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5 **NENA Standard**
6 **For**
7 **NORAD/FAA Notification:**
8 **Airborne Events**
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NENA
Operations Standard/Model Recommendation

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This Operations Standard/Model Recommendation is published by the National Emergency Number Association (NENA) as an information source for the voluntary use of communication centers and is provided as an example only. It is not intended to be a complete operational directive.

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NENA's Operations Committee has developed this document. Recommendations for change to this document may be submitted to via email to opsdoccomments@nena.org or via mail to:

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TABLE OF CONTENTS

104			
105			
106			
107	1	EXECUTIVE OVERVIEW	5
108	2	INTRODUCTION	6
109	2.1	PURPOSE AND SCOPE	6
110	2.2	REASON TO IMPLEMENT	6
111	2.3	BENEFITS	6
112	2.4	TECHNICAL IMPACTS SUMMARY	6
113	2.5	DOCUMENT TERMINOLOGY	7
114	2.6	REASON FOR REISSUE.....	7
115	2.7	COST FACTORS	7
116	2.8	COST RECOVERY CONSIDERATIONS	7
117	2.9	ACRONYMS/ABBREVIATIONS	7
118	3	EMERGENCY CALL FROM AN AIRBORNE AIRCRAFT	8
119	3.1	POTENTIAL TERRORIST EVENT	8
120	3.2	NON-TERRORIST EVENT	8
121	3.3	INFORMATION GATHERING	8
122	3.4	NOTIFICATION.	9
123	3.5	ADDITIONAL INFORMATION	9
124	3.6	MAINTAIN CONTACT.	9
125	3.7	LOCAL PROTOCOLS.	9
126	3.8	FOLLOW-UP.	9
127	4	SUSPICIOUS AIRBORNE OBJECT OR AIRCRAFT	10
128	4.1	SCREENING	10
129	4.2	INFORMATION GATHERING	10
130	4.3	SECTOR NOTIFICATION	11
131	4.4	ADDITIONAL INFORMATION	11
132	4.5	ADDITIONAL PROCEDURES.	11
133	5	AIRCRAFT THEFT IN PROGRESS OR JUST OCCURRED	13
134	5.1	INFORMATION GATHERING.	13
135	5.2	SECTOR NOTIFICATION.	13
136	6	REFERENCES	14
137	7	EXHIBITS	14
138			
139			

1 Executive Overview

This document has been developed to serve as a model standard operating procedure for Public Safety Answering Points (PSAPs) to notify the North American Aerospace Defense Command (NORAD) or the Federal Aviation Administration (FAA) of certain air events that may require a response from an appropriate national agency.

Recognizing that 9-1-1 call centers are likely to receive the first notification of air events that may threaten national security, NORAD proposed this procedure in 2002. A Memorandum of Agreement (MOA) was developed between NORAD, NENA and the National Association of State 9-1-1 Administrators (NASNA) by year's end. This procedure was included as an attachment to the MOA, and reissued in NENA Standard/Operational Recommendation format.

Since the original issue of this document, NORAD consolidated its Air Defense Sectors, and the FAA and NORAD have recommended that calls of an emergency nature that are not terrorist-related be referred to a regional FAA Service Center. This revision is being provided as a recommendation to PSAPS to update their local SOPs accordingly.

This procedure is not intended to supersede existing laws, regulations, directives or agreements. Specifically, this procedure does not supersede responsibilities of local, state or federal law enforcement agencies or other agencies.

This procedure is intended to:

- Provide guidance to 9-1-1 call takers in the appropriate handling of calls involving reports of airborne events that may threaten national security and other emergency calls from aircraft.
- Reduce the time between the onset of an event and notification to NORAD.
- Enhance the ability of NORAD to appropriately and effectively respond to critical events.
- Facilitate the response of emergency services to other events by providing for timely notification via the appropriate FAA Service Area.

It is recommended that certain information be collected in the following circumstances:

- emergency calls from airborne aircraft
- reports of a suspicious airborne object or aircraft
- reports of a recent or in progress aircraft theft

2 Introduction

2.1 Purpose and Scope

This document has been developed to serve as a model standard operating procedure for Public Safety Answering Points (PSAPs) to notify the North American Aerospace Defense Command (NORAD) or the Federal Aviation Administration (FAA) of certain air events that may require a response from the appropriate national agency.

