

DCA24LA097

AIR TRAFFIC CONTROL

Group Chairman's Factual Report - Attachment 7

ZBW Local Safety Council, Compliance Verification and Corrective Action Plans

September 30, 2025



ZBW Local Safety Council Charter/Scoping Document



1. Mission:

The Facility Local Safety Council (LSC) will serve as an Article 114 workgroup that will identify safety concerns, hazards and risk to the NAS. The LSC will assist the Quality Control office (QC) as directed by the Air Traffic Manager/NATCA Principal Facility Representative in accordance with JO 7200.21 and applicable CBA/MOU requirements. The LSC will not act as a substitute for Voluntary or Mandatory reporting systems or requirements.

2. LSC Members:

The council will consist of twelve members, six management personnel and six NATCA members. The members must be a representative cross section of the workforce. The Air Traffic Manager and NATCA Principal Facility Representative, or their designees will hold two positions on the council. The remaining ten positions will be selected evenly between NATCA and management.

Each party is responsible to select their own members and will notify the other party of any changes.

The council shall have two co-chairs, one designated member from management and one designated member from NATCA. Co-chairs shall report to the Air Traffic Manager/NATCA Principal Facility Representative each month.

A minimum of six council members, three management and three NATCA council members, must be in attendance to be considered a quorum. A quorum will be used for voting on acceptance or denial of safety recommendations and all finalized content.

3. The Scope:

Development of ad hoc teams for identified safety issues and roles and responsibilities as outlined in the FAA JO 7200.21 is within the purview of the LSC after consultation with the Air Traffic Manager/NATCA Principal Facility Representative (or designees). If an additional scoping document is necessary, the Air Traffic Manager/NATCA Principal Facility Representative (or designees) shall be responsible for its creation.

Co-Chairs will identify pairs from the LSC to work collaboratively on assigned tasks as listed in attachment 1, titled "LSC Task List." This list is not all inclusive and additional tasks may be identified. Identified pairs will consist of 1 management and 1 NATCA member from the LSC. The 12-member LSC will consist of 6 pairs.

When safety issues are identified, the LSC, after approval from the Air Traffic Manager and NATCA Principal Facility Representative (or designees), will initiate the creation of a Corrective Action Plan in accordance with ZBW 7210.519 with input from the appropriate office(s) for implementation. If the mitigations identified in the CAP generate changes, the appropriate office(s) will carry out the mitigations, which may include changes to Standard Operation Procedures, Letter of Agreement changes, briefings, and other items as necessary.

The LSC will:

Document all identified safety issues, mitigations, and lessons learned/best practices. This data and documentation shall be kept on the ZBW LSC tracking document and will be uploaded to ATC Infohub when requested.

Comply with the roles and responsibilities as outlined in FAA JO 7200.21 9(d).

Analyze data from the Safety Data Portal, QC data (OSA, SSR, SYSIR etc.) and reported safety occurrence data (MOR, ARIA, replays etc.) to identify potential safety hazards. Conduct briefings to inform the workforce of any mission critical items. Issue briefing items through the training department if necessary. Utilize SMEs from the operation and staff offices to provide technical expertise or assist the group when needed.

Any safety related problem or occurrence may be reported by any Bargaining Unit Employee or Management member, via the Voluntary or Mandatory reporting processes, to also include the ZBW LSC Reporting Sheet. Use of the ZBW LSC Reporting Sheet will not act as a substitute for Voluntary or Mandatory reporting systems or requirements. The LSC will not supersede existing requirements and obligations of the QC Office.

The LSC may coordinate activities which include, but are not limited to: inviting pilots, Aviation Group Representatives, Private Industry Representatives, or other FAA employees to participate in discussions or give briefings on their respective field. The workgroup may assist in the coordinating of local familiarization trips in accordance with the Collective Bargaining Agreement and any pertinent orders or regulations. All visits must adhere to the requirements outlined in the ZBW Visitor Policy, and require final approval by the Facility

4. Facility Commitment:

The LSC members agree to leave organizational rank at the door, value all members' comments, be respectful of others, keep focused, be creative, be open, demonstrate integrity for the good of the whole, contribute ideas and opinions, listen to others, and give permission to challenge each other if these commitments not followed.

The LSC members agree to provide the best example of a Just Safety Culture when they are working on an operational position.

The undersigned authorize this LSC to operate within the scope as described above in seeking to resolve safety concerns, hazards and risk. Either or both parties may withdraw from this agreement at any time.

