



**U.S. DEPARTMENT OF TRANSPORTATION**  
**FEDERAL AVIATION ADMINISTRATION**  
National Policy

**ORDER**  
**FS 1100.1D**

Effective Date:  
9/2/14

**SUBJ:** Flight Standards Service Organizational Handbook

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1. This order describes Flight Standards Service's (AFS) mission, functions, and organizational structure to the lowest level. The organizational structure and functions at the director level is documented in Federal Aviation Administration (FAA) Order 1100.2, Organization—FAA Headquarters.
2. Revisions to this order should be made based on organizational needs, and management considerations and approval. The Organizational Resources and Program Management Division, AFS-100, and the Planning and Performance Management Branch, AFS-160, are responsible for the maintenance of this order.

A handwritten signature in black ink, appearing to read "John Barbagallo", is positioned above the printed name.

John Barbagallo  
Acting Deputy Director, Flight Standards Service

## Table of Contents

<i>Paragraph</i>	<i>Page</i>
Chapter 1. General Information	
Section 1. Introduction	
1. Purpose of This Order .....	1-1
2. Audience .....	1-1
3. Where You Can Find This Order.....	1-1
4. What This Order Cancels.....	1-1
5. Explanation of Changes .....	1-1
Section 2. Requesting Organizational Change	
6. Discussion .....	1-1
7. Director's Management Team (DMT).....	1-2
8. Initiating an Organizational Change .....	1-2
Section 3. Flight Standards Service, AFS-1	
9. Mission.....	1-3
10. Functional Organization.....	1-3
11. Functions.....	1-4
12. Special Delegations.....	1-5
13. Special Relations.....	1-6
14. Office of the Director, AFS-1 .....	1-7
15. Aviation Special Operations and Security Staff (ASOS), AFS-7 .....	1-8
16. Executive Officer, AFS-10 .....	1-9
Figure 1-1. Flight Standards Service Functional Organization Chart.....	1-10
Chapter 2. Flight Standards Quality Assurance (QA) Division, AFS-40	
1. Flight Standards (AFS) Quality Assurance (QA) Division, AFS-40.....	2-1
2. Flight Program Oversight Branch, AFS-41 .....	2-1
3. Quality Management System Branch, AFS-42.....	2-1
4. Evaluation Program Branch, AFS-43 .....	2-1
Chapter 3. International Programs and Policy Division, AFS-50	
1. International Programs and Policy Division, AFS-50 .....	3-1
2. International Affairs Branch, AFS-51.....	3-1
3. International Operations Branch, AFS-52 .....	3-2
4. International Technical Support Branch, AFS-53 .....	3-2
Chapter 4. Flight Program Division, AFS-60	
1. Flight Program Division, AFS-60.....	4-1
2. Safety Program Officer, AFS-60 .....	4-1
3. Flight Program Service Center Branch, AFS-62 .....	4-1
4. Flight Program Central Administration Branch, AFS-63 .....	4-1
5. Business and Planning Branch, AFS-64 .....	4-2
6. Standardization Branch, AFS-65 .....	4-2

## Table of Contents (Continued)

<i>Paragraph</i>	<i>Page</i>
Chapter 5. Unmanned Aircraft Systems (UAS) Integration Office, AFS-80	
1. Unmanned Aircraft Systems (UAS) Integration Office, AFS-80 .....	5-1
2. Management Operations Section, AFS-82 .....	5-1
3. UAS Integration Section, AFS-83 .....	5-2
4. UAS Safety and Data Management Section, AFS-84 .....	5-2
5. UAS Tactical Operations Section, AFS-85 .....	5-3
6. UAS Airworthiness Section, AFS-86 .....	5-4
7. UAS Flight Operations Section, AFS-87 .....	5-5
8. UAS Research and Development (R&D) Section, AFS-88.....	5-6
Chapter 6. Organizational Resources and Program Management Division, AFS-100	
1. Organizational Resources and Program Management Division, AFS-100 .....	6-1
2. Administrative Resources Branch, AFS-110.....	6-1
3. Financial Resources Management Branch, AFS-120 .....	6-1
4. Human Capital Resource Management Branch, AFS-130 .....	6-2
5. Technical Information and Communications Programs Branch, AFS-140 .....	6-2
6. New Technology Development Branch, AFS-150 .....	6-3
7. Planning and Performance Management Branch, AFS-160 .....	6-3
8. AFS (AVS) Staffing Tool and Reporting System (ASTARS) Branch, AFS-170 .....	6-3
Chapter 7. Air Transportation Division, AFS-200	
1. Air Transportation Division, AFS-200 .....	7-1
2. National Simulator Program (NSP), AFS-205.....	7-2
3. Part 121 Air Carrier Operations Branch, AFS-220.....	7-3
4. New Program Implementation Branch, AFS-240.....	7-4
5. Part 135 Air Carrier Operations Branch, AFS-250.....	7-5
6. Technical Programs Branch, AFS-260 .....	7-5
7. Policy Integration Branch, AFS-270.....	7-6
8. Air Carrier Training Systems and Voluntary Safety Programs Branch, AFS-280 .....	7-7
9. Program Management Support Branch, AFS-290 .....	7-8
Chapter 8. Aircraft Maintenance Division, AFS-300	
1. Aircraft Maintenance Division, AFS-300.....	8-1
2. Program Management and Information Branch, AFS-310.....	8-1
3. Special Programs Branch, AFS-320 .....	8-1
4. Air Carrier Maintenance Branch, AFS-330 .....	8-2
5. Repair Station Branch, AFS-340 .....	8-2

## Table of Contents (Continued)

<i>Paragraph</i>	<i>Page</i>
6. General Aviation Branch, AFS-350.....	8-3
7. Avionics Branch, AFS-360.....	8-4
 Chapter 9. Flight Technologies and Procedures Division, AFS-400	
1. Flight Technologies and Procedures Division, AFS-400.....	9-1
2. Management Operations Branch, AFS-405.....	9-2
3. NextGen Field Program Branch, AFS-408.....	9-2
4. Flight Operations Branch, AFS-410.....	9-3
5. Flight Procedure Standards Branch, AFS-420.....	9-3
6. Future Flight Technology Branch, AFS-430.....	9-4
7. Flight Operations Simulation Branch, AFS-440.....	9-4
8. Flight Systems Laboratory, AFS-450.....	9-5
9. Flight Procedure Implementation and Oversight Branch, AFS-460.....	9-5
10. Performance-Based Flight Systems Branch, AFS-470.....	9-6
 Chapter 10. Flight Standards Training Division, AFS-500	
1. Flight Standards Training Division, AFS-500.....	10-1
2. Management Operations Branch, AFS-510.....	10-1
3. Program Implementation Branch, AFS-520.....	10-2
4. Quality Assurance Branch, AFS-530.....	10-3
5. Integrated Curriculum Branch, AFS-540.....	10-3
6. Operations Curriculum Branch, AFS-550.....	10-4
7. AFS Leadership Development Branch, AFS-560.....	10-4
 Chapter 11. Regulatory Support Division, AFS-600	
1. Regulatory Support Division, AFS-600.....	11-1
2. Light Sport Aviation Branch, AFS-610.....	11-1
3. Aviation Data Systems Branch, AFS-620.....	11-2
4. Airman Testing Standards Branch, AFS-630.....	11-3
5. Designee Standardization Branch, AFS-640.....	11-4
6. Delegation Program Branch, AFS-650.....	11-4
 Chapter 12. Civil Aviation Registry, AFS-700	
1. Civil Aviation Registry, AFS-700.....	12-1
2. Aircraft Registration Branch, AFS-750.....	12-1
3. Airmen Certification Branch, AFS-760.....	12-2
 Chapter 13. General Aviation and Commercial Division, AFS-800	
1. General Aviation and Commercial Division, AFS-800.....	13-1
2. Planning and Programs Oversight Branch, AFS-805.....	13-2
3. Airmen Training and Certification and Branch, AFS-810.....	13-3

## Table of Contents (Continued)

<i>Paragraph</i>	<i>Page</i>
4. Commercial Operations Branch, AFS-820 .....	13-4
5. General Aviation (GA) Operations Branch, AFS-830.....	13-5
6. FAA Safety Team (FAASTeam) Branch, AFS-850 .....	13-7
 Chapter 14. Flight Standards National Field Office, AFS-900	
1. Flight Standards National Field Office, AFS-900 .....	14-1
2. Program Management Branch, AFS-905.....	14-2
3. Certification and Evaluation Program Office .....	14-2
4. Field Support Program Office.....	14-3
5. Continual Improvement Program Office .....	14-3
6. Flight Standards SMS Program Office .....	14-3
7. Flight Standards National Operations Program Office.....	14-4
8. Analysis and Information Program Office.....	14-5
9. System Approach for Safety Oversight (SASO) Program Office .....	14-5
Figure 14-1. Flight Standards National Field Office Organizational Chart.....	14-7
 Chapter 15. Regional Flight Standards Divisions	
1. Flight Standards Division .....	15-1
Section 1. Regional Division Roles and Responsibilities.....	15-2
2. Manager, Regional Flight Standards Division (RFSD), AXX-200 .....	15-2
3. Assistant Division Manager, AXX-201A .....	15-2
4. Associate Division Manager, AXX-201B .....	15-3
5. Resource and Program Management Branch, AXX-210.....	15-3
6. NextGen Branch, AXX-220.....	15-3
7. Technical Branch – General Aviation, AXX-230.....	15-4
8. Technical Branch – Air Carrier, AXX-240.....	15-4
9. Safety Analysis and Evaluation Branch, AXX-290.....	15-4
10. Field Offices.....	15-5
a. Flight Standards District Office (FSDO) .....	15-5
b. Certificate Management Office (CMO)/Certificate Management Unit (CMU) .....	15-5
c. International Field Office (IFO)/International Field Unit (IFU).....	15-5
d. Aircraft Evaluation Group (AEG) Offices.....	15-5
Figure 15-1. Regional Flight Standards Division Organizational Chart.....	15-6
FAA Form 1320-19. Directive Feedback Information .....	15-7

## Chapter 1. General Information

### Section 1. Introduction

- 1. Purpose of This Order.** This order defines the organization and functions of the Flight Standards Service (AFS): Washington headquarters (HQs), regional and national field office elements to the lowest level, and updates the organizational structure and programs within the Service.
- 2. Audience.** The audience for this order includes employees from the following services within the office of the Associate Administrator for Aviation Safety (AVS): the branch level in Washington HQ AFS, all regional Flight Standards divisions (RFSD), and all supervisors in the Flight Standards field offices.
- 3. Where You Can Find This Order.** You can find this order on the MyFAA employee Web site at [https://employees.faa.gov/tools\\_resources/orders\\_notices](https://employees.faa.gov/tools_resources/orders_notices). Inspectors can access this order through the Flight Standards Information Management System (FSIMS) at <http://fsims.avs.faa.gov>.
- 4. What This Order Cancels.** Order FS 1100.1C, Flight Standards Service Organizational Handbook, dated February 2, 2013, is canceled.
- 5. Explanation of Changes.** This revision incorporates updated information on the roles and responsibilities within the AFS organization.

### Section 2. Requesting Organizational Change

- 6. Discussion.** AFS makes changes to this order through the agency directives management system. As a result, AFS has established a process to evaluate proposed organizational changes that require a change to Order FS 1100.1, Flight Standards Service Organizational Handbook. This process assures that organizations directly affected by a change to the order coordinate on those draft changes.
  - a. Examples of Organizational Realignments.** A number of situations necessitate realignment within AFS. A division or regional manager may determine the need for a change to a branch within the division/region or to create or eliminate a branch. A staff manager may seek to expand his or her staff to a division/region or to transfer staff functions to a division/region for better grouping of functions and expertise.
  - b. Peer Review.** For the purpose of this order, any changes made to an existing division, region, branch, or staff among AFS HQ and Regional Offices (RO) must be accomplished using a peer review process to evaluate proposed organizational changes and to make recommendations on such proposals to the Director, Flight Standards Service (AFS-1). The result of the peer review will either be a revision of the proposal to reflect changes suggested by the peer review or a recommendation that the Service Director either approve or disapprove the proposed change, with or without modification. However, AFS-1 can approve or disapprove the proposed changes without establishing a peer review.

**c. Publication.** After approval by the Service Director, the publication of a change to Order FS 1100.1 implements the Director's decision. (See paragraph 8b for a description of the peer review and approval process.)

**7. Director's Management Team (DMT).** The DMT consists of the managers of the HQ and regional AFS divisions/staffs or their designated deputies. The chair of the DMT is the Deputy Director, AFS-2. The DMT conducts the peer review process for organizational changes to AFS HQ and regional divisions/staffs.

## **8. Initiating an Organizational Change.**

**a. Determine the Need for a Change in the Organizational Structure.** After the staff, division, or regional manager has determined the need for reorganization or realignment, the manager prepares a request in a decision memorandum format. The memorandum must be addressed to AFS-1. The memorandum should contain background or supporting information and address, at a minimum, the following areas:

- (1) The general purpose of the reorganization;
- (2) An explanation of how the reorganization will apply resources to AFS priorities;
- (3) An explanation of how the reorganization relates to the AFS, AVS, and agency strategic plans;
- (4) A description of the staffing implications, e.g., increases, decreases, supervisory ratios, etc;
- (5) An explanation of how the reorganization would improve the efficiency and effectiveness of AFS, e.g., it would improve customer service, enhance aviation safety, or be a more effective grouping of functions and duties, etc;
- (6) Any issues or situations on which the reorganization could have an adverse impact. The memorandum should address the pros and cons of each issue;
- (7) Any other issues surrounding the proposed reorganization/realignment, and a discussion of the issues; and
- (8) Divisions/staffs making organizational changes should consult with the appropriate bargaining unit representatives when drafting the proposed reorganization request to assure that union concerns are addressed.

### **b. Review by the DMT.**

(1) Upon receipt of the memorandum requesting an organizational change, AFS-2 will call a meeting of the DMT. The manager requesting the change remains part of the DMT but will only answer questions about the proposed change for his or her peers. The manager will not participate in the determination of the recommendations.

(2) The DMT will review the proposed change based on the criteria in chapter 1, section 2, paragraph 8a, using the requested memorandum, any other supplemental information from the manager, and any verbal answers supplied by the division/staff manager requesting the change.

(3) AFS-2 will prepare a recommendation (in memorandum format with “Approved” and “Disapproved” signature blocks for the Director’s signature) based on the DMT’s decision for the Service Director to either approve or disapprove the request for an organizational change. All supporting material, e.g., the original decision memorandum, any background, supporting information, or issue papers, etc., must be included with the recommendation for the Service Director’s reference.

**c. Approval by the Service Director.**

(1) If the Service Director approves the request for an organizational change, he or she signs the recommendation memorandum on the “Approved” signature block and returns the package to the manager requesting the organizational change.

(2) The manager then forwards the approved package (original requesting memorandum and background or supporting material) to the Planning Performance Management Branch (AFS-160) through the Organizational Resource and Program Management Division (AFS-100) for processing under the agency’s directives management system.

(3) An AFS-160 staff specialist will prepare and coordinate the changes to Order FS 1100.1 in accordance with agency guidelines.

**d. Disapproval by the Service Director.** If the Service Director disapproves the proposed organizational change, the DMT returns the package to the division/staff manager requesting the organizational change and provides an explanation of the Director’s action.

(1) The DMT may identify areas that the requesting manager may wish to address before resubmitting the proposed change.

(2) The manager resubmits the proposal in the same manner as before.

### **Section 3. Flight Standards Service, AFS-1**

**9. Mission.** We assure the safety, while enabling the adventure, commerce and service of aviation.

**10. Functional Organization.** The functional organization structure of AFS is shown in Figure 1-1.

**11. Functions.**

**a.** AFS is responsible for:



(1) Certification, operating methods, flight operations, and maintenance activities of U.S. air carriers and foreign air carriers operating in and over the United States.

(2) Maintenance standards for U.S.-registered aircraft, including airworthiness.

(3) Certification and conduct of commercial, industrial, private, unmanned, and general aviation operations, including rotorcraft.

(4) Examination and certification (except medical) of airmen (except air traffic control tower (ATCT) operators) and air agencies.

(5) Examination and appointment of persons designated and authorized to act as representatives of the Administrator pursuant to Title 49 of the United States Code (49 U.S.C.) with respect to certification of flight airmen and the maintenance of civil aircraft and products.

(6) Use of air navigation facilities, appliances, and systems by civil aircraft; the minimum equipment capability of civil aircraft for operating in an established environment; and the operational aspects of flight procedures including en route and instrument approach procedures (IAP) (except air traffic control (ATC) procedures).

(7) Approval of and surveillance over the aircraft maintenance programs of operators and pilot schools.

(8) Assurance that appropriate operational considerations are accommodated with regard to aircraft maintenance policies, procedures, and practices.

(9) Operating requirements and criteria for use of aircraft systems; e.g., determining whether a navigation device can be used as a sole source of navigation or how many are required, or determining the type of airborne equipment required for low visibility approaches and landings.

(10) Ensuring that operational considerations are accounted for in the "Operating Limitations and Information" (including operational requirements and pilot procedures) requirements, policies, and practices for the development of airplane and rotorcraft flight manuals.

(11) Flight inspection policy.

(12) Promoting safety through monitoring compliance with the Federal aviation regulations, including the gathering of evidence and the preparation of Enforcement Investigative Reports (EIR) to support the initiation of administrative and legal enforcement action, when appropriate.

**b. With respect to the foregoing:**

(1) Develops and recommends, or issues within the delegated authority of the Director, regulations and minimum standards.

- (2) Develops and recommends national policies for issuance by the Administrator.
- (3) Develops and issues guidance, procedures, practices, and program plans consistent with national policies.
- (4) Develops and recommends specific program goals and areas of emphasis to guide field program planning and performance.
- (5) Evaluates the adequacy of existing regulations, policies, procedures, practices, and program performance in meeting broad Federal Aviation Administration (FAA) goals, as well as specific program goals.
- (6) Develops plans and technical guidance for the protection and use of civil aviation resources, except airports, in time of national emergency.
- (7) Recommends budget levels for formulation of decision packages on national programs, and recommends allocations of appropriated resources based on review of HQ and regional requirements and quarterly review information.
- (8) Develops and recommends programs and practices to ensure the professional competency and development of employees.
- (9) Determines the need for and recommends research and development (R&D) projects, establishing the relative priority of those projects recommended.

## **12. Special Delegations.**

**a.** Final authority is delegated to AFS-1 to make, issue, amend, and terminate rules and regulations promulgated under Titles III and VII of 49 U.S.C. relating to the following subject matters:

- (1) Appendices to Title 14 of the Code of Federal Regulations (14 CFR) within the purview of AFS-1.
- (2) Standard Instrument Approach Procedures (SIAP).
- (3) Minimum en route altitudes.
- (4) Flight procedures policy, operational weather minimums, and minimum equipment requirements.

**b.** With respect to the functions of subparagraph 11a, final authority is delegated to the Director of AFS-1:

- (1) To grant or deny exemptions from rules and regulations.
- (2) To issue, amend, withdraw, or extend notices of proposed rulemaking.

(3) To take final action on any petition for reconsideration of an amendment, or a refusal to amend operations specifications (OpSpecs), and to take final action on any request for reconsideration of original issuance, amendment, or refusal to issue or amend an airman certificate, air carrier certificate, or an air agency certificate.

(4) To grant or deny exemptions under 49 U.S.C. to foreign airmen who are directly in charge of inspection, maintenance, overhaul or repair of aircraft, aircraft engines, propellers, appliances, or components.

c. The authority of subparagraphs 11a and 11b may not be redelegated.

### **13. Special Relations.**

**a. Regulations.** AFS is responsible for the substantive content of rules within its purview, as distinguished from the responsibility of the Office of the Chief Counsel (AGC) for the legal adequacy of the rules.

**b. Aircraft Noise Abatement.** AFS is responsible for developing, recommending, and coordinating national aviation policy relating to environmental and energy matters, including noise and emissions, as distinguished from the Office of Environment and Energy (AEE), which is responsible for the substantive content of rules within its purview.

**c. Airworthiness.** AFS is responsible for maintenance standards for U.S.-registered aircraft as distinguished from the Aircraft Certification Service's (AIR) responsibility for the engineering standards and practices, and the manufacturing aspects that are applied to ensure the airworthiness of aircraft and aeronautical products.

**d. Rotorcraft.** The Rotorcraft Task Force responsibility resides in AFS (Air Transportation Division, AFS-200, and General Aviation and Commercial Division, AFS-800). The service is responsible for rotorcraft operations and maintenance matters. The service will coordinate with the Air Traffic Organization (ATO) on rotorcraft operational matters and with the Associate Administrator for Airports (ARP) on matters relating to heliport programs. The ARP and the ATO, respectively, are responsible for helicopter planning and development, and for integration of rotorcraft into the National Airspace System (NAS) to fully utilize their unique capabilities. The Office of Aviation Policy, Planning, and Environment (AEP) develops the Rotorcraft Master Plan.

**e. Airshow and Sport Aviation Activities.** AFS will work closely with ATO regarding airshow and other sport aviation matters and will facilitate the consideration of the concerns of the general aviation community in air traffic rules and aviation safety regulatory actions.