These Procedures are for Public Safety Answering Points (PSAPs) to transmit to NORAD Air Defense Sectors and FAA Air Traffic Service Areas reported information related to certain air events. THESE PROCEDURES ARE NOT INTENDED TO SUPERCEDE EXISTING LAWS, REGULATIONS, DIRECTIVES OR AGREEMENTS. SPECIFICALLY, THESE PROCEDURES DO NOT SUPERSEDE RESPONSIBILITIES OF LOCAL, STATE OR FEDERAL LAW ENFORCEMENT AGENCIES OR OTHER AGENCIES.

2.2 Reason to Implement

Recognizing that 9-1-1 call centers are likely to receive the first notification of air events that may threaten national security, NORAD proposed this procedure in 2002. A Memorandum of Agreement (MOA) was developed between NORAD, NENA and the National Association of State 9-1-1 Administrators (NASNA) by the end of 2002. This procedure was included as an attachment to the MOA, and was reissued in NENA Standard/Operational Recommendation format (adopted August 26, 2003). Since the original issue of this document, the FAA and NORAD have recommended that emergency calls from aircraft which are not potential terrorist events be referred to one of the regional FAA Service Centers for handling by the appropriate authority. This revision provides the contact information for the regional FAA Service Areas.

2.3 Benefits

Use of this procedure will:

- Provide guidance to 9-1-1 call takers in the appropriate handling of calls involving reports of airborne events
- Reduce the time between the onset of an event and notification to NORAD or the FAA.
- Enhance the ability of NORAD and other authorities to appropriately and effectively respond to critical events.

2.4 Technical Impacts Summary

It is not anticipated that this procedure will have any impact on technical aspects of the 9-1-1 support services.

2.5 Document Terminology

The terms "shall ", "must" and "required" are used throughout this document to indicate required parameters and to differentiate from those parameters that are recommendations. Recommendations are identified by the words "desirable" or "preferably".

2.6 Reason for Reissue

NENA reserves the right to modify this document. Upon revision, the reason(s) will be provided in the table below.

Version	Date	Reason For Changes
Original	12/17/2002	Initial Document
Issue 1	6/14/2004	Originally approved by the Executive Board in a non-standard format, this document is being re-issued to comply with NENA's Operations Committee Organization, Document Development & Approval Process (51-001)
Issue 2	mm/dd/yyyy	Since the original issue of this document, the FAA and NORAD have recommended that emergency calls from aircraft which are not potential terrorist events be referred to one of the regional FAA Service Areas for handling by the appropriate authority. In addition, NORAD has eliminated the use of secondary contact numbers. This revision reflects these changes.

2.7 Cost Factors

Not applicable.

2.8 Cost Recovery Considerations

Not applicable.

2.9 Acronyms/Abbreviations

Some acronyms/abbreviations used in this document have not yet been included in the master glossary. After initial approval of this document, they will be included. Link to the master glossary is located at <http://www.nena.org/>.

The following Acronyms are used in this document:	
FAA	Federal Aviation Administration
MOA	Memorandum of Agreement
NASNA	National Association of State 9-1-1 Administrators
NORAD	North American Aerospace Defense Command

3 Emergency Call from an Airborne Aircraft

3.1 Potential terrorist event

PSAP receives a call from a passenger or crew member onboard an airborne aircraft, reporting a hijacking or other violent potential terrorist event.

3.1.1 If additional staff is available in PSAP, one staff member should immediately notify the appropriate NORAD Air Defense Sector ("Sector") and begin reporting the event, while another staff member obtains information from the caller.

3.1.2 For security reasons, the NORAD Sector numbers will not be published in this document. Prior to implementing these guidelines, the primary and alternate telephone numbers for the appropriate NORAD Sector shall be obtained from NENA. Note: Requests for NORAD telephone numbers must be in writing and delivered to NORAD@nena.org. The numbers will be mailed, via US Mail, to the PSAP upon authentication.