This charter shall remain in effect for the life of the CBA, unless either party gives written notice to the other of its desire to amend or terminate this charter. This charter may be extended upon mutual agreement between both parties.

X

Tarah Park
Air Traffic Manager

X

Kevin Coeyman
NATCA Principal Facility Representative

Attachment 1
ZBW LSC TASK LIST

ZBW LSC Task List: Identified pairs within the LSC will aid in completing the requirements set forth by National and Local orders, the CBA and MOU's. Pairs may work outside of the larger monthly meetings. Pairs will update the larger group of completed work during scheduled monthly meetings. Quorum, as stated in the scoping document, must be present for final work approval. This is not an all-inclusive list.

Data Portal/ATSAP/VSRP – Review of ATSAP/MOR data on Safety Data Portal to predict risk, visualize trends. Possible action to assess/monitor mitigation of effectiveness of CAPs. Trained to in-brief new hires on VSRP/ATSAP. *Ref. 7200.21 9(d)1, 7210.634 7-3(a)4, ATSAP MOU appendix A(12), CBA Article 64.*

Service Reviews (TMR, SSR, CER, CSBR) – Assist QC office with System Service Reviews, Traffic Management Reviews, Covered Event Reviews, Combined Safety Barrier Reviews. *Ref. 7200.21 9(d)4, CBA Articles 51, 64.*

QC validation Checks - Assist QC office in OSA validations, Skill check/performance assessments validations and On the Job Training documentation validations. *Ref. 7200.21 9(d)4, 7210.634 6-1(b), CBA Article 51.*

Compliance Verifications – Assist QC office with Internal Compliance Verifications (ICV), External Compliance Verifications (ECV). *Ref. 7210.634 5-1, 7200.21 9(d)4, CBA Article 51.*

ATC Info hub - Update, upload content to info hub. Points of contact for other facility LSC's. Keep ZBW LSC Submission Tracker up to date and accurate on ZBW J-Drive. *Ref. 7200.21 7(d)6, 7210.634 7-4.*

Partnership For Safety – Attend monthly PFS webinar. Create power point to include developing local content (as determined by LSC) for monthly SAFE discussion. *Ref. 7200.21 9(c)7, 7200.21 9(d)8.*

Corrective Action Plan Team (CAP Team) - (development, implementation). *Ref. 7210.634 2-1(c)3, ZBW QC Order.*

SYSIR Team – SYSIR Collaborative Team must examine potential SYSIRs to confirm validity. *Ref. 7210.634 4-5(b)3.*

Airspace/Procedure changes – Review/provide input to LOA/SOP/Airspace Changes, provide SRM input. *Ref. 7200.21(c)7*

Refresher Training - Provide input to ZBW Training Department for refresher training.

Review Quarterly Safety Report - Review ZBW Quarterly Safety Report.

ZBW LSC Roundtable update 2/5/2024

Members present – Sean Murphy, Kristen Lynch, Brady Halligan, Anthony Nason, Seth Myers, Jeff Boxall, Brian Edwards, Brian Roche

ATSAP/ Data Portal –

No update from last week.

Validations –

No update from last week.

ICV –

No update from last week.

ATC Info hub –

No update from last week.

Partnership for Safety –

No update last week.

CAP Team –

No update last week.

Airspace –

2023-006 ZBW LSC reviewed proposed changes from airspace for the 12-1-5 NOTE addition. Airspace wanted to clean up some of the other sections due to changes that have happened (i.e Airmet req). No issues found with proposed changes.

ZBW Submission Tracking Sheet update -

2023-001 002 are out of scope.

2023-003 004 closed.

2023-005 Closed, ZELKA arrival beginning at EEGUL has created pilot deviations. All recommendations met except pilot outreach LSC voted to close. Outreach will be discussed at ATM/PFR meeting in February.

2023-006 ERIDS pirep use. Addition of 12-1-5 NOTE to SOP to airspace. 2/5 discussed proposed changes from Airspace about PIREP sections.

2023-007 Did not accept

2023-008 Open, update and activation on 7/11/24

2023-009 Open 118.82 tabled update February Meetings after comm group meets again.

2023-010 Open, need to reach out to A90 LSC for awareness for both facilities.

2023-011 Closed

2023-012 Open need to add local content or refresher training discuss at later meetings.

2023-013 – Closed, Unreasonable restrictions placed on Area B for BED arrivals has been briefed out to A90 workforce via MBI and LSC discussions. A90 LSC believed this was isolated to a few controllers.

