

# Air Transportation Oversight System "HowGoesIt"

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Issue #73



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## System Approach for Safety Oversight (SASO) Update

### Part 121 ATOS 1.2 Full Scale Implementation Assessment

The Air Transportation Oversight System (ATOS) 1.2 is now fully deployed in all 14 CFR part 121 Certificate Management Teams (CMTs), but the transition to 1.2 was incremental, starting with a launch at three key sites. Change management activities involving training, communications, and use and acceptance of the system and processes were conducted simultaneous to the launch, and were also evaluated so any lessons learned could be applied to the full-scale implementation.

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## ATOS "HowGoesIt" #73

Following the initial launch, ATOS 1.2 was rolled out to all part 121 CMTs, using lessons from the key site implementation. The SASO program office conducted a Full-Scale Implementation Assessment to gauge the effectiveness of full-scale transition to ATOS 1.2. The assessment was initiated in March 2008 and gathered feedback on the transition directly from the AFS workforce.

The SASO team successfully completed all four of the planned field visits for the ATOS 1.2 Full-Scale Implementation Assessment in June 2008. The purpose of the assessment was to evaluate the ATOS 1.2 transition process, communication practices, and training effectiveness, and identify lessons learned that could apply to the parts 135 and 145 pilot projects. In addition, the assessment aimed to evaluate the success of ATOS 1.2 as it supports inspectors in providing oversight to their certificate holders.

The SASO program office, in conjunction with the Flight Standards Training Division, AFS-500, AFS-900, and regional representatives, formed an integrated team charged with visiting four selected regions to conduct the assessment. Beginning in March 2008, and working through June 2008, the team visited the following four regions and their respective offices:

- Southwest Region/Dallas area
- Great Lakes Region/Indianapolis area
- Central Region/Memphis area
- Eastern Region/Garden City area

The locations were chosen based on several criteria:

- Geographic representation
- Multiple certificate holders at each site
- Accessibility of small, medium and large certificate holders at the respective sites
- Inclusion of the AFS workforce transitioning to ATOS 1.2 from both Surveillance and Evaluation Program (SEP) and ATOS 1.1

While at each site, the team gathered quantitative data in the form of a written questionnaire and also collected qualitative data through focus group discussions with the AFS workforce.

With all field visits complete, the SASO team will develop a comprehensive summary report of the findings and recommendations based on the data collected throughout this assessment process. The report will not only be used to inform part 121 CMTs of best practices and lessons learned from the ATOS 1.2 transition, but it will also be used to develop a comprehensive change management plan that outlines the approach to managing change associated with Safety Assurance System (SAS) implementation for parts 121, 135 and 145.

The finished report will include a summary of findings and observations from the four field visits.

## SASO on the Web

The SASO program has a new, enhanced Web site that provides current comprehensive information about the status of the program. The Web site will be updated quarterly and can be accessed at the following link: [http://www.faa.gov/safety/programs\\_initiatives/oversight/saso/](http://www.faa.gov/safety/programs_initiatives/oversight/saso/). Additionally, the SASO program office has just released the June edition of its quarterly newsletter. Located on the SASO Web site (under **SASO News**), the newsletter provides AFS employees with timely updates on important issues related to system safety. We encourage you to visit the site and review the newsletter regularly for the most up-to-date program news and information.

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## May 30, 2008 Data Collection Tools Release - Synopsis of Changes

This document identifies Data Collection Tool (DCT) changes that impacted the ATOS user on May 30, 2008. These tools have been posted on the ATOS 1.2 production site. Follow the information contained below and the instructions for loading the revised DCTs, found in **DCT Release Bulletin # 1**.

### Information highlights - May 30, 2008 Data Collection Tool Release

**DCT Release Bulletin # 1** contains revised DCTs. In ATOS 1.2, the revised DCTs will not automatically be added to your Air Carrier Oversight Profile (ACOP), Air Carrier Assessment Tool (ACAT), Comprehensive Assessment Plan (CAP), or data collection screens. For that to happen, you will need to save a new ACOP, ACAT, and CAP to "Final" for both Operations and Airworthiness specialties. The May 30 release contains instructions on how to add the revised DCTs to your ACOP, ACAT and CAP. Please access the link in the News and Documentation section, and link to the "Service Pack Release Notes". There, you will find **DCT Release Bulletin # 1 (5/30/2008)**.

Follow the detailed instructions on how to add the revised DCTs to your plans outlined in this bulletin. Please take notice to the screen shot of the CAP which shows it in draft status. This is not reflected in the written text, although it is implied that you will need to take the CAP out of "Final" back to "New Draft", and then "Save Final" again in order to load the revised DCTs into the CAP.



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A bridging document link, "**DCT Change Report 5/30**" is located on the ATOS 1.2 homepage. This provides CMT members with access to an EXCEL spreadsheet containing detailed changes relative to the entire May 30, 2008 DCT release. The bridging document allows CMT members to identify specific changes to elements by specialty and provide other sorting capabilities.

It should be noted this is **NOT** an automation release. This release affects the revision of DCTs only.

### Information highlights - Data Collection Tools Revisions for May 30 Release

Problem and Reporting/Feedback (PRF) system suggestions are incorporated throughout.

- Added ETOPS questions pertaining to the new FAR 121.374 – affecting AW DCTs 1.2.3, 1.3.1, 1.3.2, 1.3.10, 1.3.15, 1.3.20, 4.2.1 and 7.1.6; as well as OP and AW 5.1.8.
- ETOPS Elements 5.1.8 OP & 5.1.8 AW are now called "Extended Operations" due to the scope change in the new regulatory guidance.
- Existing DCT questions include OpSpecs paragraphs B050 and C070.
- FAA Order 8900.1 references are formatted to be compatible with the FSIMS search criteria.
- The DCTs no longer contain questions regarding legal interpretations that were not found active in FSIMS.
- Instructions clarify when to use the Not Observed (N/O) option (removed specific instructions regarding use of the "Yes" option in V1.1).
- DCTs for Elements 3.1.7 OP & 1.3.18 AW, De-Icing Program, contain updated instructions and references.

