

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

GL AT 8020.11

12/29/93

GREAT LAKES REGION

SUBJ: Requirement to use Regional Operations Center (ROC)

1. **PURPOSE.** This order prescribes reporting procedures and responsibilities for aircraft accidents, aircraft and air traffic incidents, facility/equipment outages and other significant events.
2. **DISTRIBUTION.** This order is distributed to the Branch level and below in the Air Traffic Division, the Regional Operations Center (ROC) and all Air Traffic Field Facilities.
3. **BACKGROUND.** Memos and supplements have been used to assure use of the Regional Operations Center in contacting the various entities necessary when accidents/incidents, outages and other significant events occur, that could adversely affect the NAS. This order encompasses requirements to make use of the ROC. The ROC in turn passes information on to the different divisions (Flight Standards, Medical, Airway Facilities, as appropriate) and to the Washington Operations Center (WOC). The WOC simultaneously informs the senior FAA headquarters staff, the Secretary and other National agencies depending on the nature and scope of the occurrence. FAA Order 1770.6, the **OPERATIONS CENTER** order, covers the role of the Washington and Regional Operational Centers, which remain the command and control systems for reporting all significant events and outages. Bridging and communications capabilities of the ROC become extremely important in reporting events that are time critical.
4. **EVENTS REQUIRING ROC NOTIFICATION.**
 - a. All known and suspected accidents; aircraft incidents; emergency aircraft evacuations; inflight major component failures; incidents that threaten or cause damage or injury to property, aircraft or people; accidents/incidents involving well-known people; members of Congress or Presidential or Vice Presidential aircraft; accidents involving air transport of Hazardous materials; certain overdue aircraft; Near Mid-air Collisions: Pilot deviations, any occurrences which may impact the NAS such as environmental issues i.e. controllers use of respirators, natural or man made disasters affecting aviation, newsworthy items or any aviation occurrence which facility personnel believe warrants telephone notification of the ROC or WOC. Further information on reporting procedures are in the AIR TRAFFIC AIRCRAFT ACCIDENT AND AIRCRAFT INCIDENT NOTIFICATION AND REPORTING paragraphs of the AIRCRAFT ACCIDENT AND INCIDENT NOTIFICATION, INVESTIGATION, AND REPORTING order, FAA 8020-11.
 - b. All Air Traffic Incidents. These include Spill Outs; Flight Assists; Emergencies requiring special handling of aircraft by Air Traffic; Operational Errors and Deviations; Military Facility Deviations; Bomb Threat Incidents and Vehicle and Pedestrian Deviations. Further information on air traffic incidents and their handling may be obtained from CHAPTER 5, REPORTING AND HANDLING INCIDENTS, of the FACILITY OPERATION AND ADMINISTRATION handbook, FAA 7210.3.

Distribution. A-X(AT)-3;
A-X(CC)-2

FAT-O (STD)

Initiated By AGL-542

c. Facility and equipment outages. These include all partial or complete outages of facilities or equipment that could adversely impact the NAS. Examples would be all communications at several control positions, a bank of pre-flight positions in an AFSS, a long range radar or an ASR, etc.

5. RESPONSIBILITIES.

a. Field Facilities. All field facilities shall understand and comply with the reporting requirements of FAA Orders 8020.11, 7210.3 and 1770.6. All reports shall be made through the ROC. Initial calls to regional branches do not constitute initial notification.

b. ROC. The ROC, in accordance with FAA 1770.6, notifies the appropriate Divisions and/or Branches, the WOC, and the System Effectiveness staff (AGL-542) of occurrences, as existing procedures predicate. The ROC has current call back lists for all offices and branches and does the bridging for multi-party calls.

c. AGL-542. AGL-542 informs the Division Manager of those accidents/incidents that merit his/her attention by pre-arrangement, and otherwise notifies air traffic offices of primary interest, i.e., if an outage at Chicago ARTCC is impacting traffic flow and causing system delays, AGL-542 would notify the Division Manager if appropriate and the Systems Management Branch, AGL-530.

d. Office of Primary Interest (OPI). Air traffic offices and branches that are notified of events that impact the NAS shall be responsible for all further coordination of support elements and the conclusion/resolution of the problem.

for Chester W. Anderson
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