expands Damage Section
32. **Category**: Damage category. Choose one: NAVAIDS, Pavement, Other Infrastructure, or Other

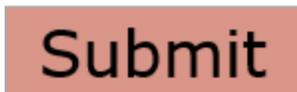
33. **Description of Damage:** Description of damage (such as terminal flooded)
34. **Estimated Cost:** Estimated cost of damage entered as a whole number (dollars). Note: this just an estimate. It is better to provide an estimate. However you can still save the form if an estimate is not provided.
35. **Add Damage Record:** Allows you to create a damage record (another line in the table)

Desktop View Submit

Two "Submit" buttons in Desktop view let you submit the form. The first is at the top left corner of the form (image below).

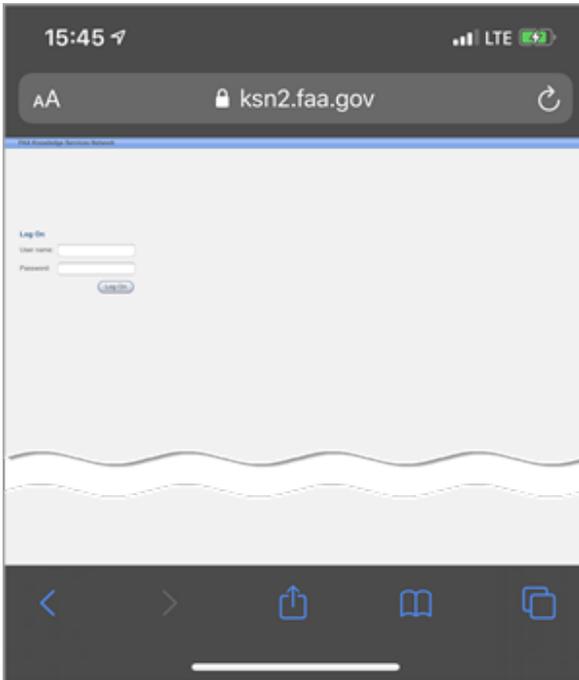


The second is the submit button at the bottom of the form. Each button (image below) submits the data and then closes the form.