**f. Flight Procedures and All-Weather Operations.** AFS is responsible for developing national concepts, policies, standards, systems, procedures, and programs with respect to the operational and flight technical aspects of all-weather operations, including instrument approach procedures (IAP), minimum en route altitudes, flight procedures, operational weather minimums, and minimum equipment requirements. Also, AFS is responsible for developing concepts, rules, standards, and criteria governing operational and technical aspects of flight procedures (except ATC procedures). These functions are distinguished from the responsibilities of the

Aviation System Standards (AVN) to implement agency policy, standards, and criteria in the development and standardization of flight procedures and the flight inspection of air navigation facilities. Additionally, AFS, through the Flight Technologies and Procedures Division, AFS-400, provides all necessary oversight for policy, guidance, and work program direction for the RFSD AXX-220 branches to ensure the accomplishment of the assigned task and implementation of national programs. This relationship recognizes that the AXX-220 branches are assigned specific task areas in support of operational safety activities, emergency planning, and integrating unmanned aircraft systems into the NAS. They serve to provide technical assistance and operational safety analysis and are tasked to provide technical responses that represent the AFS position to regional Administrators, airport divisions (regions and airport district offices), ATO, RFSD division managers, and AFS field offices (e.g., International Field Offices (IFO), Flight Standards District Offices (FSDO), certificate management offices (CMO), and Aircraft Evaluation Groups (AEG)).

**g. New and Modified Aircraft.** AFS and AIR, through the AEGs and the Aircraft Certification Offices (ACO), share responsibility for developing policy, procedures, practices, and standardization related to operational and maintenance acceptability of new and modified manned and unmanned aircraft systems. This responsibility must be clearly represented by the AEG at the initiation of the aircraft certification process, which is the responsibility of AIR. AFS accomplishes this responsibility through Flight Operations Evaluation Boards (FOEB), Flight Standardization Boards (FSB), and Maintenance Review Boards (MRB).

#### **14. Office of the Director, AFS-1.**

**a.** Advises and assists the Associate Administrator for Aviation Safety (AVS-1) in providing support in the justification of budget estimates, administration of executive decisions, and development and maintenance of productive relationships with the public, the aviation community, and other government agencies.

**b.** Provides for the development, coordination, and execution of the following, and is accountable to the associate administrator for the adequacy of FAA.

(1) Policies, standards, systems, and procedures.

(2) Public rules, regulations, and standards.

(3) Program plans issued by or on behalf of the Administrator.

**c.** Provides the effective evaluation of program performance, and ensures the adequacy of follow-up to secure correction of deficiencies.

**d.** Ensures that all elements of AFS participate constructively in the FAA equal employment opportunity (EEO) Action Plan and in EEO planning for the future.

**e.** Provides leadership and direction in the planning, management, and control of office activities.

**15. Aviation Special Operations and Security Staff (ASOS), AFS-7.** AFS-7 supports AVS by providing mission-critical planning and response to aviation emergencies, natural disasters, and aviation-related security matters. The ASOS supports AFS-1 and the AVS management team by performing the following functions:

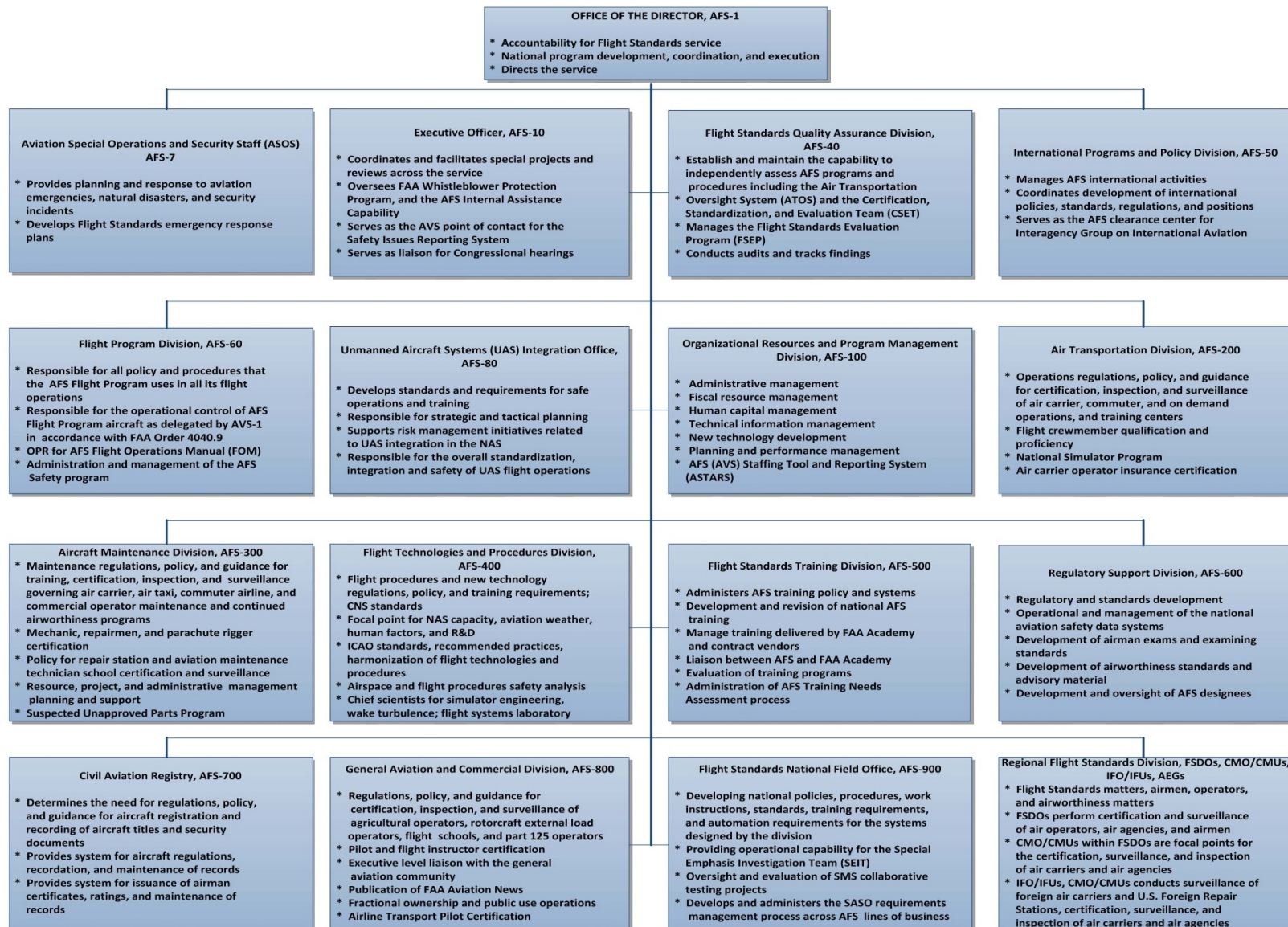
- a.** Develops and enforces policies regarding emergency planning and response, and facility security risk management (RM).
- b.** Developing and continuously updating AVS HQ and regional emergency response plans.
- c.** Acts as liaison to the AVS management team and AFS regional/field offices regarding security-related incidents, emergency planning, and crisis response.
- d.** Coordinates all aspects of emergency operations and planning within the AVS community through designated points of contact (POC) within each AVS office at Washington HQ and in the regions.
- e.** Represents AVS to the Office of Security and Hazardous Materials Safety (ASH) by providing AVS input on all emergency planning and response efforts.
- f.** Provides support to field personnel involved in law enforcement operations, as necessary.
- g.** Acts as liaison between AVS and the Transportation Security Administration (TSA) by representing AVS interests in security events involving the flying public, other government agencies, FAA employees, and other security-related aviation incidents in which TSA responds or has a role.
- h.** Plans and executes exercises to test AVS emergency response plans.
- i.** Responds appropriately to emergency planning-related tasks from ASH, the Department of Transportation (DOT), the Federal Emergency Management Agency (FEMA), the White House, or other government entities.
- j.** Participates in FAA- and national-level exercises.
- k.** Represents AVS at various FAA emergency planning crisis response Working Groups (WG) and teams.
- l.** Advises AVS senior leadership on crisis response steering groups.
- m.** Supports AVS activities during emergencies such as natural and man-made disasters, terrorist activities, or pandemics.
- n.** Coordinates with AVS offices and the FAA's Pandemic Influenza Coordinator to prepare AVS for a pandemic outbreak.
- o.** Oversees and participates in the AVS continuity of operations program.
- p.** Administers the AVS Satellite Telephone Program.

- q.** Manages the Aviation Safety Inspector (ASI) Credential Program.

**16. Executive Officer, AFS-10.** The AFS-10 staff provides program management advice and staff support for the Director. The Executive Officer and AFS-10 are responsible for the following functions:

- a.** Coordinates and facilitates special projects and reviews across the service, and writes high-level briefings and issue papers on complex, technical programs and initiatives for a variety of audiences, including the Administrator, Congress, high level government officials, and industry.
- b.** Oversees all confidential matters concerning investigations involving the service including, but not limited to, the Administrator Hotline, Consistency and Standardization Initiative, Government Accountability Office (GAO), DOT Office of the Inspector General (OIG), Office of Special Counsel, FAA Whistleblower Protection Program, and the AFS Internal Assistance Capability; and coordinates such matters directly with the FAA Office of Audit and Evaluation management team and staff on behalf of AFS-1/2 and all AFS division managers and AFS office managers at the HQ, regional, and office levels.
- c.** Serves as the AVS POC for the Safety Issues Reporting System. Coordinates such matters directly with FAA's Office of Audit and Evaluation management team and staff on behalf of AVS-1/2 and all AVS service directors, AVS division and directorate managers, and AVS office managers at the HQ, regional, and office levels.
- d.** Provides organizational guidance and direction to executive managers representing policy and philosophy of the director.
- e.** Serves as liaison for Congressional hearings and preparation for such hearings.

Figure 1-1. Flight Standards Service Functional Organization Chart



## **Chapter 2. Flight Standards Quality Assurance (QA) Division, AFS-40**

**1. Flight Standards (AFS) Quality Assurance (QA) Division, AFS-40.** The AFS QA Division is responsible for audits and evaluations of AFS national programs and FAA flight programs and adhering to the policies and practices described in the ISO 9001:2008 standards. The division is responsible for satisfying the International Civil Aviation Organization (ICAO) requirements for quality assurance in Flight Standards Service (AFS).

**2. Flight Program Oversight Branch.** This branch, AFS-41, is responsible for the following functions:

- a.** Provides oversight of the FAA Aircraft Management Program and is the Office of Primary Responsibility (OPR) for FAA Order 4040.9, FAA Aircraft Management Program.
- b.** Conducts external audits or surveillance of individual FAA flight programs in accordance with FAA Order 4040.9.
- c.** Collects, verifies, consolidates, and reports required FAA Flight Program data.
- d.** Oversees and manages the FAA's automated Aircraft Management Information System (AMIS) as defined in FAA Order 4040.9.

**3. Quality Management System Branch.** This branch, AFS-42, is responsible for the following functions:

- a.** Supports the responsibilities of AFS-1 identified in Order VS 1300.2B, Aviation Safety (AVS) Quality Management System (QMS) by being the focal point for the implementation and maintenance of the AVS QMS within AFS.
- b.** Supports AFS-1 with the responsibilities identified in Section 3 of the AVS QMS Quality Policy Manual G-5, Roles and Responsibilities in support of the AVS QMS.
- c.** Executes the duties of the Service/Office Management Representative for AFS as defined by Section 6 of the AVS QMS Quality Policy Manual G-5, Roles and Responsibilities.
- d.** Compiles supporting data and facilitates scheduled AFS analysis of data and management review meetings to demonstrate the suitability, adequacy, and effectiveness of the QMS and to evaluate where continual improvement of the QMS can be made.
- e.** Provides workshops and assistance to offices within AVS through the Lean for Regulators Program.
- f.** Maintains Data Express and the Flight Standards Automation System (FSAS) for Analysis (TAP) automation programs in support of the AFS safety mission.

**4. Evaluation Program Branch.** This branch, AFS-43, is responsible for the following functions:



**a.** Conducts system-based audits using system-based checklists, automated tools, sampling, risk and trend analysis, and best practices.

**b.** Manages the Flight Standards Evaluation Program (FSEP). FSEP conducts independent reviews of AFS programs to recognize and report on internal best practices and to identify systemic weaknesses for corrective action. It promotes standardization by evaluating the adequacy of national policy and/or guidance and adherence thereof and by promoting identified internal best practices. FSEP evaluates AFS processes within AFS, not within the carriers or operators themselves. FSEP was accepted by the International Civil Aviation Organization (ICAO) as satisfying its 1999 Quality Audit System recommendation.

**c.** Reviews AFS headquarters (HQ) processes at each HQ division, Regional Office (RO), and field office on a 3-year rotational cycle.

**d.** Conducts rapid assessments of proposed or functional AFS programs and processes, as directed by AFS-1 and assigned by the AFS-40 manager.

**e.** Measures and reports on the progress of programs, using defined standards and audit criteria, to determine effectiveness in achieving desired results.

**f.** Provides suggestions for revising programs in response to audit findings.

**g.** Plans, implements, and records audit procedures and findings and plan accomplishments.

**h.** Communicates audit findings directly to the Director and to the program, regional, or field office managers, as appropriate.

### **Chapter 3. International Programs and Policy Division, AFS-50**

**1. International Programs and Policy Division, AFS-50.** The International Programs and Policy Division is responsible for the management of international activities of the service, including the following functions:

- a.** Manages the international reimbursable program for agreements and user fees.
- b.** Develops legislative proposals and rulemaking and provides policy on Title 14 of the Code of Federal Regulations (14 CFR) part 187 issues, and prepares Federal Register (FR) and advisory circular (AC) publications for annual adjustments in fees.

**2. International Affairs Branch.** This branch, AFS-51, is responsible for the following functions:

- a.** Serves as the primary point of contact (POC) and develops policy for Flight Standards Service (AFS) international regulatory affairs and technical agreements.
- b.** Serves as a POC for the European Aviation Safety Agency (EASA), Transport Canada (TC), the International Civil Aviation Organization (ICAO), regional initiatives, the North American Free Trade Agreement (NAFTA), Asia-Pacific Economic Co-operation, and other foreign aviation authorities.
- c.** Serves as the AFS primary POC for ICAO's Universal Aviation Safety Oversight Audit Program (USOAP).
- d.** Initiates notification of U.S. differences to ICAO (obligation in Article 38 of the Chicago Convention) from ICAO Standards and Recommended Practices which relate to AFS responsibilities, when these differences are identified by other appropriate AFS divisions with associated rulemaking responsibilities.
- e.** Aids in the development, presentation, and execution of technical assistance programs for Foreign Civil Aviation Authorities (FCAA) that have demonstrated deficiencies and have requested such assistance.
- f.** Coordinates with the Office of the Assistant Administrator for International Aviation on technical assistance and policy and operational issues affecting international aviation operations. Also coordinates with regional international liaison officers and Federal Aviation Administration (FAA) international representatives.
- g.** Is responsible for the AFS/Aviation Safety (AVS) development and oversight of other government-to-government agreements.
- h.** Develops, coordinates, and monitors AFS policy regarding other international civil aviation organizations, such as EASA.
- i.** Is responsible for the development and oversight of AFS-related Bilateral Aviation Safety Agreements (BASA) and associated implementation procedures.

j. Serves as the clearance point for the Inter-Agency Group on International Aviation (IGIA) for purposes of coordinating U.S. positions and strategies, normally for ICAO proposals and events.

k. Maintains records documenting AFS technical assistance and training activities.

l. Prepares reports documenting AFS technical assistance and training activities.

**3. International Operations Branch.** This branch, AFS-52, is responsible for the following functions:

a. Is responsible for regulations and policy recommendations governing certification and operations aspects of 14 CFR part 129 foreign air operators, including operations specifications (OpSpecs), rulemaking amendments, identification of resulting U.S. differences from ICAO Standards and Recommended Practices, exemption requests, development of guidance materials, and coordination of these activities with other FAA offices; and is responsible for coordinating any National Transportation Safety Board (NTSB) Recommendations and Runway Incursion Program initiatives with part 129 foreign air carriers.

b. Develops and implements agency policy on the International Code-share Safety Audit Program for U.S. air carriers and part 129 foreign air carriers, responds to requests from foreign air carriers for part 129 authorization and/or economic authority under 14 CFR part 375, And coordinates with the Office of the Secretary of Transportation (OST) regarding part 129 and other foreign air carrier operations.

c. Recommends changes to existing information systems such as the National Program Guidelines (NPG), enhanced Vital Information Database (eVID), Program Tracking and Reporting Subsystem (PTRS), Airman Certification and/or Rating Application (ACRA), Web-based Operations Safety System (WebOPSS), etc.

d. Sets guidelines for monitoring foreign air carrier operations and practices, including airport use, establishment or use of dispatch and meteorological facilities, maintenance programs, and minimum equipment lists (MEL).

e. Evaluates results of FAA foreign operator ramp inspections and interfaces with other civil aviation authorities (CAA) on safety inspection matters under the International Aviation Safety Data Exchange (IASDEX) system, and includes coordinating results of ramp inspections conducted by FCAAs on U.S. carriers outside of the United States with other FAA offices.

**4. International Technical Support Branch.** This branch, AFS-53, is responsible for the following functions:

a. Develops and maintains a pool of skilled AFS technical experts as primary resources for conducting assessments under the international aviation safety assessment program (IASA), technical review, action plan development, supplement technical assistance activities, international training courses, and any other international functions requiring aviation safety technical expertise.

**b.** Manages and executes IASA, which ensures that all foreign air carriers that seek Department of Transportation (DOT) economic authority to operate to or from the United States, or code-share with U.S. air carrier partners, are properly licensed and have safety oversight provided by a competent CAA in accordance with ICAO standards.

**c.** Monitors foreign air carrier operations and practices, including airport use, establishment or use of dispatch and meteorological facilities, maintenance programs, and MELs.

**d.** Performs supplemental inspections of foreign air carriers at airports nationwide with charter and/or scheduled service as an additional support of each field office's surveillance efforts.

**e.** Acts as coordinator for requests for aviation safety inspector (ASI) resources from Washington HQ, regional and field offices to support technical assistance activities, international training, technical reviews, IASA, and consultations.

**f.** Serves as primary contact and develops policy for the IASA program.

**g.** Serves as course sponsor and mentor for ICAO-endorsed Government Safety Inspection (GSI) training program, and develops policy and guidance in coordination with the Flight Standards Training Division (AFS-500).

**h.** Develops and manages the ICAO model aviation regulatory documents, consisting of civil aviation law; regulations; implementation of standards for personnel licensing, flight operations, and continuing airworthiness of aircraft; and related technical guidance material.

## **Chapter 4. Flight Program Division, AFS-60**

**1. Flight Program Division, AFS-60.** The Flight Program Division is responsible for all elements of the Flight Standards Service (AFS) Flight Program, including the safety program, Safety Management System (SMS), operating policy, and financial management. The Flight Program Division is established to provide aviation safety inspectors (ASI) with currency, proficiency, training, and knowledge of aircraft operations, related systems, and safe operation within the National Airspace System (NAS). The divisional office is located at the Fort Worth, Texas Alliance Airport. The manager reports directly to the Deputy Director, Flight Standards Service Field Operations (AFS-2F).

**2. Safety Program Officer, AFS-60.** The Safety Program Officer is responsible for administering the AFS Safety Program. The position is responsible for the following functions:

- a. Manages the accident/incident notification program.
- b. Manages the Internal Evaluation Program (IEP).
- c. Serves as a point of contact (POC) for all audits.
- d. Manages the SMS.
- e. Participates in FAA safety committees.
- f. Maintains the Aviation Safety Reporting System (ASRS).
- g. Manages and evaluates the Safety Risk Management (RM) program.
- h. Serves as the AFS Crew Resource Management (CRM) sponsor.

**3. Flight Program Service Center Branch.** This branch, AFS-62, is responsible for managing the service center operations. The branch is responsible for the following functions:

- a. Establishing service centers to support aircraft operations in support of ASI currency and proficiency flying.
- b. Scheduling all operational aspects for ASIs at the service centers.
- c. Providing a dispatch center to release FAA aircraft both owned and rented.
- d. Providing an automated scheduling process for all service center operations.
- e. Providing centralized scheduling of all new-hire check rides, specialty transition check rides, and all special flight evaluations for General Aviation (GA) and air carrier inspectors.

**4. Flight Program Central Administration Branch.** This branch, AFS-63, is responsible for managing the centralized administration and recordkeeping of the Flight Program. The branch is responsible for the following functions:

a. Provides centralized management of the Flight Standards Inspector Resource Program (FSIRP).

b. Provides Flight Program participant recordkeeping.

c. Maintains the Flight Standards Flight Operations Manual (FOM).

d. Develops modern, automated recordkeeping systems.

e. Retains records in accordance with agency directives and policies.

