**THE FORTIETH MEETING OF THE**

**INFORMAL PACIFIC ATC CO-ORDINATING GROUP (IPACG/40)**

**THE TWENTY-SEVENTH MEETING OF THE**

**FANS INTEROPERABILITY TEAM (FIT/27)**

**Washington, DC 11 September 2014**

**Agenda Item 2:** Problem Report Activity (Central Reporting Agency)

**Central Reporting Agency (CRA) Transition Planning**

(Presented by Boeing)

**SUMMARY**

This working paper addresses the future of the Central Reporting Agency, and what the IPACG FIT needs to do in order to ensure continuity of service into 2015 and beyond.

1. Introduction
   1. Boeing has been providing the Central Reporting Agency (CRA) problem report investigation service for the South Pacific since the FANS Interoperability Team (FIT) was created by the Informal South Pacific ATC Coordinating Group (ISPACG) in the mid-1990s.
   2. More recently, Boeing has provided a similar service for the North Pacific (except the Fukuoka FIR) under the auspices of the Informal Pacific ATC Coordinating Group (IPACG), and the similar Data Link Monitoring Agency (DLMA) problem report investigation service for the North Atlantic on behalf of the North Atlantic Communication, Navigation and Surveillance Group (NAT/CNSG).
   3. This service is an important element of the post-implementation monitoring system required by ICAO Annex 11 and is crucial to the problem reporting and resolution process described in the ICAO Global Operational Data Link Document (GOLD).
   4. This activity has been funded largely by Boeing, with part of the cost covered by a contract from the FAA. That contract comes to an end at the end of 2014.
2. Discussion
   1. Boeing understands that the FAA is in process of putting a new contract out to tender, but as yet no such contract is in place, and at the time of writing (early September), Boeing has not yet seen the Request For Proposal (RFP).
   2. It is possible that the new contract could be awarded to Boeing, or that a new service provider could be awarded the contract.
   3. In the event that the contract is awarded to Boeing, no transition planning is necessary, except for any potential gap in coverage (discussed below)
   4. In the event that a service provider other than Boeing is selected, then it will be necessary to plan for an orderly transition of responsibilities. In particular:
      1. Investigations that are in work at the end of the year will become the responsibility of the new service provider. It may be necessary to transfer logs and other data (subject to there being appropriate confidentiality agreements in place) to allow the new service provider to complete the investigation.
      2. The report at the next meeting will be the responsibility of the new service provider, and this will include problem reports investigated by Boeing prior to the end of the year. Some coordination may be needed for this.
      3. The website for problem reporting (provided by Airways New Zealand) will still be available for problem reporting, but some coordination will be necessary to ensure problem report assignment/notification changes to reflect the new situation.
   5. Regardless of who is selected as the service provider, it is also quite possible that there will be a period when there is no one providing the service. If this is for more than a fairly brief period, it is likely that records necessary to investigate problems will be lost. The group should therefore establish a mechanism to identify which problem reports are the responsibility of this region, and secure all available records. These would include ANSP logs, pilot reports (including photographs and printouts), DSP audit logs and SATCOM logs. The data would then be available for whoever is selected to perform the CRA/DLMA service to perform the investigation.
   6. In the event that a service provider other than Boeing is selected, then it should be noted that the Boeing personnel currently providing the CRA/DLMA service would not necessarily be funded to continue supporting this activity. Investigations of specific Boeing airplane problem reports would then have to be undertaken by the respective Boeing airplane programs (e.g., the 777 program). Reports should therefore be provided by aircraft operators through their usual airplane issue reporting mechanism (BCS reports), in addition to submitting problem reports to the FANS problem report web site provide by Airways New Zealand.
3. Action
   1. Boeing invites the IPACG FIT to:
      1. note the content of this paper; and
      2. begin planning for any transition necessary to maintain the Annex 11 post-implementation monitoring system and GOLD problem reporting and resolution process.