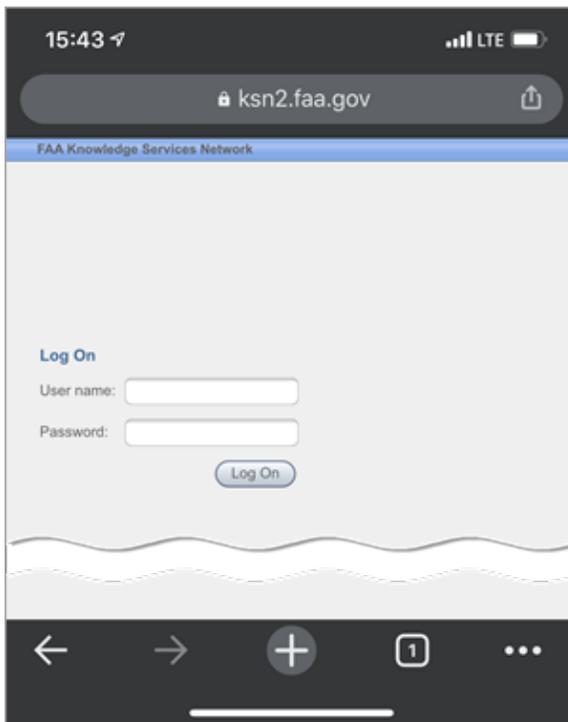


Mobile View

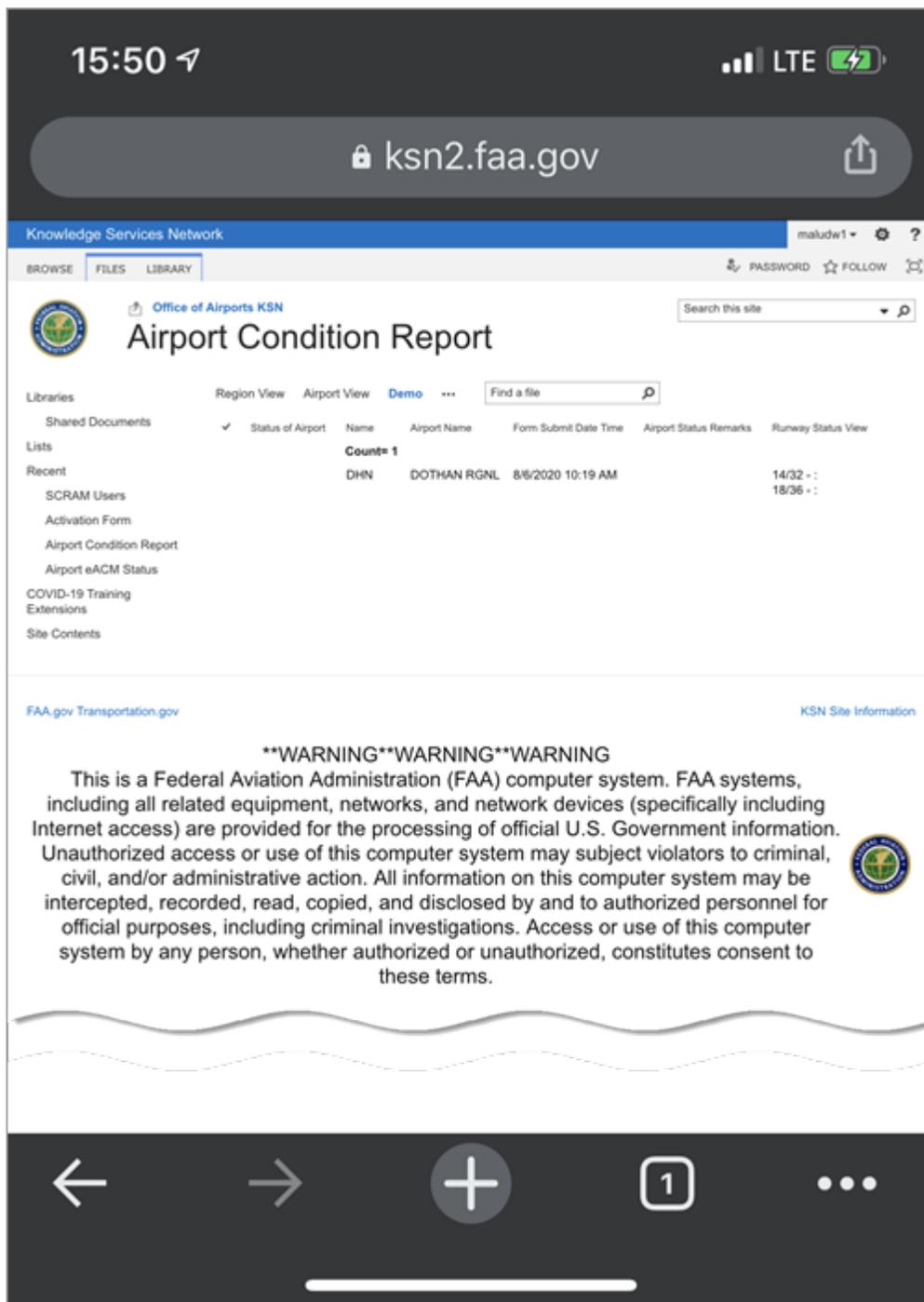
When logging onto KSN with your mobile device, you must log in (image below).



In most mobile device browsers, choose the "User name" field to zoom in on the field (image below).