**5. Business and Planning Branch.** This branch, AFS-64, is responsible for administering the financial, contractual, business and planning activities of AFS-60. The branch is responsible for the following functions:

a. Provides advice, counsel, and program support to division management on management systems, processes, procedures, principles, and methodologies; strategic and tactical planning; matrix and participative management; and program analysis.

b. Develops and implements division policies, programs, processes, and procedures governing administrative, fiscal, and human resource management, and acquisition support including, but not limited to, training requirements, staffing, travel, budget, program planning, and program reporting.

c. Provides administrative management support for documentation control/management (correspondence, records, forms, reports, and directives), contract management and support, general office services, and logistical support.

d. Provides project management support on infrastructure, programs, and initiatives.

e. Monitors the cost accounting system activities for the division and for the national resource program.

f. Acts as the division focal point for administration and currency of information on external communication tools, including the SharePoint and division Web site.

g. Prepares and submits reports as required. Serves as the Contracting Officer's Technical Representative (COTR) or Contracting Officer Representative (COR), as appropriate for national service agreements and contracts.

h. Formulates and executes budget for the Flight Standards Flight Program.

**6. Standardization Branch.** This branch, AFS-65, is responsible for administering the aviation operations standards and aircraft maintenance. The branch is responsible for the following functions:

a. Sponsors and assigns the course manager and mentor for the assigned courses:

(1) Airplane Indoctrination.

- (2) Light Twin Refresher.
  - (3) Light Twin Certification (Job Functions Refresher).
  - (4) Seaplane.
  - (5) Helicopter Indoctrination.
  - (6) Helicopter visual flight rules (VFR)/instrument flight rules (IFR).
  - (7) Helicopter Certification (Job Functions Refresher).
  - (8) Multiengine Helicopter Familiarization.
  - (9) Night Vision Goggle (NVG).
  - (10) Turboprop Initial.
  - (11) Turboprop Recurrent.
  - (12) Turboprop Recurrent (Job Functions Refresher).
  - (13) Balloon.
  - (14) Glider.
  - (15) Unmanned Aircraft Systems (UAS).
  - (16) All other courses that may be conducted at the Alliance Airport, Forth Worth, TX or other facility as identified by AFS-60.
- b.** Provides standardization and quality assurance of all Flight Program flight operations.
  - c.** Provides aircrew and CRM standardization.
  - d.** Performs Title 14 of the Code of Federal Regulations (14 CFR) part 135 certificate operations.
  - e.** Provides aircraft maintenance and quality assurance (QA).
  - f.** Standardizes all new-hire evaluation programs.
  - g.** Provides contractor standardization for all training contractors that are providing instruction to ASIs within AFS.
  - h.** Provides standardized training for contractor and subcontractor instructor pilots.

- i.** Reviews and recommends changes to syllabi and course revisions as needed.
- j.** Analyzing the effectiveness of the Flight Program to ensure it is meeting the needs of the ASIs.



## **Chapter 5. Unmanned Aircraft Systems (UAS) Integration Office, AFS-80**

**1. Unmanned Aircraft Systems (UAS) Integration Office, AFS-80.** The UAS Integration Office is comprised of an executive Integration Office manager, a deputy, and seven individual sections. Collectively, they are responsible for advocating the development of the regulations, policy, and guidance materials which govern UAS operations and the safe integration of UAS into the National Airspace System (NAS). AFS-80 develops standards and requirements for safe operations and training related to existing and emerging UAS technology. It provides direct support for these functions and responsibilities at the field, regional, and Air Traffic Organization (ATO) service area level. AFS-80 also coordinates with other Federal Aviation Administration (FAA) lines of business (LOB), ensuring that UAS integration efforts are harmonized, and is responsible for the approval of UAS flight operations within the NAS. AFS-80 is responsible for the following functions:

- a.** Collaboratively develops operating concepts, policies, requirements, criteria, and procedures for new system evaluations, integration, and implementation of emerging UAS technologies.
- b.** In collaboration with appropriate policy and procedure owners, identifies requirements, coordinates regulations and supplementary regulatory policy; participates in regulatory review programs; issues grants or denials of Certificates of Waiver or Authorization (COA) and exemptions; and provides guidance for safe operations, training and integration of new UAS flight systems. These collaborative activities will be governed by Service Level Agreements (SLA) with the appropriate policy and procedure owners.
- c.** Determines research requirements and provides input to UAS research and development (R&D) programs.
- d.** Provides guidance to divisions, regional offices, and agency organizations regarding the implementation of new and existing UAS technologies; advises on application of agency policies, standards, and procedures as they relate to implementation of new UAS flight technologies and safety enhancement programs in accordance with the provisions of established SLAs.
- e.** Represents the FAA at domestic and international meetings to further U.S. interests and supports the development of International Civil Aviation Organization (ICAO) standards and recommended practices for UAS flight technologies and procedures.
- f.** Recommends and coordinates regulatory and policy actions to resolve flight safety problems associated with UAS technologies and procedures as identified through system analysis, accident, incident, or other system reports.

**2. Management Operations Section.** This section, AFS-82, is responsible for strategic and tactical planning, fiscal and human resource management, personnel travel and training, program management and analysis, information management, and general correspondence and administrative management of the Integration Office. The section is responsible for the following functions:

a. Provides advice, counsel, and program support to the AFS-80 manager and the AFS-80 management team on management systems, processes, procedures, principles and methodologies; strategic and tactical planning; matrix and participative management; and program analysis, evaluation, success metrics, and quality assurance (QA) measures.

b. Develops and implements AFS-80 policies, programs, processes, and procedures governing administrative, information, fiscal, and human resource management.

c. In accordance with established FAA administrative policies and procedures, provides administrative management support for the AFS-80 management team for correspondence control, general paperwork management, financial resource management, contract management, general office services, and logistical support.

d. Serves as AFS-80's focal point for all external audits and QA assessments of AFS programs.

e. Prepares and submits one-time and recurring informational reports, as required.

f. Ensures the appropriateness, applicability, currency, and periodic revision of AFS-80's Standard Operating Procedures (SOP), and maintains the AFS-80 Web site (<http://www.faa.gov/about/initiatives/uas/>).

**3. UAS Integration Section.** This section, AFS-83, is responsible for strategic planning related to the NAS integration of UAS flight technologies, airspace program management, and analysis. The section is responsible for the following functions:

a. Serves as the focal point for all air traffic coordination required for UAS integration.

b. Participates in the development of air traffic and airspace integration policy, procedures and guidance for UAS flight operations in the NAS with Airspace Services.

c. Initiates appropriate orders and notices to facilitate the air traffic mission regarding the safe integration of UAS flight technologies into the NAS.

d. Ensures participation in RTCA, the UAS Executive Committee (ExCom) Senior Steering Group (SSG) Working Groups (WG), and other domestic and international WGs, as needed.

e. Coordinates with other AFS-80, Regional, and Field office managers to ensure continuity and harmonization for UAS NAS integration.

f. In collaboration and coordination with all key FAA UAS stakeholders, develops and implements UAS Concept of Operations (CONOPS) and roadmap efforts in compliance with FAA leadership and congressional mandates.

**4. UAS Safety and Data Management Section.** This section, AFS-84, is responsible for the collection, analysis, and reporting of all UAS flight program operational and safety data. This section also supports risk management (RM) initiatives related to UAS integration in the NAS. The section is responsible for the following functions:

a. Ensures that COA/experimental reporting requirements are tailored to ensure that proponent reporting provides data that will support AFS-80 policy and guidance decisionmaking, ensures that proponents report data in a consistent and timely manner, and ensures that all data reporting requirements have been met prior to renewal of a COA or experimental authorization.

b. Examines all data and conducts appropriate analysis to identify important trends and new operational risks, prepares quarterly reports on all data collected, and provides recommendations for follow-up actions and changes to existing operational mitigations based upon data analysis and trends.

c. Develops, implements, and administers the FAA's Safety Management System (SMS) for AFS-80, and, directly supports safety RM panels.

d. Manages the UAS accident/incident database/tracking system to ensure that accident/incident reports are properly recorded and monitored until a final conclusion has been reached, and provides recommendations for changes to mitigations and dissemination of information.

e. Reviews accident, incident, and enforcement investigations involving UAS flight operations and recommends appropriate corrective action.

f. Provides dissemination and coordination of information related to all UAS accidents and incidents to the appropriate FAA offices, updates and maintains the AFS-80 Emergency Response Checklist, and collaborates with Accident Investigation, AVP-100, in all investigation activities related to UAS flight operations in the NAS.

g. Coordinates with other AFS-80 managers and key FAA UAS stakeholders to ensure continuity and harmonization for UAS NAS integration.

**5. UAS Tactical Operations Section.** This section, AFS-85, is responsible for AFS-80 tactical planning, issuance of COAs, implementation of oversight initiatives (including internal and external proponent audits/surveys) COA compliance, process management and analysis, and information management. The section is responsible for the following functions:

a. Performs COA oversight (compliance and monitoring), and ensures that changes to appropriate orders are coordinated with key FAA UAS stakeholders and provides necessary guidance for aviation safety inspectors (ASI) and air traffic control (ATC) specialists to ensure compliance with all general, special, and safety provisions of COAs and special airworthiness certificates in the experimental category.

b. Provides for and manages the COA process for UASs, monitors COA mitigations to ensure they remain effective in providing for appropriate level of operational safety, while not being unnecessarily burdensome on the proponent, and manages relevant program guidance and memoranda of agreement (MOA) to implement the COA process.

c. Ensures that periodic online updates to COAs represent the current policy and guidance material, and ensures that the COA template is consistent with current guidance and that it

facilitates standardization of COAs while providing the opportunity to tailor COAs for unique situations.

**d.** Ensures that safety mitigations are consistent with the current FAA guidance material for UAS.

**e.** Provides technical guidance to regional offices (RO), Flight Standards District Offices (FSDO), and field ASIs, and prepares and distributes guidance to ensure that ASIs and ATO specialists receive initial and continuation training for oversight, monitoring, and enforcement responsibilities of UAS operations and the COA process, including the drafting of COA mitigation memoranda.

**f.** Provides UAS subject matter expertise to the FAA HQ, ROs, and FSDOs as required.

**g.** Participates in RTCA, UAS ExCom SSG WGs, and other national and international WGs as needed.

**h.** Ensures that appropriate metrics and databases are maintained concerning issuance of COAs.

**i.** Coordinates with other AFS-80 managers and key UAS stakeholders to ensure continuity and harmonization for UAS NAS integration.

**6. UAS Airworthiness Section.** This section, AFS-86, is responsible for planning relative to policy, guidance, and procedures related to certification activities for UASs. This office receives strategic direction on certification aspects from the Aircraft Certification Service (AIR), and develops draft policy and guidance on their behalf. Provides technical oversight of division-sponsored courses for field personnel, and ensures course sponsors and mentors coordinated with the Flight Standards Training Division, AFS-500, to ensure that new and existing courses are accurate and current, and meet AFS objectives and the organization's needs. The section is responsible for the following functions:

**a.** Participates as UAS subject matter experts (SME) for standards development organizations such as the American Society for Testing and Materials (ASTM) and RTCA, which are developing standards for UASs.

**b.** In coordination with AIR, participates in the development of airworthiness requirements, advisory circulars (AC), technical standard orders (TSO), and other informational guidance to facilitate the certification of UAS. The issuance of these materials is accomplished by AIR.

**c.** In coordination with AIR and the Aircraft Evaluation Group (AEG), drafts guidance material to ensure that UAS maintenance and continuing airworthiness actions are properly managed and documented. The issuance of these materials is accomplished by AIR. Develops Flight Standards Inspector Guidance and orders to include: oversight of operators' maintenance programs, records, etc.; to include investigations and enforcement; development of Job Task Items (JTI) for UAS inspections; working with Regional Automated Modular Planning Software (RAMPS) to include required inspections to the National Work Program Guidelines (NPG), and assurance of completion of enhanced Vital Information Database (eVID) updates.

d. Ensures that UAS ICAO guidance material is consistent with FAA plans and criteria, and promotes international acceptance of U.S. certification standards.

e. Provides engineering support and analysis to help evaluate UAS applicants for special airworthiness certification in the experimental category.

f. Coordinate with other AFS-80 managers and key FAA UAS stakeholders to ensure continuity and harmonization for UAS NAS integration.

**7. UAS Flight Operations Section.** This section, AFS-87, is responsible for the overall standardization and safety of UAS flight operations, AFS-87 provides regulations, policies, guidance, and other information necessary for safe UAS training and operations, and provides standards for training and certification of UAS flightcrew members. It also collaborates with the UAS community to ensure that best practices for flight operations are provided. AFS-87 is the principal directing element within AFS-80 for the direction, control, and execution of all aspects of UAS flight operations. The section is responsible for the following functions:

a. Provides operational guidance to proponents, the FAA regions and FSDOs, and other elements of the agency on all operational aspects of UAS flight operations with emphasis on safety RM, and supports other government agencies, the industry, and international aeronautics organizations on all matter related to UAS flight operations.

b. Provides flightcrew member certification, licensing and medical requirements; develops a certification path for UAS flightcrew members consistent with Title 14 of the Code of Federal Regulations (14 CFR) part 61; works in collaboration with FAA aeromedical representatives to provide for reasonable medical certification requirements; and establishes training standards and testing protocols for the certification and licensing of flightcrew members.

c. Provides policies and standardized procedures for UAS flight program management and administration, and reviews and updates COA safety mitigations to ensure that adequate safety margins are maintained while not being overly burdensome.

d. Provides international harmonization, ensures that operational procedures and flight program management for UAS are consistent with ICAO guidance material, and participates as SMEs for standards development organizations.

e. Supports rulemaking initiatives to provide enhanced operational safety and standards for UAS flight operations, and initiates rulemaking activities to ensure that new and unique crewmember positions are covered in part 61.

f. Is responsible for developing and maintaining the AFS-80 Handbook, which will provide policies and procedures for UAS flight operation, program management implementation, and associated subjects; and provides subject matter expertise to the Mike Monroney Aeronautical Center (MMAC) for educational modules related to UAS operations.

g. Participates in RTCA, UAS ExCom SSG WGs, and other domestic and international WGs, as needed.

**h.** Coordinates with other AFS-80 managers and key FAA UAS stakeholders to ensure continuity and harmonization for UAS NAS integration.

**8. UAS Research and Development (R&D) Section.** This section, AFS-88, is responsible for strategic planning and direct support of continued UAS R&D. It also provides input on requests for research required for advanced mitigations. The section is responsible for the following functions:

**a.** Identifies all R&D needs for the safe integration of UAS into the NAS, coordinates with appropriate Next Generation (NextGen) offices to ensure that needed research activities are accomplished, and identifies areas of research within the UAS community where efforts can be leveraged.

**b.** Ensures that R&D activities account for integrations of UAS into the NAS as it evolves under NextGen.

**c.** Serves as the focal point for development of R&D programs related to UAS operations.

**d.** Organizes and leads a Technical Community Research Group (TCRG) for the purpose of identifying research activities to facilitate rulemaking and certification efforts in support of UAS flight operations.

**e.** Coordinates with other AFS-80 managers to ensure continuity and harmonization for UAS NAS integration.

**f.** Incorporates other FAA LOB needs into R&D activities to ensure NAS integration.

## **Chapter 6. Organizational Resources and Program Management Division, AFS-100**

**1. Organizational Resources and Program Management Division, AFS-100.** The Organizational Resources and Program Management Division is responsible for the formulation and execution of the Flight Standards Service (AFS) operational budget and staffing allocations. It provides national strategic and tactical planning, fiscal and human resource management, management analysis, organizational design and standardization, information management, administrative management, and health and safety programs. The division is also responsible for Aviation Safety's (AVS) facilities and equipment (F&E) budget formulation and supports the AVS Research, Engineering, and Development (R,E&D) budget formulation. In addition, the division provides Geographic Information System (GIS) services for capital investment and organizational operations decision-making.

**2. Administrative Resources Branch.** This branch, AFS-110 ensures consistent application of policies and guidance in administrative program areas. This branch is responsible for the coordination of AFS telework, drug/alcohol, voluntary leave donor, training, and development programs. In addition, AFS-110 manages the AFS Occupational Safety and Health Administration (OSHA), Employee Recognition and Superior Contribution Increase (SCI) programs. This branch is also responsible for the following functions:

- a.** Serves as the program manager for equal employee opportunity (EEO) programs and provides guidance and assistance to AFS offices.
- b.** Coordinates and provides telephonic communications, space, and logistics services to AFS headquarters (HQ) offices.
- c.** Tracks and maintains records on employee code of ethics requirements and financial disclosure statements.
- d.** Coordinates and processes AFS HQ incentive awards.
- e.** Serves as the focal point for all AFS years of service certificates and pins.

**3. Financial Resources Management Branch.** This branch, AFS-120, is responsible for the budget execution of AFS operations and AVS F&E appropriations and other fiscal management work activities. The branch is responsible for the following functions:

- a.** Executes the AFS operations budget and develops budget policy and guidelines for HQ and regional divisions.
- b.** Manages Personnel Compensation and Benefits (PC&B) policy and utilization for AFS.
- c.** Executes the AVS F&E budget and develops budget policy and guidelines for HQ and regional divisions.
- d.** Conducts periodic spending reviews and oversight of AFS budget resources in the operations account.

- e. Conducts periodic spending reviews and oversight of AVS F&E budget resources.
- f. Provides guidelines to AFS HQ and Regional Offices (RO) for agency financial systems that impact fiscal management.
- g. Conducts periodic reviews of financial management processes in AFS.
- h. Provides contract and procurement oversight for AFS HQ offices.

**4. Human Capital Resource Management Branch.** This branch, AFS-130, ensures that human resource management policy and guidance are provided to AFS HQ and regional divisions. This branch has the overall responsibility for providing technical direction and oversight in all areas of the human capital resource. It manages the recruitment and hiring for AFS; coordinates the security clearances for AFS employees according to agency policy and guidance; and provides guidance and assistance to offices regarding employee conduct and discipline. The branch is also responsible for the following functions:

- a. Manages and oversees the accountability board complaints for AFS at the national level.
- b. Provides guidance on the Core Compensation Programs.
- c. Oversees executive programs/incentives for AFS HQ and regional executives.

**5. Technical Information and Communications Programs Branch.** This branch, AFS-140, ensures quality and consistent application of the AFS Directive and Advisory Circular (AC) Production Process, AFS-002-103, and supports the AFS Directive Management Officer (DMO) position. This branch is responsible for the control and coordination of AFS executive correspondence, the AFS Freedom of Information Act (FOIA) program, the National Transportation Security Board (NTSB) and FAA Safety Recommendation Program. In addition, AFS-140 manages the AFS Web Program, providing AFS Internet and employee site development and support, and coordinates AFS-wide SharePoint activities. The branch is also responsible for the following functions:

- a. Serves as AFS Records Management Officer and provides guidance and assistance to AFS offices on records management activities.
- b. Serves as AFS Forms Officer, and provides guidance and assistance to AFS offices on AFS form-related activities.
- c. Manages AFS Department of Transportation (DOT) Office of the Inspector General (OIG) and Government Accountability Office (GAO) audits and reporting.
- d. Responds to public inquiries received through [www.faa.gov](http://www.faa.gov), in accordance with agency guidelines.
- e. Serves as the Contracting Officer's Representative (COR) for the AFS Technical Writing Contract.



- f. Produces and maintains AFS directive and AC legal case files.

- g. Coordinates the Flight Standards Information Management System (FSIMS) feedback program.

**6. New Technology Development Branch.** This branch, AFS-150, is responsible for AVS's F&E program and is the lead for the annual AVS F&E budget formulation to include AVS input to the 5-year Capital Investment Plan (CIP). In addition, AFS-150 leads the development coordination, monitors the progress, and provides technical expertise of research efforts and requirements within the AFS R, E&D portfolio while also supporting the AVS R, E&D budget formulation. AFS-150 also provides GIS services for capital investment and organizational operations decision-making. The branch is also responsible for the following functions:

- a. Provides ISO-9001 quality divisional oversight and serves as focal point for AFS-100 Quality Management System (QMS) activities.

- b. Serves as a COTR on select AFS support contracts.

- c. Supports AVS acquisition management system (AMS) activities, as required.

**7. Planning and Performance Management Branch.** This branch, AFS-160, provides planning and performance management functions for AFS. The branch is responsible for the following functions:

- a. Develops an AFS annual performance plan and quarterly accomplishment reports.

- b. Provides guidance on development of performance goals and targets.

- c. Formulates and justifies the AFS operations budget.

- d. Serves as the focal point on organizational changes/issues for AFS HQ and regions, and is responsible for control, revalidation, and revision of Order FS 1100.1.

- e. Serves as the program manager for the Safety Awareness, Feedback, and Evaluation (SAFE) program. SAFE measures the aviation community stakeholder perception of effectiveness with various FAA-mandated and regulatory processes and programs.

**8. AFS (AVS) Staffing Tool and Reporting System (ASTARS) Branch.** This branch, AFS-170, has the overall responsibility for providing technical direction and oversight of the ASTARS. The branch is also responsible for the following functions:

- a. Serves as the national AFS Labor Distribution Reporting (LDR) Quality Assurance (QA) Representative.

- b. Serves as the AFS Report, Analysis, and Distribution System (RADS) Administrator.

- c.** Manages established staffing targets; develops staffing reports; and tracks data.
- d.** Serves as the AFS point of contact (POC) for the AVS Workforce Plan.
- e.** Serves as the AFS POC for Federal Activity Inventory Review Act activities.