Reviewed ATO SysOps Powerpoint for the Solar Eclipse event 4/8 –

Discussed ATSAP narratives presented. Common themes were overloaded sectors and lack of preparation from facilities. Meetings are occurring at the facility weekly up to 4/8 for planning and prep. ZBW LSC may be asked to aid in disseminating/developing content for SAFE discussions and possibly utilized in development of TTL problems.

ZBW LSC Roundtable update 2/9/2024

Members present – Sean Murphy, Mike Jacobson, Dan Sikkila, Kristen Lynch, Kerri Fingerson, Seth Myers

ATSAP/ Data Portal –

No changes from previous discussion.

Validations –

No update from last week.

ICV –

Discussed possibility of making the 243.0 awareness piece part of the March local content (previously discussed in the 01/29 meeting).

ATC Info hub –

No changes from previous discussion.

Partnership for Safety –

No changes from previous discussion. *Next PFS on 02/15 1300L.*

CAP Team –

No changes from previous discussion. *CAP discussions to be part of February crew breakouts.*

Airspace –

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Reviewed Quarterly ZBW Safety Report –

4 SSR out briefs complete – W105 SSR, Area A military SSR, Area B drop track SSR, Area D mode C intruder SSR. *Discussed BTV visit to ZBW and presentations given by the military. Conducting W105 briefings for the week of 02/02-02/09.*

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2023-003 004 closed.

2023-005 Closed, ZELKA arrival beginning at EEGUL has created pilot deviations. All recommendations met except pilot outreach LSC voted to close. Outreach will be discussed at ATM/PFR meeting in February. ****Dan had previously reached out to NBAA on 05/08/23, but had not received a response. Again emailed NBAA contacts for awareness on 02/09/24.* ***

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Position Relief Briefings

Reviewed ZMP's submission to the Safety Data Portal regarding their intention to modify their PRB checklists. Quite opposite of ZBW, ZMP is amending their checklists to lengthen them, with individual checklists for each area and altitude stratum.

- Updates to the checklist in ERAM can only be changed on chart dates (first chart date available Mar 21.)
- Implementation date for the ZBW checklist change is Feb. 26.
- During the time between the implementation date and ERAM chart change, paper copies of the checklist will be viewable under-the-glass
- Old checklist will still be in ERAM
- Alignment of ERAM update/PRB checklist implementation would be extensive and potentially cost-prohibitive

New Items

- Kerri/Dan discussed request from Terry Drew for ZBW to refrain from being the “route police”, changing/amending flights through ZBW that possibly do not need to be amended. Discussed ZBW culture how historically controllers have amended routes to utilize “pref routes” for route commonality for flights exiting ZBW (particularly southbound through ZNY). Agreed to have Mr. Drew submit a LSC Submission sheet for LSC to evaluate. Discussed the pros/cons of having controllers in areas amend the routes or to simply leave changes to be done by final sector in ZBW. Will reach out to Terry to meet with LSC for further discussion at a future meeting date. Appears that issue will involve lengthy discussion as this potentially is a culture change for ZBW.
- Discussed ZSE’s submission to the Safety Data Portal for potential local SOP changes regarding the draw/PVD function being enabled with the new ERAM build. ZSE considering establishing practices where the OMIC and/or their designee is responsible for drawing TFRs and then subsequently PVD’ing to the affected sectors
 - Discussed ZBW’s thoughts
 - Added benefit for TMWC being able to depict Convective SIGMETs and disseminate to the areas
 - Possibly have OMIC draw with OS/TMU verify for accuracy before disseminating to the areas?
 - Suggestion to invite Tyler Hemeon to brief LSC on capabilities (i.e. tying off function to only OMIC/TMU positions)

ZBW LSC Roundtable update 2/12/2024

Members present – Sean Murphy, Kristen Lynch, Kerri Fingerson, Seth Myers, Anthony Nason, Jeff Boxall, Brian Edwards, and Brian Roche

ATSAP/ Data Portal –

No changes from previous discussion.

Validations –

Jeff is all caught up.

ICV –

Discussed possibility of making the 243.0 awareness piece part of the March local content (previously discussed in the 01/29 meeting).

ATC Info hub –

No changes from previous discussion.

Partnership for Safety –

No changes from previous discussion. *Next PFS on 02/15 1300L.*

CAP Team –

CAP Item coming on position binders.

