FAA Airports

Airport Crisis Response Reporting (ACRR) Tool Airport User Guide

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Purpose of ACRR

The purpose of Airport Crisis Response Reporting (ACRR) tool is to expedite critical national airspace (NAS) airport status details to the Federal Aviation Administration (FAA) and other government recovery agencies during natural or manmade disasters. The system provides both computer and mobile device reporting options providing airports extra flexibility when updating airport status.

Access to ACRR

Part 139 airports that have accounts with FAA's external Knowledge Services Network (KSN) can access ACRR, https://ksn2.faa.gov/arp/home/aas1/acrr/SitePages/Regional%20Sites.aspx

Point of contact

Send suggested changes or recommendations to Matthew Ludwig. (matthew.a.ludwig@faa.gov)

Accessibility

If you have any questions or concerns with accessibility, contact Matthew Ludwig (matthew.a.ludwig@faa.gov)

New Accounts

To establish new external KSN accounts, please send an email to your region's designated ACRR account service email address or to your airport certification safety inspector. Include the new email address of the *person*. We will *not* process group accounts. Each airport is limited to five (5) reporting accounts. Airports must ensure all accounts are authorized to report airport status.

Account Maintenance

Removing Accounts: Please email your region's designated ACRR account service email address or airport certification safety inspector the email address of the individual you would like to remove.

Changing Email address: Please email your region's designated ACRR account service email address or airport certification safety inspector the email address of the individual you would like to change and the new email address.

Passwords

Passwords are managed by FAA KSN administrators. Passwords must be secure and not shared. You must change your password every 90 days.

Password Change

To change your password, choose the "PASSWORD" link on the top right side of the website as shown by the arrow in the image below.

After choosing the "PASSWORD" link, enter your current password, choose a new password, and confirm your new password. If you are unsure about the password rules, choose the "Show Password Rules" button. You may only change your password once every 24 hours.

Password Reset

Currently Logged In As: ksn\maludw1

Permissions Level: User

Change Your Password

Password Expiration	60 days
Current Password	
New Password	
Confirm Password	

Change Password

Show Password Rules

Close

Password Reset

If you have forgotten your password, you will need to email your region's designated ACRR account service email or airport certification safety inspector and request a password reset. Password resets can take up to 24 hours to process. Once the password has been reset, you will receive an email from ksnsupport@faa.gov with your new password.

Automated Emails

ACRR automatically generates emails when KSN accounts are created, airport ACRR account information changes, the FAA requests airport condition reports, or the FAA cancels requests for condition reports.

All automated emails except the Account password email include the banner "This message is auto-generated, please do not reply."

Tip: Add ksnsupport@faa.gov to your "Never block sender" list. Otherwise, your email program may send them to your junk folder or auto-delete them.

Navigating to form

After choosing the link to access your form, you must log in on the following screen. Make sure that you type the exact username and password that is in your KSN Account Information email.

After logging in, you will be able to update your airport condition report.

Updating Airport Condition Report

Once the form opens, you are ready to update your airport status.

Desktop View

The system defaults to the desktop view. A tooltip appears when a mouse cursor hovers over a button or field.

1. **Mobile View**: Choose the "Mobile View" button to switch to mobile view (see Mobile View)

2. **Activated** (read only): This text alerts operators that the watch area has been activated (item 6 in the above image).

3. **Name of the Airport** (read only)

4. **State**: Airport's state (read only)

5. **Location ID**: FAA LOCID for the airport (read only)

6. **Reporting Zone (if applicable)**: The Reporting Zone associated with airport (read only)

Alerts Section

7. **Minimize/Expand Button**: Minimizes or expands the "Alerts" Section

8. **Airport Status**: Overall status of the airport.
   Choose one:

   - Open

   - Commercial Service Suspended

   - Emergency Operations Only

   - Closed.

9. **Comments**: Input any comments that airport determines are of high importance. This information is displayed with prominence to the FAA and other federal agencies.