## **Chapter 7. Air Transportation Division, AFS-200**

**1. Air Transportation Division, AFS-200.** The Air Transportation Division is responsible for regulations and policy recommendations governing certification and operations aspects of air carriers; air agencies (aircraft dispatcher, flight engineer, and flight navigator-approved schools); and air carrier airmen (aircraft dispatchers and flight navigators) and crewmembers (pilots and flight attendants). This division is also responsible for management and oversight of the National Simulator Program (NSP) and air carrier insurance certification function. This division is responsible for the following functions:

**a.** With respect to the foregoing, the division:

(1) Develops and recommends national policies, standards, systems, procedures, and program plans.

(2) Determines the need for, justifies, and formulates new or amended Code of Federal Regulations (CFR) parts, or supplementary regulatory material; in collaboration with field offices, provides the technical analysis for grants or denials of exemption; reviews and approves deviations in accordance with current FAA policy; participates in regulatory review program; develops operations specifications (OpSpecs); and provides team leads or team members for Agency rulemaking projects.

(3) Advises the Director, the Associate Administrator, and other principal officials, and serves as a point of contact (POC) for the aviation community on matters related to its program areas at the national level.

(4) Promotes standardization through the analysis and evaluation of the field execution of programs and analyzes and evaluates the effectiveness of division policy.

(5) Determines the need for and sponsors research and development (R&D) projects.

(6) Guides and assists the other divisions, the regions, and other elements of the agency in the conduct of the related programs; and provides guidance on applying agency policies, standards, and procedures pertaining to current safety issues.

(7) Develops, coordinates, and issues national directives to provide technical guidance on policies and procedures, and publishes all agency Safety Alerts For Operators (SAFO)/Information For Operators (InFO).

(8) Develops operating requirements and technical standards.

(9) Initiates, recommends and coordinates actions to resolve safety problems resulting from accidents and incidents.

(10) Oversees development and maintenance of aircraft simulator and flight training device (FTD) qualification standards and criteria.

(11) Analyzes recommendations and prepares technical responses to National Transportation Safety Board (NTSB) and FAA safety recommendations.

(12) Provides direction and support to the Regulatory Support Division, AFS-600, regarding AFS-200 areas of responsibility as they relate to defining and managing delegation programs, regulations, policies and procedures.

(13) Provides technical assistance to the International Civil Aviation Organization (ICAO) and other international organizations on operational issues related to part 121 air carriers.

**b.** Develops, coordinates, and recommends career development programs to ensure organizational competency for employees in the division.

**2. National Simulator Program (NSP).** This program, AFS-205, consists of personnel trained as simulator evaluation specialists and simulator engineers. The NSP is responsible for setting criteria and standards for initial qualification and conduct of continuing qualification evaluation for aircraft, rotorcraft, and powered-lift flight simulation training devices (FSTD). The NSP is also responsible for initial and recurrent evaluations of level 6 and 7 FTDs. The NSP provides initial evaluation of reference data for level 4 and 5 FTDs, if required, and provides technical assistance to the Flight Standards District Office (FSDO) that has responsibility for approval of the FTDs. The NSP develops criteria, guidance, and standards for the qualification and conduct of evaluations for FSTDs; conducts initial, continued qualification, additional and non-scheduled evaluations of level A through D simulators and level 6 and Level 7 FTDs; provides guidance and oversight of level 4 and level 5 FTDs; and designates simulator evaluation specialists to serve as operations members and active participants on Flight Standardization Boards (FSB) and Flight Operations Evaluation Boards (FOEB). The branch is responsible for the following functions:

**a.** Plans, directs, and controls the activities of the NSP.

**b.** Develops, recommends, and monitors national policy, standards, procedures, and program plans relating to FSTDs.

**c.** Ensures the performance, as defined in Title 14 of the Code of Federal Regulations (14 CFR) part 60, of all required regulatory functions.

**d.** Ensures the proper programming and maintenance of applicable FSTDs, and that they replicate the respective aircraft.

**e.** Conducts initial, continuing, and other qualification evaluations of aircraft simulators and level 6 and level 7 FTDs used in FAA-approved training programs.

**f.** Conducts required Quality Management System (QMS) audits of FSTD sponsors.

**g.** Provides assistance in the exercise of authority and responsibility of the NSP, including development and, as appropriate, implementation of special studies, programs, Bilateral Aviation Safety Agreements (BASA)/Simulator Implementation Procedures (SIP), or other related projects.

- h.** Participates in FSB and FOEB meetings, as appropriate.
- i.** Reports to the division manager and serves as the national focal point for all matters pertaining to the functions and responsibilities of the NSP.
- j.** Develops and administers all policy matters, directives, and advisory material relating to FSTD standards for evaluation and qualification.
- k.** Recommends and initiates rulemaking related to simulators and FTDs.
- l.** Responsible for development and course mentoring of FSTD Evaluation Courses.
- m.** Keeps the Director, AFS-1 informed regarding all NSP activities.

**3. Part 121 Air Carrier Operations Branch.** This branch, AFS-220, is responsible for managing, developing, and evaluating operational policies and guidance for air carrier operations aspects of 14 CFR parts 63 and 65 (with respect to flight engineers, flight navigators, and aircraft dispatchers), and part 121. This branch also participates in the Crisis Response Working Group (WG) and the Commercial Aviation Safety Team (CAST). The branch is responsible for the following functions:

- a.** Evaluates current regulations and assists with the development of new regulations and amendments to existing regulations in the functional areas described above.
- b.** Drafts and reviews applicable additions and changes to agency guidance which pertains to crewmembers (pilots and Flight Attendants (F/A)), Flight Engineers (FE), flight navigators, and aircraft dispatchers in part 121 operations.
- c.** Develops operations policy for pilots, FEs, flight navigators, F/As and aircraft dispatchers in part 121 operations.
- d.** Provides operational support in implementing operations policy and regulations for part 121 operators.
- e.** Meets and coordinates with the aviation community and other operating segments of the FAA on matters within its areas of responsibility.
- f.** Develops policy and provides technical assistance on issues regarding part 121 air carrier operations.
- g.** Provides technical assistance to internal and external stakeholders on part 121 air carrier operations, including flight operations, dispatch, cabin safety issues and passenger handling issues.
- h.** Functions as the division focal point for matters pertaining to 14 CFR part 139 and the certification of airports, and evaluates requests for revision to the list of special pilot in command (PIC) qualification airports.

- i. Functions as the division focal point for matters relating to the Extended Operations (ETOPS) program, and develops and implements policy related to ETOPS.

- j. Evaluates requests for flight deck access in accordance with current FAA policy.

- k. Serves as division liaison to the Crisis Response WG.

- l. Serves as the division liaison to the CAST.

**4. New Program Implementation Branch.** This branch, AFS-240, is responsible for managing, developing, and evaluating national standards and policies, rules, and exemptions for integrating new programs and initiatives into air carrier operations and part 142 training centers in coordination with the relevant policy division. The branch is responsible for the following functions:

- a. Liaises with other branches pertaining to the implementation of Next Generation (NextGen) policy and the associated operational and training considerations.

- b. Functions as the division liaison to other FAA offices on issues supporting the implementation of NextGen for air carrier and part 142 training centers.

- c. Functions as the division liaison to the other lines of business (LOB) and local and international government entities on issues relating to unauthorized illumination of aircraft with lasers, the associated hazards, mitigation efforts and outreach programs.

- d. Develops policy and liaises with the Aircraft Evaluation Group (AEG) who administers the program for the FSBs, which develop training requirements for new aircraft to be operated by U.S. operators.

- e. Develops policy and liaises with the AEG who conduct FOEBs, which develop Master Minimum Equipment Lists (MMEL) for aircraft.

- f. Develops policy for the MMEL program while liaising with AEG, operators, maintenance personnel, and co-chairs the MMEL industry group.

- g. Coordinates with divisional branches to provide policy guidance on the approval process of minimum equipment lists (MEL) and the administration of the MEL program.

- h. Meets and liaises coordinates with the aviation community and other operating segments of the FAA on matters within its areas of responsibility.

- i. Provides technical assistance to the International Civil Aviation Organization (ICAO) and other international organizations regarding the integrating of new programs and initiatives affecting air carriers.

- j. Consults with and advises district and regional offices on the aspects of NextGen and associated program implementation for air carriers and training centers.

**k.** Collaborates with AFS-400 in the proof of concept evaluations for new technologies and associated operational safety assessments impacting air carriers and training centers.

**l.** Participates in various FAA and industry task forces, forums, and committees related to matters of within its areas of responsibility.

**5. Part 135 Air Carrier Operations Branch.** This branch, AFS-250, is responsible for the principal element of the division with respect to managing, developing, and evaluating national standards and policies and processing or amending rules or exemptions related to 14 CFR part 135 on-demand and commuter operations, including fixed-wing and helicopter operations, helicopter air ambulance operations, cargo operations, and all commercial air tour operations. The branch is responsible for the following functions:

**a.** Evaluates current regulations and assists with the development of new regulations and amendments to existing regulations in the functional areas described above.

**b.** Drafts and reviews applicable additions and changes to agency guidance pertaining to part 135 operations.

**c.** Develops operations policy for part 135 operations.

**d.** Provides operational support in implementing operations policy and regulations for part 135 operators.

**e.** Meets and coordinates with the aviation community and other operating segments of the FAA on matters within its areas of responsibility.

**f.** Collaborates with other HQ organizations when considering proposed changes to regulations or agency guidance with respect to part 135 operations.

**g.** Provides technical assistance to internal and external stakeholders on part 135 certification, operations and surveillance policy.

**h.** Consults with and advises district offices and regions concerning the operational aspects of new or amended rules and exemptions related to assigned program areas.

**i.** Provides technical assistance to ICAO and other international organizations on issues regarding part 135 operations.

**6. Technical Programs Branch.** This branch, AFS-260, is responsible for the management of division automations and the policy associated with the Web-based Operations Safety System (WebOPSS), AEG functions and air carrier insurance. The branch is responsible for the following functions:

**a.** Functions as the AFS focal point for all operations specifications (OpSpecs) issues and other authorizations available in the WebOPSS.

**b.** Facilitates and co-chairs quarterly meetings of the Operations Specifications Working Group (OSWG).

**c.** Develops policy related to WebOPSS and facilitates the dissemination of changes and reference materials for OpSpecs and other authorizations in WebOPSS.

**d.** Coordinates with field personnel and industry to ensure standardization and acceptability in standard and nonstandard paragraph policy issues for OpSpecs and other authorizations.

**e.** Maintains part 298 economic authority records for commuter and on-demand air carriers and associated policy.

**f.** Develops policy related to the Insurance and Exemption modules of WebOPSS and the AEG System.

**g.** In collaboration with the Office of Quality, Integration, & Executive Services (AQS), designs, develops, implements, and operates electronic data acquisition systems employed for the collection, analysis, archiving, and distribution of safety-related data in division automation programs.

**h.** Participates in various FAA and industry task forces, forums, and committees.

**7. Policy Integration Branch.** This branch, AFS-270, is responsible for managing specific programs within the division, including public rulemaking, safety recommendations, quick response, and external audits. This branch is also responsible for overseeing the division's international activities and management of the division work process. The branch is responsible for the following functions:

**a.** Manages division regulatory and exemption activities.

**b.** Coordinates and prepares division responses to requests for briefing documents from internal and external stakeholders.

**c.** Coordinates and prepares division responses to NTSB and FAA safety recommendations.

**d.** Coordinates and prepares division responses to external audits, such as audits conducted by the Government Accountability Office (GAO) or Office of the Inspector General (OIG).

**e.** Serves as the division liaison to AFS-50.

**f.** Manages division international activities, including participation in meetings and WGs, and providing technical assistance, as needed, and maintains a high level of awareness of current international aviation activities.

**g.** Monitors and reports on status of division projects and facilitates coordination between potentially affected stakeholders, both internal and external to the division.



**h.** Develops and implements national policy to integrate air carrier Safety Management Systems (SMS), in coordination with the appropriate AFS divisions.

**8. Air Carrier Training Systems and Voluntary Safety Programs Branch.** This branch, AFS-280, is responsible for managing, directing, and evaluating national standards, policies, and procedures relating to 14 CFR parts 121, 135, and 142 training and qualification for crewmembers, aircraft dispatchers, and certain other operations personnel. This branch is responsible for all matters and business processes pertaining to the development and execution of the Advanced Qualification Program (AQP), the Flight Operational Quality Assurance (FOQA) Program, the Aviation Safety Action Program (ASAP), the Voluntary Disclosure Reporting Program (VDRP), the Aviation Safety Reporting System (ASRS), the Internal Evaluation Program (IEP), and guidance materials for the Line Operations Safety Audit (LOSA) Program. The branch is responsible for the following functions:

**a.** Evaluates current regulations and assists with the development of new regulations and amendments to existing regulations in the functional areas described above.

**b.** Drafts and reviews applicable additions and changes to agency guidance which pertains to training and certification of airmen and crewmembers, operations of part 142 training centers, and other assigned programs.

**c.** Develops national policies for air carrier training, part 142, and voluntary safety programs for pilots, F/As, aircraft dispatchers, and certain other operations personnel.

**d.** Provides operational support in implementing training policy and regulations.

**e.** Collaborates with other HQ organizations when considering proposed changes to regulations or agency guidance with respect to the testing and certification of airmen, operations of part 142 training centers, and voluntary safety programs.

**f.** Develops policy and provides technical assistance on issues regarding operations of flight simulation devices used by air carriers and part 142 training centers.

**g.** Provides technical assistance to internal and external stakeholders on air carrier training, part 142 training center certification, and voluntary safety program operations and surveillance policy.

**h.** Develops training specifications (TSpec) for part 142 training centers.

**i.** Determines the need for and justification of the development of ground instructor and flight instructor qualification requirements, as they pertain to part 142 training.

**j.** Provides technical assistance to ICAO and other international organizations on issues regarding aircrew training and use of part 142 training centers.

**k.** Plans, directs, controls, and evaluates voluntary safety and other programs, as assigned.

**l.** Meets and coordinates with the aviation community and other operating segments of the FAA on matters within its areas of responsibility, and sponsors and conducts periodic conferences and seminars to educate industry, labor, and the public on current developments in assigned programs.

**m.** Maintains the content of FAA Web sites for assigned programs.

**n.** In collaboration with the Office of Quality, Integration, & Executive Services (AQS), designs, develops, implements, and operates electronic data acquisition systems employed for the collection, analysis, archiving, and distribution of safety-related data in assigned programs.

**o.** Receives data from both ground-based training/checking activities and airborne line operations; conducts analysis of such data to validate air operations personnel proficiency requirements, training and qualification program effectiveness, and associated regulatory provisions; establishes data-driven quality control procedures for the qualification and certification of crewmembers, dispatchers, and certain other operations personnel; and distributes data and reports to FAA field offices and program participants.

**p.** Identifies AFS-200 human factors research requirements, prepares necessary initiating documentation, coordinates project implementation, and provides technical oversight of in-house studies, contracts, and grants for air transportation human factors research. Interfaces directly with the FAA and other research and development (R&D) organizations to perform such functions.

**q.** Recommends and evaluates new technology for use in aviation training and voluntary safety programs.

**r.** Conducts on-site program reviews for AQP and ASAP.

**9. Program Management Support Branch.** This branch, AFS-290, is responsible for strategic and tactical planning, fiscal and human resource management, program management and analysis, information management, and general administrative management of the division. The branch is responsible for the following functions:

**a.** Provides advice, counsel, and program support to division management on management systems, processes, procedures, principles, and methodologies; strategic and tactical planning; matrix and participative management; and program analysis, evaluation, success metrics, and quality assurance (QA) measures.

**b.** Develops and implements division policies, programs, processes, and procedures governing administrative, fiscal, and human resource management, including, but not limited to, time and attendance data entry, training requirements, travel, budget, program planning, and program reporting.

**c.** Provides administrative management support for the division's management team for general paperwork management (correspondence, records, forms, reports, directives), contract management and support, general office services, and logistical support.

- d.** Monitors and reports on the progress of responses for White House Reports, requests under the FOIA, and the Government Performance and Results Act.
- e.** Monitors the cost accounting system/labor distribution reporting (LDR) activities for the division.
- f.** Manages the production of all division publications, including those on FSIMS.
- g.** Acts as the division focal point for matters pertaining to knowledge sharing network and SharePoint management and input.
- h.** Serves as the division's focal point for QMS activities.
- i.** Prepares and submits one-time and recurring informational reports as required.
- j.** Provides technical oversight of division-sponsored courses for field personnel, and ensures course sponsors and mentors coordinate with the Flight Standards Training Division, AFS-500, to ensure that new and existing courses are accurate, are kept current, and meet AFS objectives and the organization's needs.

## **Chapter 8. Aircraft Maintenance Division, AFS-300**

**1. Aircraft Maintenance Division, AFS-300.** This division is responsible for developing and standardizing the regulations, national directives, policy procedures, and advisory material governing the certification, inspection, and surveillance, to ensure the airworthiness of civil aircraft, of the maintenance aspects for General Aviation (GA); air carrier and commercial operators; airmen (mechanics, repairmen, and parachute riggers); avionics; and air agencies (Aviation Maintenance Technician Schools (AMTS) and repair stations).

**2. Program Management and Information Branch.** This branch, AFS-310, is responsible for the following functions;

- a.** Directs and oversees AFS-300's fiscal and human resources.
- b.** Acts as a focal point for administrative service areas of personnel management, training, organization, staffing, tracking systems, and related programs.
- c.** Develops, executes, and monitors the AFS-300 business plan, including responses for Dashboard and performance planning.
- d.** Provides project tracking for AFS-300 correspondence, directives, and achievements.
- e.** Coordinates the development/issuance of AFS-300's national policy directives, bulletins, and advisory circulars (AC).
- f.** Acts as a focal point for AFS-300 incoming Freedom of Information Act (FOIA) requests.
- g.** Acts as a focal point for the aviation education program.

**3. Special Programs Branch.** This branch, AFS-320, is responsible for the following functions:

- a.** Provides technical assistance and support for special programs, such as rulemaking projects, damage-tolerance (DT), Repair Assessment Programs (RAP), Corrosion Prevention and Control Programs (CPCP), Structural Maintenance Programs, and nondestructive inspection (NDI).
- b.** Provides technical support and guidance in the development of regulations and national guidance in this area of responsibility.
- c.** Sponsors and provide oversight of safety and educational programs related to its area of specialization for aging aircraft rulemaking projects.
- d.** Acts as a focal point for incoming National Transportation Safety Board (NTSB) safety recommendations.

e. Coordinates with the Flight Standards Training Division, AFS-500, to ensure that new and existing courses are accurate, kept current, and meet AFS objectives and the organization's needs.

f. Coordinates and tracks regulatory activities for AFS with the Office of Rulemaking (ARM), the Office of the Chief Council (AGC), and other FAA elements.

g. Functions as the technical liaison to Aircraft Certification Service (AIR).

h. Functions as the division liaison to the International Programs and Policy Division, AFS-50.

**4. Air Carrier Maintenance Branch.** This branch, AFS-330, is responsible for the following functions:

a. Develops regulations and standardizes national guidance on maintenance for Title 14 of the Code of Federal Regulations (14 CFR) parts 91 subpart K (91K), 119, 121, 125, 129 and 135.

b. Evaluates and responds to petitions for exemption and rulemaking for parts 91K, 119, 121, 125, 129, and 135 as related to branch functions.

c. Provides technical assistance to other FAA elements, other Government agencies, industry, and Foreign Civil Aviation Authorities (FCAA) on all operational and technical facets of air carrier maintenance.

d. Sponsors and provides oversight of safety and educational programs related to its area of specialization for air carrier aircraft, including determining the criteria for maintenance training for field personnel.

e. Represents AFS-300 in the development of international standards and recommended practices for the International Civil Aviation Organization (ICAO).

f. Is responsible for policy relating to the Service Difficulty Reporting (SDR) and Mechanical Interruption Summary (MIS) reporting, as related to parts 119, 121, 125, and 135 carriers.

g. Acts as a focal point for the development/implementation of operations specifications (OpSpecs) Working Groups (WG).

h. Acts as a focal point for human factors in aviation maintenance.

**5. Repair Station Branch.** This branch, AFS-340, is responsible for the following functions:

a. Develops, evaluates, and implements all standards and program policies regarding FAA-certificated repair stations.

b. Develops, evaluates, and implements Bilateral Aviation Safety Agreements (BASA)/Maintenance Implementation Procedures (MIP) agreements with FCAAs.

c. Serves as the contact office between the FAA and the Transportation Security Administration (TSA) for issues with FAA-certificated repair stations outside the United States.

d. Coordinates division policy that impacts FAA-certificated repair station surveillance and data gathering with the National Field Office, AFS-900.

e. Provides technical assistance and guidance concerning FAA-certificated repair stations to other elements of the FAA, other government agencies, and national and international industry organizations.

f. Evaluates and recommends grant or denial of petitions for exemption to 14 CFR part 145.

g. Initiates rulemaking for part 145, and participates in other rulemaking that may impact FAA-certificated repair stations.

h. Sponsors FAA technical training related to repair stations, and coordinates with AFS-500 to ensure course currency.

i. Coordinates division policy concerning FAA-certificated repair stations outside the United States with AFS-50.

j. Provides division support for development and implementation of repair station Safety Assurance System (SAS) component of Safety Management Systems (SMS).

