

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

SW 7210.25

SOUTHWEST REGION

2/17/2000

SUBJ: AIR TRAFFIC DIVISION PROCEDURES FOR AFSS NOTEWORTHY PERFORMANCE RECOGNITION PROGRAM

- 1. PURPOSE.** This order establishes a voluntary program that rewards noteworthy performance by automated flight service station (AFSS) employees. It is the intent of the Air Traffic Division to identify and reward employees who provide commendable pilot weather briefings, commendable en route flight advisory services, commendable lost aircraft orientations, or detect and correct erroneous pilot readbacks of air traffic control clearances, thus enhancing safety.
- 2. DISTRIBUTION.** This order is distributed to branch level in the Air Traffic Division, AFSS's in the Southwest Region, the Regional Director for National Association of Air Traffic Specialists (NAATS), and Evaluations and Investigations Staff, AAT-20.
- 3. BACKGROUND.** Pilot weather briefings, en route flight advisory services, effective lost aircraft orientation, and detection of incorrect readbacks are critical elements of the Agency's efforts to reduce and prevent the number of aircraft accidents. AFSS employees provide these important services on a daily basis. The performance of these services provides pilots with information necessary to make critical flight decisions.
- 4. PROCEDURES.** Each AFSS manager in conjunction with the management team and NAATS, will identify instances where personnel performance is noteworthy and enhances system safety. These instances may be self-identified, observed by a co-worker, or submitted by supervisory personnel. Submission is voluntary, and data supplied will be used solely for the program. Instances that are deemed to be significant, according to the criteria below, will be forwarded to the Quality Assurance Staff, ASW-505, for consideration under this program. The awards will be administered on a quarterly basis. Submissions must be received no later than the last day of each quarter (October – December, January – March, April – June, July – September).

a. Each AFSS may submit instances for consideration under this program. Each submission should include voice tapes and a written narrative or other material that documents the significance of the performance. The data submitted should be comprehensive enough to provide a clear picture of the significance of the employee's performance. Factors such as deteriorating weather, deviations, hazards, special activities, unusual events, seriousness of the emergency, ability to communicate effectively, and detection of readback errors should be included in the narrative.

b. Significance of each "noteworthy performance" will be judged by a selection committee based on the following criteria (listed in order of priority):

- (1) Criticality of the service provided (pertaining to potential prevention of an accident/safety of flight).
- (2) Timeliness of controller actions.

(3) Difficulty/significance of the circumstances involved in the services provided (i.e., frequency congestion, workload, equipment problems, weather, unusual situations).

c. Recognition. The selection committee will make its recommendation to the Manager, Air Traffic Division, ASW-500.

d. Follow up. ASW-505 will disseminate information, obtained under this program, to the AFSS's for use in increasing awareness.

5. POINT OF CONTACT. For clarification, contact Tom Humphries, Quality Assurance Specialist, ASW-505.3, 817-222-5569.

A handwritten signature in black ink that reads "Douglas R. Murphy". The signature is written in a cursive, somewhat stylized font.

Douglas R. Murphy
Manager, Air Traffic Division