10. **View NOTAMs**: This links to NOTAM search.

Airfield Conditions Section

11. **Minimize/Expand Button**: Minimizes or expands Airfield Conditions Section

12. **Runway Status**

   a. **Runways**: Runways are populated using 5010 data and are read only. If there is an error, please email assigned airport certification safety inspector

   b. **Status**: Runway status option.
   Choose one: Open or Closed.

   c. **Remarks**: Enter remarks specific to the runway listed on that row.

13. **ARFF Status**

   d. **Status**: ARFF Status option.
   Choose one:

      - As Published

      - A

      - B

      - C

      - D

      - E

      - Non-Operational

      i. If the published ARFF Index is selected, the field changes to "As Published" and adds the Index in the Automated ARFF remarks.

      ii. If the index doesn't match the published ARFF Index, the remarks shows "Index changed from [published index] to [selected index]."

   e. **Automated ARFF Remarks**: Provides additional information about ARFF based on ARFF index and the status choice.

   f. **Airport Remarks**: Include any airport ARFF related remarks

14. **Power and Lighting Status.** After choosing status, you may enter remarks

   g. **Airfield**: Airfield Power and Lighting Status. Choose one:

      - Commercial Power

      - Generator

      - Non-Operational

h. **Fuel Farms/FBOs**: Fuel Farms/FBOs Status. Prioritize Fuel farms over FBOs. For example, if fuel farms are on generator power, but the FBO doesn't have power, choose "Generator." Choose one:

- Commercial Power

- Generator

- Non-Operational

i. **Terminal**: Terminal Status. Choose one:

- Commercial Power

- Generator

- Non-Operational

15. **Airport Staffing**: Airport staffing should be provided as a percent of normal staffing. The purpose is to show whether the airport has the necessary personnel to remain operational. If staffing is over 100% enter 100%.

j. **Operations Percent**: The Operations staffing percentage as a whole number between 0 and 100.

k. **Maintenance Percent**: Enter maintenance staffing percentage as a whole number between 0 and 100.

16. **Air Traffic Control Tower (ATCT) Status**: Air Traffic Control Tower Status.
Choose one: Open or Closed. Enter ATCT remarks in column to the right of the status field.

17. **Carrier Status**: Air Carrier Operations Status. Enter air carrier operations status remarks to the right of the status field. Choose one:

- Normal Ops

- Multiple DLA (delays)

- All Flights CNX (cancelled)

Fuel Availability Section

Fuel availability can be as detailed as the airport wants. *As a minimum* the FAA needs to have gallons available and days available for both AVGAS (100LL) and Jet-A fuels.

The airport can separate fuel sources or combine and report on two lines. It is optional for the airport to provide other fuel types.

18. **Minimize/Expand Button**: Minimizes or expands Fuel Availability Section

19. **Source**: Fuel Source. Choose one

    - FBO
    - Airport
    - Airline
    - Other

20. **Type**: Fuel Type. Choose one: Jet-A, or AVGAS.

21. **Storage Type**. Service.
    Tanks can be broken down or consolidated into one entry. Trucks are optional. Choose one:

    - Tank
    - Truck
    - Both

22. **Capacity**: Enter Capacity of previous selection in whole number gallons. (optional)

23. **Gallons Avail**: Enter gallons available in whole numbers

24. **Days Avail**: Enter days available in whole numbers

25. **In SVC** (Service): Check if the fuel is in service and able to be dispensed to aircraft.

26. **Remarks**: Enter fuel line remarks. Remarks can include the name/number of tank, FBO the tank belongs to, or any other remark about that line of fuel.

27. **Jet-A Total Gallons**: Sum all the Jet-A gallons for fuel sources entered that are Jet-A and have the "in service" box checked.

28. **AVGAS Total Gallons**: Sum all the AVGAS gallons for fuel sources entered that 100LL and the "in service" box is checked.