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02/12/2024 – Reach out to foreflight and ??(Other unknown company) about adding awareness piece to approach plate – non-regulatory in nature – note to use caution with the FL240 restriction – Kristen and Seth to reach out to airspace to discuss

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- Updates to the checklist in ERAM can only be changed on chart dates (first chart date available Mar 21.)
- Implementation date for the ZBW checklist change is Feb. 26.
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- Old checklist will still be in ERAM
- Alignment of ERAM update/PRB checklist implementation would be extensive and potentially cost-prohibitive

Old Business

- “Route Police” – Phone call w/ Terry Drew – LSC is not in support of the content as it is. – He is planning to attend our March 11th meeting for further discussion.
- “Draw Function PVD” – discussion on the draw function – LSC did not believe there to be a safety issue that puts this item in our purvue.
- Reviewed Local Content – Video needs another shoot.

New Business

- ARIA Telcon – Nothing new to report – Jeff Hall retiring soon – Next meeting March 11th.
- Video Was re-made
- Discussion on Missing Altimeter NOTAMS -

ICV Checklist for ZBW - Boston (Air Route Traffic Control Center)

CVT Year: 2024

Date of most recent ECV: 26-Jun-2023 - 05-Jul-2023

102 of 110 items

id	Item	Description	Reference	Evaluation Area	ICV Rating	ICV Approval	Mitigation Plan?
2	Abbreviated Transmissions	Controllers use standard abbreviated transmissions phraseology	7110.65 par 2-4-9	Operations	Unrated		
380	Administration of the Facility Quality Control Program	Facility identifies and mitigates risk in accordance with FAAO JO 7210.634		External	Compliant	04-Jan-2024	
359	Air Traffic Control Operational Contingency Plans	Air Traffic Managers are responsible to have Operations Contingency Plans (OCPs) in place to respond to events that affect the Operational Contingency Levels (OCLs) of their facility to provide ATC services. Reference: FAA JO 1900.47 Air Traffic Control Operational Contingency Plans a. Ensure that the OCP conforms to the current version of the FAA JO 1900.47 Chapter 3, Documentation. b. Complete the annual requirements	1900.47 Ch 2 Section J; Ch 5 Section C	Operations	Unrated		

by December 31 of each calendar year.

1. Ensure that all network support agreements have been reviewed
 2. Ensure that a facility ATC Zero exercise is conducted unless an actual ATC Zero or ATC Limited event occurred during the year.
 3. Ensure certification of the facility OCP and support procedures in the National OCP Database.
 4. Ensure certification of contact information in OCPs in the National OCP Database.
- c. Ensure the facility has conducted refresher training on the OCP in accordance with FAA JO 3120.4 Air Traffic Technical Training, which includes:
1. Airspace divestment/assumption procedures
 2. Use of CPSS information, where applicable

		3. Operationally relevant information seen during an exercise or event.					
11	Altimeter Issued and Requirements	Altimeter issued in accordance with prescribed procedures	7110.65 Ch 2 Sec 7; 7210.3 par 2-10-3 and 2-10-4	Operations	Unrated		
13	Altitude Assignment and Verification	Controllers apply standardized application of procedures, assigning and verifying altitudes and standard phraseology	7110.65 ch 4 sec 5	Operations	Unrated		
14	Altitude Filter Limits	Mode C targets and data blocks are displayed correctly through the use of appropriate altitude limits and display filters	7110.65 par 5-14-5	Operations	Unrated		
16	AOV Credentialing	All requirements for conducting and recording initial credential ratings and biennial skill evaluations and completing return to duty plans are followed	8000.90	Administrative	Unrated		
18	Approach Information and Arrival Procedures - Instructions	Controllers provide radar frequency, beacon changes, and advance approach information	7110.65 par 4-7-1; 5-9-4; 4-7-4a and b; 4-7-5 and 4-7-12	Operations	Unrated		