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### Incorporating New Data Collection Tools in ATOS 1.2 Automation

Revised and updated ATOS DCTs were released into the ATOS automation on May 30, 2008. Any time there is a new DCT release, principal inspectors (PIs) need to "synchronize" the ACOP, ACAT and CAP to incorporate the addition of the new DCTs. Detailed information on how to complete the synchronization is found in **DCT Release Bulletin #1**. Go to the ATOS 1.2 home page at <http://atos12.faa.gov>, select the link to "News and Documentation", and then the link for "Service Pack Release Notes" **DCT Release Bulletin # 1 May, 30 2008**.

Remember, the ACOP, the ACAT and the CAP must be taken to "Draft" and then to "Final" to complete the update. This synchronization should take place as soon as possible in order to begin using the updated DCTs.

Additionally, the data collection activities in progress will not be affected by the new changes. Only those assessments that data collection activities have not begun will have the new DCTs available.

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As with the previous release, changes you have made to priorities and deselected elements and questions may be lost and/or rearranged. Use your history drop-down box, located in the upper right-hand corner of each screen, to review your previous selections and ensure that the new priorities and questions are appropriate.

Highlights of the DCT changes were included in the broadcast message dated, May 30, 2008. For a complete list of all changes incorporated in this release, go to **DCT Change Report (5/30/08)** on the ATOS 1.2 Home Page.

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### Does one activity = one EPI = one PA?

That depends, but in most cases it is not that simple. Remember, we are trying to collect data in Modules 4 & 5 that the PI needs in Modules 7 & 8 to have confidence in his/her bottom-line decisions and follow-up actions. If you complete only one activity for an entire Element Performance Inspection (EPI) that means all questions were answered at one time in one location. This may be all that is needed for a simple element, perhaps one that requires only a records check and all the records are in one location, along with the people you need to talk to about the process. But if you are performing an element like 5.1.5 Station Facilities and the air carrier has a busy operation with stations all over the country, would checking one station on one day really give the PI a clear picture of the performance of the air carrier's station operations?

We need to collect a sufficient amount of quality data to provide confidence that the process or program meets regulatory requirements and produces the intended results.

**PIs need to decide how much data they will need when they create the Performance Assessment (PA) in Module 2 – the CAP. This is where the PI decides how many EPIs he or she thinks are necessary to get a clear picture of the program or process. The PI can create one EPI for each inspector he or she wants collecting data on this element. But, you don't want to create more EPIs than necessary because if those EPIs are left unassigned or incomplete at the end of the quarter, the associated PA will not make it to the Action Determination and Implementation (ADI) screen (Module 7&8) for the PI to assess.**

One EPI can take a single inspector wherever he or she needs to go to get the information necessary. Each new location or date would be represented by beginning a new activity within the single EPI.



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By writing clear instructions the PI, even at a small CMT, can tell the inspector who will be assigned the work; where and when the inspections should be done; during what time of day (off-hours?); looking at what; if there is a specific concern or risk on which the PI would like special focus; and, anything else that will get the PI the data he or she needs to make decisions in the ADI. In CMTs where the PI will collect his or her own data, instructions provide information to the frontline manager (FLM) for resource purposes.

The data collected by the inspector should paint an accurate picture of the element being assessed so the PI can determine if performance is affirmed.

Just how many EPIs and how many activities they contain varies with the complexity of the air carrier and the element or what the PI has requested.

5.1.5 Station Facilities (OP)
<a href="#">5105-1002 - PI Instructions Req Comp 12/31/2007</a>
<a href="#">5105-1002-01 : Arrival ; Departure Point: LAX; Start Date: 10/7/2007</a>
<a href="#">5105-1002-02 : Arrival ; Departure Point: BOI; Start Date: 10/12/2007</a>
<a href="#">5105-1002-03 : Arrival ; Departure Point: BUR; Start Date: 11/6/2007</a>
<a href="#">5105-1002-04 : Arrival ; Departure Point: SLE; Start Date: 11/6/2007</a>
<a href="#">5105-1002-05 : Arrival ; Departure Point: YYC; Start Date: 11/27/2007</a>
<a href="#">5105-1002-06 : Arrival ; Departure Point: YYC; Start Date: 11/28/2007</a>
<a href="#">5105-1002-07 : Arrival ; Departure Point: PMD; Start Date: 12/4/2007</a>
<a href="#">5105-1002-08 : Arrival ; Departure Point: SFO; Start Date: 12/12/2007</a>
<a href="#">5105-1002-09 : Arrival ; Departure Point: SFO; Start Date: 12/13/2007</a>
<a href="#">5105-1002-10 : Arrival ; Departure Point: SLC; Start Date: 12/13/2007</a>

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## Why are assessments planned in Module 2 not showing up in the ADI in Modules 7 & 8?

During our field support visits and general observations in the ATOS 1.2 automation we have found the following common reasons why elements are not available for PIs to assess in Modules 7 & 8:

- An EPI or Safety Attribute Inspection (SAI) team coordinator was not created by the PI for the assessment in Module 2 although the element was planned for the quarter. Consequently, the FLM could not see the element to resource it.
- All EPIs for a given PA were not completed and reviewed by the data reviewer.
- Records were returned to the aviation safety inspector but not corrected and resubmitted.
- EPIs or SAIs were completed but not reviewed and saved to the database by the data reviewer.
- An SAI team member saved the SAI data to the Master Record, not the team coordinator, so the data did not progress to Modules 7 & 8.