**6. General Aviation Branch.** This branch, AFS-350, is responsible for the following functions:

a. Develops regulations and standardizes national guidance for airmen, including mechanic certificates, repairman certificates, inspection authorizations, and parachute riggers, relating to 14 CFR parts 65, 103, 105, 133, 137, and 147.

b. Develops regulations and standardizes national guidance for AMTSs.

c. Coordinates with AFS-500 to ensure that new and existing courses are accurate, kept current, and meet AFS objectives and the organization's needs.

d. Develops regulations and standardizes national guidance for GA maintenance operations under 14 CFR parts 43 and 91.

e. Develops, implements, and evaluates procedures, policies, and programs for the maintenance, alteration, and airworthiness of aircraft used by pilot schools, external-load, special purpose, agriculture, and light sport aircraft operators.

f. Acts as a focal point for GA functions concerning maintenance regulatory aspects of 14 CFR parts 21, 23, 25, 27, and 29 regarding data approvals for repairs and alterations.

g. Provides technical guidance to the other divisions, the regions, and the other elements of the agency on all operational and technical facets of GA.

**h.** Coordinates course sponsors and mentors with AFS-500 to ensure that new and existing courses are accurate, kept current, and meet AFS objectives and the organization's needs.

**i.** Acts as focal point for the Suspected Unapproved Parts (SUP) Program, including policy and coordination with AIR.

**j.** Provides direction and support to AFS-600 regarding AFS-300 areas of responsibility as they relate to defining and managing delegation programs, regulations, policies and procedures.

**7. Avionics Branch.** This branch, AFS-360, is responsible for the following functions:

**a.** Provides support and coordinates all avionics, radio, instrument and electrical systems policy within the division.

**b.** Provides technical assistance to other FAA elements, other government agencies, industry, and international aeronautics organizations on all operational and technical facets of avionics, radio, instruments, and electrical systems.

**c.** Coordinates policy concerning new and emerging technologies as they relate to avionics, radio, instruments, and electrical systems with AFS-400.

**d.** Is responsible for policy and guidance for large/small aircraft and operating certificate holders under parts 91, 121, 125, 129, 133, 135, 136, and 137 for avionics, radio, instruments, and electrical systems.

**e.** Provides technical assistance and guidance to other agency elements concerning the regulatory aspects of avionics, radio, instruments, and electrical system maintenance, inspection, alteration, and repair.

**f.** Coordinates with AFS-500 to ensure that new and existing courses are accurate, kept current, and meet AFS objectives and the organization's needs.

**g.** Coordinates and tracks regulatory activities as they relate to avionics, radio, instruments, and electrical systems with ARM, AGC, and other FAA elements.

## **Chapter 9. Flight Technologies and Procedures Division, AFS-400**

**1. Flight Technologies and Procedures Division, AFS-400.** The Flight Technologies and Procedures Division is responsible for regulations and policy development governing Instrument Flight Procedures (IFPs), and safety, capacity, and efficiency improvements based on advanced technology and innovative operational concepts. The division is also responsible for developing concepts, programs, policies, and system requirements necessary to implement Next Generation (NextGen) technologies, including satellite-based instrument flight rules (IFR), navigation, and procedures necessary to implement futuristic communications and surveillance capabilities for oceanic, remote area, domestic en route and terminal area operations, and for nonprecision and precision instrument approaches. AFS-400 develops standards and criteria for Communication, Navigation, and Surveillance (CNS) flight systems and new technology operations and training requirements in collaboration with other AFS Divisions, as appropriate. This division includes Federal Aviation Administration (FAA) chief scientists for simulator engineering and wake turbulence, providing FAA leadership domestically and internationally in these areas. It serves as the Flight Standards Service (AFS) focal point for the National Airspace System (NAS) capacity, aviation weather programs, and emerging business practices to improve flight operations, standardization, and aviation safety within the NAS and international airspace system. It provides direct support for these functions and responsibilities at the field, regional, and Air Traffic Organization (ATO) service area level through the assistant division manager, AFS-401. It supports the NextGen Air Transportation System (NGATS) Field Program Manager through policy, guidance and work program oversight of the regional Flight Standards division (RFSD) AXX-220 branches. The division:

- a.** Provides guidance to divisions, Regional Offices (RO), and agency organizations regarding the implementation and conduct of new flight technologies; advises on application of agency policies, standards, and procedures as they relate to implementation of new flight technologies and safety enhancement programs.
- b.** Represents AFS and/or the FAA in international meetings to further U.S. interests and develop International Civil Aviation Organization (ICAO) standards and recommended practices for flight technologies and procedures.
- c.** Develops, coordinates, and issues national directives, advisory circulars (AC), technical studies, and guidance material that establishes the policy for CNS and instrument flight operations.
- d.** Recommends, initiates, and coordinates regulatory and policy actions to resolve flight safety problems associated with flight technologies and procedures, and identified through system analysis, accident, incident, or other system reports.
- e.** Provides technical advice and guidance on emerging cockpit CNS technologies implementation issues to all AFS Aircraft Evaluation Groups (AEG), and participates in Flight Standardization Boards (FSB) to provide advanced technology expertise in establishing operational standards, policy, and training requirements for new aircraft.



**f.** Provides technical advice and guidance to the Manager, National Simulator Program, AFS-205, on emerging cockpit CNS technologies implementation.

**g.** Directs the AFS Wake Vortex Program.

**h.** Provides programmatic direction with respect to surveillance and broadcast services across all domains within AFS, including Automatic Dependent Surveillance-Broadcast (ADS-B) services.

**i.** Manages the national programs for special IFPs and waivers to standards.

**j.** Evaluates and authorizes qualified non-government entities as third party procedure developers and maintainers.

**2. Management Operations Branch.** This branch, AFS-405 is responsible for strategic and tactical planning, fiscal and human resource management, program management and analysis, information management, and general administrative management of the division. The branch is responsible for the following functions:

**a.** Provides advice, counsel, and program support to the division manager and other members of the division's management team on management systems, processes, procedures, principles and methodologies; strategic and tactical planning; matrix and participative management; and program analysis, evaluation, success metrics, and quality assurance (QA) measures.

**b.** Monitors and reports on the progress of responses for the National Transportation Safety Board (NTSB), FAA safety recommendations, the ICAO, and requests for information under the Freedom of Information Act (FOIA).

**c.** Serves as the division's focal point for all external audits and quality assurance assessments of divisional programs.

**d.** Functions as the leader of the Crisis Action Team.

**3. NextGen Field Program Branch.** This branch, AFS-408, provides policy, technical guidance, and work program direction for implementing the AFS's portion of the NGATS at the regional level. AFS-408 fully supports regional and national goals through the All Weather Operations (AWO) specialists in the regional NextGen branches. This branch also provides support for other AFS-400 branches and the management team on matters related to field program processes, procedures, principles, and methodologies. Additionally the NextGen branch AWOs provide a full range of operational safety oversight for new and existing NAS programs. Within the assigned areas of responsibility, the AWOs provide the AFS-400 link relative to all NAS infrastructure and operational procedures, including acceptance or approval of proposed deviations to standards related to navigational and visual aids, modifications to airport standards, as well as AFS input for the ATO's safety risk management (RM) documents. Through AFS-408 and the input of the NextGen branches, the division is provided with a field operational safety perspective for implementation of new concepts and technologies.

**4. Flight Operations Branch.** This branch, AFS-410, is responsible for the direction, control, and execution of all flight operational aspects of instrument flight operations projects and other flight operations applications resulting from the introduction of new technologies and concepts. AFS-410 also provides technical guidance to the other divisions, regions, and other elements of the FAA on all operational and technical facets of instrument flight operations with emphasis on low-visibility flight operations. The branch is responsible for the following functions:

**a.** Appraises the extent to which instrument flight operational concepts, policies, standards, criteria, and procedures continue to be fully responsive to rapidly changing and expanding technology and programs.

**b.** Develops instrument flight operational concepts, policies, standards, requirements, specifications, and limitations for new and existing aircraft (all categories) used in instrument flight operations.

**c.** Develops concepts for evaluation and approval of instrument approach procedures (IAP) and operations, and serves as the technical policy authority for these operations. AFS-410 develops the policy and technical content for appropriate operations specifications (OpSpecs), management specifications (MSpecs), or letters of authorization (LOA).

**d.** In coordination with Original Equipment Manufacturers (OEM), the Aircraft Certification Service (AIR), and AEGs, identifies and provides operating procedures for pilots using new technology products, and is responsible for the technical content of the OpSpecs/MSpecs/LOAs related to instrument flight operations, operating minimums, equipment, and training.

**e.** Provides technical representation to ICAO on matters related to instrument flight operations and maintains liaison with foreign civil aviation operational and technical authorities to encourage the acceptance of U.S. instrument flight operations standards and to foster standards with a level of safety consonant with those of the United States.

**f.** Represents AFS in international meetings to further U.S. interests and develop ICAO Standards and Recommended Practices (SARP) relating to flight technology issues. Maintains liaison with foreign civil aviation operational and technical authorities to encourage acceptance of U.S. CNS standards and matters related to complex and controversial special technical operations, and to foster standards with a level of safety consonant with those of the United States.

**5. Flight Procedure Standards Branch.** This branch, AFS-420, is responsible for the principal promoting element for 14 CFR part 97, non-part 97 Terminal Instrument Procedures (TERPS), 14 CFR part 95 en route instrument procedures, the administration of the flight procedures and airspace program, and the direction, control, management, and program analysis of all IFP standards and criteria development programs. The branch is responsible for the following functions:

**a.** Provides policy and criteria (manual and automated application) for civil and military TERPS standards for issuance in all 8260-series orders.

**b.** Provides AFS leadership representation for International Civil Aviation Organization (ICAO) panels, the U.S. Instrument Flight Procedures panel (US-IFPP), RTCA, Inc., committees, the Aeronautical Charting Forum (ACF), the Aeronautical Information Services Working Group (AISWG), the Airport Obstructions Standards Committee (AOSC), the Organization for the Global Navigation Satellite System (GNSS), as well as other Government program offices, and industry groups, as required.

**c.** Promotes and facilitates the harmonization/standardization of procedure design and operational safety standards between U.S. and International instrument standards as the U.S. member to the ICAO Instrument Flight Procedures Panel.

**6. Future Flight Technology Branch.** This branch, AFS-430, is responsible for the integration of evolutionary and revolutionary technology, along with new technology-based operations, into the FAA's vision for the NGATS. Its goal is to ensure that AFS's work program is coordinated with the requirements needed to build NextGen. The branch is responsible for the following functions:

**a.** Is responsible for developing concepts, programs, and system requirements necessary to implement futuristic communications and surveillance capabilities for oceanic, remote area, domestic en route, and terminal area operations, and for nonprecision and precision instrument approaches; is the focal point for initiation of R&D programs related to NextGen technologies such as enhanced air traffic control (ATC) concepts, human factors, navigation systems, aviation weather, airport capacity and delay improvements, wind shear, separation assurance, collision avoidance, and other complex, special technical programs.

**b.** Is the focal point for aviation weather programs and is responsible for developing and implementing national requirements, policies, criteria, standards, and guidance related to operational issues.

**c.** Analyzes and evaluates field execution of special training programs; guides and assists the other divisions and the regions in the conduct of approved programs; advises concerning the application of agency technical concepts, policies, standards, and procedures to current safety issues; reviews accident, incident, and enforcement investigations involving assigned programs, and recommends appropriate corrective actions.

**d.** Represents the division on all technical matters relating to NAS plans, R&D plans, NTSB recommendations, and National Airspace Review Evaluations (NARE).

**e.** Maintains a project status, control, and information system for NAS plans, R&D projects, and NTSB technical recommendations, as well as operational projects and programs undertaken by the division.

**f.** Serves as the division liaison with AIR, the certification directorates, R&D elements of the agency, other divisions, and other agency elements on technical operation matters.

**7. Flight Operations Simulation Branch.** This branch, AFS-440, is responsible for managing the Flight Operations Simulation Laboratory (FOSL), comprised of Boeing 737-800NG and Airbus 330/340 full flight simulators (FFS), along with high-fidelity air traffic controller

simulator stations for the Terminal Radar Approach Control (TRACON) environment. All simulators can be linked to provide real-time, realistic, dynamic virtual terminal operations, which can be used to observe and evaluate pilot/controller/aircraft interface and performance data. The branch develops and provides on-demand operational simulations of existing, modified, and emerging Communications, Navigation, and Surveillance (CNS) technologies and procedures. These operational simulations support aviation safety studies, implementation research, human factors analysis, and operational evaluations. Branch simulations and data collection efforts are accomplished through computer models, flight and air traffic control (ATC) simulators, and when necessary, actual aircraft are utilized. The branch collects Human-in-the-loop (HITL) and flight data to meet safety management system (SMS) study and risk analysis requirements, supporting the FAA, aviation industry, and international organizations such as ICAO, to enhance the efficiency and effectiveness of flight operations, standards, capacity, and aviation safety.

**8. Flight Systems Laboratory.** This branch, AFS-450, is responsible for evaluating the risk associated with flight operations, air traffic and flight procedures, proposed separation standards, and the introduction and implementation of the new technologies and concepts necessary to implement NextGen operational improvements. These include Performance-based Navigation (PBN), ADS-B utilization, unaugmented and augmented satellite-based instrument operations and procedures both in the NAS and in International airspace. Safety Risk Management (SRM) decisions, directive change proposals, and approval or denial of installation and operational waivers are made by Flight Standards (AFS) and other FAA lines of business (LOB), based on the safety analyses conducted by the branch. The branch is responsible for the following functions:

**a.** Conducts safety studies for proposed changes to national and international standards; for change to, and deviation from, current standards; and for implementation of new technologies and operational concepts; provides risk analyses and operational evaluations used as the basis for development of standards and criteria for the design of IFPs, specific operational evaluation for the other AFS-400 branches and other LOBs; and conducts site-specific evaluations for major metropolitan airports.

**b.** Develops software tools for that provide procedures developers a screening tool to aid in the development of Area Navigation (RNAV) routes and procedures, a design tool to generate RNAV Departure Vector Areas which allow radar vectoring to an area where an RNAV procedure begins, an engine-out tool for evaluation of related surfaces to identify obstacle penetrations, a prescreening tool for evaluation of subsets of TERPS-related surfaces, and a tool that evaluates final approach surfaces to identify obstacle penetrations.

**c.** Provides dynamic stochastic models of current, proposed, and future instrument flight operational and new technological concepts using advanced analytical capabilities, high speed computer modeling, and fast time simulation.

**9. Flight Procedure Implementation and Oversight Branch.** This branch, AFS-460, is the principal element within AFS-400 responsible for non-part 97 IFPs. As such, this branch is responsible for ensuring the safe design and implementation of all IFPs developed by all non-government service providers and those non-part 97 procedures developed by the FAA. The

branch has responsibility for both flight inspection policy and Flight Validation (FV) of satellite-based PBN IFPs and provides oversight of these activities. AFS-460 chairs the Procedure Review Board (PRB), providing reviews and recommendations as to the approval of all special IFPs and waivers to criteria standards; the Technical Review Board (TRB), providing clarification criteria and its application; the International Review Board (IRB), providing recommendations and analysis of criteria utilized ascertaining fly ability of IFPs. Additionally, this branch is the Office of Primary Responsibility (OPR), promulgating guidance on how to request, amend, or cancel an IFP.

**10. Performance-Based Flight Systems Branch.** This branch, AFS-470, is responsible for providing guidance and assistance to other elements of the FAA, other government agencies, and industry on PBN, Reduced Vertical Separation Minimum (RVSM), data communications, and GNSS flight operations. The branch provides representation to ICAO on matters related to PBN flight operations. AFS-470 also works with FCAAs to encourage the acceptance of FAA standards in order to foster a global level of safety consistent with that of the United States.

## Chapter 10. Flight Standards Training Division, AFS-500

**1. Flight Standards Training Division, AFS-500.** This division is the principal organization within the Flight Standards Service (AFS) responsible for training development, evaluation, maintenance, and management of the AFS National Training Program. AFS-500 is responsible for dissemination of information to the AFS workforce and administration of training for FAA/industry initiatives and international entities. AFS-500's training administration responsibilities encompass training needs assessment, curriculum management, training development and revision, training delivery, budget oversight, quota management, and quality assurance (QA). Specifically, this division:

- a. Ensures that the training program meets the needs and objectives of the organization.
- b. Works with course sponsors and mentors to develop and revise training to ensure that courses are accurate, kept current, and meet AFS objectives and the organization's needs.
- c. Serves as the Contracting Officer's Representative (COR), for national service agreements, contracts, and grants.
- d. Manages the AFS training budget to include technical, management, and general training.
- e. Reviews and updates national training requirements and administers the AFS call for training.
- f. Develops and manages training policy, guidance, and standards.
- g. Ensures valid job tasks and competencies are the basis for all training design, development, evaluation, and revision.
- h. Evaluates training and training program effectiveness and quality.
- i. Manages the various AFS curricula.
- j. Coordinates and facilitates the activities of the Curriculum Oversight Steering Committee (COSC), Curriculum Oversight Board (COB), and Curriculum Oversight Teams (COT).
- k. Formulates and coordinates charters, as appropriate, for training-related projects.
- l. Develops and manages the AFS on-the-job training (OJT) program, including the development and implementation of program policy and guidance.
- m. Is responsible for providing leadership support, guidance, and assistance to all headquarters (HQ), regional, and field offices.

**2. Management Operations Branch.** AFS-510 is responsible for strategic and tactical planning, fiscal and human resource management, program management and analysis, information management, and general administrative management of the division. The branch is responsible for the following functions:

- a.** Provides support to the division manager and other members of the division's management team on management and information systems, processes, procedures, principles and methodologies; strategic and tactical planning; matrix and participative management; and program analysis, evaluation, success metrics, and QA measures.
- b.** Monitors and reports on the progress of correspondences items including Congressional, National Transportation Safety Board (NTSB) recommendations, FAA safety recommendations, and requests for information under the Freedom of Information Act (FOIA).
- c.** Serves as the division's focal point for all external audits and QA assessments of divisional programs.
- d.** Provides training technology leadership, including managing training system data, Web-based integration processes, representing AFS-500 in the eLearning Technical Advisory Group (eLTAG), and coordinates Department of Transportation (DOT), FAA, and Aviation Safety (AVS) training technology requirements for AFS.
- e.** Develops, coordinates, and maintains AFS training design and development standards (e.g., the style guide for instructor-led/FAA Academy (AMA) courses and distance learning courses, policies and procedures, handbooks, and templates).

**3. Program Implementation Branch.** This branch, AFS-520, is responsible for the AFS National Training Program infrastructure and administration. AFS-520 develops and coordinates training policy, procedures, plans, and programs; administers training processes, and systems; supports inspector currency and qualification requirements; manages the training equivalency program; and ensures a quality instructor workforce. The branch is responsible for the following functions:

- a.** Manages the annual training program requirements and makes adjustments based on changing circumstances.
- b.** Validates all scheduled and unscheduled training requirements through application of sponsoring organization training requirements policy.
- c.** Coordinates with regional/headquarters (HQ) managers and training coordinators to manage the AFS training program.
- d.** Makes determinations when requests for equivalent training and waivers are submitted.
- e.** Identifies and processes requests for unprogrammed training requirements.
- f.** Develops and maintains AFS training policy requirements.
- g.** Provides administrative oversight of the electronic Learning Management System (eLMS) for AFS.
- h.** Manages the OJT program including OJT policy.

i. Oversees training management functions including scheduling, reservations, class and instructor assignments, including out-of-agency training (OAT).

j. Manages corporate leadership/management training for AFS provided by FAA Leadership and Learning Institute (FLLI).

k. Manages the AFS course mentor program.

**4. Quality Assurance Branch.** This branch, AFS-530, is responsible for coordinating and overseeing the evaluation of AFS curricula at the AMA, FLLI, and OAT locations. AFS-530 manages and administers training evaluation processes, analysis, and reports. The branch is responsible for the following functions:

a. Develops and conducts formal course and, training programs evaluations.

b. Works with AMA, FLLI, and out-of-agency vendors to ensure that effective evaluations are done of AFS training courses and needed information is shared with AFS training sponsors and their course mentors.

c. Monitors AFS training evaluation and course activities; takes corrective action if the AFS evaluation and monitoring standards are not being followed.

d. Serves as AMA liaison and facilitates communications between AMA and AFS-500 curriculum branches.

e. Serves as a point of contact (POC) for the Academy and Flight Standards Evaluation Systems.

**5. Integrated Curriculum Branch.** This branch, AFS-540, is responsible for developing training or revisions of existing training as proposed by the AFS sponsor. This includes International, Nextgen, and AFS staff office curriculum. This branch coordinates with training providers to ensure accurate technical delivery and adherence to instructional principles, and coordinates, as necessary, with AFS training sponsors and their course mentors to determine what new training needs to be developed and what course revisions will be necessary to keep the training current. The branch is responsible for the following functions:

a. Manages the development of new training: classroom, Web-based, mobile, and OAT training related to multi-disciplinary sponsors.

b. Manages revisions to existing courses.

c. Monitors AFS training design and development activities and assures standards are followed.

d. Manages decisions about instructional design issues.

e. Coordinates with the sponsor to validate job tasks, as necessary, to support the AFS training program.



