

Briefing Guide Order JO 8020.16A, Air Traffic Organization Aircraft Accident and Incident Notification, Investigation, and Reporting
Effective Date: December 27, 2010

Below are highlights of changes to the 8020.16A which supplements the “Explanation of Changes” on pages ii and iii in the order. Some non-air traffic portions of the order were passed back to AVS to maintain in the 8020.11. Many areas within the 8020.16A were consolidated by topic. Other paragraphs were re-written in an attempt to clarify the intent behind the paragraph.

Paragraph Number	Title	Change
62	Operations Center	When a notification of an aircraft accident or incident, or an air traffic incident is received from any source, the Washington Operations Center (WOC) or ROC operations officer must contact the appropriate offices and representatives for conferences or briefings as necessary. Notification will be conducted following FAA Order JO 1030.3, Initial Event Response.
65	Aircraft Accident and Incident Notification and Reporting	Procedures on what, how, and when to report aircraft accidents and incidents have been clarified or expanded
70	Determination of Air Traffic Facility Responsible for Final Data Collection	Clarifies who has the responsibility for data collection, type of package and file as well as adds FSPO and FCF facilities.
71	Formal Accident File/Package Data Collection	When notified by FSDO that an accident was downgraded to a nonoccurrence, the responsible facility must coordinate with service center or FSPO regarding retention of documentation.
72	Data Collection and Certification by Selected Facilities	FSS references were modernized. DEN added. Computer certification statements were moved to paragraph 73.
73	Radar and Computer Data	Details the types of radar and computer data now required.
74	Correction Memorandums	A memorandum must be prepared and placed in the accident package when data is missing or not retained IAW appropriate FAA directives.
81	Support Facilities - Normal Services	Clarifies what “normal services” means and when a facility will have to forward data to the holding facility.

81	Support Facilities - Other than Normal Services	Spells out what is needed from each facility if other than normal services were provided.
82	Assembly of Formal Accident Package	Except for transcripts, the placement of accident package number and aircraft registration/flight number is now mandatory on each page in the lower left hand of the footer.
82	Distribution of Formal Accident Package	An electronic copy of the accident package may be forwarded to the service centers and headquarters.
83	Certification of the Air Traffic Aircraft Accident Package	The Certification Memo is not part of the accident package, but will accompany the completed accident package to the service center or FSPO and a copy will be retained in the accident file.
84	Informal Accident File	Outlines requirements and clarifies that supporting facilities must forward a Certified Index to the responsible facility. Also, the supporting facilities must maintain all data listed on Certified Index in an Informal Accident File under the responsible facility's informal accident file number.
90	FAA Form 8020-6 Block 12	List personnel involved in chronological order.
91	Personnel Statements	"No Comment" box added for aircraft accidents only. This is only to be used when the controller has no further information to provide that was not recorded elsewhere. The "No Comment" box is not to be used for Air Traffic Incidents (ex: pilot deviations).
93	Copies of Voice Recordings	Updates the definition of "contact." The first copy of the recording is defined as the "Original Copy" and any subsequent copy(ies) are referred to as the "Working Copy". When adding a voice announcement change "re-recording" to "copy". DALR paragraphs define "original copy" and "working copy" for electronically stored voice files. Addresses release of audio file coordination. Addresses retention of altered audio files.
94	Transcription of Voice Recordings	Clarifies when full vs. partial transcripts are needed. When a draft transcript is required per FAA Order JO 1030.3, the draft transcript may be a handwritten timeline and need not follow the requirements of a certified transcript.

95	Automated Aircraft Accident Package Program	A software program designed to prepare accident packages which facilities access through the ATO Portal.
100	Security of Records	The facility manager is responsible for the security, retention, and disposal of aircraft accident and incident files. The must maintain written instructions (chain-of-custody) before the release of documents.
101	Retention of Voice Data	FOIAs are retained IAW FAAO 1350.15, which is a 2 or 6 years retention from the date of final response to requestor. Requests from the FAA Accident Investigation Division, FAA IIC, or Litigation Liaison Office must be held until a written release is obtained. Requests for information outside of the FOIA process must be retained 2 ½ years.
102	Retention and Disposal of Aircraft Accident Records	Consolidates retention parameters into one area including FOIA. A copy of all FOIA requests pertaining to an aircraft accident must be retained in the appropriate accident file. FSSs must retain the certified original computer data reduction for 5 years for a formal accident. FAA Forms 8020-3 and 8020-9 are now required to be held for 2 ½ years. The service center or FSPO may reduce the 2 ½ year retention to a 45 day hold pending approval from the Litigation Liaison Office.
110	Air Traffic Incident Notification and Reporting	Air traffic incidents now include incidents involving interference with flight crew, loss of separation due to equipment failure, weather, or unmanned aircraft.
114	Pilot Deviation	Incorporates the long-standing NOTICE which now requires supporting facility documents, radar data in a readable format, and personnel statements with a full factual statement of the event. This paragraph will change when the new QA/QC orders become effective.
119	Miscellaneous Incidents	Adds security events, tarmac delays, and unmanned aircraft systems.
121	Retention and Disposal, Contents, and Labeling of AT Incident Records	This paragraph defines the retention, contents, and labeling of the Air Traffic Incident File.

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122	Request for Information and Records Furnished Outside of the FOIA Process	Allows for limited release of data outside of the FOIA process so long as proper coordination is conducted and preservation of released records is accomplished.
123	Knowledge Services Network (KSN)	KSN is an ATO internet based virtual office used for the transfer documents. This site is not intended to be used as storage.
Appendix B	Example of Air Traffic Aircraft Accident Package	Updates examples to reflect the stand alone generator as well as the written order. Expanded descriptions of how to fill out the forms have been included next to each form. Weather certification statement has been updated.
Appendix D	Cassette Tape and Computer Diskette-Recordable (CD-R) Labeling	Updated examples
Appendix E	Original Documentation Transfer	New Example
Appendix F	Definitions	Moved from the front of the order to the back and adds FSPO and UAS.

Any questions regarding clarification of this order should be directed to your service center or the Litigation Liaison Office.