

NOTICE

U.S. DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION

N JO 1030.2

Air Traffic Organization Policy

Effective Date:
09/28/2021

Cancellation Date:
09/28/2022

SUBJ: Notice of Intent to Revise Federal Aviation Administration (FAA) Order JO 1030.3,
Initial Event Response

1. Purpose of this Notice. This notice informs the operational facilities of a future revision to Federal Aviation Administration (FAA) Order JO 1030.3B, *Initial Event Response*.

2. Audience. This document applies to all Air Traffic Organization (ATO) Service Units, all air traffic control (ATC) facilities, all FAA contract and non-federal ATC facilities, the Regional Operations Centers (ROC), and the Washington Operations Center Complex (WOCC).

Note: This publication is Web Release Only due to budget constraints. A hard copy will not be distributed but may be printed locally. Users may access an electronic copy via one of the links in paragraph 3, Where Can I Find this Notice, and make copies as necessary.

3. Where Can I Find this Notice? This document is available on the MyFAA employee web site at https://employees.faa.gov/tools_resources/ordersnotices/ and on the air traffic publications website at http://www.faa.gov/air_traffic/publications.

4. Action.

a. Chapter 2: Upward Notification will have the following changes to **Section 2.2., Notification Process for Accidents and Incidents**, paragraphs a., e., and f.:

a. Managers must ensure the Joint Air Traffic Operations Command (JATOC) Safety Event Network (JSEN) are notified immediately after they become aware of a potentially significant or noteworthy accident or incident.

Note: Any event that may potentially be security-related (e.g., incidents that may involve acts of terrorism or other hostile actions) must be immediately reported through the DEN. In addition, the JSEN will coordinate with the appropriate ROC and OCC.

e. The JSEN will notify the Service Center QCG and appropriate Directors of Operations of the event, following established procedures.

f. <removed>

b. Chapter 2: Upward Notification will have the following changes to **Section 2.3, Notification Process for Security-Related Events**, paragraphs a. and d.:

a. Any event that may potentially be security-related (e.g., incidents that may involve acts of terrorism or other hostile actions) must be immediately reported through the DEN. In addition, JATOC will report security-related events that may generate significant media or congressional interest (e.g., a NAS-related terrorist act).

d. JATOC personnel must notify the WOCC, ROC, Service Center QCG, and the appropriate Directors of Operations. The Directors of Operations will determine if the JATOC should also notify the Service Center OSG for security-related events that may impact present/future operations.

c. Chapter 2: Upward Notification will have the following changes to **Section 2.4, Notification Process for Equipment/Service Interruptions**, paragraph g.:

g. JATOC personnel must notify the WOCC, ROC, Service Center QCG, the appropriate Directors of Operations, and the OCC (unless the notification was received from the OCC). The COO, DCOO, Vice President of Technical Operations, or Vice President of Safety and Technical Training may invoke the CSG event response procedures specified in this Order for a potentially significant or noteworthy equipment/service interruption.

1. <removed>

2. <renumbered as “1”>

d. Chapter 2: Upward Notification will have the following changes to **Section 2.5, Notification Process for Air Traffic Management or Any Other Type of Significant Event**, paragraphs a., d., and e.:

a. ATO facilities that become aware of an air traffic management or other type of significant/noteworthy operational event that may generate significant media or Congressional interest (e.g., a domestic aircraft that encounters a delay on the ground over 3 hours [Tarmac-3]) must notify the JSEN as soon as possible.

Note: JATOC will coordinate with the appropriate ROC, WOC, Service Center QCG, and the appropriate Directors of Operations.

d. <removed>

e. The Director of System Operations Security (AJR-2), Director of the Air Traffic System Command Center (AJR-1), any Director of Operations, the COO, DCOO, or any Line of Business may invoke the CSG event response procedures specified in this Order for an air traffic management or other potentially significant/noteworthy event.

(1) If CSG involvement is requested, the CSG Manager will initiate a discussion with the appropriate Directors of Operations to determine the appropriate response as outlined in Chapter 5.

(2) If CSG involvement is not requested, the Director of Operations and/or appropriate Service Unit are responsible for taking all appropriate post-event actions, including upward reporting and providing documented findings to all affected Service Unit Vice Presidents and the CSG Manager.

e. Chapter 3: Services Rendered Telephone Conference (SRT) will have the following changes to paragraphs b. and e.:

b. When the CSG determines an SRT is required to review air traffic services, they will convene an SRT. The affected Directors of Operations or designees must participate in the SRT. ROC-initiated telephone conferences are preferred to control participation in this discussion.

e. <Removed>

f. Chapter 3: Services Rendered Telephone Conference (SRT) will have the following changes to **Section 3.1, SRT Notifications**, paragraph a.:

a. The JSEN will ensure all appropriate regional offices are notified of the SRT according to local procedures, including: the appropriate Directors of Operations, Group Managers, District Managers, and Facility Managers. The WOCC will coordinate with the CSG Investigator to determine a time for the teleconference.

g. Chapter 3: Services Rendered Telephone Conference (SRT) will have the following changes to **Section 3.2, Review of Services**, paragraph a.:

a. Before the SRT, facility management must review any and all available ATC communications and display/radar playback (from all involved facilities) to determine the quality of service provided; however, this review should not delay the timely notifications of significant or noteworthy events. During the review of services, the facility and/or QCG must determine and report whether any non-compliance with FAA Orders and directives occurred, regardless of whether this non-compliance was related to the event. Appendix B contains specifics on data to be reviewed.

5. Background. The ATO is streamlining and expediting the flow of operational information through an enterprise level complex called the Joint Air Traffic Operations Command (JATOC). The JATOC is improving how the ATO responds as an enterprise to immediate or significant safety, security, efficiency, and equipment issues or events. To realize the full capability of the JATOC, information must flow quickly from field facilities to key ATO decision makers.

- Significant safety event information currently flows through a multi-level communication process, which often results in critical information not being distributed and enterprise actions taken in a timely manner.
- The creation of a JATOC Safety Event Network (JSEN) is necessary to address this issue and accelerate the flow of critical safety information.

- The JSEN concept of operation is very simple. ATC field facilities would contact the JSEN to report events that are currently reported to the ROC. All other issues or events would follow existing coordination processes.

The current edition of Order JO 1030.3B and applicable portions of FAA Order JO 8020.16, *Air Traffic Organization Aircraft Accident or Aircraft Incident Notification, Investigation, or Reporting*, will be updated to finalize this change.

**Glen A
Martin** Digitally signed
by Glen A Martin
Date: 2021.09.07
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Glen A. Martin
Vice President,
Safety and Technical Training
Air Traffic Organization