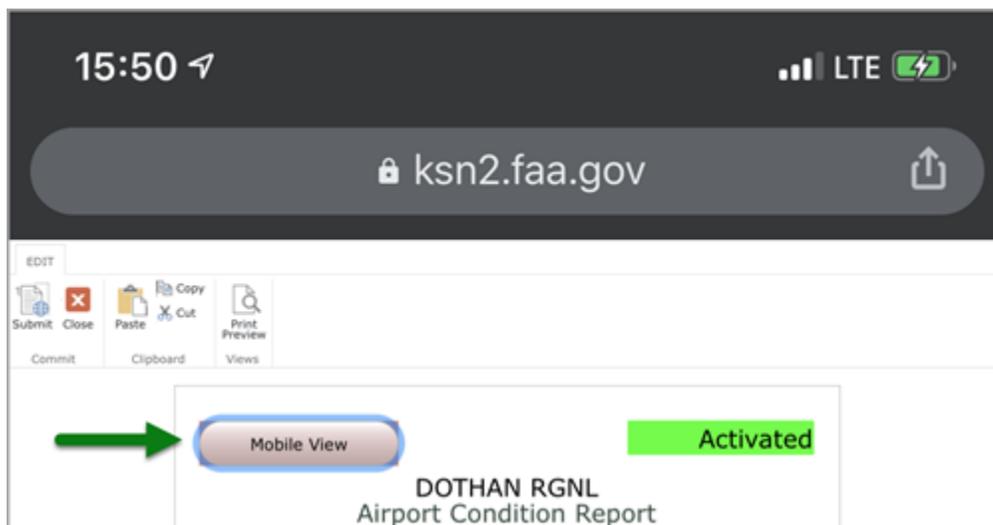


After logging in, choose your airport's 3-letter FAA Location identifier (LOCID) in the "Name" column to open the form. You may have to zoom in to more easily choose the LOCID link.

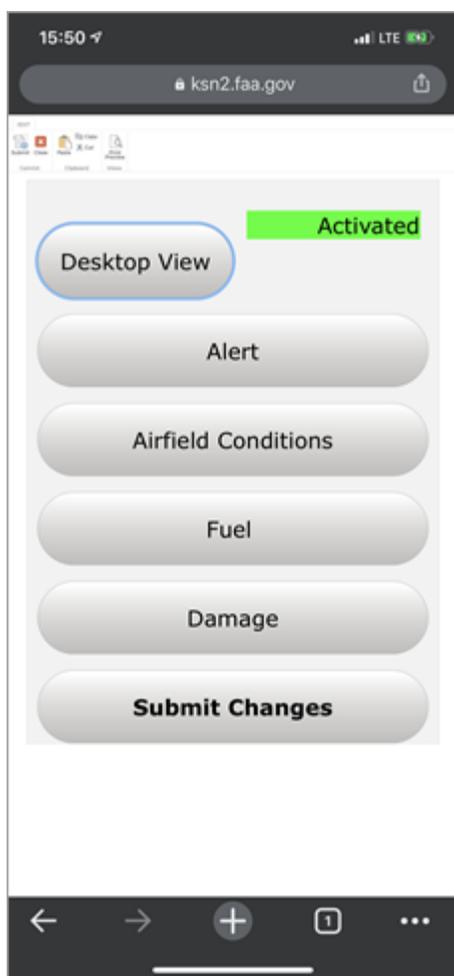


Once you choose the LOCID (FAA location identifier) in the "Name" column, the form opens in desktop view.

Tap the **"Mobile View"** button at top left (image below).

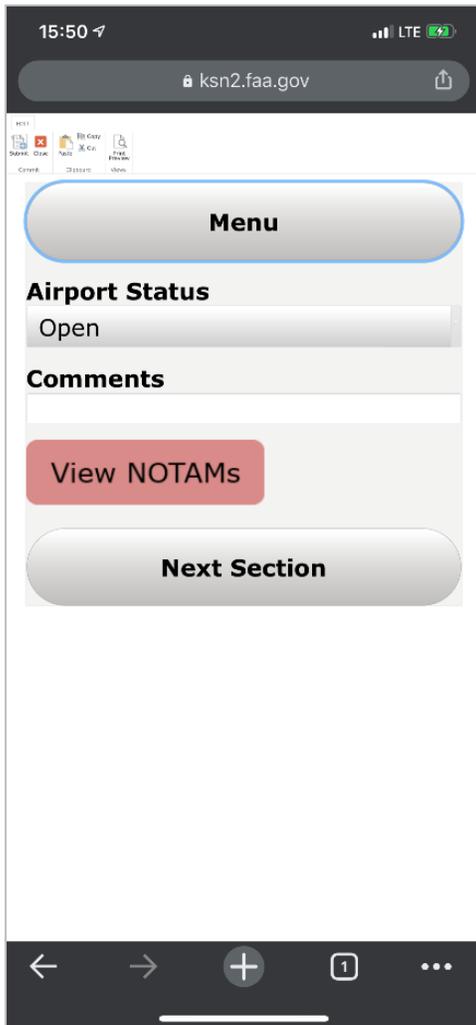


That displays the main mobile view, which has stacked buttons (image below).



