

SOUTHERN REGION

6/12/03

SUBJ: SOUTHERN REGION AUTOMATED FLIGHT SERVICE STATION
(AFSS) TRAFFIC MANAGEMENT PROGRAM (TMP)

1. **PURPOSE.** This order updates procedures for the management of the Southern Region AFSS Traffic Management Program (TMP) in accordance with Order 7210.53.
2. **DISTRIBUTION.** This order is distributed to the Air Traffic Division level in the Southern Regional Office, all Southern Region AFSS's, ATP-300, ASW-530, and Conroe AFSS.
3. **CANCELLATION.** Order SO 7210.11B, dated February 22, 2001, is canceled.
4. **SCOPE.** The procedures outlined herein are to be used by Southern Region AFSS's when conducting traffic management activities. These procedures are applicable under dynamic and catastrophic conditions. The sole intent is to provide the highest quality of service to our customers in a timely manner.
5. **RESPONSIBILITIES.**
 - a. All Southern Region AFSS facilities shall participate in the TMP consistent with the provisions of this directive and any Memoranda of Agreement entered into between the National Association of Air Traffic Specialists (NAATS) and the FAA.
 - b. The present three facilities assigned with a Traffic Management Program Coordinator will continue with those functions and responsibilities.
6. **POLICY.**
 - a. Traffic shall normally be transferred when dynamic and/or catastrophic conditions adversely affect a facility's ability to respond to or meet customer needs in a timely and efficient manner. Dynamic conditions are defined as temporary weather conditions, temporary equipment problems, special events, staffing, etc. Catastrophic conditions include natural or man-made disasters and/or major equipment failures.
 - b. Traffic will only be transferred after consultation with the receiving facility.

c. Traffic will only be transferred when 2 consecutive hourly reviews of the Gate 1 Report indicate that average delays exceed 90 seconds, unless the situation dictates otherwise.

d. When dynamic conditions dictate the necessity to transfer traffic, the transfer shall remain in effect for at least 1 hour and acceptable service levels are maintained.

e. Facilities with sustained daily unmet traffic demand will enter into Letters of Agreement with adjacent facilities to minimize the excess. Programmed hand-offs of telephone exchanges on a 24-hour/7-day basis should be utilized to reduce the unmet demand. Letters of Agreement shall be reviewed annually and adjusted as necessary to provide for the parent facility to recapture as much of their own traffic as possible.

7. PROCEDURES.

a. Each Traffic Management Program Coordinator (TMPC) shall:

(1) Participate, as needed, in Traffic Management Telcons and coordinate workload capabilities for the day and determine the need to implement, expand, or extend the transfer of traffic.

(2) Coordinate, as needed, all traffic transfer requirements with the watch supervisor at the affected facility, the percentage of traffic to transfer, and when applicable, coordinate appropriately with the affected TMPC's.

(3) Make every reasonable effort to transfer traffic to adjacent facility(ies).

(4) Coordinate all transfer requirements with Conroe AFSS.

(5) When the TMPC is not available to perform these duties, the watch supervisor shall assume the TMPC functions. The traffic management responsibility may be delegated below the operational supervisor level when the need to implement or terminate traffic transfers exists.

b. Each Watch Supervisor shall:

(1) Under dynamic conditions:

(a) Monitor operational workload capabilities by evaluating dynamic conditions that may have an impact on the facility's need to meet customer demands, i.e., weather conditions, equipment status, special events, staffing, etc.

(b) Review at least hourly the Gate Traffic Reports Detail for Gate.

(c) Coordinate with the TMPC concerning transfer requirements based upon an evaluation of existing dynamic conditions, service level parameters, or other pertinent factors that could affect the facility operation.

(d) Upon request, make every reasonable effort to inform the facility union representative or designee when transferring traffic for other than catastrophic conditions.

(e) Coordinate termination of traffic transfer when dynamic conditions and/or system status limits no longer restrict the facility's capability to meet customer needs.

(f) Inform specialists of TMP action and post at status information areas.

(g) When a watch supervisor is not available to perform TMP coordination, the controller-in-charge (CIC) shall notify the TMPC if a need to transfer traffic exists.

(2) Under catastrophic failures:

(a) Notify the TMPC immediately.

(b) The TMPC shall immediately coordinate with Conroe AFSS, initiate the appropriate catastrophic nodes, and notify all affected facilities.

(c) As normal operations resume, the TMPC shall coordinate with Conroe AFSS and all affected facilities.

c. Reports.

(1) Managers shall prepare a Monthly Traffic Management Performance Report (see Appendix 1). As a minimum, this report shall contain statistics on the following:

(a) Total flight services

(b) Flight services per specialist

(c) Calls answered

(d) Calls per specialist

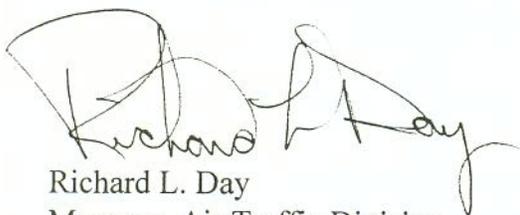
(e) AFSS service level (including number of days equal to or greater than 80 percent and number of days less than 80 percent)

(f) Number of lost calls

(g) Average delay time/average speed answered

(2) This report shall be disseminated to:

- (a) ASO-530
- (b) NAATS Facility Representatives within the hub
- (c) NAATS Regional Director



Richard L. Day
Manager, Air Traffic Division

Appendix 1. Sample Monthly Traffic Management Performance Report

ANY AFSS

STATISTICS ON TRAFFIC ACTIVITY FOR THE MONTH OF July 2003

1. TOTAL FLIGHT SERVICES:	FLIGHT SERVICES PER FPL:	
43757	1287	
2. CALLS RECEIVED:	CALLS PER SPECIALIST:	
15293	450	
3. AFSS SERVICE LEVEL:	# DAYS ≥ 80%	# DAYS <80%
90%	27	4
4. NUMBER OF LOST CALLS:	PERCENT	
143	0.9%	
5. AVERAGE DELAY TIME/AVERAGE SPEED ANSWERED:		
9sec		