29. **New Fuel Source Record**: Lets you create a new fuel source record (another line in the table)

30. **Method of Delivery**: Fuel Delivery.

   a. Choose all that apply:

      - Port

      - Truck

      - Pipeline. If you choose "Pipeline," the following options will be available:

         o **Pipeline**: Choose pipeline name from the menu.

         > Note: if your airport receives fuel through another pipeline, please contact your airport certification safety inspector and the form will be amended to add the pipeline.

         o **Status**: Pipeline status.
         Choose one: Operational, Non-Operational, or Unknown.

   b. **Remarks:** Enter fuel delivery remarks.

Damage Section

31. **Minimize/Expand Button**: Minimizes or expands Damage Section

32. **Category**: Damage category. Choose one:

- Buildings
- NAVAIDs
- Pavement
- Other

33. **Description of Damag**e: Description of damage (such as terminal flooded)

34. **Estimated Cost**: Estimated cost of damage entered as a whole number (dollars).

> **Note**: this just an estimate. It is better to provide an estimate. However you can still save the form if an estimate is not provided.

35. **Add Damage Record**: Allows you to create a damage record (another line in the table)

Desktop View Submit

Two "Submit" buttons in Desktop view let you submit the form. The first is at the top left corner of the form (image below).
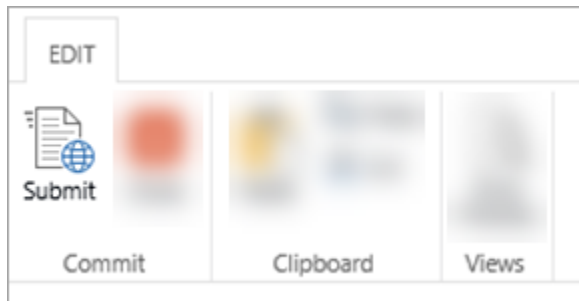
The second is the submit button at the bottom of the form. Each button (image below) submits the data and then closes the form.

