ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

EA AT 1900.48

AUG 1 1 2003

SUBJ: EASTERN REGION AIR TRAFFIC DIVISION EMERGENCY OPERATIONAL SITUATION ROOM STANDARD OPERATING PROCEDURES

1. PURPOSE. The order prescribes the established policies for, and procedures to be followed by employees of the Eastern Region (AEA), Air Traffic Division (ATD) in the event of an activation of the ATD Operational Situation Room.

a. This order is intended to provide for the orderly implementation of the Operational Situation Room.

b. This order is also intended to provide procedural continuity to be followed by those staffing the Operational Situation Room, as well to address responsibilities of AEA personnel who do not staff the Operational Situation Room.

c. This order provides for procedures to be followed for the discontinuation of the Operational Situation Room.

2. DISTRIBUTION. This order is distributed to the Regional Administrator, the Regional Operations Center (ROC), all ATD employees in AEA Headquarters, and all AEA Air Traffic field facilities.

3. EFFECTIVE DATE. August 15, 2003

4. BACKGROUND. Continued periodic threats of terrorist activity involving the National Airspace System (NAS) require that AEA be continually prepared to implement an Air Traffic Operational Situation Room.

5. DEFINITIONS. As used in this order, the following have the meanings indicated:

a. Situation Room (SR) – Operational Headquarters for AEA ATD utilized during any declared national emergency resulting in a SECON Level of Orange or Red. The Situation Room is normally located in the Air Traffic Conference Room.

b. Regional Automated Notification System (RANS). Telephone Dialing System employed by the ROC. It will call each facility number programmed into a given scenario. Once established, the RANS bridge acts like any other conference bridge. ROC can place participants in it and issue a pass-code for telephone conference (telecon) access.

c. IC – The person IN CHARGE of the SR. The SR will always have an "IC."

d. Shotgun Fax – Faxing to multiple facilities via programmed fax keys.

5. RESPONSIBILITIES.

a. ATD Manager (AEA-500)/Assistant ATD Manager (AEA-501) or their designee:

(1) Shall make the decision to implement the SR.

(2) Shall notify all ATD Branch Managers of the implementation of the SR.

(3) Shall terminate any meetings in progress in the Air Traffic Conference Room.

(4) Shall act as the IC upon initial opening of the SR.

(5) Shall determine SR hours of operation.

(6) May request the ROC activate RANS to all AT Facility Managers to establish a regional bridge.

(7) Shall direct reporting requirements for Emergency Response Teams when necessary.

(7) Shall notify the IC of the deactivation of the SR.

NOTE: In the absence of the ATD Manager/Assistant ATD manager, the line of succession set forth in EA Order1910.2 shall be followed.

b. Air Traffic Division Branch Managers

(1) Shall notify all their employees of the activation or deactivation of the SR.

(2) If the SR is activated during normal business hours, AEA DMT members or their designees shall report to the SR upon notification of its activation.

(3) If the SR is activated outside of normal business hours, Emergency Response Teams, as designated by the DMT, will be the first to report.

(4) AEA-503, or their designee, shall ensure that SR requirements under their jurisdiction are met. (See paragraph 8 of this Order.)

(5) AEA-510, or their designee, shall ensure that SR requirements under their jurisdiction are met. (See paragraph 8 of this Order.)

(6) AEA-530 shall assume IC responsibilities for the SR at the direction of AEA-500/501 after initial crisis has passed.

(7) AEA-530 shall initially prepare a SR watch schedule covering a minimum of two days.

(a) Schedules shall include at least two individuals per shift.

(b) To the extent practicable, each SR watch shift should include AEA-530, AEA-504 or an AEA-530 or AEA-504 specialist who will be designated as IC.

(8) AEA-530 shall provide a SR staffing requirement list to each Branch/Staff Manager to provide for equitable assignment of available resources. AEA-530 will post subsequent watch schedules in advance.

NOTE: AEA-505 personnel will normally be relieved of SR watch shift assignments.

(9) AEA-530 shall ensure quarterly updates to SR binder telephone/fax/pager/personnel listings during periods of SR deactivation. (See paragraph 8 of this Order.)

c. Staff Specialists

(1) Unless designated by the Branch Manager to report to the SR, all specialists shall remain at their workstations.

(2) When assigned to the SR, specialists shall adhere to the procedures contained in this order.

(3) Once SR watch schedules are posted, specialists may "trade" shifts if approved by AEA-530.

d. Field Facilities

(1) Monitor regional SR telecon as required.

(2) Submit requests for interpretations and/or clarifications to SR via telecon bridge. If no bridge is established, requests shall be submitted via designated SR telephone numbers.

(3) Report suspicious activities to SR via telecon bridge or designated SR telephone numbers.

NOTE: Facilities required to monitor the Domestic Events Network (DEN) shall not request interpretations/clarification of operational procedures over the DEN.

(4) Provide assistance as deemed necessary by the IC.

7. PROCEDURES

a. General

(1) Log national FAA Headquarters (HQ) directions, interpretations, clarifications and other pertinent information from the national telecon and/or any significant events in the SR daily log.

(2) SR specialists shall address field questions based on latest input from HQ.

