

ORDER

AL 1900.37

**ALASKAN REGIONAL OPERATIONS CENTER
HANDBOOK**



September 22, 1997

**DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION**

FOREWORD

This order prescribes responsibilities and procedures of the Alaskan Regional Operations Center. This order also provides guidance to regional field offices and facilities in utilization of the Operations Center.

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CHAPTER 1. GENERAL

1-1. PURPOSE:

This order provides general instructions for the operation of the Regional Operations Center (ROC) and augments the Federal Aviation Administration (FAA) Order 1100.5, FAA Organization--Field. It also provides guidance to regional offices and field facilities in their utilization of the ROC services.

1.2. DISTRIBUTION.

This order is distributed to the regional office branch level and to all field offices and facilities.

1.3 CANCELLATION.

Order AL 1770.13B, Regional Operations Center, dated March 27, 1996, is canceled.

1.4 EXPLANATION OF CHANGES.

This revision contains changes that correctly state the title of the title of the Regional Executive Manager and minor editorial changes. It also redefines accident/incident notification procedures.

1.5 DEFINITIONS.

- a. Executive Conference Room (ECR). The area furnished with the equipment necessary for the Crisis Management Team to handle crisis as they occur, displaying data depicting progress and development of significant regional programs, and group access to conference communications via telephone.
- b. Regional Management Team (RMT). The group comprised of division managers, and individuals designated by the Regional Administrator.
- c. Regional Operations Center. The physical area equipped with the necessary communications systems and material required to accomplish the functions described in this order and Order 1100.5.
- d. Regional Operations Officers. Personnel assigned to perform the functions of the ROC.
- e. Standby Duty Officers (SDO). For the purposes of this order only, individuals designated by division or staff offices and scheduled for telephone availability during non-duty periods. The ROC notifies standby duty officers in case of emergencies or urgent incidents affecting their area of responsibility which may require action outside regular office hours.
- f. Washington Operations Center (WOC). The operations center located at the FAA's headquarters in Washington, DC.

1.6 RELATED DIRECTIVES.

FAA orders directly affecting the ROC include, but are not limited to, the following:

- a. FAA Order 1100.5, FAA Organization -- Field.
- b. FAA Order 1600.24, Listening-in to or Recording Conversations on Telephone or Telecommunications Systems.
- c. FAA Order 1600.25, FAA Identification Media, Official Credentials, Passport, and Vehicle Identification Media.

- d. FAA Order 1770.6, Operations Center.
- e. AL 1770.12, Employee Emergency Locator Information System.
- f. FAA Order 1900.1, FAA Emergency Operations Plan.
- g. AL 1900.32, Operations and Maintenance of Emergency Operations Facilities.
- h. AL 1900.36, Alaskan Region Emergency Operations Plan.
- i. FAA Order 3600.4, Absence and Leave.
- j. AL 3900.7, Emergency Evacuation Plan--FAA Portion of the Federal Building.
- k. FAA Order 4590.1, Logistics Support for Emergency Operations.
- l. FAA Order 8020.11, Aircraft Accident and Incident Notification, Investigation, and Reporting.

1.7 OBJECTIVE.

The ROC provides a continuous communication capability and a central source of information for the Regional Administrator and his/her staff. The ROC serves as a focal point for collecting, disseminating, and coordinating information which may affect the agency's mission. It provides a communication link for the regional office and field facilities with Washington headquarters, other regions, other government offices, private industry, and the general public.

1.8 MISSION AND FUNCTIONS.

The mission and functions statements for the Regional Operations Center are stated in Order 1100.5.

1.9 RESTRICTED NATURE OF REPORTS.

Reports and information processed in accordance with this order shall be made available only to officials authorized by the Regional Administrator.

1.10 TO 1.19 RESERVED

CHAPTER 2. OPERATIONS CENTER

2.20 LOCATION.

The ROC is in room 304 of the Federal Office Building in Anchorage. The ECR is located directly across the hall.

2.21 COMMUNICATIONS.

The ROC is equipped with:

- a. A telephone conferencing (TELECON) bridge with the capability of conferencing up to 72 parties at any one time, and a telephone system with speakers.
- b. Facsimile equipment that has the capability to transmit and/or receive documents to/from other regions and Washington headquarters.
- c. Secure telephones and facsimile equipment available for use by RMT members.
- d. Audio tape recorders to record voice communications on most lines serving the ROC. Recording is done when requested by authorized officials or, at the discretion of the operations officer, in accordance with the restrictions in Order 1600.24.
- e. Video cassette recorders to record television news programs and duplicate tapes, as time permits.
- f. A high-frequency single-sideband radio available for communications with other regions and Washington headquarters, with telephone patch capability.
- g. A VHF FM radio with telephone patch capability, used for direct communication with key regional personnel using portable units.
- h. A scanner to monitor various frequencies.
- i. Service A/B (LABS) with the capability to send/receive Service B messages and receive only Service A.
- j. Portable telephones to access satellite communications during emergency situations.