Mobile View

1. On a mobile device, you first must Log On to KSN (image below).
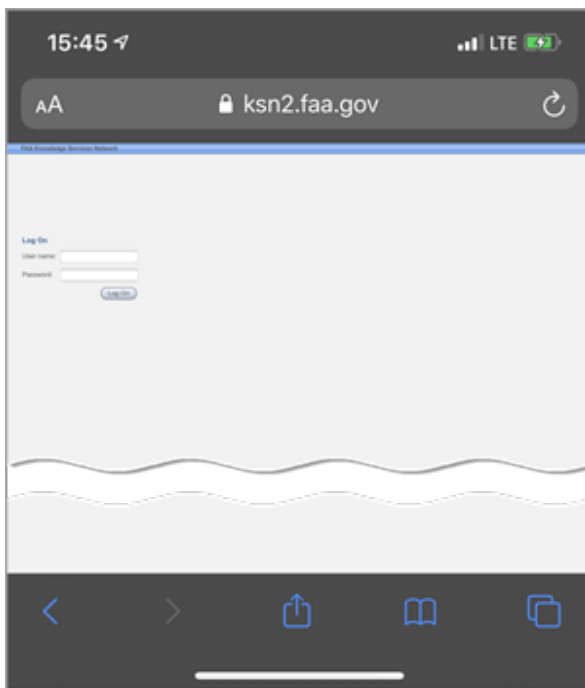
2. In most mobile device browsers, choose the "**User name**" field to zoom in on the field (image below).
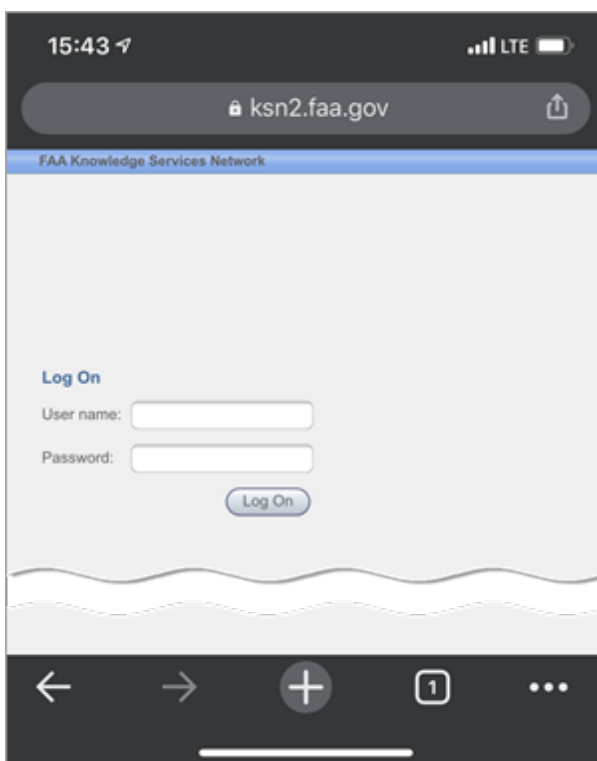
3. After logging on, the form opens in *desktop* view. Tap the **"Mobile View"** button at top left (image below).
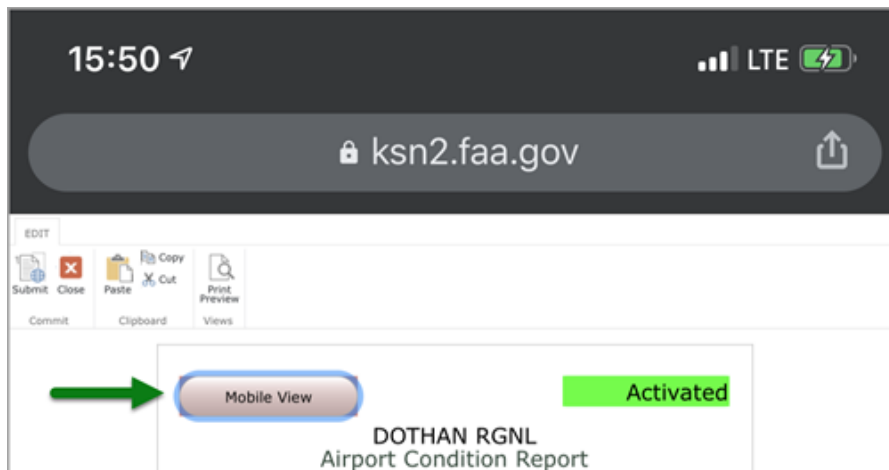
4. That displays the main mobile view, which has stacked buttons (image below):
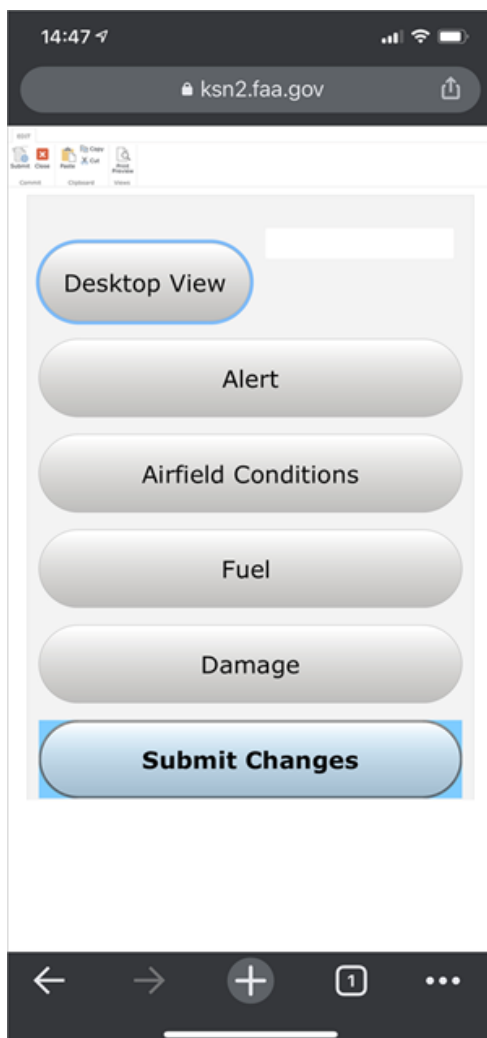
The main mobile view buttons are:

- Desktop View
- Alert
- Airfield Conditions
- Fuel
- Damage
- Submit Changes

Alerts Section

The alert section remains the same as the [desktop version](#). Users can change the airport status and add alert comments. Choosing the "**View NOTAMs**" button will open up NOTAM Search. Choosing the "**Main Menu**" button at the top of the form takes you back to the main menu. Choosing "**Next Section**" will take you to the next section.
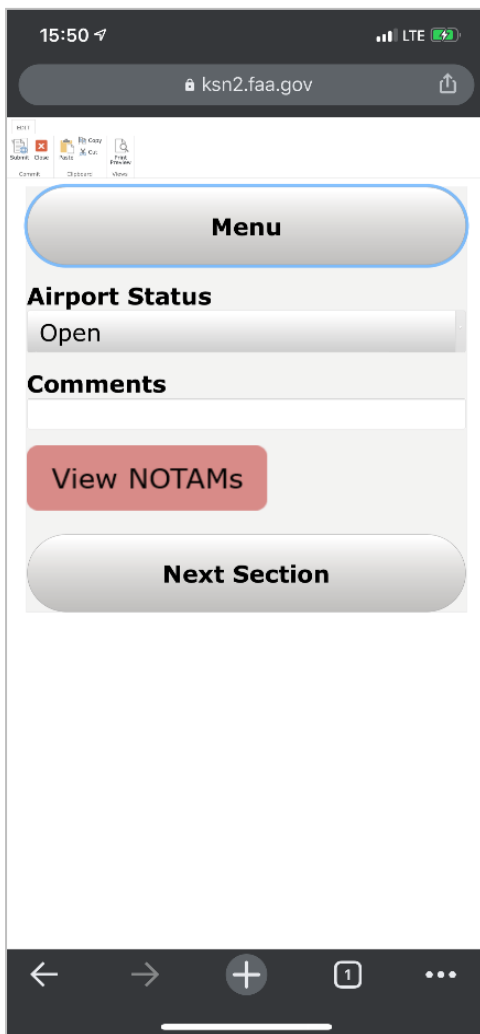
Airfield Conditions Section

The airfield conditions section remains the same as the desktop version. The tables expand vertically instead of horizontally, though. Button actions:

- The "**Main Menu**" button at the top of the form returns to the main menu.
- The "**Next" button** displays the next screen of the Airfield Conditions Section.
- The "**Previous**" button displays the previous screen of the Airfield Conditions Section.
- The "**Next Section**" button displays the next section.

The Airport Condition section has three pages, as in the images below.

Fuel Availability Section

Fuel availability section allows you to edit (see image below):

- Gallons available

- Days available

- Serviceable status

- Remarks

The rest of the table information on the desktop view is read-only at the top of the section. This allows quick updates without having to choose unnecessary fields.

To modify the read-only fields, return to desktop view.

Damage Section

Damage section remains the same as the [desktop version](), except that the Desktop table is horizontal. To add a new damage item (table row), choose the tiny "**Insert Item**" button and text that is just below the solid line under the Estimated Cost field (image below). Zoom in to be able to see and choose it easier.