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Remember, all EPIs associated with a PA must be completed and saved to the Master Record by the inspector and that data reviewed and saved to the database by the data reviewer before a PA will appear in the ADI (Modules 7 & 8) for review by the PI.



SAIs must be saved to the Master Record by the team coordinator and reviewed and saved to the database by the data reviewer before the element will proceed to Modules 7 & 8. PIs must then save the assessment of each element in the ADI to Final within 30 days of the end of the quarter in which the assessment is due for the assessment to be considered completed by the due date.

If you have a completed assessment that has not made it to the ADI screen in the automation, contact your Implementation Section Field Support team member for assistance. Their names can be found by selecting "Contacts" at the bottom of your Homepage, then "ATOS CMO Field Support Team" and scrolling to your Region and CMT name.

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### Lessons Learned and Shared By the Field

#### **What happens to assessments scheduled in the CAP that do not have all the associated EPIs or Team Members resourced?**

*(Originally submitted by AGL-230)*

**Partially Resourced Assessments** - If more than one EPI has been requested for a **Performance Assessment**, but not all of the EPIs have been resourced, the assessment cannot be completed and will not show up on the ADI screen (Modules 7 & 8).

Two potential remedies for a CMT that finds itself in this situation are:

- The CMT can resource the remaining EPIs and complete them if the PI believes that additional data is necessary to make a bottom-line decision, or
- The PIs can delete the unassigned EPIs using the Planning Data Collection view in Module 2.

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Partially resourced **Design Assessments** (at least one, but not all team members requested have been resourced) can be completed. The automation will move the SAI to Modules 7 & 8 if all the data collection is complete and the data review has been completed – even if only partially resourced.



1.3.11 PA 6/30/2008  
EPIs...2 q3

Add 2

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1311-1002 Instructions:  
Complete Data Collection by: 6/30/2008  
 Include EPI Section 2  
Delete

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1311-1003 Instructions:  
Complete Data Collection by: 6/30/2008  
 Include EPI Section 2  
Delete

### What is the affect in the automation when I complete the ADI beyond the due date?

Background - The ATOS automation automatically schedules the next element assessment based upon the most recent completion date of the last "like" assessment.

For example, if a performance assessment for high-criticality Element 1.1.1 Aircraft Airworthiness is completed in FY09 Q1, the automation will automatically move the next Performance Assessment for Element 1.1.1 to FY09 Q3 (a 6-month interval). If a Design Assessment for Element 1.1.1 is completed in FY09 Q2, the next Design Assessment for Element 1.1.1 will be automatically scheduled for FY14 Q2 (a five year interval).

Issue - If the ADI for an assessment is completed after the due date (end of the quarter + 30-day grace period), the automation will move the next assessment one quarter later or more, depending on when the ADI is actually completed.

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For example, if a performance assessment for high criticality Element 3.1.3 is requested to be completed in FY08 Q1, but is not fully completed until February 15, 2008 – after the 30-day grace period has ended - the automation moves the next scheduled assessment to FY08 Q4, instead of FY08 Q3.

Crit	Risk	Priority	FY08						
	Score		q3	q4	q1	q2	q3	q4	q1
H	84	16			P1			P0	P0

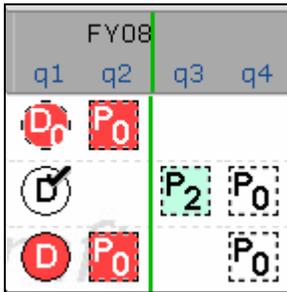
The automation uses the actual completion date of the ADI to schedule the next assessment, not the requested completion date.

If an assessment is pushed too far out by the automation due to the late completion of an earlier assessment, the next future assessment should be manually moved by the PI to its original timeframe. This will maintain the original baseline schedule. In the Element 3.1.3 example provided, this would mean manually moving the next assessment icon to FY08 Q3.



## Why is it important there are no "D<sub>0</sub>" or "P<sub>0</sub>" assessments in my CAP before the end of the quarter?

In Module 2, the "CAP Planning Calendar View" assessments show up by default as **D<sub>0</sub>** (D-zero) and **P<sub>0</sub>** (P-zero), meaning no SAI team members have been requested by the PI for the scheduled Design Assessment (D-zero) and no EPIs have requested for the Performance Assessment (P-zero).



If the PI plans an assessment, but does not request any work assignments, the assessment will never be completed and the reason for this non-completion will not be documented. Technically, the assessment doesn't fall into either a resourced or un-resourced category – because the PI never requested the work and the FLM never had the opportunity to assign or mark as unassigned.

The PI schedules assessments and develops a risk-based data collection plan even if he or she knows all the work may not be resourced. If the PI plans an assessment, but does **not** request work assignments (team members or EPIs), nothing connected to that assessment ever shows up on the FLM's screen in Module 3, Resource Management and the FLM never has the opportunity to document the reason why resources are not available per Order 8900.1, Volume 10, Chapter 2.

**Therefore it is critical PIs ensure there are no assessments left as D<sub>0</sub> or P<sub>0</sub> in the current quarter so the work can either be assigned -or the reason why not can be documented.**

Assessments left as a D<sub>0</sub> or P<sub>0</sub> will sit in the current quarter until that quarter ends and then move to the left of the green timeline and turn red. However, because the assessment never made it to Module 3, the FLM was never able to document why the work was unassigned as is required by ATOS policy and which would allow for better tracking and understanding of unassigned work.