2.22 SECURITY.

The ROC is a restricted area, and access is limited to authorized personnel only.

2.23 ORGANIZATION RELATIONSHIP.

The ROC and its assigned personnel are under the administrative and operational control of the Regional Administrator.

2.24 HOURS OF OPERATION.

The ROC operates 24 hours a day, 7 days a week.

2.25 - 2.29 RESERVED

CHAPTER 3. RESPONSIBILITIES

3.30 REGIONAL OPERATIONS CENTER.

- a. The ROC provides regional and Washington headquarters officials, and field facilities, with adequate and timely information essential to the operation of the region.
- b. The ROC provides the focal point for continuous operations of the region after normal duty hours.
- c. The ROC receives, edits, and forwards to regional officials, information about the agency, aviation industry, and events which may affect the agency's mission or have public interest.
- d. The ROC maintains a list of the current SDO's for the regional office, Flight Standards District Office, National Transportation Safety Board, and the Civil Aviation Security Field Office. The list includes the length of assigned duty and telephone contact numbers.

3.31 REGIONAL HEADQUARTERS.

- a. Office of the Regional Administrator. The office of the Regional Administrator will advise the ROC of the itinerary and known points of contact of the Regional Administrator and Regional Executive Manager when absent from the regional office.
- b. Division Managers and Staff Officers. Division managers and staff officers will:
 - (1) Inform the ROC of their expected absence from the regional office and the name of the individual acting for them.
 - (2) Provide the ROC with a list of selected officials to contact with information on events affecting their office or division.
 - (a) Division and staff offices and field facilities shall provide the ROC with a current Standby Duty Roster for notification purposes. The ROC shall be notified immediately of changes to a published notification roster.
 - (b) Restrictions to the time or types of notification requirements shall be stipulated either on the notification list or by separate memorandum.
 - (3) Keep the ROC informed of notification requirements during and after normal duty hours.
- c. Public Affairs Officer. The Regional Public Affairs Officer will provide specific guidance to the Regional Operations Officers as required or requested regarding responses to news media.

3.32 FIELD OFFICES AND FACILITIES.

Field offices and facilities will report to the ROC:

- a. Situations of an emergency nature that require immediate action.
- b. Situations of sufficient magnitude, or as outlined in various directives, which require the attention of regional office or Washington headquarters personnel.
- c. Any unusual occurrence. If there is any doubt as to what procedure to follow, facilities are encouraged to call the ROC.

- d. Major employee job actions and civil disturbances.
- e. Additional information requested by the ROC.

3.33-3.39 RESERVED.

CHAPTER 4. OPERATIONS

4.40 TELEPHONE NOTIFICATIONS.

Various orders and directives require immediate telephone notification of events to regional and Washington FAA headquarters. Notification can be accomplished by calling the ROC and requesting a telecon with all concerned parties or by requesting the information be relayed.

4.41 TELECONS.

The ROC has the capability of establishing several telecons at the same time, and can accommodate both scheduled and unscheduled telecons. The ROC requires the following information at the time of scheduling: the date and time, name of presiding official, subject, and number of offices scheduled to participate. Telecons are recorded only when requested.

a. SCHEDULED TELECONS.

(1) Washington FAA Headquarters. FAA headquarters uses scheduled telecons to communicate with regional administrators and center managers, and their staffs. The WOC establishes these telecons through the ROC's, generally several days in advance. At the request of the WOC, the Regional Operations Officer shall notify all concerned offices in the region.

(2) Alaskan Region. Division and staff officials and field office managers shall schedule recurring telecons through the ROC. Regional telecons can be conferenced with the requesting official on any telephone line or in the ECR. Requesting officials shall arrange ECR reservations through the Regional Administrator's office.

b. UNSCHEDULED TELECONS.

(1) Washington FAA Headquarters. Telecons requested by FAA headquarters will normally have priority over other telecons.

(2) Alaskan Region. Telecons are requested through the ROC. The operations officer will determine when the telecon can be held, based on time and operational requirements of the ROC.