Mobile View Submit

Mobile View only submits the form when you return to the **main menu** and then choose the "**Submit Changes**" button at the bottom (as in the image below)
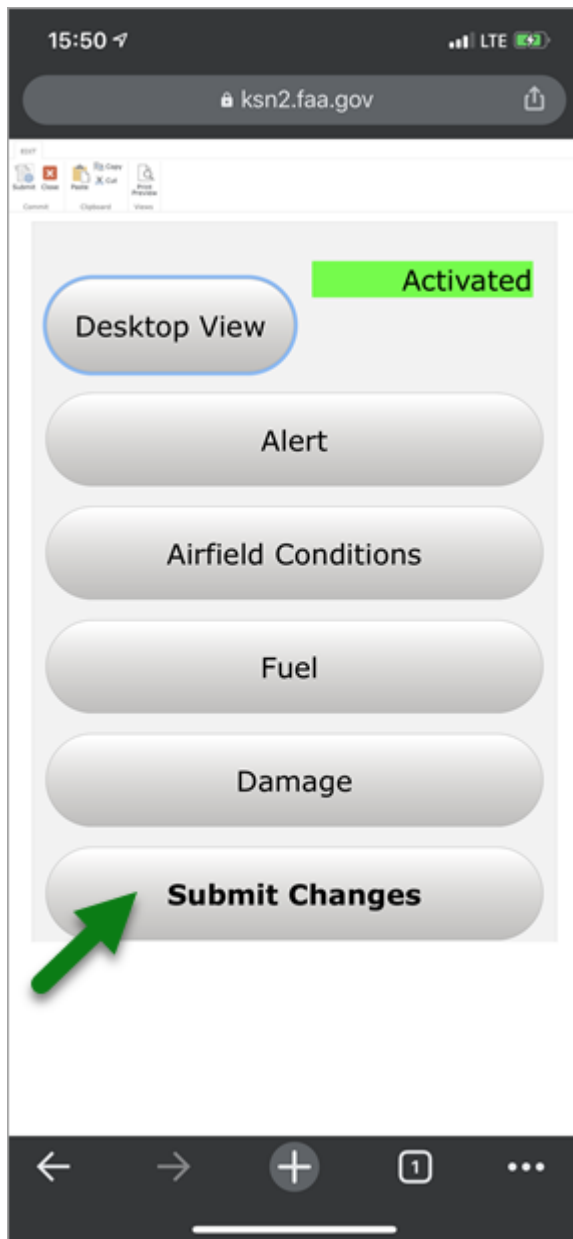
Setting up Alert Emails

Airports can set up alerts that notify them of any changes to airport condition reports. To set up an alert:

1. Open up Airport condition report using emailed link.

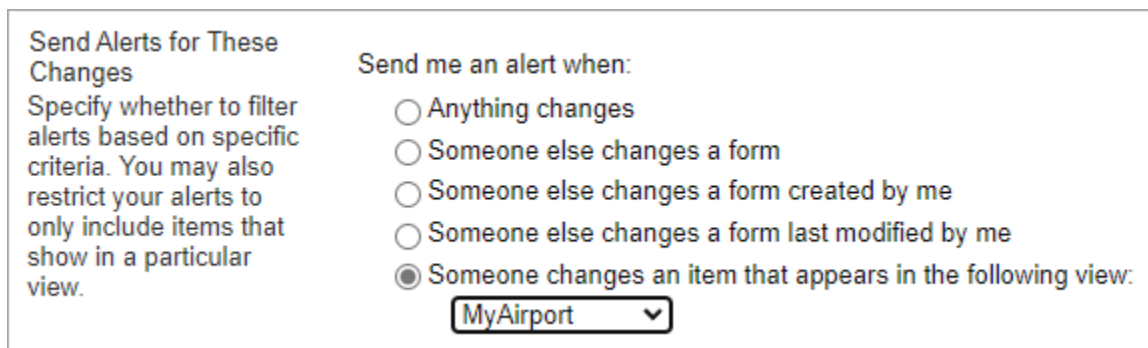2. Update the form or choose the "**Close**" ribbon icon.
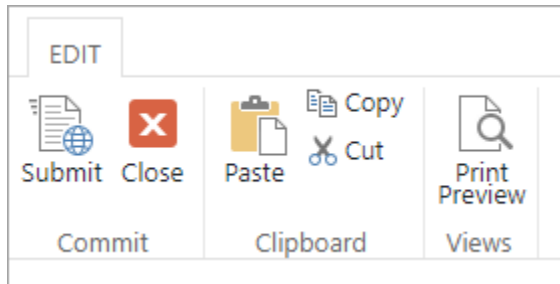
2. Choose the "**Library**" tab in the ribbon at the top of the page.
   Note: If that tab does *not* show, highlight an item in the "Airport Name" column of the Choose Airports screen. That forces the Library tab to appear.
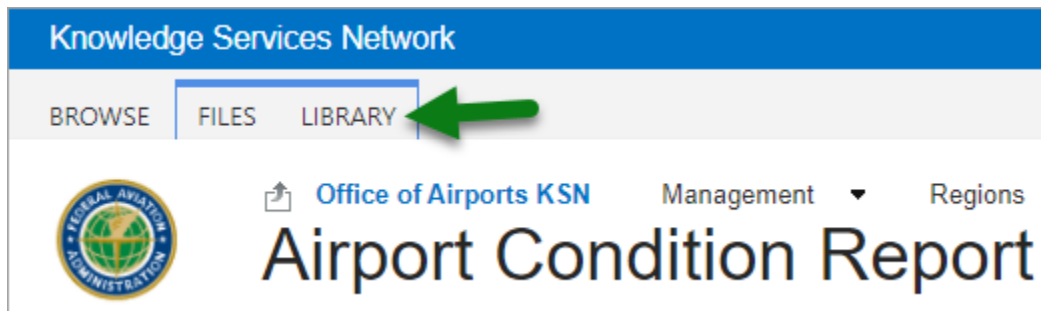
3. Choose the "**Alert Me**" ribbon menu item and then choose the "**Set alert on this library**" menu pick
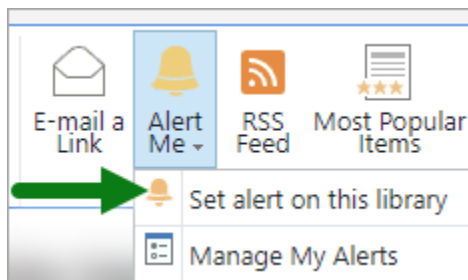
6. In the "Send Alerts for These Changes section, choose "**Someone changes an item that appears in the following view**" and then choose "**MyAirport**" from the drop down menu, as in the image below.

Keep the default options for all the other sections and choose the "**OK**" button.

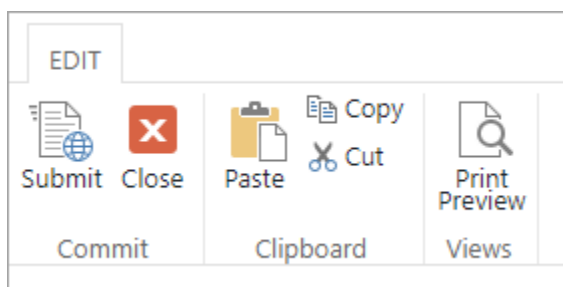These options send you an email anytime your airport condition report changes.

In the "When to Send Alerts" section you may opt to get daily summaries or weekly summaries instead immediate notifications.

After accepting the alert changes, the condition report screen appears. ACRR sends you a "You have successfully created an alert for 'Airport Condition Report'" email message confirm your subscription to the alerts.