(3) Interpretations disseminated by the SR to anyone in the AEA Field shall be cleared with the IC and logged in the SR Log.

(4) Significant issues/major changes shall be recorded and updated on the "White Board."

(5) Paperwork received (NOTAM's, Waivers, etc.) shall be placed in a manila folder, arranged by date and time. Manila folders shall be clearly labeled and kept on the Conference Room table.

(6) SR specialists shall direct incoming calls from the media to AEA Public Affairs, ext. 3015.

(7) IC shall conduct Regional TELCONS/Roll Calls as required by SECON Level.

(8) During normal business hours, any calls received by other branches concerning operational issues/interpretations, etc. shall be forwarded to the SR. (Including e-mail of the same nature to 9-AEA-SITUATION-ROOM).

(9) Position Relief Briefing shall be from IC to IC and include:

(a) Discussion of the Situation Room Log and current situation.

(b) Discussion of the White Board/Paper Charts and current rules in effect.

(c) Open manila folders and discussion of pertinent issues.

(d) Reminder of when the next TELCON/Roll Call is scheduled.

(10) Mid-shift IC shall brief AEA-500/501 each morning of recent changes and current status.

(11) If the SR is not operational on a 24 X 7 basis:

(a) IC closing the SR shall prepare a written relief briefing for the IC opening the next SR shift. This briefing should include, but is not limited to, open issues, new NOTAM's, and changes in procedures.

(b) IC opening the SR shall review the white board, previous SR log, current NOTAM's.

(12) Log IC on and off duty and shift staffing.

b. NOTAM HANDLING

(1) Drafts received from HQ of NOTAM's sent to the US NOTAM Office for issuance should be faxed to primary facilities.

(2) Newly issued NOTAM's shall be faxed or electronically transmitted to all affected facilities.

(3) NOTAM's may be retrieved from the following FAA/DOD websites:

(a) http://notamweb.nas.faa.gov

(b) https://www.notams.jcs.mil

(4) Any AEA AFSS may be requested to fax NOTAM's to the SR.

c. Obtaining Flight Approval During Restricted Flight Operations.

(1) Flight authorization/approval for aircraft during an occurrence of restricted flight operations shall be coordinated with the HQ Situation Room.

(2) SR personnel shall obtain the following information from the requestor of the flight operation:

(a) Purpose of Flight

(b) Departure and Arrival locations and times

(c) Names and titles of persons on board

(d) Aircraft "N" (tail) number

(e) Aircraft type

(f) Names of pilot/crew

(3) All requests for flight operations, including final authorization/approval/denial, shall be documented on the SR daily log.

8. SITUATION ROOM REQUIREMENTS. The initial IC, in consultation with AEA-503/AEA-510, or their designees, shall determine SR requirements. Requirements should be appropriate to the expected duration of SR activation.

a. Two telephones with speaker capability and separate telephone lines.

(1) One is for connection to a national bridge

(2) One is for the regional bridge

b. Two additional telephones and lines for incoming/outgoing calls.

c. Two portable phones and chargers duplicating lines for incoming/outgoing calls.

d. One two-way text pager.

e. One computer with internet connection and:

(1) A 7230-4 program set up to use as the SR daily log. (Needs to be set up in advance by IRM).

(2) E-mail address to be used by the field or anyone else as a form of communi-:ation to the SR. (Address should be 9-AEA-SITUATION-ROOM). (Needs to be set up in ad-'ance by IRM).

(3) Access to FAAO 1900.47A (Operational Contingency Plans) and Automated Contingency Tool (ACT).

(4) Computer projector wired to the SR computer so the display can be projected on the screen.

(5) Computer hook-up to AEA-530 printer.

f. Copy of 1900.1F Emergency Operations Manual and Red Book for Emergency Evacuation

g. SR binder containing:

(1) Listings of all AEA Facilities with:

(a) Administrative/Operational phone numbers

(b) Administrative/Operational fax numbers

(2) Pager numbers for facility ATM/AATM, Branch Managers, etc.

(3) Listing of essential/non-essential AEA ATD personnel.

(4) AEA-530 pre-prepared SR watch coverage schedules for the next 3 days.

(5) Instructions on how to Shotgun Fax to AT facility operations via fax machines located in AEA-530 & 540.

(6) Instructions on how to Shotgun Fax to administration via fax machines lo-:ated in front office and AEA-530.

(7) Instructions on obtaining NOTAM's via FAA/DOD websites.

(8) Other information as deemed appropriate. Examples include nuclear power plant locations and contact information, NOTAM's having national/regional impact, and aircraft waivers to regional flight restricted areas.

h. A secure telephone unit (STU).

i. A secure fax machine.

9. DEACTIVATION OF THE OPERATIONAL SITUATION ROOM

a. When directed by AEA-500/501, or their designee, the IC shall notify all other AEA DMT members and all field facilities of the deactivation of the SR.

b. The IC shall ensure notification of all personnel scheduled for SR duty.

c. AEA-530 shall ensure:

(1) Return of all SR equipment to AEA-503/510.

(2) Disposition of records including retention of historical data.

(3) Return of SR binder to state of readiness.

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