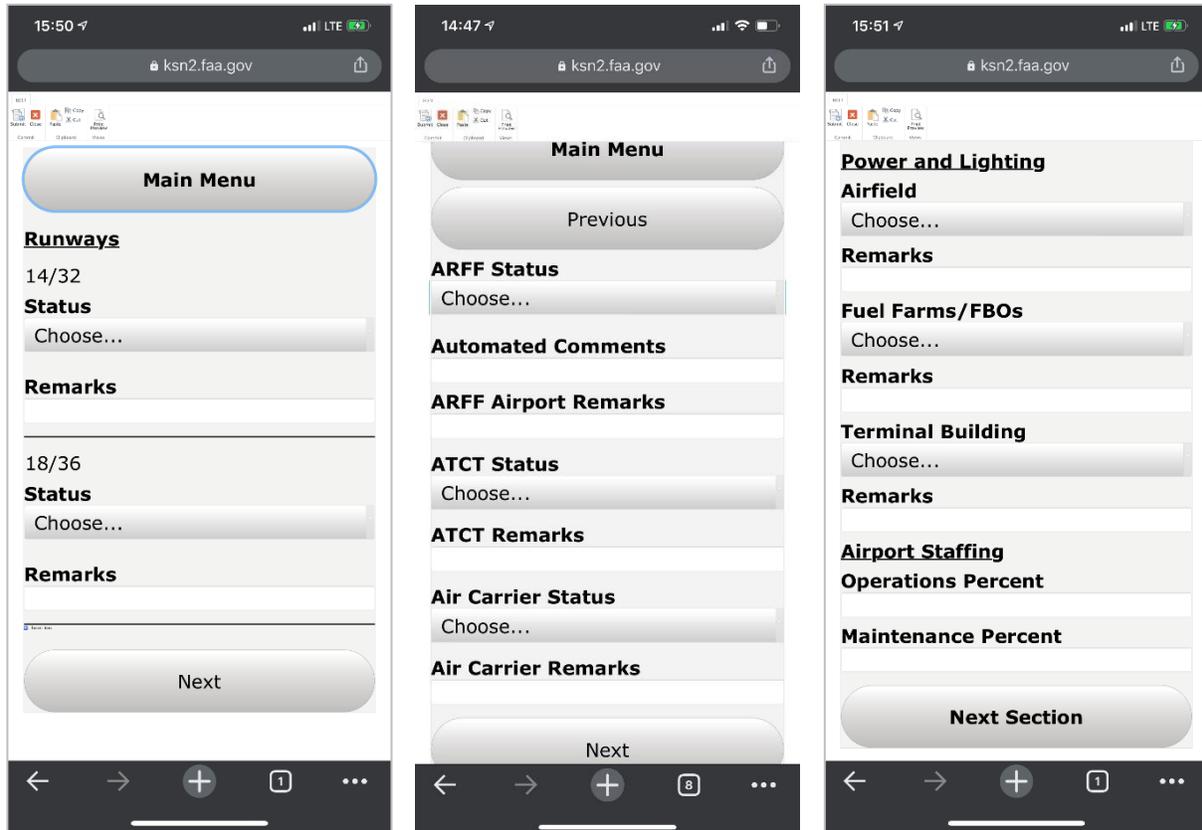
Alerts Section

The alert section remains the same as the desktop version. Users can change the airport status and add alert comments. Choosing the View NOTAMs button will open up NOTAM Search. Choosing the "Menu" button takes you back to the main menu and choosing "Next Section" will take you to the next section.



Airfield Conditions Section

The airfield conditions section remains the same as the desktop version. The tables expand vertically instead of horizontally, though. The airport condition section has three pages, as in the images below.



Fuel Availability Section

Fuel availability section limits data entry to gallons available, days available, in service and remarks as seen below. The rest of the table information on the desktop view is read only at the top of the section. This allows for quick updates without having to choose unnecessary fields. To modify the read only fields, you must go back to desktop view.