Changing or Removing Alerts

To change alerts, do the following:

1. Open up Airport condition report using the emailed link.
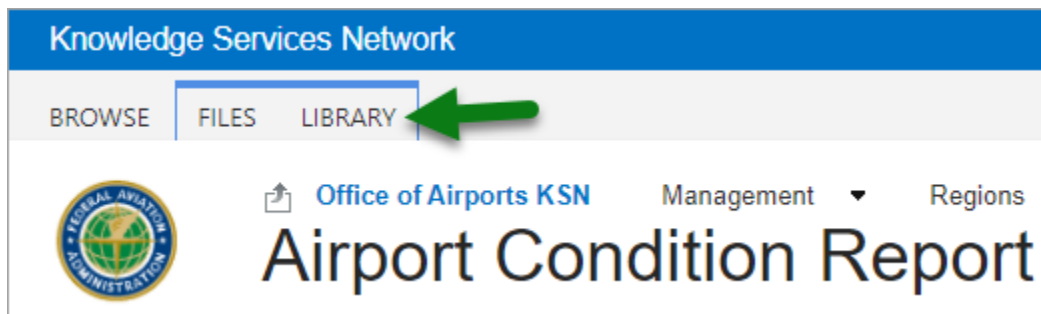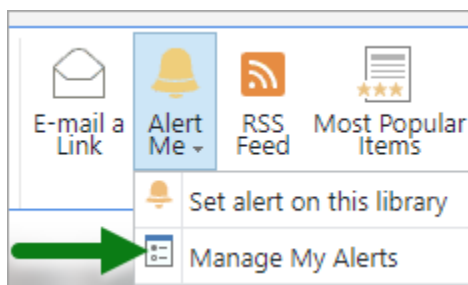2. Update the form or click the "**Close**" button.
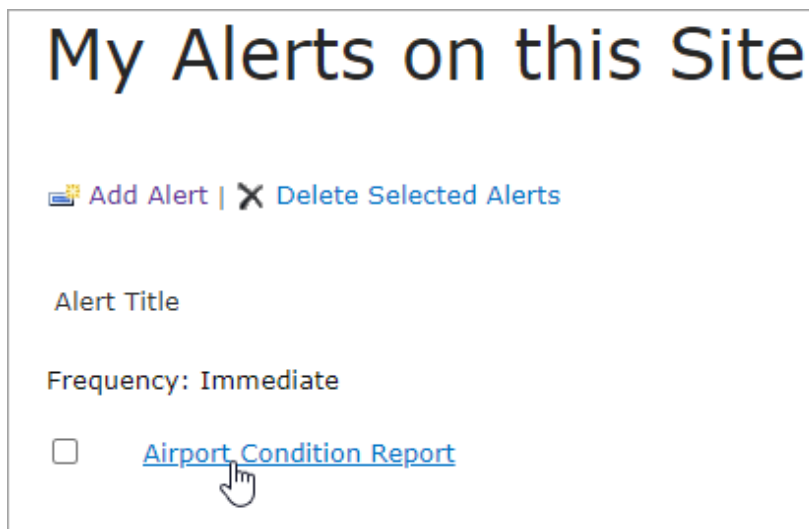
3. Choose the "**Library**" ribbon menu icon.

4. Choose the "**Alert Me**" ribbon menu icon, then its "**Manage My Alerts**" menu pick
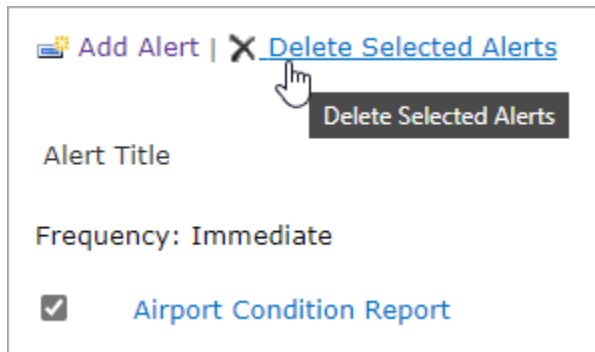

This displays the "My Alerts on this Site" view.

To Change Alert

1. Open an Alert by choosing its name (a link).

2. Adjust settings

3. Choose "**OK**" button at either the bottom or top of page to save your changes.

4. The system sends you an email message confirming your changes.

To Delete an Alert

1. Choose the alert you want to remove by checking its check box

2. Choose the "**Delete Selected Alerts**" button

3. The system sends you an email message confirming your decision