**f.** Coordinates with the COT to develop and revise competencies, identify gaps between competencies and curriculum, and develop and revise curriculum designs as necessary to support the AFS training program.

**g.** Manages the integration of OJT into the assigned curriculum.

**h.** Manages the development of briefings delivered through the FAA aviation training network (ATN).

**6. Operations Curriculum Branch.** This branch, AFS-550, is responsible for developing training or revisions of existing training and designs as proposed by the assigned AFS sponsor. This includes Airworthiness, and Air Carrier and General Aviation operations curriculum. This branch coordinates with training providers to ensure accurate technical delivery and adherence to instructional principles; and coordinates as necessary with AFS training sponsors and their course mentors to determine what new training needs to be developed and what major course revisions will be necessary to keep the training current. The branch is responsible for the following functions:

**a.** Manages the development of training: classroom, Web-based, mobile, and OAT training related to the Air Carrier and General Aviation operations curricula.

**b.** Manages revisions to existing courses.

**c.** Monitors AFS training design and development activities and assures standards are followed.

**d.** Manages decisions about instructional design issues.

**e.** Validates job tasks, as necessary, to support the AFS training program.

**f.** Coordinates with the COT to develop and revise competencies, identify gaps between competencies and curriculum, and develop and revise curriculum designs, as necessary, to support the AFS training program.

**g.** Manages the integration of OJT into the assigned curriculum.

**h.** Manages the development of briefings delivered through the FAA ATN.

**7. AFS Leadership Development Branch.** This branch, AFS-560, is responsible for providing leadership support, guidance, and assistance to all headquarters (HQ), regional, and field offices with respect to coaching, mentoring, leadership development, leadership consulting, and succession planning strategies. The branch is responsible for the following functions:

**a.** Plans and executes management and/or program-related analytical studies and projects in the areas of the Leadership Enhancement and Development Program (LEAD), AFS Mentoring Program, AFS Coaching Program, and Succession Planning. It ensures these areas are compliant with AVS/FAA/DOT policies on leadership development.

**b.** Provides advice, guidance, and direction to senior management, middle management, and front-line managers in matters relating to the development and implementation of management tools to enhance leadership skills.

**c.** Provides leadership coaching and mentoring for managers throughout the organization.

**d.** Conducts studies and evaluates data, resulting in authoritative recommendations to improve management and leadership policies, practices, and strategies for effective succession planning.

**e.** Conducts confidential management and organizational studies within AFS revolving around critical management/office issues that affect productivity and/or employee morale in support of aviation safety.

## Chapter 11. Regulatory Support Division, AFS-600

**1. Regulatory Support Division, AFS-600.** The Regulatory Support Division is the principal organization responsible for providing regulatory and standards development for offices and services under the direction of the Associate Administrator for Aviation Safety (AVS-1). This division performs:

- a.** Strategic and program management governing selection, training, examination, appointment, oversight, renewal, termination and appeal of private persons to act as representatives of the Administrator.
- b.** Planning, developing, and managing airmen certification testing and training standards, and knowledge-testing processes.
- c.** Concept development, implementation, management, and qualitative analysis of a number of national safety information programs and their data systems and business processes to ensure data quality.
- d.** National field office duties for light sport aviation, including oversight of Sport Pilot Designated Pilot Examiner (DPE).
- e.** With respect to the foregoing, the division:
  - (1) Develops and recommends national policies, standards, systems, procedures, and program plans in coordination with the respective policy-holding divisions.
  - (2) Determines the need for, justifies, and formulates new or amended regulations and supplementary regulatory material and participates in regulatory review programs.
  - (3) Processes and reviews exemption requests in coordination with the respective policy holding divisions, and advises the agency' officers and executives, and other principal officials, and serves as a point of contact (POC) for the public and the aviation community on technical matters appropriate to the national level.
  - (4) Determines the need for and sponsors research and development (R&D) projects.
  - (5) Guides and assists other divisions, the regions, and other elements of the agency in the conduct of related programs, and provides guidance on applying agency policies, standards, and procedures.
  - (6) Develops, coordinates, and issues national directives to provide technical guidance on policies and procedures.

**2. Light Sport Aviation Branch.** This branch, AFS-610, serves as a national field office for light sport aviation, including oversight of Sport Pilot DPEs. The branch is responsible for the following functions:

- a. Works with other stakeholder directorates and divisions in developing guidance and policy, airworthiness certification, operations, and inspection functions.
- b. Maintains continuing liaison with industry and FAA segments involved with light-sport aircraft (LSA)/sport pilot certification, standardization, and training issues, as they relate to Sport Pilot DPE functions.
- c. Plans, develops, and conducts initial and recurrent training in support of Light Sport designee functions, and provides technical assistance to FAA elements on matters related to these programs.
- d. Conducts and/or supports oversight and required surveillance of Light Sport designees.
- e. Provides technical assistance to AFS field offices in designating and conducting surveillance of DPE-authorized sport pilot examining privileges.
- f. Manages the acceptance and tracking program for industry-developed repairman courses and provides oversight of accepted repairman courses through direct and indirect surveillance.
- g. Participates in the National Examiner Board (NEB) as subject matter experts (SME) in selecting Sport Pilot Examiners (SPE).

**3. Aviation Data Systems Branch.** This branch, AFS-620, is responsible for the management and distribution of the information for the following safety data systems:

- Enforcement Information System (EIS),
  - FAA Accident Incident Data System (AIDS),
  - Service Difficulty Reporting System (SDRS),
  - Aircraft/Engine Utilization (Utilization),
  - Flight Standards Automation System (FSAS/eFSAS/FAAMIS),
  - Electronic Forms System (eForms),
  - Assessment and Planning Tool (APT),
  - FSAS Technical Analysis Program (FSAS/TAP), and
  - Pilot Records Improvement Act (PRIA).
- a. The branch is responsible for the following functions:
    - (1) Collaborates with the assigned Office of Information Technology (AIT) contact for the concept, development, and implementation of new data systems, database system quality, and participates in meetings, conferences, and committees associated with assigned and new systems.
    - (2) Official Legal Custodian and only authorized office to release information in response to requests from the public, industry, and other government entities for PRIA, Privacy Act and Freedom of Information Act (FOIA) for data from EIS, AIDS, SDRS and FSAS.
    - (3) Conducts qualitative studies of the information in the database systems to validate quality and confidence.

(4) Provides safety data to Congress, other government offices, other FAA offices, FAA headquarters (HQ), foreign governments, the aviation and legal communities, and the general public.

**4. Airman Testing Standards Branch.** This branch, AFS-630, is responsible for airman certification testing and training standards. The branch is responsible for the following functions:

**a.** Ensures the initiation of appropriate corrective actions concerning the FAA's airman testing standards (ATS) and training materials as a result of reviewing investigations and hearings resulting from General Aviation (GA) accidents, incidents, and violations.

**b.** Provides technical advice, support, and recommendations for the development of useful airman testing and training materials in concert with AFS airman testing and training programs, goals, and objectives.

**c.** Plans, develops, and manages airman knowledge tests and practical test standards (PTS) with sufficient frequency to minimize obsolescence and compromise.

**d.** Develops and maintains currency of airman knowledge and skill standards, knowledge test guides, technical instructional manuals, publications, and other education materials for public use.

**e.** Plans and develops policies, procedures, and directives governing administration of the FAA's computer-assisted airman knowledge and skill testing programs; maintains continuing surveillance of the programs.

**f.** Provides technical expertise to the AFS policy divisions in carrying out assigned projects, with responsibility for developing project plans, determining resource requirements, conducting technical research and special studies, and ensuring timely project completion.

**g.** Assists technical schools, colleges, and industry educational organizations in improving the substance and quality of instructional material provided to applicants for FAA certificates and ratings.

**h.** Conducts research and maintains continuing liaison with the industry and operating segments of the FAA to determine trends and developments affecting airman training and testing standards.

**i.** Works in partnership with HQ organizations to affect proposed changes to regulations, FAA orders, and AVS Inspector's Handbooks, with respect to the testing and certification of airmen and airman schools.

**j.** Participates in the Flight Evaluation Program (FEP) to validate PTS, and ensures that standards are valid, objective, comprehensive and usable, and meet the intent of the Code of Federal Regulations (CFR).

**k.** Provides final edited, electronically produced, and printed products in support of the maintenance of the knowledge tests and practical tests, technical instructional manuals and publications, and safety education materials for public use.

**l.** Serves as the Organizational Management Team (OMT) for all FAA Airman Knowledge Testing (AKT) Organization Designation Authorization (ODA) holders.

**5. Designee Standardization Branch.** This branch, AFS-640, is responsible for development and delivery of training to promote standardization of designees and delegated organizations in matters relating to airman and airworthiness certification and inspection functions. The branch is responsible for the following functions:

**a.** Plans, develops, and conducts initial, recurrent, and specialized training courses in the classroom and via Web-based resources to improve performance.

**b.** Provides technical assistance to other FAA elements, aviation organizations, and the aviation industry on matters related to designee training programs.

**c.** Seeks input from and maintains continuing liaison with industry and other segments of the FAA to identify trends and risks that result in revisions to designee training programs.

**d.** Maintains and utilizes the Designee Notification System to notify designees and other interested parties of changes to training, regulations, policy, and procedures related to designee activities.

**e.** Works in partnership with AFS and Aircraft Certification Service (AIR HQ) organizations to affect changes to the CFR, policy, and procedures relating to the branch's areas of responsibility.

**f.** Is the business manager of the Designee Registration System (DRS). The system is a Web-based application that provides for training registration, collection of tuition, delivery of Web-based training (WBT), and dissemination of information to all designees trained by this branch.

**6. Delegation Program Branch.** This branch, AFS-650, is responsible for managing, directing, and evaluating national standards, policies, and procedures relating to representatives of the Administrator, under the provisions of Title 49 of the United States Code (49 U.S.C.) sections 44702 and 45303 for all AFS delegation. The branch is responsible for the following functions:

**a.** Develops standards, regulations, policies, and procedures for the application, selection, appointment, oversight, suspension, termination, appeal, training, and other management functions for all AFS delegation, in coordination with the Air Transportation Division, AFS-200, the Aircraft Maintenance Division, AFS-300, and the General Aviation and Commercial Division, AFS-800.

**b.** Processes deviation requests to designee policy in coordination with the respective policy divisions.

**c.** Determines the need for, justifies, and formulates amendments to Title 14 of the Code of Federal Regulations (14 CFR) part 183, in coordination with the respective policy divisions.

**d.** Advises agency officers and executives, and other principal officials on technical matters associated with designees in coordination with the respective policy divisions.

**e.** Produces the Designee Quarterly Health Assessment, which provides a national overview of the performance of the designee system and communicates strengths and weaknesses. This information improves Flight Standards ability to make risk-based designee management decisions.

**f.** Performs risk-based analysis to identify high risk designees who may receive a Special Emphasis Evaluation of Designees (SEED). Data from SEEDs is utilized to track national trends, adjust policy, and modify designee management strategies to address systemic risk.

**g.** Contributes to the effectiveness of the AFS designee program through review and analysis of designee audits and supports Flight Standards Evaluation Program (FSEP).

**h.** Manages the National Examiner Board (NEB). The NEB is responsible for creating and maintaining a national designee candidate pool, and for providing the most highly qualified candidates to the FSDO/International Field Office (IFO)/Manufacturing Inspection District Office (MIDO) for appointment.

## **Chapter 12. Civil Aviation Registry, AFS-700**

**1. Civil Aviation Registry (AFS-700).** The Civil Aviation Registry manages and directs all matters associated with the planning, programming, and implementation of the Aircraft Registration and Airmen Certification Programs. The Registry develops and maintains national regulatory standards and procedures that influence and relate to the registration of all U.S. civil aircraft and the FAA certification of U.S. and foreign airmen. These programs interface with and affect a number of programs managed by offices within the Department of Transportation (DOT), local, State, Federal and foreign agencies, private industry, the aviation community, and international organizations. The Registry actively assists law enforcement and security agencies by providing prompt and accurate identification of airmen and aircraft. With regard to the foregoing, the Registry performs the following duties:

- a.** Establishes, maintains, and operates the agency official system of record for airmen certification and registration of civil aircraft, recording of conveyances and encumbrances associated with them, and is the custodian of the official records.
- b.** Develops the need, justification, and substance of new or amended regulations and supplementary regulatory material pertaining to, aircraft registration and the recording of aircraft ownership and security documents covered in Title 14 of the Code of Federal Regulations (14 CFR) parts 47 and 49.
- c.** Has final review and issuance authority for aircraft registration and permanent airman certificates.
- d.** Provides technical advice and assistance to the FAA regions, other Government offices, and the aviation public on Registry programs concerning aircraft registration and the airman certification programs.
- e.** Provides liaison activities with counterparts in foreign governments to ensure conformance with treaty obligations, verification of authenticity of foreign-based applicants for FAA airman certificates, and import/export of aircraft.
- f.** Is the program office that assists the Transportation Security Administration (TSA) in their responsibility to perform security vetting of airman.

**2. Aircraft Registration Branch.** This branch, AFS-750, is responsible for the national programs of aircraft registration, recording of conveyances and encumbrances against U.S. civil aircraft, identification system of registered aircraft, and law enforcement assistance, as it involves the aircraft registration program. The branch is responsible for the following functions:

- a.** Designs, develops, manages, and operates national comprehensive systems for the registration of civil aircraft; the issuance of original, temporary, replacement, and revised certificates of aircraft registration for U.S. civil aircraft; and the recording of conveyances and encumbrances affecting title to, or interest in, aircraft, engines, propellers, and air carrier spare parts locations.



- b.** Evaluates, reviews, and determines the need, justification, and substance of new, amended, or supplementary regulatory material with respect to parts 47 and 49.
- c.** Establishes, maintains, and operates a comprehensive national program for the processing and issuance of dealer's aircraft registration certificates.
- d.** Defines, develops, manages, and controls a comprehensive system for the assignment and reservation of U.S. identification marks to U.S. civil aircraft, including the allocation and distribution of U.S. identification numbers to U.S. type-certificated (TC'd) manufacturers.
- e.** Manages and operates a national indices system, encoded from source documents affecting title to, or interest in, aircraft, engines, propellers, and air carrier spare parts locations.
- f.** Serves as the system manager of the official system of record for aircraft records containing registration, lien, and airworthiness information, and represents the FAA in National Transportation Safety Board (NTSB) administrative hearings and in Federal and State courts as custodian of the official agency records in cases involving aircraft.
- g.** Provides technical advice and assistance to financial institutions, attorneys, title search companies, FAA and other Government offices, foreign registries, and the aviation public on matters pertaining to aircraft registration and document recordation.
- h.** Furnishes technical advice and assistance to the general public, title search companies, and attorneys searching title and lien status on matters pertaining to aircraft transactions.
- i.** Provides assistance to law enforcement and security agencies in the identification of registered owners of U.S. civil aircraft.
- j.** Serves as the authorizing entry point for the registration of interests pertaining to eligible U.S. civil aircraft at the International Registry.

**3. Airmen Certification Branch.** This branch, AFS-760, is responsible for the final regulatory and compliance examination of legal instruments for the issuance of all FAA airmen certificates, ratings, and/or authorizations, and is the custodian of the official record for all airmen certification records. It provides assistance to other Government agencies and law enforcement, State and Federal, as it involves the airmen certification program, and is the program office that provides direct support to TSA with airman information in order for TSA to conduct security threat assessments and the vetting of airman. This branch has the final legal authority for the issuance of permanent airman certificates and for the foreign verification of authenticity program for foreign based applicants. The branch is responsible for the following functions:

- a.** Serves as the national repository for airmen certification records and provides the central services necessary for control and maintenance of these records, which are used in court litigation, investigations, enforcement proceedings, employment, and insurance verification by the aviation public.

**b.** Represents the FAA, as custodian of the official agency airmen certification records, in NTSB administrative hearings, and in cases involving fatal accidents, falsified airman certificates, or certificates issued under false pretenses.

**c.** Provides advice, certification guidance, and regulatory counsel to the aviation public, attorneys, law enforcement agencies, government officials at all levels, foreign government aviation officials, and agency field personnel on regulatory matters concerning the testing and certification of airmen.

**d.** Develops, prepares, and recommends program and policy changes in coordination with the appropriate program office concerning 14 CFR parts 61, 63, 65, 121, 141, 142, and 147.

**e.** Provides services related to airman knowledge test reports and related documents, including requests for replacement knowledge test reports, and maintenance of the Control Tower Operator knowledge test database.

**f.** Administers and ensures compliance with agency regulations, orders, notices, programs, standards, and procedures governing airmen certification, and airman knowledge testing, as specified in the International Civil Aviation Organization (ICAO).

**g.** Provides assistance to law enforcement and security agencies in the identification of FAA-certified airmen, and designs, develops, and operates procedures/processes to ensure the timely and accurate maintenance and retrieval of airmen certification information for law enforcement and security use.

**h.** Provides the FAA with statistics concerning the airman certification program and provides airman information to other program offices for the tracking and surveillance of designees and other certification-related activities.

**i.** The branch is the policy and business program manager for the Integrated Airman Certification and Rating Application and is responsible for the planning, development, and design of the system which allows airman to submit an electronic airman application for a certificate, rating, and/or authorization.

## **Chapter 13. General Aviation and Commercial Division, AFS-800**

**1. General Aviation and Commercial Division (AFS-800).** The General Aviation and Commercial Division is responsible for regulations and policy recommendations governing the training, certification, inspection, and surveillance of General Aviation (GA) airmen, flight instructors, GA air agencies (pilot schools), commercial operations (rotorcraft, external-load, agricultural, Title 14 of the Code of Federal Regulations (14 CFR) part 125 operators, part 91, corporate, business, personal and recreational, part 91subpart K (part 91K) fractional ownership), and public aircraft operations. The division is the focal point for the aviation community at the national level on matters pertaining to GA affairs and sport aviation (excluding light sport pilot designees). The division is also the FAA focal point for GA safety outreach and education through the FAA Safety Team (FAASTeam), the International Helicopter Safety Team (IHST) and the FAA Safety Briefing magazine. With respect to the foregoing, the division:

- a.** Develops and recommends national policies, standards, systems, procedures, and program plans to include international operation activities.
- b.** Determines the need for, justifies, and formulates new or amended regulations and supplementary regulatory material; participates in regulatory review programs; recommends grants or denials of exemptions; and develops applicable operations specification (OpSpecs) and other authorizations and waivers available in WebOPSS.
- c.** Advises AFS-1, the Associate Administrator, and other principal officials, and serves as a central point of contact for the public and the aviation community on matters appropriate to the national level.
- d.** Participates in the analysis and evaluation of field execution of programs.
- e.** Determines the need for and recommends research and development (R&D) projects.
- f.** Guides and assists the other divisions, the regions, and other elements of the agency in the implementation and conduct of related programs, and provides guidance on applying agency policies, standards, and procedures pertaining to safety issues.
- g.** Develops, coordinates, and issues national directives to provide technical guidance on policies and procedures.
- h.** Recommends, initiates, and coordinates regulatory and policy actions to resolve safety problems resulting from accidents, incidents, or other sources.
- i.** Leads FAA efforts in GA safety outreach and education through direction of the FAASTeam. Further, AFS-800 coordinates with AFS-1 to ensure the AFS vision is exemplified and conveyed through the FAASTeam. The division is also responsible for ongoing coordination, (e.g., quarterly meetings with AFS-300 and annual meetings with the regional division managers), to ensure information sharing and alignment of the FAASTeam's business plan and ongoing outreach efforts.

**j.** Provides direction and support to AFS-600 regarding AFS-800's areas of responsibility, as they relate to defining and managing delegation programs, regulations, policies and procedures.

**k.** Provides liaison between FAA and other offices for GA issues regarding airspace rules, air carrier interface, pilot certification, human factors, and other vital topics.

**l.** Facilitates and coordinates concerns of the aviation community to assure GA views are considered in air traffic rules and aviation safety regulatory actions.

**m.** Develops, coordinates, and recommends career development programs to ensure organizational competence for employees of this division.

**n.** Works with the GA Joint Steering Committee (GAJSC), IHST, and U.S. Helicopter Safety Team (USHST) to develop data-supported risk-based mitigation strategies to reduce the GA accident rate.

**2. Planning and Programs Oversight Branch.** This branch, AFS-805, is responsible for strategic and tactical planning, fiscal and human resource management, program management and analysis, information management, and general administrative management of the division. The branch is responsible for the following functions:

**a.** Provides advice, counsel, and program support to the division manager and other members of the division's management team on management systems, processes, procedures, principles, and methodologies; strategic and tactical planning; matrix and participative management; and program analysis, evaluation, success metrics, and quality assurance (QA) measures.

**b.** Develops and implements division policies, programs, processes, and procedures governing administrative, fiscal, and human resource management.

**c.** In accordance with established FAA administrative policies and procedures, provides administrative management support for the division's management team for correspondence control and general paperwork management, contract management, general office services, and logistical support.