20	Arrival and Approach Information and TCP	Controllers provide arrival and approach information and execute TCP	7110.65 par 4-7-6; 4-7-9 and 4-7-10	Operations	Unrated		
21	Arrival Procedures	Controllers meet required elements and phraseology requirements	7110.65 ch 3 sec 10; ch 4 sec 7; par 5-9-4 and 5-9-5	Operations	Unrated		
22	Arrival Weather, Airport Conditions	Controllers provide and solicit weather information, airport conditions, and below minima reports as required	7110.65 par 4-7-7; 4-7-11 and 4-7-12a	Operations	Unrated		Has Plan
24	ATC Clearances, Advisories, or Requests	Specialist provides clearances, advisories and requests in accordance with prescribed procedures	7110.10 par 4-3-7	Operations	Unrated		
25	ATIS Procedures	ATIS duties including content, code broadcast and review	7110.65 ch 2 sec 9	Operations	Unrated		
26	Automated Information Transfer (AIT)	AIT is conducted under the proper conditions	7110.65 par 5-4-8	Operations	Unrated		
29	Beacon Systems	Controllers use standardized procedures and phraseology related to beacon systems	7110.65 par 5-2-1 through 5-2-16 and 5-2-22	Operations	Unrated		
30	Bird Hazard Procedures/Advisories	Controllers issue bird activity advisories using prescribed phraseology. Required	7110.65 par 2-1-23	Operations	Unrated		

		notifications are accomplished.					
32	Call Sign Usage	Aircraft identification and similar sounding call signs are handled as required	7110.65 par 2-4-15 and 2-4-20	Operations	Unrated		Has Plan
34	Clearances	Controllers use standardized manual and automated clearance formats and phraseology	7110.65 ch 4 sec 2 and 4; par 4-3-4	Operations	Unrated		
36	Computer Assigned Altitude	Data block reflects current status of aircraft unless specified in a facility directive	7110.65 par 5-14-3	Operations	Unrated		
40	Coordinate Use of Airspace	Controllers ensure necessary coordination is accomplished	7110.65 par 2-1-14 and 2-1-16	Operations	Unrated		
41	Coordinating Delays	Controllers meet requirements for forwarding delays and coordinating departure clearances	7110.65 par 4-3-7 through 4-3-10	Operations	Unrated		
42	Covered Event Reviews (CER)	CERs are conducted as directed and are completed in accordance with applicable directive	7210.634 par 3-4	Quality Control	Unrated		
44	Data Blocks	Controllers display and retain data blocks as required	7110.65 par 5-3-8	Operations	Unrated		Has Plan

45	Data Blocks-Sector Eligibility	Controllers meet all requirements to override sector eligibility	7110.65 par 5-14-6	Operations	Unrated		Has Plan
49	Delays	Controllers use standard procedures and phraseology associated with departure delays, releases, ground stops, and delay sequencing	7110.65 par 4-3-4b2 and 4-3-5 through 4-3-7	Operations	Unrated		
51	Departure Procedures	Controllers meet required elements and phraseology requirements	7110.65 par 4-3-1 through 4-3-4	Operations	Unrated		Has Plan
169	EDST/URET Usage	Controllers use EDST/URET in accordance with prescribed procedures	7110.65 ch 13 sec 1	Operations	Unrated		
52	Emergency Frequencies	Facility ensures emergency frequencies are monitored continuously, in working order, and checked regularly	7210.3 par 3-3-3 and 3-3-4	Operations	Unrated		
53	Emergency Procedures	Requirements are met for providing services in/to an emergency in accordance w/ prescribed procedures	7110.65 ch 10 sec 1 and 2	Operations	Unrated		

58	Facility Coordination	The STMC ensures that an operational briefing is conducted at least once during the day and evening shift. The STMC communicates events that have an impact on the NAS.		Operations	Unrated		
59	Flight Check Handling	Controllers use standard flight check handling procedures	7110.65 ch 9 sec 1	Operations	Unrated		
62	GENOT Handling	Ensure that all employees with a need to know are thoroughly briefed prior to performing duties	7210.3 par 2-2-8	Operations	Unrated		Has Plan
64	Handling Coast Tracks	Controllers meet requirement for coast tracks and updating them	7110.65 par 5-14-7 and 5-14-8	Operations	Unrated		
66	Hazardous Weather Broadcast Procedures and Phraseology	Controllers/Specialists use correct procedures and phraseology for HIWAS broadcast	7110.65 par 2-6-6	Operations	Unrated		Has Plan
67	Inflight Equipment Malfunctions	Controllers properly follow procedures for inflight equipment malfunctions	7110.65 par 2-1-7	Operations	Unrated		
366	International Flight Plan Departure (DEP) Message	Air Route Traffic Control Centers (ARTCC) shall develop and maintain	7210.3AA; 6-3-4; JO 7110.10Z; 7-1-10	Operations	Unrated		

