GOVERNMENT/INDUSTRY CHARTING FORUM
Instrument Procedures Subgroup
November 28-29, 2000
RECOMMENDATION DOCUMENT

FAA Control # 00-02-227

SUBJECT: The User as The Customer.

BACKGROUND/DISCUSSION: The Office of Aviation System Standards (AVN) states that all those entities that use procedures developed by AVN-100 are, in effect, its customers. Included in this customer group are FAA regions and air traffic facilities, pilots, military aviation components and services, air carrier, and business flight operations managers, and the various user groups that represent aviation constituencies, such as ATA, NBAA, ALPA, AOPA, APA, and others. AVN's credo (excerpt from AVN's web site attached) implies that all customers have equal input into the process. Yet, the reality is that Air Traffic Services yields a disproportionate influence over the development and design of terminal instrument procedures. Followed closely by ATS, are regional FAA entities having undue influence over what should be FAA national policy. On the other end of the spectrum, groups such as ALPA and APA are often viewed as labor organizations to be dealt with in the same manner with which FAA internal labor organizations must be dealt. In the middle of this spectrum are air carrier flight operations managers and groups such as NBAA and AOPA.

AVN-160 is to be commended for its efforts to accommodate all user groups, but this is often after the fact, when in the inception there should be more effective two-way and continuing communications between the design branches and all user groups.

RECOMMENDATION: "Customer" needs to be defined by AFS-400 and AVN-1 to include all users of the airspace and their trade or labor-safety representatives. Coordination of SIAP design and rule-making processes are not collective bargaining processes, rather they are a technical/safety/legal dialogue and exchange between government and its citizens. When any customer brings a bona-fide issue about an existing terminal instrument procedure to AVN, that customer should be included in any redesign process prior to the final product emerging as essentially a *fait accompli*. Finally, although affected ATC facilities have a legitimate input into terminal routes and their impact on traffic flow, they should not have any more influence on the optimum design of intermediate and final approach segments than other customers. (Related to this, local and regional air traffic entities are still causing disconnects between STAR terminal routes and SIAP segments by the failure of the FAA to transfer STAR design responsibilities to AVN-100.)

COMMENTS: This affects FAA Handbook 8260.19, "Flight Procedures and Airspace," and AVN/AFS internal directive, policies, and procedures.

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To be the provider of choice for aerospace products and services.

AVN MISSION

To ensure the standard development, evaluation, and certification of airspace systems, procedures, and equipment for customers worldwide.

ORGANIZATIONAL PHILOSOPHY

Aviation System Standards is focused on the future and committed to exceeding customer's expectations. We believe in our work and the people who do it. As an employee powered organization, our reputation and survival rest in the hands of employees.

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EFFICIENCY
Maximizing the utilization of our resources.

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Our commitment to the highest level of personal and organizational standards.

CUSTOMER ORIENTATION
The direction of our culture and activities to exceed customer expectations.

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Recognizing our employees as our most valuable asset.

BACK TO TOP

INITIAL DISCUSSION (Meeting 00-02): Simon Lawrence, ALPA, presented this issue for discussion recommending that all users of the procedure development process be treated equally. He noted that his organization has perceived a recent trend that allows the Air Traffic organization to have priority over other user groups. He went on to state that there seems to be a proliferation of ad hoc, regionally sponsored teams that are developing procedures unilaterally and user groups are not being afforded the opportunity to comment on procedure design or flyability until the procedure is ready to be processed for publication. He pointed the ROCKET DP at Cincinnati as an example. When user groups express concerns, they should be included in any procedural re-design changes prior to the final product. Brad Rush, AVN-160 briefed that the FAA is working this issue through development of a new order (8260.XX) that

will establish a Regional Airspace and Procedure Team (RAPT) consisting of representatives of the regional air traffic, flight standards, airports, and airway facilities divisions, as well as the regional FPO. This team concept should ensure that all facets are considered in new procedure development. Kevin Comstock, ALPA, recommended that “customer” be defined in the AVN and AFS mission statements. Dave Eckles, AFS-420, agreed to take the issues for follow up. AFS and AVN to define “customer” in appropriate Orders. ACTION: AFS-420 and AVN-160.

MEETING 01-01: Dave Eckles, AFS-420, presented a status update paper on the issue. AFS-420 believes that the Regional Airspace and Procedures Team (RAPT) concept proposed under Order 8260.43A will resolve this concern. The RAPT will be composed of core RAPT members (regional AT, FS, and Airports Division Managers) with the FPO as chairperson. It will also be composed of other FAA and non-FAA participants. Air carrier and general aviation are part of the composition of the "non-FAA" participants. The RAPT embodies the process whereby requests for instrument procedures are considered and implemented according to established priorities and appropriate standards. The RAPT process considers safety, benefit, impact, urgency, customer input, and other factors so that the FAA can provide informed, timely responses to flight procedure requests. Better service to the users is a primary concern and goal of the RAPT. Due to the RAPT Order's recognition of the importance of user input, Dave recommended ALPA withdraw this issue item from further IP Subgroup consideration, and that the item be closed. Simon Lawrence, ALPA, concurred. ACTION: Closed.