



U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
Central Service Area

**ORDER
NUMBER
JC 7210.23C**

Effective Date:
December 1, 2008

SUBJ: Central Service Area Air Traffic Control Safety Assurance Program

1. Purpose of This Order. This order establishes the Central Service Area (CSA) Air Traffic Control (ATC) Safety Assurance (SA) Program. It clarifies Central Service Center (CSC) Safety Assurance Group responsibility and accountability for providing oversight of the Service Area Safety Assurance Program on behalf of the Directors of Terminal, En Route and Oceanic, and Tactical Operations. The order incorporates CSA requirements for Operational Error (OE) and Operational Deviation (OD) identification and prevention plans. It also incorporates customer requirements for preparation and processing of formal aircraft accidents reports and packages.

2. Audience. Air Traffic Organization (ATO) employees within the CSA involved in Air Traffic operations including OE/ODs, Aircraft Accident Investigation, or involved in the program management of these events.

3. Where Can I Find This Order? You can find this order on the MYFAA Employee website: https://employees.faa.gov/tools_resources/orders_notices/ by entering all or some of the order title or order number.

4. Cancellation. This order cancels SW 7210.23B, Southwest Region Quality Assurance Program; GL 7210.10, Operational Error Prevention Program; and GL AT 7210.12A, Great Lakes Region Quality Assurance (QA) Program. All legacy Great Lakes, Central, and Southwest Regions AT Division Quality Assurance orders and OE/OD identification and prevention plans not specifically mentioned are also cancelled with the effective date of this order.

5. Responsibilities. Order JO 7210.56 provides program responsibilities for all levels of the organizations including the ARTCC/District/facility/employee. This order clarifies the responsibilities of Service Area Directors and, on their behalf, the Service Center Safety Assurance Group.

a. The CSA Directors of Operations for Terminal, En Route and Oceanic, and System Operations herein establishes the CSA Safety Assurance Program and will:

(1) Delegate authority and responsibility for oversight and administration of the CSA Safety Assurance Program to the CSC Safety Assurance Group.

(2) Approve ARTCC/District/Facility SA program and OE/OD identification and prevention plans that meet the requirements set out in this order and FAAO 7210.56.

b. The Service Center Safety Assurance Group, AJV-C1, shall:

(1) Provide assistance, counsel and advice to Directors of Operations, facility managers, and Managers, System Operations (TMO) to ensure requirements of JO 7210.56 and JO 8020.16 are met.

(2) Annually review ARTCC/District/Facility SA program and OE/OD identification and prevention plans as documented in local directives. Provide recommendations to facility managers for improvement and conformance to national orders and guidance.

(3) Provide CSA facility SA program and OE/OD identification and prevention plans to the ATO Safety Services Office after the documents are approved by the respective Director of Operations.

(4) Assist and support all Terminal facilities to ensure that all national surface error prevention strategies have been implemented as required. Ensure towers include a comprehensive plan to prevent surface incidents, if such a plan is not already contained in a separate facility runway incursion prevention plan.

(5) Track processing and submission of formal aircraft accident packages, identify and publish common mistakes, and advise Directors of Terminal, En Route and Oceanic, System Operations, District facility managers, and Enroute facility managers of negative trends affecting the Service Area's ability to meet the 45 calendar day AJR-8 deadline.

c. District/Air Traffic Managers (ATM) shall:

(1) Maintain a level of awareness and involvement in their facilities' operations and programs to ensure maximum quality and efficiency.

(2) Develop a facility SA program.

(3) Identify which facilities in the District are required to develop a facility SA program.

(4) Develop a facility OE/OD identification and prevention plan, unless it is included in a District document.

(5) Ensure complete and accurate formal aircraft accident packages are submitted to the CSC Safety Assurance Group within 30 calendar days of the accident. The automated Accident Package Generator program shall be used to complete and submit packages.

(6) Air Traffic Managers shall submit an action plan within 2 business days of an OE with a Severity Conformance Rating (SCR) of A, and with 8 calendar days of an OE with an SCR B. The action plan shall include a Summary of the Event, Contributing/Causal Factors initially identified, and a Management Action Plan. This plan shall be in memorandum format, addressed to the Director, Safety and Operations, for the respective Service Units. Plans shall be submitted to the Safety Assurance Group, Central Service Center, for approval by the respective SA Director of Operations. NOTE: If a System Operations employee is involved in the subject OE, the action plan shall be coordinated with the Manager, System Operations (TMO) prior to submission.

d. Action. Service Area facilities which require SA programs and OE/OD identification and prevention plans are:

(1) ARTCC

(2) Districts

(3) ATC facilities not in a District

e. Program Content. The CSA Safety Assurance Program requires facility programs to include, as a minimum, Operational Error/Deviation (OE/OD) Prevention, Teamwork, Communications, Customer Service/Feedback, and for ATCT facilities Runway Safety. Facility SA Programs shall be developed or revised in accordance with the requirements of JO 7210.56 and this order. ATCT facilities shall include comprehensive plans to prevent surface incidents unless these provisions are contained in a separate facility Runway Safety/Runway Incursion Prevention Plan. In all of these areas, focus must begin and end with safe operations and basic air traffic control.