**d.** Monitors and reports on the progress of responses for White House Report, Congressional requests for action, requests under the Freedom of Information Act (FOIA), and the Government Performance and Results Act (GPRA).

**e.** Monitors the Cost Accounting System/Labor Distribution Report (LDR) activities for the division.

**f.** Acts as the division focal point for matters pertaining to International Organization for Standardization (ISO) 9000 issues.

**g.** Manages the control, content, and access for the division Sharepoint site.

**3. Airmen Training and Certification Branch.** This branch, AFS-810, is responsible for certification and training of airmen (pilots, ground, and flight instructors) and pilot schools under 14 CFR parts 61 and 141. The branch is responsible for the following functions:

**a.** Ensures the initiation of appropriate corrective actions concerning FAA's regulations/policies, procedures, standards, and operating practices as a result of reviewing investigations and hearings resulting from GA accidents, incidents, and violations.

**b.** Advises AFS-1, the Associate Administrator, and other officials on advanced flight training, GA management systems, and flight training standards. The branch is responsible for the development and implementation of standards, policies, and procedures.

**c.** Participates on the Flight Operation Evaluation Board (FOEB) and Flight Standardization Board (FSB).

**d.** Ensures course sponsors and mentors coordinate with AFS-500 to ensure that new and existing courses are accurate, kept current, and meet AFS objectives and the organization's needs.

**e.** Develops program requirements, technical guidance, and policies for flight instructor refresher clinics (FIRC), including the monitoring of these clinics by FAA personnel.

**f.** Develops program requirements, technical guidance, policies, standards, and approvals for advanced aviation training device (AATD) Levels 1 through 3 training devices, as well as basic aviation training devices (BATD), and new and emerging advanced technology digital simulation devices used in GA for both 14 CFR part 61 and 141 pilot schools.

**g.** Analyzes NTSB Safety Recommendations and prepares required responses on its findings following an accident investigation.

**h.** Responds to FAA Safety Recommendations from field offices and takes proper action.

**i.** Drafts and reviews applicable chapters of the current edition of Order 8900.1, Flight Standards Information Management System (FSIMS), for the training and certification of airmen (pilots, ground and flight instructors), part 91 (except for air traffic and aircraft maintenance rules), pilot schools, 14 CFR parts 101, 103, and 105.

**j.** Coordinates with AFS-600 on draft and changes to the current edition of Order 8900.2, General Aviation Airman Designee Handbook, with primary responsibility for policy and procedures for inspectors and designees in their conduct of pilot, flight instructor, and ground instructor certification activities. Provides support to AFS-600 concerning the initial and recurrent standards for designee appointment.

**k.** Liaison with the TSA, Department of Justice (DOJ), and other agencies on security issues related to pilot certification.

**l.** Service as the co-chairperson of the National Examiner Board (NEB).

**m.** Develops standards, policies, and procedures examining and appointing private persons to be representatives of the Administrator under the provisions of Title 49 of the United States Code (49 U.S.C.) § 44702 with respect to the certification of airmen (excluding medical and air traffic control (ATC) operators), and manages the NEB.

**n.** Coordinates with the FAA co-chair of the IHST to review/implement IHST recommendations.

**o.** Coordinates with AFS-700 on standards for pilot, flight instructor, and ground instructor certification.

**p.** Develops program requirements, technical guidance, and policy for the approval of Institutions of Higher Education authority to certify graduates for an airline transport pilot (ATP) certificate with reduced aeronautical experience.

**q.** Coordinates with AFS-200 on the program requirements, technical guidance, and policies for the approval of training providers to conduct the ATP Certification Training Program (CTP). Serves as the primary policy branch for the review of ATP CTP training courses conducted under 14 CFR part 141.

**r.** As directed by AFS-1, assists in the development, implementation, and oversight of bilateral agreements related to airmen certification.

**4. Commercial Operations Branch.** This branch, AFS-820, is responsible for the operational aspects of 14 CFR part 91 (except for air traffic and aircraft maintenance rules). Additional operational responsibilities include aerial work and public aircraft operations, as well as private and commercial (non-air carrier) flights conducted in piston and turbine aircraft by individuals and companies under parts 91 and 125, fractional ownership program managers under part 91K, helicopter external load operators under part 133, and agricultural aircraft operators under part 137. The branch is responsible for the following functions:

**a.** Ensures the initiation of appropriate corrective actions concerning FAA policies, procedures, standards, and operating practices, as a result of reviewing investigations and hearings resulting from GA accidents, incidents, and violations.

**b.** Participates on the FOEB and FSB.

**c.** Analyzes NTSB Safety Recommendations and Support Requests and prepares required responses on its findings following an accident investigation.

**d.** Responds to FAA Safety Recommendations from field offices and takes proper action.

**e.** In coordination with AFS-200, develops and carries out division policy pertaining to the Master Minimum Equipment List (MMEL).

**f.** Evaluates and participates in development of classroom and flight training for GA Operations inspectors.

**g.** Develops and carries out rotorcraft policy, including agricultural and external-load operations policy.

**h.** Drafts and reviews applicable chapters of Order 8900.1 for operations under part 91, including subpart K, and parts 125, 133, and 137 (except for air traffic and aircraft maintenance rules).

**i.** Administers and oversees the headquarters (HQ) regional 4040 flight proficiency program.

**j.** Develops and implements policy concerning aerial work operations, such as banner towing and motion picture operations.

**k.** Works with Department of Transportation (DOT) regarding North American Free Trade Agreement (NAFTA) policy. Develops and implements NAFTA guidance and policy for FAA field offices.

**l.** Coordinates/participates on the U.S. Helicopter Safety Team (USHST) and with the FAA co-chair of the International Helicopter Safety Team (IHST) to review/implement IHST/USHST recommendations.

**m.** Develops and implements policy related to public aircraft operations (except for airworthiness and maintenance policy).

**n.** Coordinates with AFS-400 and AFS-80 (as applicable) to develop and implement general aviation policy related to NextGen, Unmanned Aircraft Systems (UAS), performance-based authorizations, and emerging technologies.

**o.** Develops and implements regulations and policy regarding general aviation operations utilizing Night Vision Imaging Systems (NVIS) and night vision goggles (NVG).

**p.** Develops and implements policy related to Air Operator Organization Designation Authorizations (AO ODA).

**q.** Represents the division at Document Control Board (DCB) meetings.

**r.** Advises AFS-1, the Associate Administrator, and other officials on the public aircraft operations, NAFTA matters, and the operational aspects of parts 91, 91K, 125, 133, and 137.

**5. General Aviation (GA) Operations Branch.** This branch, AFS-830, is responsible for policy and regulatory development related to the GA operational aspects of part 91 (except for air traffic and aircraft maintenance rules) as pertaining to amateur-built/recreational/personal operations aircraft, aerobatic practice areas air shows and aviation events (including airshows, balloon events, air races, parachute demonstrations, aerobatic contests and fly-overs), civil operations of surplus military aircraft, and operations under 14 CFR parts 103 and 105. This branch also provides guidance and regulatory support for parts 101, 103, 105, and 91. The branch is responsible for the following functions:

- a.** Ensures the initiation of appropriate corrective actions concerning the FAA's regulations/policies, procedures, standards, and operating practices as a result of reviewing investigations and hearings resulting from applicable GA accidents, incidents, and violations.
- b.** Provides technical advice and oversight of air shows and other aviation events.
- c.** Analyzes applicable NTSB Safety Recommendations and prepares required responses on its findings following an accident investigation.
- d.** Responds to applicable FAA Safety Recommendations from field offices and takes proper action.
- e.** Advises the Associate Administrator for Aviation Safety (AVS), AFS-1, and AFS-800 management on matters pertaining to the National Aviation Event Program and aviation events. In addition to advisement responsibilities, the branch is responsible for establishing rules, technical guidance, policies, and approvals on national air show matters, aviation events, and aerobatic practice areas.
- f.** Drafts and reviews applicable chapters of the current edition of Order 8900.1 for parts 91 (except for air traffic and aircraft maintenance rules), 103, and 105.
- g.** Coordinates with ATO (AJV) as necessary regarding risk mitigation for part 101 operations.
- h.** Liaison with the TSA, DOJ, and other agencies on applicable security issues.
- i.** Provides guidance and regulatory support for issues related to vintage aircraft, public aircraft operations, and amateur-built (including light-sport aircraft (LSA)).
- j.** Manages the development of amateur-built aircraft operations policy.
- k.** Maintains continuing liaison with AFS-600, and industry and FAA segments involved with amateur-built aircraft operational standardization issues.
- l.** Provides technical assistance to FAA elements on matters related to these programs.
- m.** Provides public information seminars as necessary in order to ensure compliance with amateur-built aircraft regulatory limitations.
- n.** Develops policy and regulations for the operations of experimental aircraft, to include former military aircraft and amateur-built aircraft.
- o.** Participates on the FOEB and FSB.
- p.** Manages the development of light sport operations policy.
- q.** Maintains continuing liaison with AFS-300, the Aircraft Certification Service Production and Airworthiness Division (AIR-200), and industry and FAA segments involved with experimental aircraft operational standardization issues.



**6. FAA Safety Team (FAASTeam) Branch.** This branch, AFS-850, is responsible for developing national policies, standards, FAASTeam work programs and procedures consistent with the direction provided by AFS-1 through the General Aviation and Commercial Division Manager (AFS-800).

**a.** The team is also responsible for the following functions:

(1) Creates and maintains the National FAASTeam Performance Plan. The plan will be updated on a regular basis.

(2) Provides policy and guidance to the FAASTeam Program Managers to ensure consistent application of the National FAASTeam Performance Plan and FAASTeam Policy.

(3) Serves as the focal point for all operations and airworthiness FAASTeam program initiatives.

(4) Develops and recommends national policies, standards, systems, and procedures involving the FAASTeam.

(5) Participates in the analysis and evaluation of field safety programs.

(6) Serves as liaison to aviation industry on aviation safety programs and initiatives.

(7) Develops and maintains FAASTeam guidance for FAA Order 8900.1, as applicable.

(8) Develops an annual FAASTeam budget and resource planning report for AFS-800 consideration.

(9) Develops and manages educational safety materials and training products.

**b.** The FAASTeam external functions include distributing aviation safety promotion information to the GA community designating volunteers to help the FAASTeam as FAASTeam Representatives or Industry Members, and supporting industry initiatives such as the General Aviation Industry Award Program.

**c.** The FAASTeam internal functions include establishing and maintaining a public website at [www.FAASafety.gov](http://www.FAASafety.gov). The site will include, but is not limited to, a national airman e-mail notification system and an online educational library of safety materials and training products.

**d.** Manages the production of all division publications, which include FAA Safety Briefing magazine, and oversees the editorial, graphics, and photographic support the division provides for AFS-1.

## **Chapter 14. Flight Standards National Field Office, AFS-900.**

**1. Flight Standards National Field Office, AFS-900.** This division is a national field organization responsible for designing, developing, and deploying Flight Standards Service (AFS) systems for certification and oversight of air operators and air agencies. The division is affiliated with the Eastern Region, which serves as the “host” region. The Eastern Region’s services include, but are not limited to, legal, personnel, payroll, acquisition, budgeting, and security. The functions of the division include:

- a.** Designs, develops, and deploys national systems for certification, surveillance, and resolution of safety issues for air operators, and air agencies.
- b.** Develops national policies, procedures, work instructions, standards, training requirements, and automation requirements for the systems designed by the division.
- c.** Develops management tools for resource-targeting and workload prioritization to support more efficient and effective accomplishment of work programs.
- d.** Provides subject matter expertise and field support for the deployment of the systems designed and developed by the division, including assisting field offices in processing Title 14 of the Code of Federal Regulations (14 CFR) part 121 applicants for air carrier operating certificates and ensuring standardization of the initial certification process.
- e.** Provides subject matter expertise and supplemental resources to AFS field offices to assist in processing major change approvals to the scope of operations of part 121 air carriers.
- f.** Develops directives to guide AFS regional, field, and district offices in operational evaluation and analysis of special-emphasis safety programs for air operators and air agencies.
- g.** Develops directives to guide AFS regional, field, and district offices in operational evaluation and analysis of the implementation and effectiveness of policy and procedures developed by the division.
- h.** AFS-900 interfaces with Aviation Safety (AVS) Safety Management Systems (SMS) and ensures alignment of AFS SMS applications with AVS SMS doctrine and standards.
- i.** AFS-900 develops AFS policy in guidance for external safety management applications that interface with AFS internal SMS requirements.
- j.** Coordinates with AFS-500 in developing and maintaining SMS training for AFS inspectors and the industry.
- k.** Performs comprehensive assessments, ongoing analysis, and coordination of changes to systems-based oversight processes used by the Certificate Management Teams (CMT).
- l.** Improves air transportation certification and surveillance functions by assessing system performance and employing a systems-based approach.

**m.** Develops Safety Performance Analysis System (SPAS) requirements to provide principal inspectors (PI) with desktop analytical capabilities for certificate oversight.

**n.** Maintains the Certification Services Oversight Process (CSOP).

**o.** Manages the AFS National Work Program Guidelines (NPG) and related Regional Automated Modular Planning Software (RAMPS) that is required to provide risk-based oversight of air agencies, airmen, designees, and non-part 121 air operators.

**p.** Develops ad hoc programs and notices to address new oversight requirements and special-emphasis areas.

**q.** Provides operational responsibility for the National Air Carrier Evaluation Program (ACEP).

**r.** Provides operational capability for the National Operations Support Team whose main activity is managing regulatory and certificate support issues to meet national-level mission needs.

**s.** Provides operational capability for the Special Emphasis Investigation Team (SEIT), whose main activities include law enforcement, technical support, and investigation of illegal charter operations, counterfeit aircraft, and aircraft registration irregularities.

**t.** Provides AFS executives with operational and organizational risks/metrics that will assist them with their decision-making.

**u.** Designs, develops, and deploys the national safety analysis function of AFS Safety Assurance System (SAS).

**v.** Migrates AFS legacy oversight systems to a proactive system safety approach and aligns AFS programs with elements related to certification, surveillance, investigation, and enforcement.

**w.** Maintains standardization of AFS oversight business processes by serving as focal point for all business process engineering efforts in AFS, requiring dynamic interaction between AFS-900 and all AFS headquarters (HQ) divisions.

**2. Program Management Branch.** This branch, AFS-905, is responsible for providing administrative management and resource needs, including fiscal management, personnel administration, performance management, labor relations, compensation, training and employee development, office services, directives, reports, and records management, recognition and awards, and logistical support.

**3. Certification and Evaluation Program Office.** This program office is responsible for providing Flight Standards District Offices (FSDO) and certificate-holding district offices (CHDO) with staff support, expert technical guidance, and training in the certification process for new part 121 air carriers and the addition of new aircraft. The program office develops and provides input to air carrier inspector handbooks regarding certification, certificate management,

surveillance, and evaluation processes and serves as the focal point for application of agency guidance regarding certification, certificate management, and surveillance for air carriers. The program office is responsible for managing the National Air Carrier Evaluation Program (ACEP) and evaluates part 121 air carriers for regulatory compliance on a five-year schedule. The program office also provides post-accident assistance teams to CHDOs.

**4. Field Support Program Office.** This program office is responsible for providing Field Offices and Regional Offices (RO) with on- and off-site technical guidance and support in a continuing effort to promote the standardized application of the framework for SMS and of the Safety Assurance System (SAS) business process and associated automation. The Field Support Program Office receives feedback from inspectors in the field during training and on-site visits and forwards this information to appropriate offices within AFS-900 to update business processes, policy, and automation. The Field Support Program Office supports training classes held at the Center for Management and Executive Leadership (CMEL) and the FAA Academy (AMA) as needed.

**5. Continual Improvement Program Office.** This program office is responsible for managing and supporting SMS, ATOS, NPG, and CSOP continual improvement initiatives. The program office collects and responds to feedback from the users of these systems; provides input on national policies and procedures for the oversight of air operators, air agencies, airmen, dispatchers, flight attendants and cabin safety programs and maintenance and avionics procedures; and recommends enhancements for oversight business processes, policy, data collection, and automation tools. To accomplish this, the program office is divided into three functional areas: Policy Team (which authors national oversight policy guidance); Technical Support Team (which develops, authors, and maintains the ATOS Data Collection Tools (DCT)); and the Automation Team (which develops, deploys, and maintains ATOS, RAMPS, and CSOP software requirements, automation user guides, and tutorials for systems-based oversight of regulated entities). The program office provides subject matter expert (SME) support for internal and external customers.

**6. Flight Standards SMS Program Office.** The AFS SMS Program Office is responsible for providing policy and guidance on AFS internal and external SMS requirements and interfaces. The SMS Program Office provides support to the AFS director, deputy director, and executive steering committee in execution of the AFS SMS doctrine. The SMS Program Office interfaces with the AVS SMS doctrine and standards. The office provides direction, guidance, and coordination with points of contact (POC) in HQ and field divisions in development of SMS policies, procedures, and work instructions, in accordance with the AVS Quality Management System (QMS). The office is responsible for SMS standardization and development of training requirements. Specific functions and responsibilities of the office include:

- a. Acting as focal point for AFS in future SMS-related rulemaking and policy development efforts.
- b. Oversees and evaluates SMS collaborative testing projects.
- c. Standardizes concepts, functional requirements, and terminology across AFS-managed and sponsored SMS programs, initiatives, and contracted activities.

- d. Aligns internal and external SMS development activities with AVS SMS standards and AVS Management Team and AFS Executive Steering Committee guidance.
- e. Plans and coordinates SMS activities in AVS and AFS business plans.
- f. Represents AFS in the AVS SMS Working Group (WG).
- g. Ensures integration capability of oversight systems, both within AFS and also between AFS and other lines of business (LOB).
- h. Coordinates with the Continual Improvement Program Office and HQ policy divisions on SMS-oversight system relationships.
- i. Develops and maintains SMS policy and guidance documentation.
- j. Develops AFS SMS training requirements and mentorship of SMS-related AMA training.
- k. Develops measures of safety performance and effectiveness for both internal and external SMS.
- l. Develops and maintains of SMS data collection and auditing tools.
- m. Develops and uses standardized outreach, familiarization, and orientation materials for SMS.
- n. Coordinates and manages an AFS SMS Standardization and Assistance Team to assist field organizations and service providers in development and implementation of voluntary and mandatory external SMSs.

**7. Flight Standards National Operations Program Office.** This program office is responsible for enabling special operations and investigations to meet national-level mission needs. The program office is comprised of a National Operations Support Team and a Special Emphasis Investigations Team (SEIT).

**a. National Operations Support Team (NOST).** In accordance with FAA Order 1650.20, Support for Sensitive National Defense and Sensitive Law Enforcement Operations, this team manages regulatory and certificate support issues. The team's manager is accountable to the AFS-1 and receives program direction and guidance from the National Security and Intelligence Coordination Division (AEO-300).

**b. Special Emphasis Investigations Team (SEIT).** This team provides special-emphasis investigations of suspected illegal charter operators, counterfeit aircraft, and aircraft registration irregularities, and provides fast-track enforcement processing. The team also provides law enforcement support in matters concerning Flight Standards. The SEIT manager coordinates operational requirements with the Aviation Special Operations and Security Staff (AFS-7), which provides management liaison between the SEIT and the Flight Standards Director (AFS-1), assists with task assignments, and provides specialized technical support.

**8. Analysis and Information Program Office.** The Analysis and Information Program Office is responsible for providing AFS executives with operational and organizational risks/metrics that will assist them with their decision-making. The program office is also responsible for the National Safety Analysis function of the AFS Safety Assurance System (SAS). The staff is located at Dulles, VA. The functions of the staff include:

- a. Provides analytical support to AFS executives by identifying emerging aviation safety issues, improving the quality of FAA safety data, and disseminating safety information to the AVS/AFS organization.
- b. Assists other organizational elements in developing performance metrics for AFS activities and initiatives.
- c. Manages SPAS, including guidance regarding its interpretation, user training, and requirements for development of new modules and performance measures, and reporting on effectiveness of indicators.
- d. Provides, on a limited basis, analytic support to other offices in AFS.
- e. Supports work program process owners in the development of management tools for resource targeting and workload prioritization to support more effective accomplishment of national work programs.
- f. Develops analytical techniques, products, and tools that provide hazard identification and analysis of aviation safety data for trends, and disseminating aviation safety data to internal and external customers.
- g. Maintains accurate and timely reporting procedures to research and analyze aviation safety information for customers working within a limited timeframe and in response to significant aviation events, Congressional inquiries, requests from the Government Accountability Office (GAO), the Department of Transportation (DOT) Office of the Inspector General (OIG), and other organizations.
- h. Maintains an outreach partnership program to share information by establishing a partnership with other aviation safety organizations, such as, but not limited to, DOT/Office of the Secretary of Transportation (OST), Office of Aviation Analysis (OAA), Bureau of Transportation Statistics (BTS), and other national/regional civil aviation authorities (CAA).
- i. Maintains a relationship with the Office of Accident Investigation and Prevention (AVP) and regional/field operations research analysts for national coordination and standardization of the analysis processes and products.
- j. Supports the System Approach for Safety Oversight Program Office (SASO) in the design, development and deployment of the National Safety Analysis function of the AFS SAS.

