

**ORDER**

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

**SO 1900.26A**

**1/16/02**

**SUBJ: FLIGHT STANDARDS DIVISION EMERGENCY RESPONSE TEAM PROCEDURES**

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1. PURPOSE. This order establishes regional procedures and assigns responsibilities to various positions and organizational elements in the Flight Standards Division, which shall be utilized outside of duty hours when dealing with a significant incident or event.
2. DISTRIBUTION. This order is distributed to the branch level in the Flight Standards Division, Flight Standards District Offices, Miami International Field Office, and the Delta Certificate Management Office.
3. CANCELLATION. This Order cancels Order SO 1900.26, dated September 6, 1996.
4. PROCEDURES. When a situation is deemed important or newsworthy enough by Flight Standards Division, to establish a TELECON, the following procedures will be followed by Flight Standards personnel.

- \*           a. Once an incident is identified and relayed to the Regional Operations Center (ROC), ASO-6, the ROC shall alert the Flight Standards Division's accident standby person. The stand-by person, after receiving confirmation from the Flight Standards Division Manager, shall contact the ROC and request that a Flight Standards bridge, with Pass Code 2200 be established. A TELECON bridge shall be established by the ROC. The initial TELECON bridge shall be utilized to identify the problem and set up individual TELECON bridges for the operating divisions. \*
- b. Flight Standards personnel identified as necessary to deal with the situation shall be contacted to dial in on the Flight Standards TELECON bridge. The number for the TELECON bridge will be (404) 305-735 1, #2200. Once the TELECON bridge has been activated, a situational briefing shall be given and instructions relative to the Flight Standards role shall be outlined. It will be up to the Division Manager to direct this notification to any needed personnel who should join the TELECON. The ROC will be unable to accomplish this.
- c. The Regional Operations Center shall, if requested by the Regional Administrator, ASO-1, establish a TELECON bridge with the Regional Management Team.
- d. Instructions for briefings and updates will be passed to the individual TELECON bridges by the ROC.
- e. Some items that should be noted are:

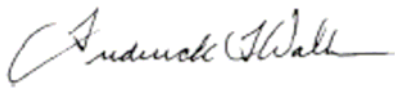
(1) When contacting the TELECON bridge, be patient until the individual initiating the Bridge has contacted all necessary personnel. Giving repeated information as people dial in on the TELECON Bridge slows the process.

(2) Be sure to mute your phone. If you are using a cellular phone, or you are in an area of high background noise, you should attempt to find another phone, or try to mute the mouthpiece so the noise will not interfere with the TELECON.

(3) The initiator of the TELECON is expected to take command of the TELECON so communications flow smoothly.

(4) If the ROC has to change the TELECON bridge numbers, the initial group shall be notified of the new numbers. (If you are paged and the number is four digits longer than normal, the last four digits are the access code to the TELECON bridge.)

f. Each manager shall be thoroughly familiar with these procedures and shall brief his supervisors. In addition, these procedures shall be made available to standby personnel. The Division Manager, ASO-200, shall ensure all necessary phone numbers are included in the procedures. (See Appendix I for a listing of the division's points of contact.)

A handwritten signature in cursive script, reading "Frederick T. Walker". The signature is written in dark ink on a white background. To the right of the signature is a vertical line.

Frederick T. Walker  
Manager, Flight Standards Division

APPENDIX 1.  
FLIGHT STANDARDS DIVISION  
EMERGENCY RESPONSE TEAM STAFFING CHART

Organization: ASO-200 POC: Dawn R. H. Veatch 404-305-6000

EMERGENCY OPERATIONS COORDINATORS

Primary: Richard Buzinski 404-305-6098  
Alternate: John Dunbar 404-305-6060

CRISES RESPONSE WORKING GROUP (CRWG)

Primary: Richard Buzinski 404-305-6098  
Alternate: John Dunbar 404-305-6060  
Alternate: Tom Stuntebeck 404-305-6074

DOT EMERGENCY RESPONSE TEAM

Primary: Dawn R. H. Veatch 404-305-6000  
Alternate: Clark Schandle 404-305-6045  
Alternate: Fran DeJoseph 404-305-7261

OFF DUTY POINTS OF CONTACT

Pager

|                                  |                     |
|----------------------------------|---------------------|
| Dawn R. H. Veatch                | 1-888-530-6844      |
| Clark Schadle                    | 1-800-946-4646      |
|                                  | Pin # 1745328       |
| Flight Standards Telecon Bridge  | 404-305-7351, #2200 |
| Regional Operations Center (ROC) | 404-305-5180        |