It is critical that PIs ensure there are no assessments left as D<sub>0</sub> or P<sub>0</sub> in the current quarter so the work can either be assigned, or the reason why not can be documented.

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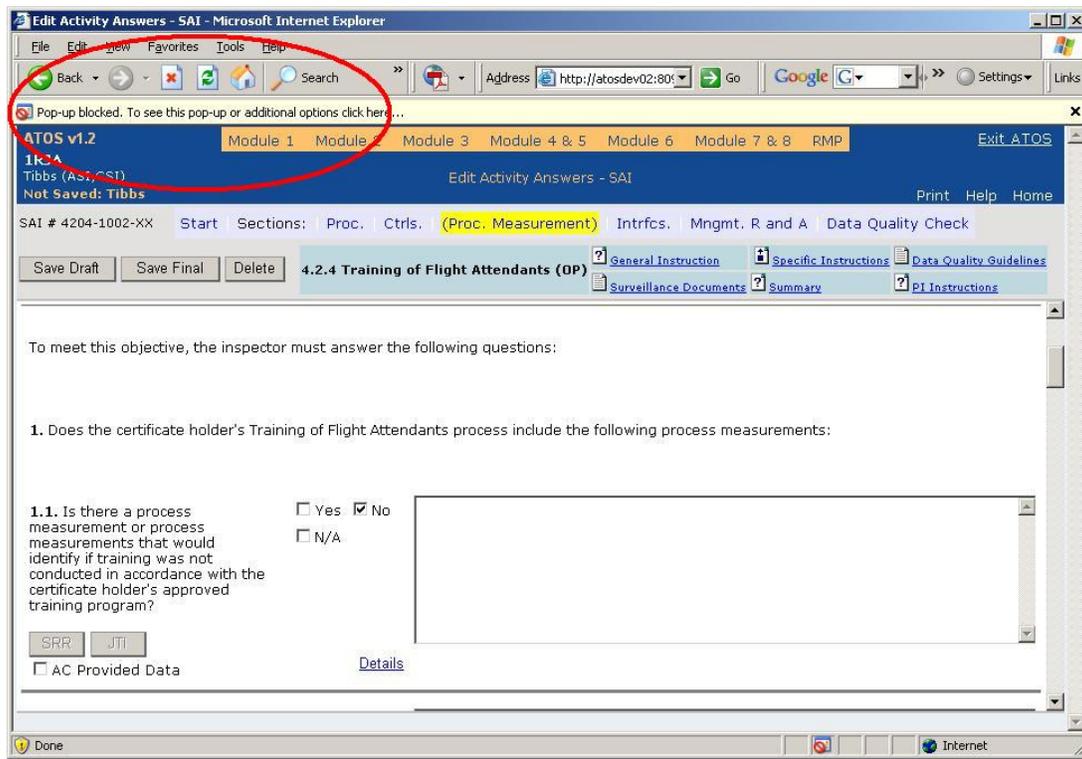
### Pop-up Blockers

It appears that the use of pop-up blockers is causing problems with saving data in the Data Collection Module of ATOS 1.2.

When a user attempts to save a record as draft or final in the data collection module of ATOS, a data quality check is automatically run. If this check finds problems a pop-up window is displayed. At this point the record has not been saved. The pop-up window informs the user of problems with the data that has been entered and is intended to prompt the user to fix these problems before saving the record.

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The following screen shot shows what is displayed to a user when pop-ups are blocked from Internet Explorer (IE).



The red circle highlights the bar that appears (The appearance of the bar may also be suppressed by the pop-up blocker). Note that the status of the record is shown as "Not saved".

Users who have a pop-up blocker turned on and who have problems in the record (such as not entering text for a No answer in the comment box) will not be able to view the data quality check window and hence will not be able to save their data.

In addition, if a user answers "No" to a question and clicks on the "Details" tab, another pop-up window which prompts for response details is displayed. The failure to view this window is another indication of pop-ups being blocked.

Note that if the Google pop-up blocker is turned on users may only get a briefly shown text message in the bottom left hand side of the browser informing them that a pop-up has been blocked.

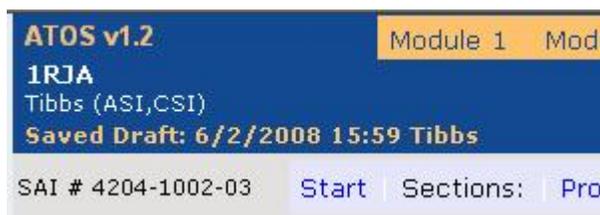
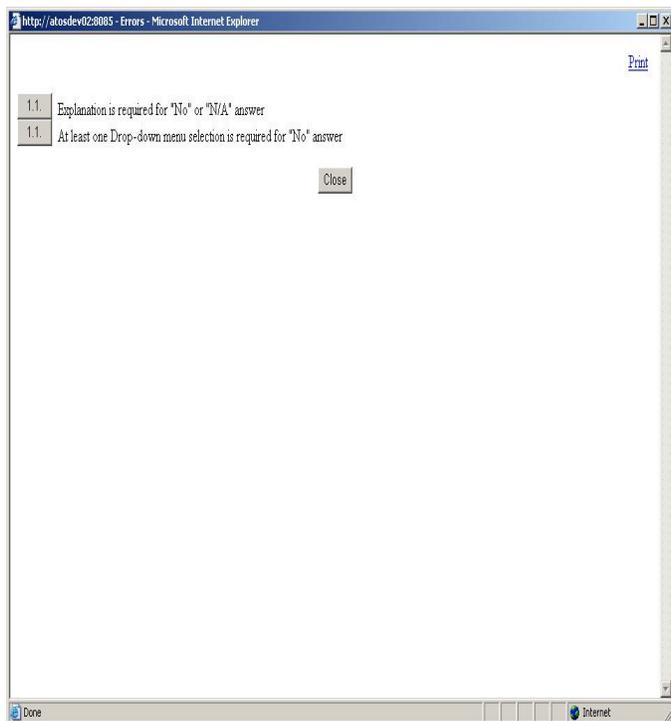
Often users will navigate away from the page. When this happens a warning about losing data will be displayed but often this is ignored.