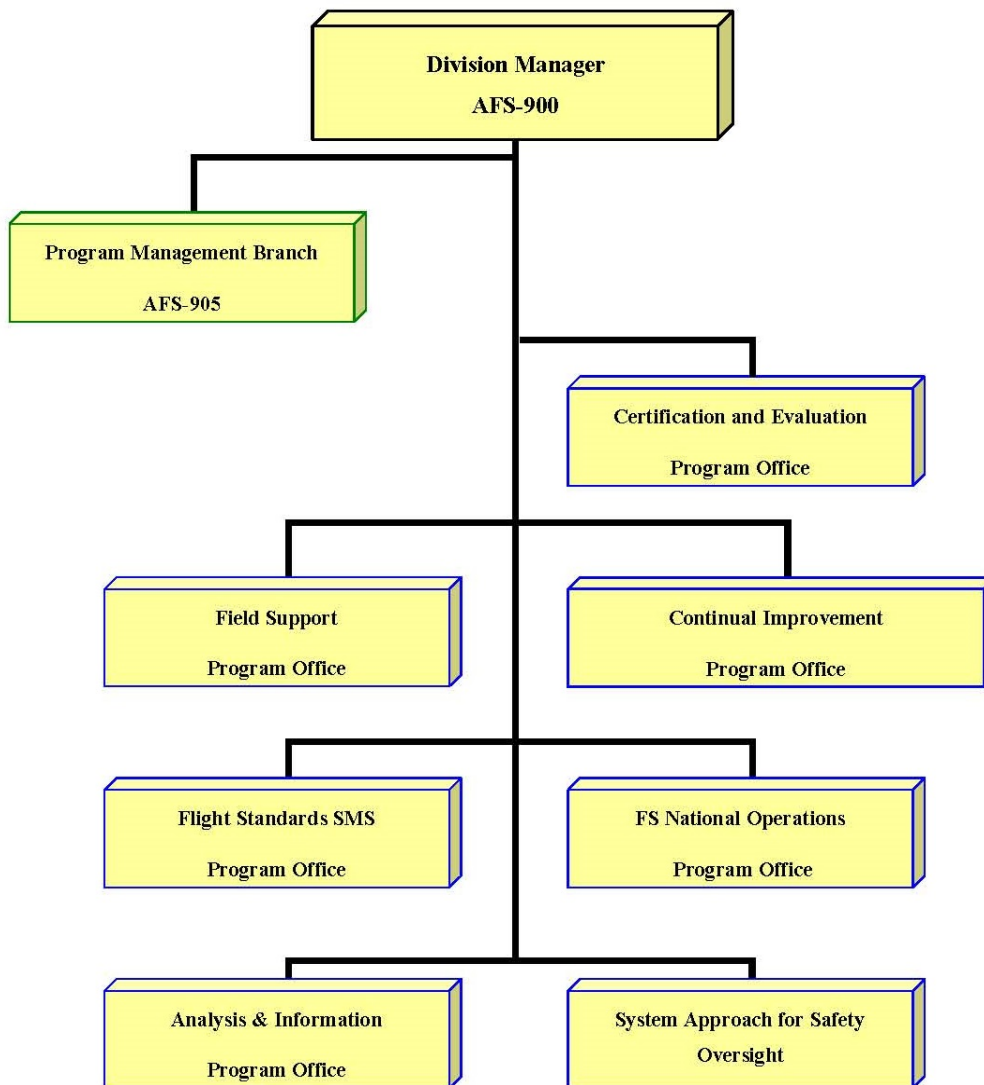
**9. System Approach for Safety Oversight (SASO) Program Office.** The SASO Program Office is responsible for bringing the AFS programs with elements related to certification, surveillance, investigation, and enforcement into alignment. The SASO program will encompass

all of the systems and process development activities necessary to migrate from the current approach to a proactive system safety approach to oversight. The SASO Program Office is the focal point for all business process engineering efforts in AFS, requiring dynamic interaction between all AFS HQ divisions. This will allow the SASO Program Office to maintain standardization of processes across the organization. The SASO Program Office is also responsible for the following functions:

- a.** Provides the Office of Aviation Safety Information Technology Division with information technology (IT) system engineering technical expertise related to the AFS system safety business process.
- b.** Manages life-cycle/program of the SASO program under the acquisition management system (AMS).
- c.** Integrates all safety-related activities of AFS, including, but not limited to, current major programs and initiatives such as ATOS; System Safety Analysis for General Aviation (SAGA); SPAS; the automated Operations Specifications Subsystem (OPSS); and the Flight Standards Automation System (FSAS) efforts, and to ensure integration of data repositories with comparable data records and formats.
- d.** Integrates human factor considerations, promotes information sharing with the aviation community, and allows for continual improvement that keeps pace with and uses advances in technology and the changing aviation environment.
- e.** Develops and administers the SASO requirements management process across AFS lines of business.
- f.** Continuously improves safety-related business process interfaces across AFS divisions, in keeping with the AFS QMS and International Organization for Standardization (ISO) 9001 quality system standards.
- g.** Provides the chair for AFS configuration management for the SASO program.
- h.** Develops the AFS strategic direction for the development of safety-related business processes and information technology systems.
- i.** Sponsors the “Risk Management (RM)/Decision Support” research project description to align research and development in this field with the SASO program.
- j.** Manages the SASO budget for program/initiative support to centralize AFS funding for requirements development of business process engineering and the corresponding information systems and analysis and decision support tools.
- k.** Represents AFS in cross-organizational initiatives that have an interface with the AFS safety-related business process.

1. Serves as the program office for the design, development, and implementation of business requirements for FAA Order 8900.1, Flight Standards Information Management System (FSIMS).

**Figure 14-1. Flight Standards National Field Office Organizational Chart**





## Chapter 15. Regional Flight Standards Divisions

**1. Flight Standards Division.** The Flight Standards Division is responsible for AFS matters, airmen, operators, and airworthiness matters. The division is under the executive direction of the AFS-1. The division provides staff assistance to the Director and program support to FAA representative regarding:

**a.** Inspection, certification, and surveillance of flight operations and maintenance activities of U.S. air carriers, Title 14 of the Code of Federal Regulations (14 CFR) part 129 operators, and commercial operators; providing assistance as requested by other certificate-holding regions in the inspection and surveillance of air carriers, commercial and air taxi operators; and inspection and surveillance of General Aviation (GA) operating U.S.-registered aircraft within the area.

**b.** Inspection, certification, and surveillance of maintenance facilities of U.S. scheduled and supplemental air carriers, commercial operators, repair stations, and foreign air carrier parts facilities.

**c.** Recurrent airworthiness certification and the airworthiness of air carrier and GA aircraft.

**d.** Examination, certification, and surveillance of FAA-certificated flight and maintenance airmen and instructors; utilization, selection, and surveillance of designated examiners of FAA.

**e.** Inspection of airport and airway facility systems from the standpoint of their adequacy for use by U.S. carriers and other U.S. operators.

**f.** Reporting and investigation, or participation in the investigation of, accidents involving U.S.-registered aircraft and U.S.-manufactured aircraft, and violations, as appropriate.

**g.** Evaluation of technical adequacy of field program performance.

**h.** Preparation of office directives to implement agency policies and standards and recommending their approval by the director and prescribing office goals and areas of emphasis to guide field office program planning and performance.

**i.** Providing limited technical advice or assistance to U.S. embassies, foreign governments, and aeronautical establishments concerning AFS procedures, practices, and policies.

**j.** Promotion and encouragement of foreign governments' and industries' acceptance and adoption of U.S. Flight Standards policies, procedures, and methods to establish a commonly acceptable level of safety.

**k.** Establishment of operations and maintenance standards through participation in the activities of the:

(1) Flight Operations Evaluation Board (FOEB).

(2) Flight Standardization Board (FSB).

- (3) Maintenance Review Board (MRB).
- (4) Type Certification Boards.
- (5) Flight Manual Review Boards (FMRB).

**l. Line management of the field Aircraft Evaluation Groups (AEG).**

**m.** Management and control of obligations of division funds, ensuring that obligations or expenditures do not exceed the amount(s) received in sub-allotments.

**n.** Preparation of the budget for AFS programs.

### **Section 1. Regional Division Roles and Responsibilities**

**2. Manager, Regional Flight Standards Division (RFSD), AXX-200.** The Regional Division Manager is responsible for leadership and oversight of all AFS activities in the region's geographical area. He or she provides advice and assistance to all regional management officials in AFS; keeps the AFS Director, Regional Administrator, and others informed of progress and changes on all matter having impact on the agency's mission and goals; serves as the primary point of contact (POC) for the AFS Quality Management System (QMS) at the regional level, and as such, is responsible for the quarterly management analysis required under ISO 9000. Regional Branch Office titles and duties are standard for all regions. See paragraphs 6 through 9 below.

**Note:** Due to management-to-direct report ratio policies, some regions may not have all of the management team positions listed below in paragraphs 3 and 4 (e.g., Associate Division Manager). In order to meet these ratio requirements, some regions may have additional management positions (e.g., two assistant managers in large regions) and/or different position alignments not depicted here.

**Note:** Details about individual Regions, including geographic areas of responsibility, field offices, and regional offices can be found at:  
[http://www.faa.gov/about/office\\_org/headquarters\\_offices/avs/offices/afs/divisions/](http://www.faa.gov/about/office_org/headquarters_offices/avs/offices/afs/divisions/)

**3. Assistant Division Manager, AXX-201A.** This individual serves as assistant to the division manager with overall responsibility for planning formulation, implementation, administration and evaluation of a variety of national AFS program/projects assigned to the region. He or she is responsible for leadership, guidance and oversight of the development of the Division's strategic direction-setting measurable outcomes, and adjusts resources as necessary to meet goals and objectives within targeted timeframes; directs, through subordinate staff members, the in-depth safety performance analysis inspection of air carrier and GA operators and air agencies; provides first-line supervision to assigned management team members and second-level supervision to their subordinates; and serves on the AFS QMS management team and supports the division manager in the quarterly management analysis required under ISO 9000.

**4. Associate Division Manager, AXX-201B.** This individual serves as the Associate to the division manager with overall responsibility for technical, administrative and management activities for regional branch offices and field offices. He or she is responsible for leadership and oversight of assigned AFS organizations within the region; provides first-line supervision to assigned management team members and second-level supervision to their subordinates; and serves on the AFS QMS management team and supports the division manager in the quarterly management analysis required under ISO 9000.

**5. Resource and Program Management Branch, AXX-210.** This branch is responsible for leadership and oversight of AFS administrative programs (staffing, training, budgeting and financial management, office space, Equal Employment Opportunity (EEO) and Accountability Board) at the regional level. It provides the operational and technical expertise and advice necessary to administer national policies. The branch serves on the AFS QMS management team and supports the Division Manager in the quarterly management analysis required under ISO 9000.

**6. NextGen Branch, AXX-220.** This branch is responsible for the following functions:

- a. Develops and implements NextGen, CNS, RNP, ADS-B, and ATM technologies.
- b. Provides for program analysis, evaluation, success metrics, and quality assurance measures to ensure consistency and standardization in all aspects of the field programs and the support provided to internal and external customers, through periodic customer feedback, ensures commitments made through the special relationships (per chapter 1, paragraph 13f) with the regional administrators, division managers, and ATO service areas as established herein are fully executed.
- c. Applies operational safety concepts relative to SMGCS implementation and monitoring and coordinates and develops the AFS comments for approval of SMGCS plans.
- d. Evaluates and recommends the FSDO/POI action on ILS CAT 1, 11, and III operator approvals.
- e. Evaluates and coordinates special instrument procedures, including providing input to the ATO Loss of Service system, when necessary and oversight of user notification aspects.
- f. Reviews FTIP for U.S. operators.
- g. Provides the AFS position for assigned OEs including coordinating AFS field office input and assisting across lines-of-business to determine the proper agency finding.
- h. Provides the field perspective and assures that waivers to instrument procedures and criteria reach an acceptable equivalent level of safety.
- i. Conducts or directs airport/airspace evaluations and provides the AFS position relative to operational flight safety within the guidelines and policies of the AAA program.

j. Provides input to AFS-400 for the field operational safety perspective and assures that an equivalent level of safety is provided for NCP.

k. Provides for technical outreach and an information sharing program for internal and external customers within the geographic area of assignment.

l. Provides for the technical review and general conformance with FAA policy and the NEPA processes for environmental actions relative to special instrument procedures not processed by or subject to the quality assurance of AJW-32 and AFS-460. Provides technical assessment and recommendation to the appropriate manager or the servicing office or branch serving as the RFO.

m. Determines need for and makes substantiated recommendations for new or amended regulations, policies, and procedures, and for research and development projects.

n. Conducts flight evaluations and/or en route inspections to validate NAS user complaints and to assess new flight operational technology, systems and procedures. Ensures that these evaluations are conducted within the national guidelines and policies.

**7. Technical Branch – General Aviation, AXX-230.** This branch is responsible for the leadership and oversight of AFS General Aviation (GA) technical programs at the regional level, including commercial and non-commercial operations, authorizations, waivers, pilot schools, training centers, and repair stations, and other non-air carrier program areas. It provides the operational and technical expertise and advice necessary to administer national policies, develop recommendations, and provide technical expertise to division management, field managers, and other FAA entities, both regional and national, as required. The branch supports the Division Manager in the periodic management analysis required under the AVS QMS.

**8. Technical Branch – Air Carrier, AXX-240.** This branch is responsible for the leadership and oversight of AFS air carrier technical programs at the regional level concerning the investigation, inspection and surveillance, regulatory compliance and enforcement, certification, certificate management, and aircraft operations of 14 CFR part 121 air carriers. It provides the operational and technical expertise and advice necessary to administer national policies, and it develops recommendations and provides technical expertise to division management, field managers, and other FAA entities, both regional and national, as required. The branch supports the Division Manager in the periodic management analysis required under the AVS QMS.

**9. Safety Analysis and Evaluation Branch, AXX-290.** This branch is responsible for oversight, comprehensive surveillance, analysis and evaluation programs throughout the region. The branch is also responsible for the following functions:

a. Manages regional evaluation programs. Conducts evaluations, assesses trends, identifies risks, and provides mitigation strategies when appropriate.

b. Has lead responsibility for analysis and evaluation of regional programs.

c. Provides data analysis and risk management (RM) strategies to monitor standardized applications of regulatory requirements and provide continual improvement of policies and programs.

d. Makes recommendations and provides analytical expertise for the regional and branch managers, field managers, and other FAA entities, both regional and national, as required.

e. Provides regional leadership of the AVS QMS and supports the Division Manager in quarterly management analysis.

f. Provides analytical support for performance metrics, including the AFS Dashboard, at the regional level.

**10. Field Offices.** These offices are responsible for leadership and oversight of individual AFS field offices in the region. These offices also support the division manager in the periodic management analysis required under the AVS QMS.

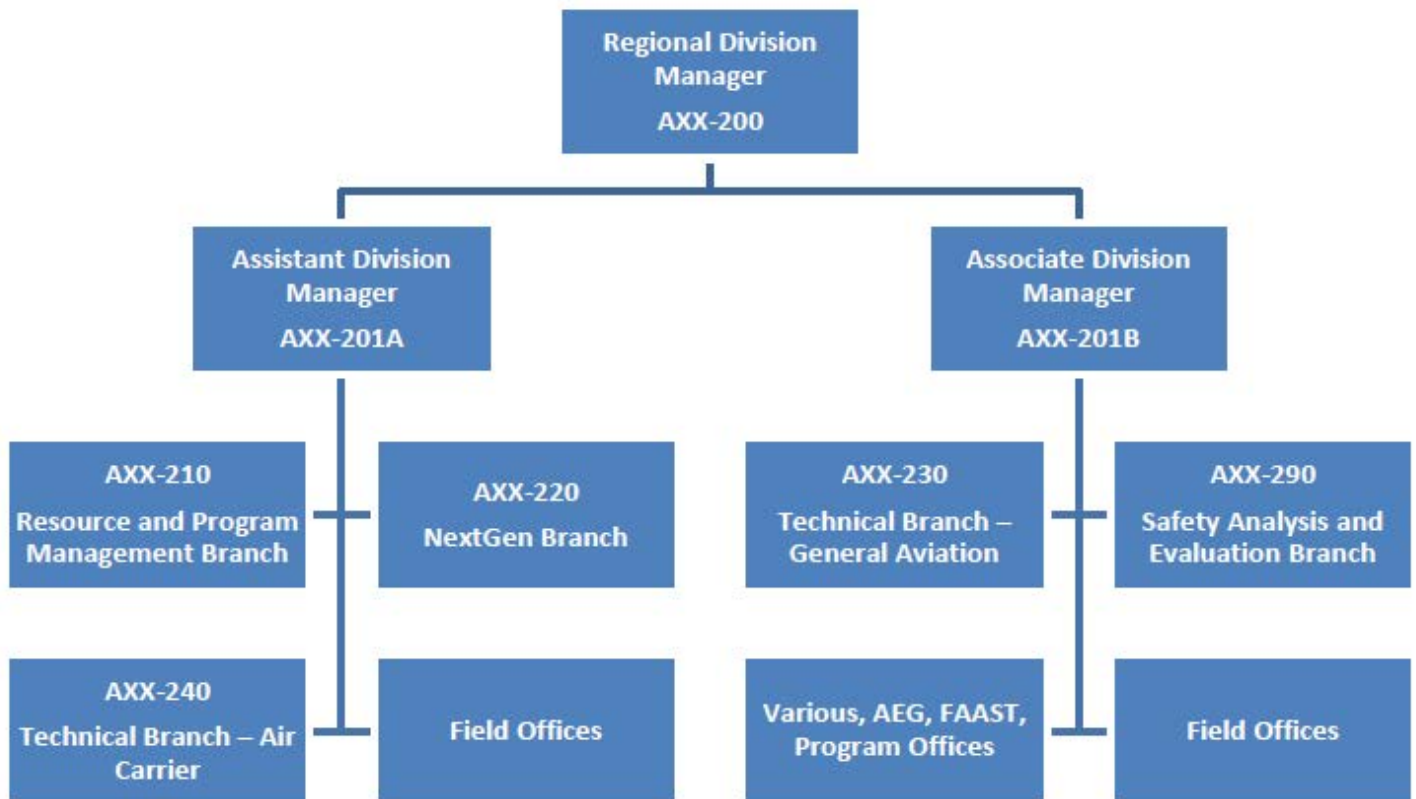
**a. Flight Standards District Office (FSDO).** FSDOs are field elements of AFS. FSDOs are responsible for the certification and surveillance of air operators, air agencies, and airmen. FSDO personnel conduct or assist in conducting accident and incident investigations and investigate possible violations of 14 CFR. They ensure the adequacy of flight procedures, operating methods, airmen qualifications and proficiency, and aircraft maintenance. Aviation safety is promoted through accident prevention and other safety-related seminars presented by the Federal Aviation Administration Safety Team (FAAST) Program Manager(s) assigned to that District.

**b. Certificate Management Office (CMO)/Certificate Management Units (CMU).** CMOs, or CMUs, serve as focal points for the certification, surveillance, and inspection of air carriers and air agencies. They specialize in administering those functions of a FSDO for the assigned carrier or air agency.

**c. International Field Offices (IFO)/International Field Units (IFU).** IFOs and IFUs authorize operations to the United States by foreign air carriers. They approve maintenance programs and Minimum Equipment Lists (MEL) and authorize certain other operations for U.S.-registered aircraft used by foreign air carriers. They conduct surveillance of foreign air carriers operating into the United States and conduct certification and surveillance of U.S. foreign repair stations. IFOs and IFUs are assigned a particular geographic area and services.

**d. Aircraft Evaluation Group (AEG) Offices.** AEG offices coordinate and assist with aircraft certification and continued airworthiness programs. As a member of AFS, an AEG serves as a liaison with the Aircraft Certification Office (ACO), which begins during the initial certification of an aircraft and continues throughout the service life of the aircraft. In addition, the AEG is responsible for providing guidance to AFS field offices on flightcrew member qualification requirements, requirements for dispatching aircraft with equipment inoperative, and for required operational and maintenance procedures for such a dispatch.

**Figure 15-1. Regional Flight Standards Division Organizational Chart**  
(Organizational Chart is an “illustrative example”)





U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

**FAA Form 1320-19, Directive Feedback Information**

Please submit any written comments or recommendations for improving this directive, or suggest new items or subjects to be added to it. Also, if you find an error, please tell us about it.

Subject: FS 1100.1D, Flight Standards Service Organizational Handbook

To: Directive Management Officer, Richard Mathews

*(Please check all appropriate line items)*

☐ An error (procedural or typographical) has been noted in paragraph \_\_\_\_\_ on page \_\_\_\_\_.

☐ Recommend paragraph \_\_\_\_\_ on page \_\_\_\_\_ be changed as follows:  
*(attach separate sheet if necessary)*

☐ In a future change to this directive, please include coverage on the following subject  
*(briefly describe what you want added):*

☐ Other comments:

☐ I would like to discuss the above. Please contact me.

Submitted by: \_\_\_\_\_ Date: \_\_\_\_\_

FTS Telephone Number: \_\_\_\_\_ Routing Symbol: \_\_\_\_\_

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