4.42 REPORTS.

a. Daily Alert Report (DAR). The ROC provides a daily report containing significant events and items of interest to the Regional Administrator and his/her staff. The report covers the previous day or weekend and is distributed each workday morning. Entries are short and concise, and contain only factual information. The report contains, but is not limited to, the following topics:

- (1) Aircraft accidents and incidents.
- (2) Overdue aircraft.
- (3) Management absences and assignments.
- (4) Scheduled and unscheduled telecons.

b. Coming Events Report. This report is appended to the DAR and distributed at the beginning of each business week. The report contains the following information:

- (1) The Regional Administrator and Regional Executive Manager's schedules.

- (2) Absences and assignments for division managers and staff officials.
- (3) Scheduled telecons.
- (4) FAA aircraft flight inspection schedules.
- (5) Other items of interest.

4.43 OTHER OPERATIONS.

a. News Monitoring. The Regional Operations Officer monitors television news broadcasts on a continuing basis for reports relating to the FAA and the aviation industry. Recordings are made of significant items and are available for viewing through the next business day unless a request is received to save the tape. A newspaper clipping package of aviation related articles is prepared and delivered to the Regional Administrator's office each work day. Articles appearing in the weekend or holiday newspapers are incorporated into the next workday's package.

b. News Media Inquiries. The ROC directs all news media inquiries during the regular work day to the Public Affairs Office. At other times, the Regional Operations Officer will respond directly to the news media only on those items agreed to by the Manager of the ROC and the Public Affairs Officer. The Regional Operations Officer will give only factual information.

c. Public Inquiries. All public contacts are handled courteously and referred to the appropriate office for assistance.

d. FAA Identification Cards. The ROC issues the standard identification card, Form DOT Form 1681.1.3; the contractor identification card, DOT Form 1681.4; and the temporary identification card, DOT Form 1681.3. The ROC keeps a current listing of all identification cards issued in the Alaskan Region. A Polaroid camera is available in the ROC for identification card pictures. Refer to Order 1600.25 for additional information.

e. Emergency Locator Cards. The ROC maintains the emergency locator file for all Alaskan Region employees. Refer to Order AL 1770.12 for more information.

f. Passport and Visa Pictures. The ROC takes official passport and visa photographs for FAA employees scheduled for government travel.

4.44 - 4.49 RESERVED

CHAPTER 5. NOTIFICATIONS

5.50 REQUIRED TELEPHONE NOTIFICATION.

Washington FAA headquarters notification is accomplished by conferencing in or by relaying information to the WOC, who will, in turn, conference in or relay information to the appropriate office. The types of accidents, incidents, and significant occurrences that shall be immediately reported to the ROC are included in other existing orders and directives. A consolidated list of reporting procedures is attached as Appendix 1. The following are examples of the type of information requiring notification.

- a. Aircraft accidents and incidents, near midair collisions, air traffic operational errors/deviations, and pilot deviations.
- b. Air transportation security emergencies, e.g., air piracy, bombings, bomb threats, sabotage, attempted extortions, accidents or incidents involving hazardous material, or acts of terrorism involving aviation.
- c. Reports or events having an apparent immediate and direct impact on aviation safety, e.g., inflight structural failure, loss of flight control system, fire aboard an aircraft, unwanted contact with an obstruction on the surface, or crew incapacitation.
- d. Missing or overdue aircraft and incidents involving prominent persons, such as the President, the Vice President, or members of Congress.
- e. Matters relating to airworthiness of aircraft or airman certification, such as request for waiver or exemption from FAA regulations that are unusual in nature or require immediate action.
- f. Natural disasters or major disruptions, including winds, rains, floods, fires, volcanoes, or earthquakes that would have a bearing on FAA systems, facilities, personnel, the closure of airports, or the flow of air traffic.
- g. Information concerning malicious damage, unauthorized entry, or theft of FAA property occurring, or threatening to occur, at any FAA location.
- h. Major congressional, governmental, industry, press, or VIP criticism or inquiry concerning FAA policy or operation.
- i. Information or reports having an impact on air safety.
- j. Interruption to air traffic control services, e.g., loss of major NAVAIDS, radar systems or facilities, or other systems which may have an impact on air traffic and may require immediate action by agency officials.
- k. Labor disputes affecting an airline.
- l. Imminent or actual enemy attack.
- m. Any other item that may be of regional or national interest.

