



Federal Aviation Administration

Memorandum DRAFT

Date:

To: Paul Sheridan, Director, Central and Enroute Operations

From: Vincent V. Shobe, Air Traffic Manager

Subject: Response to Unauthorized Broadcasts April 17, 2011

On Sunday April 17, 2011 at 0130 through 0136 local, Cleveland Center experienced two unauthorized broadcasts of movie audio over 8 low altitude air traffic control frequencies. The durations were five seconds and three minutes six seconds. ATC services were interrupted for one aircraft, VADER22, which was in the controller's area of jurisdiction at the time. Although not indicative of the day to day air traffic services Cleveland Center provides this incident identifies a lack of professionalism and oversight on the part of Cleveland Center personnel.

The initial investigation indicates that an unintentional depression of a foot activated microphone switch while an employee, working an operational position, was using a portable DVD Player for entertainment purposes. In addition, the operational supervisor on duty for the midnight shift provided inadequate oversight and, when the situation came to his attention, exhibited poor judgment in both handling and reporting the situation.

Cleveland Center has taken the following actions to address and rectify inadequacies in both performance and professionalism:

Monday April 18, 2011 - Convened a meeting of each of the Area NATCA Representatives and Area Scheduling Supervisors to work out national direction received on amending schedules.

Monday April 18, 2011 - Instructed the Operation Managers to schedule an additional Front Line Manager on the Midnight shift to conduct continuous observation of the areas in the control room.

Monday April 18, 2011 - Compressed work schedules eliminated for Front Line Managers to provide for uniform coverage and oversight. At present four Front Line managers were on compressed schedules.

Monday April 18, 2011 - The Operation Managers gave face to face briefings to Front Line Managers at the 07:20 and 3:10 daily Weather Briefings on control room expectations. (briefing sheet attached)

Monday April 18, 2011 - Attended the Services Rendered TELCON with an outcome of "Yellow" and a visit from the service area OCG was scheduled for Tuesday, April 19, 2011.

Tuesday April 19, 2011 - Reconvened meetings on the area schedules with area representatives and Front Line Managers.

Tuesday April 19, 2011 - Mr. Rick Ducharme visited and briefed all management and additionally an all hands meeting. All available personnel were required to attend the briefing.

Wednesday April 20, 2011 -- Began joint ATM/FACREP briefings to all personnel regarding professional standards, leadership, teamwork and honesty.

Wednesday April 20, 2011 -- Began distribution of a personal letter from ATM to all employees acknowledging the public scrutiny ATC is receiving regarding events locally and nationally and tasking all employees with raising professional standards through both individual and corporate leadership, improved teamwork and most importantly honesty and transparency in the way we deal with infractions. (copies of both ATC and support staff letter attached)

Cleveland Center plans to complete the following actions within thirty days:

Brief an overview of FAAO 1030.3 Initial Event Response to all control room personnel stressing the importance in identifying and reporting inadequacies in the ATC system promptly so they can be resolved.

Provide an in depth briefing on FAAO 1030.3 Initial Event Response order to all management and support personnel, stressing the need for honesty and transparency from the initial identification of an incident through the final response.

Data used to investigate this incident is attached in both hard copy and electronic medium. Cleveland Center takes great pride in the Air Traffic Services we provide and are using this as an opportunity to both identify and correct inadequacies in managerial oversight, employee professionalism and reporting responsibilities.