3.1.3 The primary NORAD contact number for the Sector serving this agency is:_____.

3.2 Non-terrorist event

PSAP receives a call from a passenger or crew member onboard an airborne aircraft, reporting an emergency event other than described above.

3.2.1 If additional staff is available in PSAP, one staff member should immediately notify the appropriate Federal Aviation Administration (FAA) Air Traffic Service Area and begin reporting the event, while another staff member obtains information from the caller.

3.2.2 The nearest Air Traffic Service Area shall be contacted as follows:

3.2.2.1 Western U.S.: Renton, WA – 425-227-1999

3.2.2.2 Central U.S.: Ft. Worth, TX – 817-222-5006

3.2.2.3 Eastern U.S.: Atlanta, GA – 404-305-5180

3.3 Information gathering

PSAP should attempt to obtain the following information, as appropriate, from the caller. As information is obtained, pass it to the Sector / Service Area staff.

259 3.3.1 Caller Telephone Number

260 3.3.2 Caller Information:

261 3.3.2.1 Name

262 3.3.2.2 Seat Number (if applicable)

263 3.3.3 Flight Information

264 3.3.3.1 Airline

265 3.3.3.2 Flight Number

266 3.3.3.3 Departure Airport

267 3.3.3.4 Destination Airport

268 **3.4 Notification**

269 If the Sector/Service Area has not yet been contacted, PSAP should immediately call.

270 **3.5 Additional information**

271 If the event being reported is terrorist-related, PSAP should attempt to obtain additional information
272 from the caller by asking the following questions:

273 3.5.1 Do you know the intentions of the individuals(s)?

274 3.5.2 If caller relates the intent is to use aircraft as a bomb or missile, ask

275 3.5.2.1 "Do you know the possible target?"

276 **3.6 Maintain Contact.**

277 The PSAP should maintain contact with the caller as long as possible.

278 **3.7 Local protocols**

279 PSAP should initiate local protocols for terrorism interrogation and notification procedures.

280 **3.8 Follow-up**

281 PSAP should then proceed by:

- 282 3.8.1 Asking caller for further details of the incident, i.e. “Tell me exactly what happened.”
- 283 3.8.2 Telling the caller the appropriate authorities will be notified, stay calm, and stay on telephone
284 as long as possible.
- 285 3.8.3 Inquiring of Sector staff whether they would like caller conferenced-in.
- 286 3.8.3.1 If Sector staff response is yes:
- 287 3.8.3.1.1 Tell the caller that you are going to conference in them in with the military.
- 288 3.8.3.1.2 Tell caller if they get disconnected from PSAP he or she will be called back
- 289 3.8.3.2 If Sector Staff response is No, continue obtaining information from caller:
- 290 3.8.3.2.1 How many individuals are involved?
- 291 3.8.3.2.2 Do they have weapons or bombs?
- 292 3.8.3.2.3 Are they in control of the cockpit?
- 293 3.8.3.2.4 Are they holding any individual hostages?
- 294 3.8.3.2.5 Has there been any violence?
- 295 3.8.4 Continue calming techniques, and keep the caller on the line as long as possible.

296 **4 Suspicious Airborne Object or Aircraft**

297 PSAP receives a telephone call about a suspicious airborne object or aircraft.

298 **4.1 Screening**

299 PSAP should first screen call using existing local resources (i.e. local airport tower) to ensure
300 NORAD Sector does not receive a large number of “false” reports.

301 **4.2 Information gathering**

302 PSAP should attempt to obtain the following information from the caller:

303 4.2.1 Caller Name

304 4.2.2 Caller telephone number

305 4.2.3 Location of the object or aircraft. (Note: A general location is OK, i.e. over north Gotham
306 vs. 5th & Main). If the caller reports an exact address, and PSAP is capable of geo-verifying
307 the address to a lat/long, then do so for relay to Sector staff.

308 4.2.4 Direction/heading

309 4.2.5 How high was it above the ground? (For caller reference, advise the caller the tallest
310 commercial ground radio towers are typically 1000 ft.).

