



U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

ORDER
JR 7210.9G

Effective Date:
March 16, 2009

SUBJ: Alaska Flight Services Quality Assurance

1. Purpose of This Order. This order establishes procedures for the prevention of Operational Errors (OE) and Operational Deviations (OD). It also incorporates procedures concerning Alaska Flight Services Information Area Group (AFSIAG) conducted Inflight/Preflight Evaluations, inflight emergency checklists, and administrative processing of flight assists and information requests. Due dates for evaluation responses are also established.

2. Audience. This order applies to Alaska Flight Services Automated Flight Service Stations (AFSS)/Flight Service Stations (FSS), and AFSIAG.

3. Where Can I Find This Order. This order is available on MYFAA employee Web site at https://employees.faa.gov/tools_resources/orders_notices/.

4. Cancellation. This order cancels Alaskan Region Order AL 7210.9F, Alaska Flight Service Area Quality Assurance Order, dated 1/9/06, and Alaskan Region AL Supplement 1 to FAA Order JO 7210.56C, dated 9/3/02.

5. Explanation of Policy Changes. The requirement for facilities to conduct at least one evaluation of Pilot Weather Briefing (PWB) services on each specialist every six months and the quarterly reporting of these evaluation results to AFSIAG has been discontinued. This is a duplication of evaluation activities that is provided for in the AFSIAG performance metric process. Paragraph 7, Inflight/Preflight Evaluations, includes clarification to clearly indicate that these evaluations, conducted by AFSIAG Safety Support Specialists, are separate from the AFSIAG performance metric process. Additionally, paragraph 8, Inflight Emergency Checklists, and paragraph 9, Flight Assists, have been added to incorporate requirements from a previously issued Alaskan Region Supplement.

6. Responsibilities.

a. AFSIAG.

(1) Periodically conduct trend analysis of Alaska Flight Services OE/ODs and distribute to field facilities to raise operational awareness and assist with their prevention efforts.

(2) Conduct on-site OE/OD facility reviews when determined necessary. Observations and recommendations will be provided to managers for action and follow-up.

(3) Annually review this order and initiate revisions as necessary.

b. Facility Managers.

(1) Establish an OE/OD prevention plan that is in compliance with FAA Order JO 7210.56, Air Traffic Quality Assurance.

(a) Ensure that facility OE/OD plans include a “Back to Basics” approach that, as a minimum, emphasizes the use of standard phraseology, the need to ensure pilot readbacks are complete and correct, the use of position relief checklists during position relief briefings, and the use of position relief overlap periods where appropriate.

(b) Ensure that facility OE/OD prevention plans include items pertinent to a particular facility. Facility managers shall consider past deficiencies identified during facility evaluations and investigative reviews of air traffic services, as well as other quality assurance reviews that may have been conducted.

(c) Ensure that facility OE/OD prevention plans provide the means for identification of non-compliance with national, AFSIAG, and local facility directives or standards; identify the cause(s) of the non-compliance; immediately rectify occurrences of non-compliance; and eliminate future non-compliance.

(2) Develop a program that will recognize teamwork and performance above normal requirements.

(3) Establish in a facility directive procedures for use of a memory aid at inflight positions that indicates that a runway is closed or that personnel/equipment are on or adjacent to a runway for those airports within a facility’s flight plan area that this information is available.

7. Inflight/Preflight Evaluations. AFSIAG Safety Support Specialists will periodically conduct Inflight/Preflight evaluations. Preflight evaluations may consist of individually calling for a PWB or requesting a re-recording of facility PWBs for review. A report documenting the results of each evaluation shall be forwarded to facility Air Traffic Managers. These evaluations are separate from the AFSIAG performance metric process.

8. Inflight Emergency Checklists. AL Form 7232-1, Inflight Emergency Checklist and Record, shall be used by all facilities. AL Form 7232-1 provides the minimum required information for in-flight emergencies.

9. Flight Assists. Facilities shall complete a critique of all flight assists, detailing the strengths and weaknesses of services provided including any corrective action required. This facility critique shall be forwarded to AFSIAG within 10 administrative days of the occurrence along with FAA Form 7230-6, Flight Assist Report, and a re-recording of the flight assist.

10. Information Requests. If a request for data is received from an air traffic facility outside of our line of business, advise an AFSIAG Safety Support Specialist. Depending on the information requested, facilities may be asked to forward the data to AFSIAG for review prior to sending to the requesting facility. If a request for data is received from other than an air traffic facility, have the individual contact an AFSIAG Safety Support Specialist, who will then process the request as appropriate.

11. Evaluation Responses. ATO Safety Evaluation responses shall be prepared in accordance with FAA Order 7010.1. Responses to AFSIAG are due as follows:

- a. First response, due no later than 50 calendar days after the date of the outbriefing.
- b. Last response, due no later than 170 calendar days from the date of the outbriefing.

12. Distribution. This order is distributed to all Alaska Flight Services AFSS/FSS facilities and AFSIAG.



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