### Data Quality check pop-up window

If the user's machine is configured correctly (matching the AVS standard client) when the Data Quality check is ran and quality problems are found users will see the pop-up window warning them of lost data problems.

## ATOS "HowGoesIt" #73

These problems can be addressed and a further attempt to save the record made. Note that when the record is saved the status will be updated.

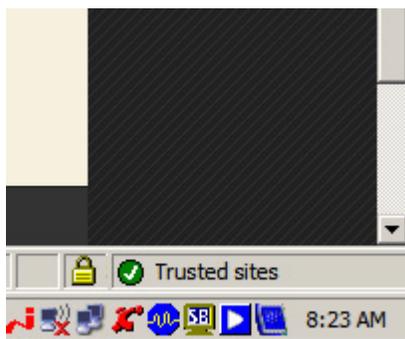


### Solution

There are a couple of possible solutions.

The first is to ensure that the machine is configured to trust the site <http://atos12.faa.gov>. On most IE configurations, sites in the "Trusted Sites" and "Local Intranet" zones will be allowed to display pop-ups.

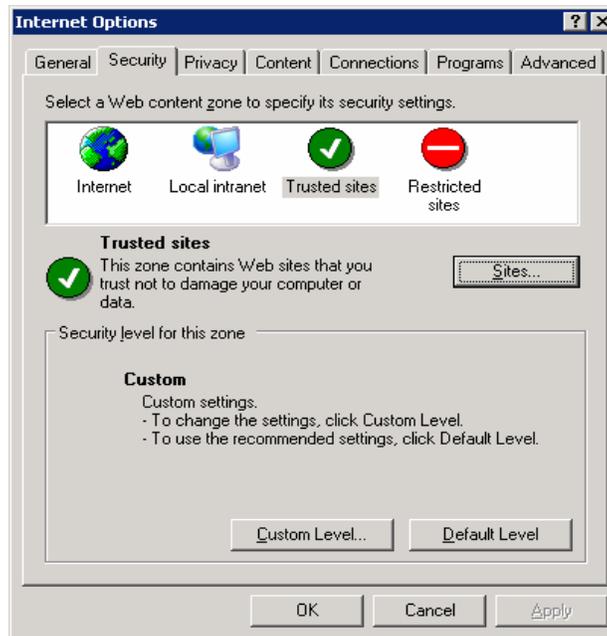
The IE zone that the current Web site is using is shown in the lower, right-hand corner of the IE window as shown below:



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*\*NOTE: On the AVS standard client, the default Internet Explorer security zone configuration disables the pop-up blocker for all sites in both the "Trusted Sites" and "Local Intranet" zones, which includes a wildcard entry for \*.faa.gov (all sites in the faa.gov domain). Although these zone configurations are defaults on the AVS Standard Client, AVS employees can currently change them.*

These settings can be made in Internet Explorer by choosing Internet Options, Security, and then clicking on the Trusted Sites icon and then on the Sites button.



To add the ATOS site to the Trusted Sites zone, uncheck the "Require server verification for all sites in this zone" checkbox, enter the site <http://atos12.faa.gov> and click on the [Add] button.



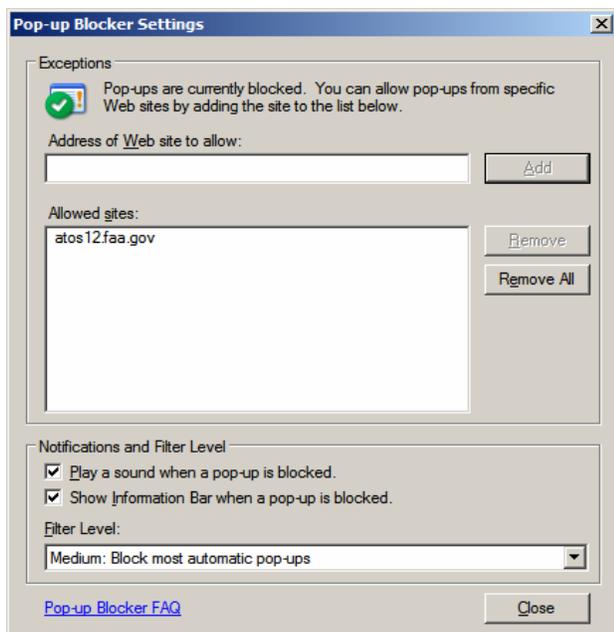
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An alternate solution is to configure the pop-up blocker to allow pop-up windows from the ATOS site. On an AVS Standard Client computer, the ATOS site only has to be added to the IE pop-up blocker exception list. However, some computers may require additional configuration if additional IE browser toolbar software is installed, such as the Google or Yahoo toolbar.