311 4.2.6 How fast was it moving?

312 **4.3 Sector notification**

313 If, after obtaining above information, PSAP has high index of suspicion, Sector should be
314 conferenced in at this point if possible.

315 **4.4 Additional information**

316 PSAP should attempt to obtain additional information from the caller by asking the following
317 questions:

318 4.4.1 How many aircraft/objects were there?

319 4.4.2 What did the object/aircraft look like?

320 4.4.2.1 If an aircraft, ask the following questions:

321 4.4.2.1.1 Was it a plane or helicopter?

322 4.4.2.1.2 High wing or low wing?

323 4.4.2.1.3 What color was it?

324 4.4.2.1.4 Did it have jet or propeller engines?

325 4.4.2.1.5 How many engines did it have?

326 4.4.2.1.6 How big was it?

327 4.4.2.1.7 Did it have any distinguishing marks? Name on Fuselage, Tail Number, Stripes, etc.

328 4.4.3 What time did you observe it?

329 4.4.4 What was the aircraft/object doing that was suspicious?

330 **4.5 Additional procedures**

331 For the following Activity Classes, the PSAP should follow these additional procedures:

332 4.5.1 Crop Dusting Aircraft:

333 4.5.1.1 If Agriculture Spraying is active in your area, contact the appropriate controlling
334 department to determine if the aircraft belongs to them. (In the majority of areas in the US,
335 Crop Dusting Aircraft are not required to schedule their flights with the Department of
336 Agriculture or other entity.) PSAPs should ascertain the policy in their area of activity and
337 modify this checklist with appropriate telephone numbers, if possible. Alternatively, contact
338 your local airport control tower and inquire if they are aware of the aircraft;

339 4.5.1.2 If the aircraft is spraying over a population center or other special activity, and PSAP index
340 of suspicion is high, notify the Sector immediately.

341 4.5.2 Other Suspicious Airborne Object:

342 4.5.2.1 Contact the local airport control tower to determine if they are aware of and have identified
343 the object.

344 4.5.2.2 If object is not identified, and index of suspicion is high, notify the Sector immediately.
345
346

5 Aircraft Theft in Progress or Just Occurred

PSAP receives a telephone call reporting an aircraft theft. Although stolen aircraft are most often used in the illegal drug trade, the potential for terrorist activity must be considered.

5.1 Information gathering

PSAP should attempt to obtain the following information from the caller.

5.1.1 Caller Name

5.1.2 Caller telephone number

5.1.3 Where was the aircraft taken from?

5.1.4 When was it taken?

5.1.5 Aircraft Information:

5.1.5.1 Was it a plane or helicopter?

5.1.5.2 What color was it?

5.1.5.3 Did it have jet or propeller engines?

5.1.5.4 How many engines did it have?

5.1.5.5 How big was it?

5.1.5.6 Did it have any distinguishing marks? Name on Fuselage, Tail Number, Stripes, etc.?

5.1.5.7 Have you notified any other agencies? (i.e. FAA, Airport Tower, Coast Guard, Local County, State, Federal agencies, etc.)?

5.2 Sector notification

Notify the Sector of the aircraft theft.

6 References

Eberhardt, Ralph E., General, United States Air Force (USAF) North American Aerospace Defense Command (NORAD); Melcher, John, President, National Emergency Number Association (NENA); and Bailey, Evelyn, President, National Association of State Nine-One-One Administrators (NASNA). *Memorandum of Agreement (MOA) among NORAD, NENA, and NASNA*. 10 Dec 2002.

Attachment 1 to MOA among NORAD, NENA and NASNA; Procedures for Public Safety Answering Point (PSAP) Transmission Of Air Event Information

NORAD/NENA/NASNA MOA Checklist Phone Listing

Lepper, Michael J., Colonel, USAF. *Memorandum for USA's Public Safety Answering Point (PSAP) dispatchers*. 15 Mar 2003.

7 Exhibits

- Memorandum of Agreement (MOA) among NORAD, NENA, and NASNA. 10 Dec 2002
- Memorandum for USA's Public Safety Answering Point (PSAP) dispatchers. 15 Mar 2003.