

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

SO 7010.1G

SOUTHERN REGION

9|10|92

SUBJ: INFLIGHT/PREFLIGHT EVALUATION PROGRAM

1. PURPOSE. This order sets forth the regional policy regarding the inflight evaluation program and prescribes the manner for processing Inflight/Preflight Evaluation Reports (FAA Form 7010-1).
2. DISTRIBUTION. This order is distributed to the branch level in the regional Air Traffic Division and to all Air Traffic field facilities.
3. CANCELLATION. This order cancels Order SO 7010.1F, dated April 3, 1990.
4. ACTION.
 - a. Washington and Regional Inflight/Preflight Evaluation Reports, FAA Form 7010-1.
 - (1) Copies of Washington and Regional Inflight/Preflight Evaluation Reports will be distributed in accordance with instructions contained in Order 7010.1, Appendix 4.
 - (2) When the field facility receives an Inflight/Preflight Evaluation Report, it will be the responsibility of the Air Traffic Manager to investigate the circumstances that are noted in the report and determine if facility services were deficient or unsatisfactory and whether faulty control technique was involved.
 - (3) Replies requested by Washington should be forwarded within 10 working days through the Air Traffic Division, ASO-500, Attention: ASO-540.
 - (4) Replies requested by the region should be forwarded within 10 working days to the Air Traffic Division, ASO-500, Attention: ASO-540.
 - (5) Each facility will be expected to maintain a current file on all monitor reports. This file should contain the action taken by the facility on each monitor report when action is appropriate. A periodic check of these files will be made by regional office personnel during visits to field facilities.
 - (6) If inaccurate data is contained on the FAA Form 7010-1, facilities should notify ASO-540 of this fact via route slip or other informal means.
 - (7) In addition to reviewing normal services during inflight evaluations, ASO-540 will also review emergency assistance procedures. The emergency reviews will not be conducted in a covert manner. Specialists will be asked if their workload permits an emergency assistance problem to be worked. If

Distribution: A-X(AT)-3; FAT-0 (Ltd)

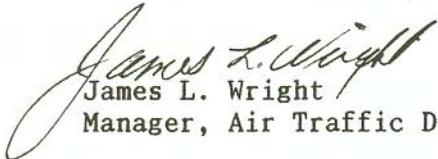
Initiated By: ASO-542.2

specialist's time permits, the flight crew will advise that they are simulating an emergency situation and ask for assistance. The intent of these exercises is not only to check performance, but should also help specialists gain experience in handling aircraft emergencies and dealing with unusual situations.

5. BACKGROUND.

a. The inflight evaluation program is conducted to sample services provided by our Air Traffic Control facilities. Inflight/Preflight Evaluation Reports indicate the reaction of evaluation personnel who are not at the source of the transmission. Generally, this reaction will be comparable to that of our customers.

b. Since unknown circumstances exist, the evaluation personnel do not attempt to prejudge the factors that caused items noted in their reports. Such reports do not imply that obligations are not being fulfilled by any individual or facility. It is the purpose and intent of these reports to provide facility managers with information which may assist them in evaluating and/or correcting areas of possible substandard service that would not otherwise have come to their attention. Evaluation reports should be accepted by the facility with this thought in mind.


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