### Internet Explorer

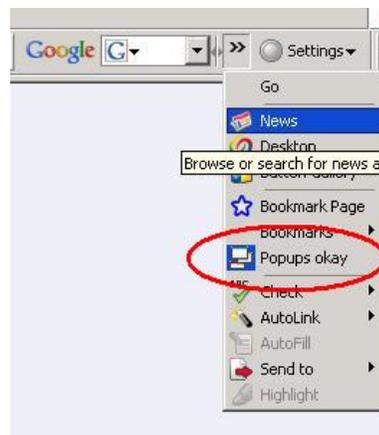
The ATOS site can be added to the IE pop-up blocker exception list by performing the following:

1. From IE, select TOOLS – POP-UP BLOCKER – POP-UP BLOCKER SETTINGS
2. Enter the site "atos12.faa.gov" and click [Add] to configure ATOS as a site that IE allows pop-up windows from as shown below:



### Google

When navigated to the ATOS site, ensure that the blocker is set to "Pop-ups okay".



**When the ATOS 1.2 Notice 8900.11 was incorporated into Order 8900.1, Volume 10, in FSIMS, a New Chapter was Added – Chapter 5 – the Off-Hour Surveillance Air Carrier Oversight Process. How do we use this process?**

Each CMT must evaluate its air carrier's ability to adequately manage off-hour activities and then appropriately address any identified hazards, to include retarget/adjust the CAP, conduct an Risk Management Plan (RMP), or take other actions designed to address a specific, significant risk.

CMTs must use the off-hour process as detailed in Chapter 5 during development of the ACAT and CAP as referenced in Volume 10, Chapter 2, Section 2, which states:

**Off-Hour Decision Aid.** The PI is required to know when to initiate the use of the Off-Hour Surveillance Decision Aid and how to process the results. There does not need to be an hour-for-hour correlation between the amounts of work the air carrier does off-hours and the off-hour surveillance. However, the emphasis needs to be on identifying potential issues related to the air carrier's management and oversight of off-hour activities. This process and the associated decision aid will, through data collection and analysis, assist the PI in identifying potential risk associated with off-hour activities conducted by the air carrier.

**Use of the decision aid will result in an overall decision aid score. PIs will use this score to determine if an RMP is required, surveillance should be retargeted, or if surveillance may continue as planned.**

The **Off-Hour Decision Aid** instructs the user to match the capabilities of the air carrier to manage its off-hour activities or programs with a series of word pictures that address several dimensions. Each dimension results in a score, that when taken together, produces a scoring range that indicates the effectiveness of the operator's off-hour activities.

To properly complete the decision aid, the CMO/CMT will need to apply their knowledge of the carrier along with their assessment as to the prevalence and magnitude of the issues. The decision aid is designed to assist in these assessments and subsequent action planning.

**IMPORTANT: A HIGH risk score in the Decision Aid equals a LOW risk score in the ACAT Risk Indicator Work Picture.**

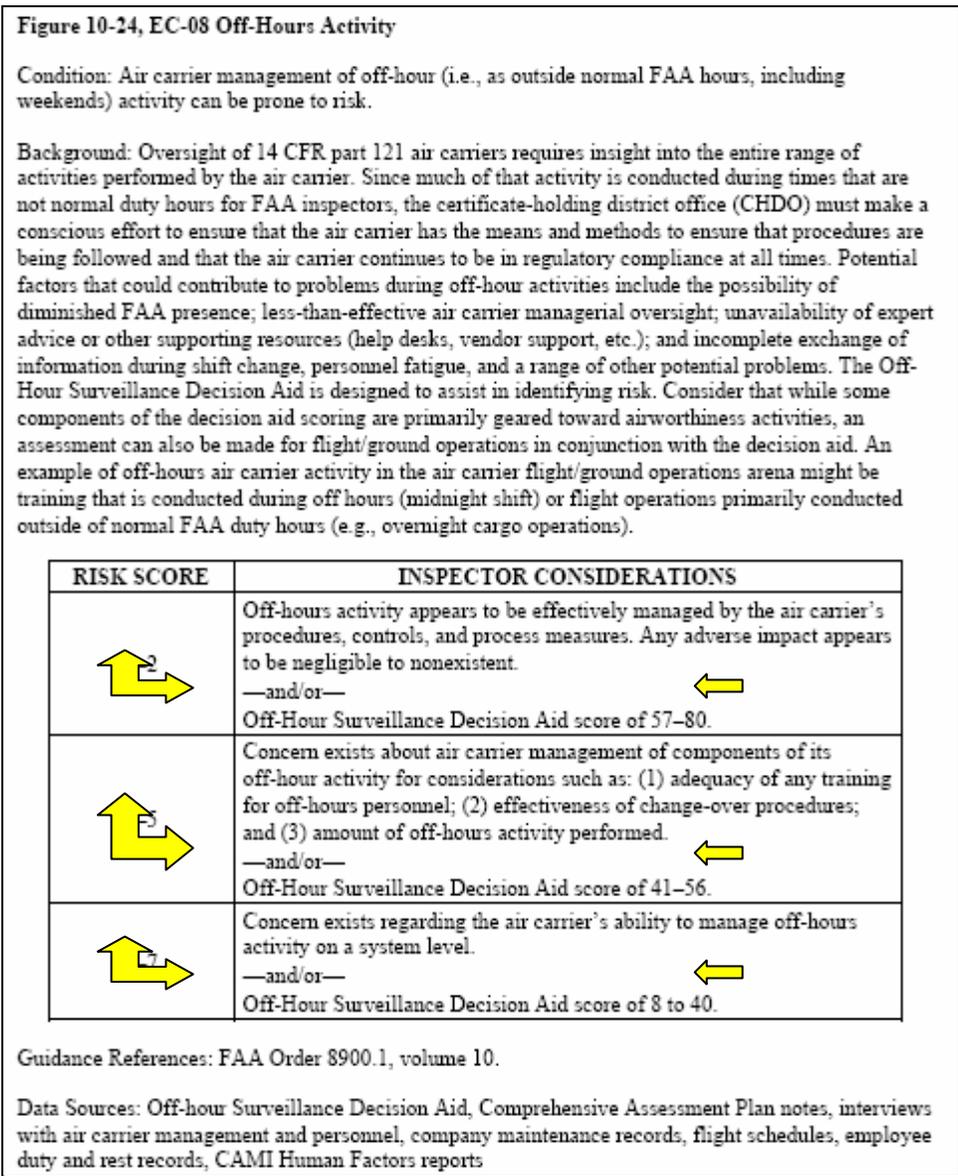
Examples of useful data may include the use of the EPI 1.3.7 for Outsource Maintenance and/or Element 1.3.4 for Required Items of Inspection (RII), and include in the special instructions the requirement to identify the amount and type of activities going on off-hours at the repair station (or other outsource maintenance facility). A Constructed Dynamic Observation Report (ConDOR) may be preferred when more specific information is known about the potential hazard or risk.