(1) **Operational Error/Deviation (OE/OD) Prevention.** Facility programs shall be comprehensive, include participation of all employees, and stress personal responsibility and accountability at all levels. All facilities shall emphasize the importance of phraseology, ensuring pilot read-backs are complete and correct, issuing clearances that ensure separation, prioritizing duties, and utilizing a checklist during position relief briefings. The program shall be emphasized during team briefings, and during performance-related discussions.

(2) **Teamwork.** SA programs shall promote teamwork within the administrative workforce, operational workforce, between facilities, and between the facility and outside entities.

(3) **Communications.** SA programs shall foster improved communications among all employees to create an atmosphere conducive to sharing information. A method of providing OE/OD statistics to employees shall be included.

(4) **Customer Service Feedback.** SA programs shall include means to solicit employee and customer feedback regarding the quality of service provided by the facility.

(5) **Site Specific Items.** SA Programs shall include items that address the needs and unique experiences of that particular facility. In doing so, ATMs shall take into account past deficiencies identified by CSC SA Group Office, Service Area, Service Unit, or ATO-S (e.g. environmental issues, Traffic Management Unit (TMU) issues, runway incursions, etc.)

(6) **Non-compliance.** SA programs shall provide the means to identify non-compliance with national, service area, service unit, and local facility standards. The programs shall determine the cause of, the corrective action taken, and a plan to ensure future compliance.

(7) **Facility Review Boards.** If enacted, the review board should be conducted in a timely manner, so as not to delay meeting the timeline requirements contained in FAA Order 7210.56.

f. FAA Order 8020.16, Air Traffic Organization, Aircraft Accident and Incident Notification, Investigation and Reporting. Facilities are required to report aircraft emergencies, aircraft accidents, air traffic incidents, operational errors, operational deviations, surface incidents, runway incursions, pilot deviation, spill outs, near mid-air collisions, and flight assists, in accordance with FAAO 7210.56 and 8020.16, to the CSC Safety Assurance Group On-Call Specialists through the geographic Regional Operations Center (ROC) responsible for the reporting facility. The ROC

will make any other regional notifications required that are outside the ATO, i.e., Flight Standards, Aerospace Medicine, Airports, Public Relations, the Regional Administrator, the NTSB, etc.

(1) Facilities will send Formal Aircraft Accident Packages to the CSC Safety Assurance Group no later than 30 calendar days after the date of the aircraft accident.

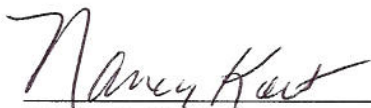
(2) FAA Order 8020.16, Paragraph 82 d. (1) (a) (i) requires facilities to submit the Formal Aircraft Accident Package to the Service Center for their review and submission to Headquarters within 45 calendar days of the accident. After the package is reviewed and released by Headquarters, the facility will forward the aircraft package to the FAA IIC. The IIC will forward the Aircraft Accident Package to NTSB within 60 calendar days of the accident.

(3) After the Service Center review, corrections to the Aircraft Accident Package will be due from the facility within 5 business days following receipt of the request.

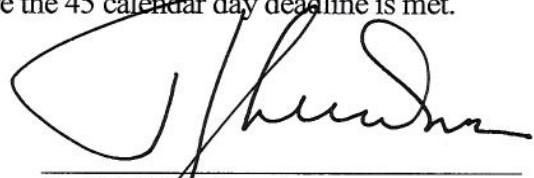
(4) After the Headquarters review, corrections to the Aircraft Accident Package will be due from the facility within 5 business days following receipt of the request.

6. Distribution. This document is distributed to CSA Directors for Terminal Operations, En Route and Oceanic Operations, Tactical Operations, all Air Traffic staffed facilities, the Service Center Safety Assurance Group, and the NATCA Regional Vice Presidents.

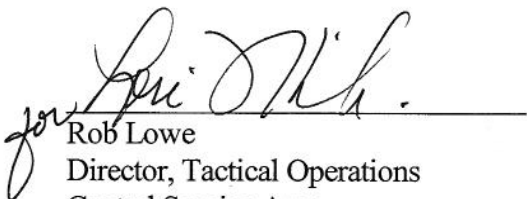
7. Background. Order JO 7210.56, Air Traffic Quality Assurance, requires Service Area Directors of Operation to develop Safety Assurance (SA) programs and OE/OD identification and prevention plans and requires that these programs and plans shall be documented as directives. The national order incorporates the development of the Air Traffic Organization (ATO). It also transfers the responsibilities previously assigned to the Regional Air Traffic Divisions to the newly organized Service Areas. The national order does not separate responsibilities between the Directors for Terminal, En Route and Oceanic, and System Operations, or the Service Center Safety Assurance Group. Order JO 8020.16, ATO Aircraft Accident and Incident Notification, Investigation, and Reporting establishes a requirement for service areas to review and forward copies of formal aircraft accident packages to System Operations Litigation, AJR-8 within 45 calendar days of the accident. However, the national order does not provide a requirement for facilities to submit the formal aircraft accident packages to the service area office to ensure the 45 calendar day deadline is met.



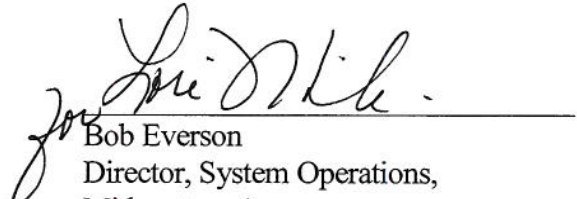
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