5.51 OTHER TELEPHONE NOTIFICATION.

Information received on events that are not covered by directives or orders shall be handled as the Regional Operations Officer deems necessary, based on the information available and related circumstances. When there is no established course of action on the type of event that comes to the attention of field office or regional personnel, they are encouraged to call the Regional Operations Officer, who will assist in determining what course of action to take. The rule to follow is, "if in doubt, call."

5.52 NOTIFICATION TO OTHER REGIONAL OPERATIONS CENTERS.

The ROC shall forward information to other ROC's when events occurring in the Alaskan Region may be of concern to other regions or offices. This would include such information as:

- a. Accidents or incidents, when the air carrier operating certificate is held by another region or the aircraft manufacturer is in another region.
- b. Incidents or information which require another region to be notified under the lead-region concept.
- c. Accidents, injuries, or newsworthy items involving FAA personnel or prominent persons from another region.
- d. Any other item which, in the opinion of the ROC, is of mutual interest.

5.53 - 5.59 RESERVED

CHAPTER 6. EMERGENCY OPERATIONS

6.60 AVIATION EMERGENCIES.

a. Major Aircraft Accident. The Regional Operations Officer shall notify the Regional Administrator immediately of any major accident within the Alaskan Region. If the Regional Administrator determines that the situation warrants convening the Alaskan Region Crisis Management Team, the Regional Operations Officer shall notify team members immediately.

(1) Team members shall be advised to assemble in the ECR as soon as possible.

(2) The Regional Operations Officer shall brief the team on the situation and provide other information as it becomes available.

(3) Regional officials listed below are designated as members of the Alaskan Region Crisis Management Team and will function in this capacity unless excused by the Regional Administrator. If the principal official is not available, an alternate member shall be designated and the information given to the Regional Operations Center.

(a) AAL-1 and/or AAL-3

(b) AAL-6

(c) AAL-7

(d) AAL-200

(e) AAL-300

(f) AAL-400

(g) AAL-500

(h) AAL-600

(i) AAL-700

b. Aircraft Hijacking. When an aircraft hijacking occurs, the Regional Operations Officer shall immediately notify the regional Civil Aviation Security Division and the WOC. Command posts shall then be established at Washington headquarters and the regional office. The ROC shall provide communications assistance as directed.

6.61 MAJOR EMPLOYEE JOB ACTIONS AND CIVIL DISTURBANCES.

The Regional Operations Officer shall advise the appropriate regional officials and request further direction. During prolonged actions, the decision may be made to establish a regional command post to deal more effectively with the situation. The ROC shall provide communications assistance to this command post.

6.62 REGIONAL HEADQUARTERS EMERGENCIES.

In the event of a fire, bomb threat, or similar emergency requiring building evacuation or search, the Regional Operations Officer shall be familiar with actions required in the Federal Office Building (FOB) Evacuation Plan and the ROC Emergency Plan, and shall perform the following actions as time permits:

a. Fire.

- (1) Notify the appropriate authority; i.e., police, fire, etc.
- (2) Alert the Regional Administrator.
- (3) Advise the WOC.
- (4) If fire occurs during non-duty hours, advise the Regional Administrator, WOC, and other key officials as soon as possible.

b. Bomb Threat or Other Emergency Situations.

- (1) Notify the regional Civil Aviation Security Division.
- (2) Notify the Regional Administrator.
- (3) Secure the ROC and notify WOC immediately prior to evacuation.
- (4) Notify the Regional Administrator, Civil Aviation Security Division, and the WOC when relocation is complete.

(5) If a report of a bomb threat or other emergency is received after normal duty hours, the Regional Operations Officer shall notify the Anchorage police and fire departments in addition to the above.

6.63 CLOSING THE REGIONAL OFFICE DUE TO WEATHER OR OTHER EMERGENCIES.

Federal Office Building closure information can be obtained by calling 566-0023. A recorded message will be updated no later than 5:00 A.M.

6.64 DEFENSE READINESS EMERGENCIES.

The ROC is the regional focal point for the receipt and dissemination of changes in the FAA's emergency readiness status. Complete instructions are contained in Order 1900.1. Notification of changes in the FAA's emergency readiness status will normally be received from Washington headquarters. Basic responsibilities of the ROC are:

a. Personnel Alerting. Notify the Regional Administrator, Regional Executive Manager, and Regional Operations Center Manager immediately.

b. Communications and Operations Functions. The Regional Operations Officer will activate the ROC's portion of the alerting system as instructed by the Regional Administrator or appropriate official, and relay information and instructions. The Regional Operations Officer will notify the Regional Administrator and key officials of all additional instructions or information.

6.65 - 6.69 RESERVED