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The PI may also contact the specific air carrier for information regarding its off-hour activities. This may include the types of activities occurring during off-hours; location of off-hour activities; management and supervision of off-hour activities; and, interface with outsource maintenance and other contracted activities.

Use of the **Off-Hours Decision Aid** will result in an overall decision aid risk score. The Decision Aid Risk score is then plugged into the ACAT **Off-Hours Activity risk indicator** (EC-08).

**IMPORTANT: A HIGH risk score in the decision aid equals a LOW risk score in the risk indicator work picture.** (See below.)



PIs will use the risk score to determine if an RMP is required, surveillance should be retargeted or if surveillance may continue as planned. Chapter 5 states:

### **10-396 REQUIRED ACTIONS BASED ON ANALYSIS OF THE OFF-HOUR DECISION AID**

**Initiate RMP.** A low decision aid score (8-40) reflects an inadequate capability to manage off-hour activities, and requires the initiation of the RMP that targets the specific off-hour hazards and creates an action plan to address the related risks. The action plan generated by the RMP will be initiated and closed by the PI.

**Retarget Surveillance.** A moderate decision aid score (41-56) indicates that the air carrier has only a moderate ability to manage off-hour activities, and assessment plans should be retargeted to closely monitor this condition. The completion of an Air Carrier Assessment Tool will aid in developing a surveillance plan that concentrates on the elevated risk areas.

**Continue Current Surveillance Program.** A high decision aid score (57-80) indicates the air carrier's ability to manage off hour activities is considerable and the existing surveillance program should be continued. However, if particular issues of concern exist, then they must be addressed.

The **Off-Hours Surveillance Decision Aid** and process are found in their entirety in Order 8900.1, Volume 10, Chapter 5.

<http://fsims.avs.faa.gov/fsims/fsims.nsf/pubs/DA634A885E3EA7B886257432004C3E7F?opendocument>



## Developments in the Use of the Other (OT) DOR to Capture Form 8430-13 Information

AFS-900 is continuing its effort to improve the capacity of the Other (OT) Dynamic Observation Report (DOR) to capture data related to routine en route activities. We have received a variety of suggested improvements from the field and will make every effort to refine the automation to meet the user's needs.

Among these improvements is a dedicated field for pilot in command (PIC) certificate information. This requirement comes directly in response to requests from the field to capture pilot certification information whenever possible during such observations. The field to capture pilot information will offer relief to data evaluation program managers (DEPM) and data reviewers (DR) who are currently tasked with processing dozens of "No Finding" OT DORs.

The use of the "Enroute DOR Only - No-Findings" check box was added to prevent nuisance DOR alerts on the PI notifications screen when there were no findings other than to record the use of Form 8430-13. Unfortunately DEPMs and DRs are still forced to process these items even when there are no actual data quality checks to be performed. Inclusion of a dedicated pilot certification number field will allow CMTs to capture this information without using the comment box.

OT DORs that have "No-Findings" checked and no comments in the comment box could then be routed directly to the repository and bypass the unnecessary data review step.

**Your feedback is helpful:** We would like to solicit your feedback on these proposed changes. We would like to know if your office currently employs any "work-arounds" such as using the comment box for certain types of information that could be captured by additional dedicated automation fields? Is there a need to capture a pilot's name as well as certificate number? Is there any demand to capture specific second in command (SIC) information? Your suggestions and input are valued. Please send your comments to [john.t.condon@faa.gov](mailto:john.t.condon@faa.gov) for forwarding to AFS-900 Management for consideration.

**DEPMs and DRs please note:** One consistent problem reported by the field is the existence of inconsistent data quality requirements between offices. For example, your CMT PI may require pilot information be included in the comment box. However, many times an inspector from another office will perform an enroute on your carrier and his/her office may not require the same data as your office. As a result, DEPMs and DRs are returning enroute DORs to the initiating inspector as contrary to internal office data quality requirements. In this scenario, the data reviewer is technically correct; the record is incomplete by office standards. On the other hand, the reporting inspector from another office should not be expected to necessarily know or conform to these internal office requirements.

Returning DORs to inspectors not affiliated with the CMT due to internal office policy is creating conflict between offices. Hopefully, automation improvements like those cited above will help to alleviate some of these types of problems. In the meantime, your assistance in explaining these variations to your PI may help reduce inspector complaints. Thank you.

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## Displaying Aircraft Listing from ATOS

There may be occasions when an inspector would have need to see an Operator's Aircraft Fleet listing to verify certain information, perform research, or aid in completing data entry.