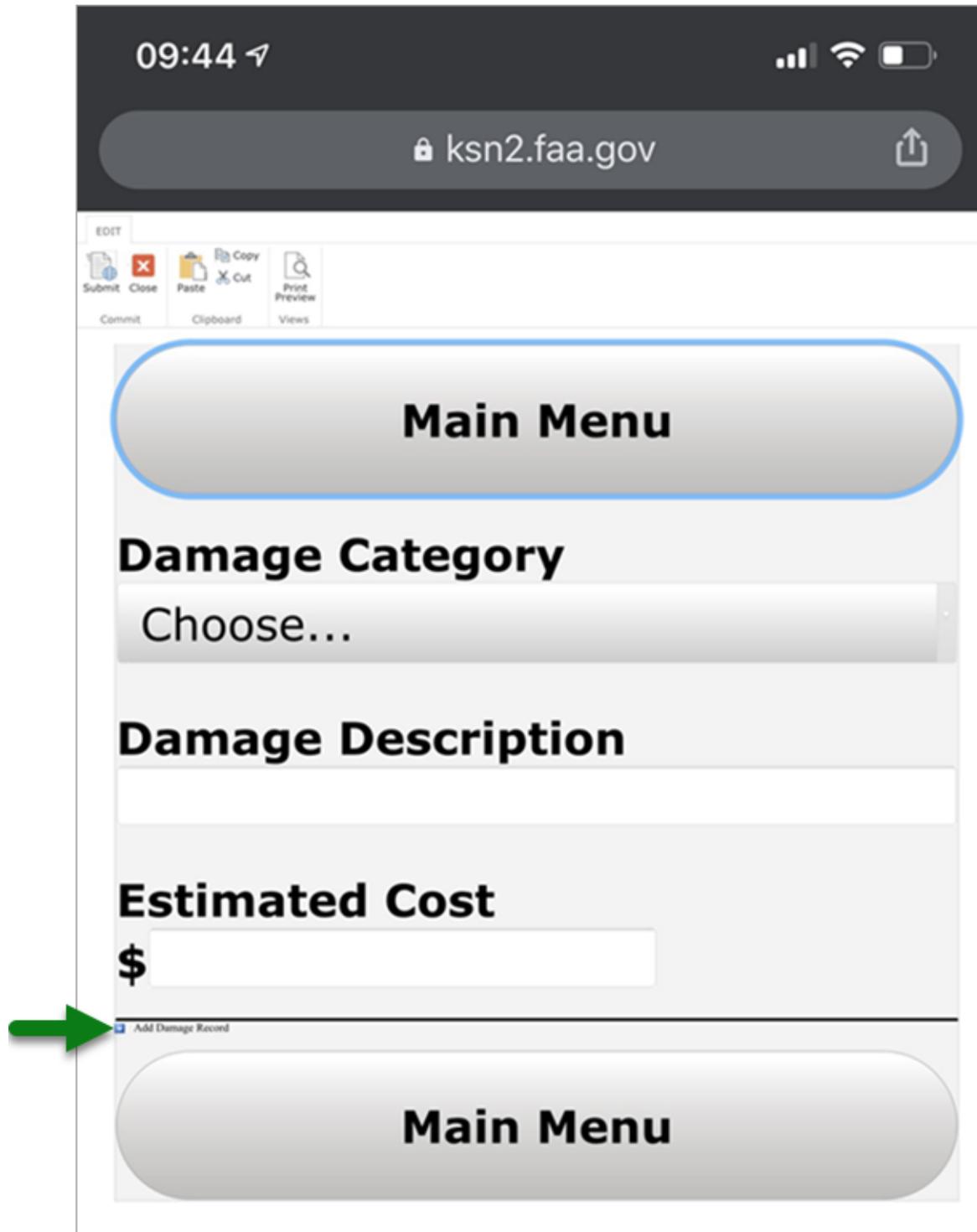
The screenshot shows a mobile application interface for reporting fuel availability. At the top, the status bar displays the time 15:53, LTE signal, and battery level. The browser address bar shows the URL ksn2.faa.gov. Below the browser, there is a navigation menu with a 'Main Menu' button. The main content area is titled 'Fuel Availability' and contains the following fields:

- FBO: Jet-A
- Tank: 12000
- Gallons Available: 9,520
- Days Available: 5
- Serviceable: Serviceable
- Remarks: (empty text field)

At the bottom of the form, there is a 'Next' button. The mobile OS navigation bar at the very bottom shows back, forward, home, and app drawer icons.

Damage Section

Damage section remains the same as the desktop version, except that the Desktop table is horizontal. To add a new damage item (table row), choose the tiny **"Insert Item"** button and text that is just below the solid line under the Estimated Cost field (image below). You may need to zoom in to be able to easily choose it.



Mobile View Submit

Mobile View only submits the form when you return to the **main menu** and then choose the "**Submit Changes**" button at the bottom (as in the image below)

