

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

AL 7210.9F

ALASKAN REGION

January 9, 2006

SUBJ: ALASKA FLIGHT SERVICE AREA QUALITY ASSURANCE ORDER

- 1. PURPOSE.** This revision sets forth the requirement for the establishment of memory aids at inflight positions to indicate runway closures and personnel/equipment on or adjacent to runways.
- 2. DISTRIBUTION.** This order is distributed to all AFSS/FSS field facilities within the Alaska Flight Service Area, and to ATO Safety Investigations.
- 3. CANCELLATION.** Order AL 7210.9E, Alaska Flight Service Area Quality Assurance Order, dated November 3, 2005 is canceled.
- 4. SCOPE.** Personnel in the Alaska Flight Service Area are committed to providing air traffic control services that adhere to agency directives, comply with prescribed standards, and assure the safe, orderly, and expeditious handling of air traffic. Each individual is required to put forth their best effort toward attaining an error free operational environment.
- 5. RESPONSIBILITIES.**
 - a. Alaska Flight Service Area Office.
 - (1) Periodically conduct trend analysis of Alaska Flight Service Area OE/OD's and distribute to field facilities to raise operational awareness and assist with their prevention efforts.
 - (2) Conduct on-site OE/OD facility reviews when determined necessary. Observations and recommendations will be provided to managers for action and follow-up.
 - (3) Annually review this order and initiate revisions as necessary.
 - b. Facility Managers.
 - (1) Establish an OE/OD prevention plan that is in compliance with FAA Order 7210.56, Air Traffic Quality Assurance.
 - (a) Ensure that facility OE/OD plans include a "Back to Basics" approach that, as a minimum, emphasizes the use of standard phraseology, the need to ensure pilot readbacks are complete and correct, the use of position relief checklists during position relief briefings, and the use of position relief overlap periods where appropriate.
 - (b) Ensure that facility OE/OD prevention plans include items pertinent to a particular facility. Facility managers shall consider past deficiencies identified during facility evaluations and investigative reviews of air traffic services, as well as other quality assurance reviews that may have been conducted.
 - (c) Ensure that facility OE/OD prevention plans provide the means for identification of non-compliance with national, regional, and local facility directives or standards; identify the cause(s) of the non-compliance; immediately rectify occurrences of non-compliance; and eliminate future non-compliance.

(2) Establish in a facility directive procedures for use of a memory aid at inflight positions that indicates that a runway is closed or that personnel/equipment are on or adjacent to a runway for those airports within a facility's flight plan area that this information is available.

(3) Managers shall provide the Safety Branch, Alaska Flight Service Operations (AFSO), with their most current copy of HUB/facility OE/OD prevention plans.

6. PILOT WEATHER BRIEFING EVALUATIONS.

a. Specialists in the Safety Branch, AFSO, shall periodically evaluate PWB's. These evaluations may consist of individually calling for a PWB or requesting a tape recording of facility PWB's for review. At the conclusion of a telephone briefing, the person conducting the evaluation shall advise the specialist that they have been evaluated. Additionally, safety AFSO personnel may monitor and evaluate PWB services during site visits.

b. Facility PWB Evaluations. At each AFSS/FSS, the ATM or designee shall conduct at least one evaluation of PWB services on each specialist every six months for personnel that maintain operational currency. These evaluations can be conducted on an outlook, abbreviated or standard PWB. The specialist will be briefed at the conclusion of each evaluation. Facilities shall also submit a synopsis of PWB evaluations to the Safety Branch, AFSO, at the end of each quarter. This synopsis shall include the total number of evaluations, number of commendable evaluations and the number of problem evaluations. This data may be submitted electronically.

7. INCENTIVES AND RECOGNITION PROGRAMS. Each facility shall develop a program that will recognize teamwork and performance above normal requirements.

8. INFORMATION REQUESTS. If a request for data is received from an air traffic facility outside of our line of business, advise the Safety Branch. Depending on the information requested, facilities may be asked to forward the data to the area office for review prior to sending to the requesting facility. If a request for data is received from other than an air traffic facility, have the individual contact the Safety Branch, which will then process the request as appropriate.

9. EVALUATIONS. ATO-S Evaluation responses shall be prepared in accordance with FAA Order 7010.1. Responses to the Safety Branch, AFSO, are due as follows:

- a. First response, due no later than 50 calendar days after the date of the outbriefing.
- b. Last response, due no later than 170 calendar days from the date of the outbriefing.



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