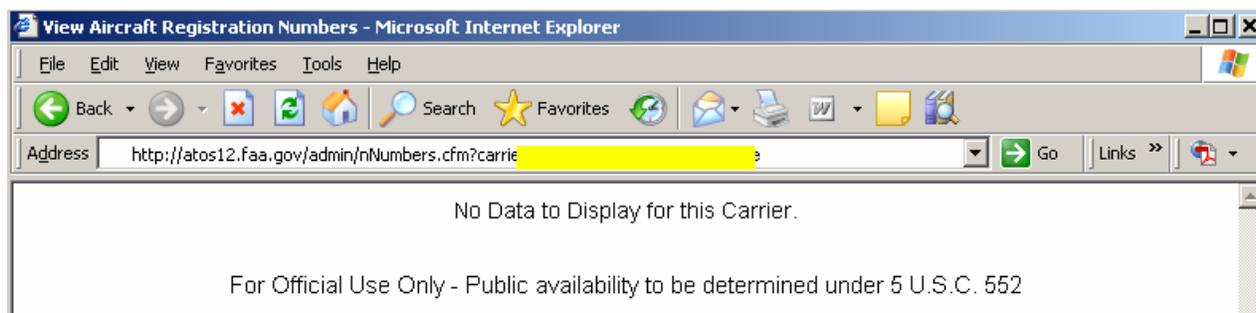
Some of you have expressed the desire to have a handy, quick way to obtain this information from the ATOS database without having to navigate through SPAS.

Here's a link to see the Aircraft Registration numbers for air carriers in ATOS.

<http://atos12.faa.gov/admin/nNumbers.cfm?carrier=>

Copy and paste or type this link into your browser. Now add the 4 letter designator of the carrier you want to see at the end of the URL after the = sign with no space. Select "Go" or hit the "Enter Key" and now you have the list of that carrier's airplanes.

Your attention is directed to the disclaimer within the display that this information is for Official Use Only. It is not for Public Use or dissemination.



**Don't miss the May 2008 Edition of SPAS TIPS - It contains some interesting and helpful articles directly related to ATOS**

The SPAS TIPS newsletter is distributed each month through e-mail to the AFS mailing list. It is published by the SPAS program office to inform the AVS/DoD community about some of the capabilities and helpful tools within SPAS. [Blue hyperlinks](#) have been added throughout the attachment. This should help SPAS users navigate to the topic in the automation. (If it is the first time you have been in SPAS for the day, the blue links in SPAS TIPS will first take you to the SPAS splash page. When it does, just hit "continue" and you will be taken directly to the page in SPAS the article is talking about.)

May's SPAS TIPS includes articles about how to find Airworthiness Directives (ADs) in SPAS; information about the SPAS Assessment Data Package that PIs need to use when completing ADIs in Modules 7 & 8; and, an explanation of what the "ATOS Data Arrays" are all about and how they can help you focus on an air carrier's problem area.

To catch up on anything you might have missed in the May 2008 issue, double click on the SPAS TIPS May 2008 link below.

[SPAS TIPS May 2008.pdf](#)



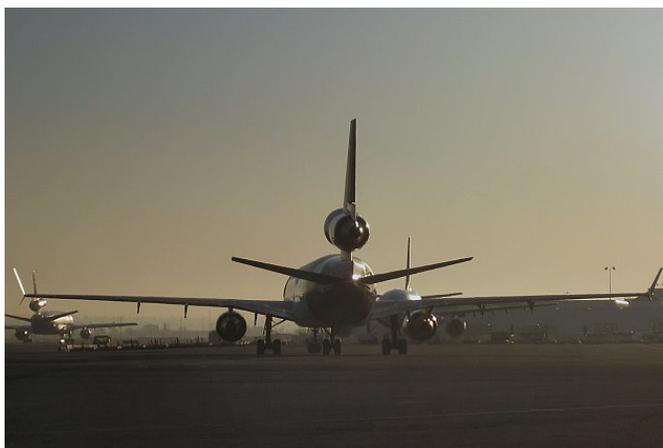
## JAD 4: May 12-16 Volpe at Cambridge, MA

The Continual Improvement Section Automation team completed the fourth in a series of Joint Application Development meetings (JAD) since the release of ATOS 1.2. The meeting was hosted by Volpe at its headquarters in Cambridge, Massachusetts, the week of May 12. During these three days of intensive meetings, representatives of every team and section were joined by management, PASS, field subject matter experts (SMEs), and representatives of the automation contractor teams to discuss and prioritize over 170 different enhancement suggestions received primarily through the Problem and Reporting/Feedback (PRF) System process.

If you ever wanted to know what happened to the great idea you submitted by PRF for an automation improvement, this is where the idea was probably evaluated and prioritized for implementation. This work can be particularly grueling and requires extensive manpower to fully vet every suggestion. Background research is often necessary in order to develop the final recommendations. Duplicate suggestions are first identified and bundled into a release recommendation by the automation contractor. Suggestions that would require changes to policy or the business process are then identified and moved on for management's consideration. Next, the JAD team tries to identify those enhancements that are most likely to benefit the highest number of users.

After this initial development and prioritization, the original list of 170 items was paired down to 37 items that were identified as having a #1 priority for implementation. This prioritization ranking is only a recommendation by the JAD team. AFS-900 management makes the final determination regarding the scheduling of upcoming improvements.

This JAD profited heavily from earlier JAD meeting efforts. Lessons learned were applied and an extraordinary amount of work was accomplished in a relatively short period of time. Special thanks to all the JAD participants for their commitment to getting the job done. In particular, a special thanks to field SMEs, Kevin Cahill (AALA), Richard Van Keuren (UALA) and Brian Mitchell (USAA). Each of these inspectors took a week out of their busy schedule to lend their perspective and expertise to this demanding project. Many thanks to all from AFS-900.



## ATOS "HowGoesIt" #73

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