ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

SOUTHWEST REGION

SW 7210.27

10/24/03

SUBJ: PROCEDURES FOR "LIFE ASSIST AWARD" RECOGNITION PROGRAM

1. PURPOSE. This directive establishes a voluntary recognition program for the Southwest Region in identifying controllers who provide vital assistance in the handling of in-flight medical emergencies.

2. DISTRIBUTION. This directive is distributed to the branch/staff level in the Air Traffic Division, all air traffic field facilities in the Southwest Region, AAT-20, and NATCA/NAATS regional representatives.

3. BACKGROUND. Traditionally, air traffic controllers extend a tremendous effort to accommodate aircraft with passengers experiencing an in-flight medical emergency. On occasion, this includes extra coordination, re-routing other flights, and impacting the arrival sequence. These extraordinary actions have literally assisted in saving lives in many instances, and it is the intent of the Southwest Region to recognize the involved control personnel.

4. PROCEDURES. Instances where extraordinary, priority handling is provided to an aircraft with a passenger experiencing an in-flight medical emergency will be submitted by the facility manager to the Air Traffic Division Manager, through the Quality Assurance Staff, ASW-505. Submission is voluntary, and data supplied will be used solely for the Life Assist Award Recognition Program. Merit will be based on the effort of the controller/s providing the priority handling. Worthwhile efforts would include significantly increased workload on the controller/s to provide the priority handling. Upon regional concurrence, a certificate of recognition, signed by the Air Traffic Division Manager, shall be forwarded to the facility air traffic manager for presentation to the controller/s recognized.

/s/ Doug Murphy
Douglas R. Murphy
Manager, Air Traffic Division

Distribution: A-X(AT)-3; A-FAT-0 (STD); AAT-20,
NATCA/NAATS Regional Rep (1 copy each)

Initiated by: ASW-505

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