		a comprehensive local order/directive to clearly define responsibilities and procedures that international departure (DEP) messages are correctly processed for all required international departures originating in their airspace. Air Route Traffic Control Centers shall develop and conduct annual refresher training to process international DEP messages, and ensure this is added to their local training plan.					
68	Interphone Format	Standard format is used on interphone	7110.65 par 2-4-12 and 2-4-13	Operations	Unrated		Has Plan
69	Interphone, Frequency Monitoring and Testing	Controllers/Specialists monitor interphones and radio frequencies continuously (to include emergency frequencies when required)	7110.65 par 2-4-2; 7210.3 par 3-3-3 and 3-3-4 (check for emergency frequency testing)	Operations	Unrated		
76	Manual Reported Altitudes	Manual entry of a reported altitude is completed when required	7110.65 par 5-14-4	Operations	Unrated		

79	Merging Target Procedures	Controllers apply merging target procedures as required	7110.65 par 5-1-8	Operations	Unrated		
81	Minimum IFR Altitudes	Display minimum IFR altitudes at each sector	7210.3 par 6-4-2	Operations	Unrated		
83	Mode C Validation	Controllers use prescribed phraseology for assigning and verifying altitudes	7110.65 par 5-2-18 through 5-2-22	Operations	Unrated		
84	MSAW/Conflict/MCI Alert	Controllers take appropriate action with E-MSAW, conflict alert, and MCI requirements when a CA or MCI alert is displayed	7110.65 par 5-14-1 and 5-14-2	Operations	Unrated		
86	National Playbook	National Playbook routes are coordinated as required and in compliance with applicable directives	7210.3 ch 18 sec 21	Operations	Unrated		
87	National Traffic Management Log (NTML)	Required information is entered into the NTML	7210.3 par 18-5-3 through 18-5-4	Operations	Unrated		
89	Nonradar Procedures	Controllers apply nonradar procedures as required	7110.65 ch 6; sec 2-1	Operations	Unrated		
90	NORDO/NORAC Aircraft	Proper procedures regarding NORDO/NORAC Aircraft are followed	7110.65 par 10-4-4; 7610.4 ch 7 sec 2 & 3	Operations	Unrated		

93	NOTAM Distribution	Personnel adhere to standardized distribution of received NOTAM information to other ATC facilities	7210.3 par 6-3-2 and para 6-3-4d3; 7930.2 par 3-1-2a; 3-2-1; and 3-2-2	Operations	Unrated		
95	NOTAM Handling	NOTAMs are included on checklists and status information areas and briefed to personnel	7210.3 6-3-4d.3; 7930.2 par 1-3-1a and b; 2-2-3; 3-2-1 and 3-2-2	Operations	Unrated		
106	OJTI Selection, Certification and Evaluation	OJTIs are selected certified and evaluated in accordance with National Directive	3120.4; Ch 6	Training	Unrated		Has Plan
107	Operational Currency	Operational and staff personnel maintain currency as required	7210.3 Ch 2; Section 3	Operations	Unrated		
108	Operational Oversight	FLM/CIC/OS monitors operation, anticipates traffic flow, manages and eliminates distractions, and takes appropriate actions	7210.3 par 2-6-1; 2-6-2; 2-6-5a and 2-6-6	Operations	Unrated		
373	Operational Reference Material	Information areas, position binders, etc., are current and accurate.	FAAO 7210.3 paragraph 2-1-3 and 2-1-4	Operations	Noncompliant - Low	Pending	
287	Opposite Direction Operations (ODO)	Description: The facility has developed procedures that have been approved by the	7210.3 par. 2-1-34; ATO-SG-15-7 ODO	Operations	Unrated		

		service area Director Of Operations (through the Operations Support Group). The facility has captured those procedures in a local directive. The facility complies with those procedures.					
110	Overdue Aircraft	Controllers gather and share information on overdue aircraft and properly complete applicable control actions	7110.65 ch 10 sec 3; par 10-4-1 through 10-4-3	Operations	Unrated		Has Plan
115	PIREP Dissemination and Classification	PIREPs are disseminated and classified as specified in orders	7210.3 par 6-3-1b	Operations	Unrated		Has Plan
116	PIREP Information	Controllers solicit, broadcast, and disseminate PIREPs, as required, using prescribed phraseology	7110.65 par 2-6-2	Operations	Unrated		Has Plan
117	Point Out Procedures	Controllers use point out procedures and phraseology either manually or via an automated method, as required	7110.65 par 5-4-3 and 5-4-7	Operations	Unrated		Has Plan
118	Position Certification Process	Facilities follow established requirements and procedures for OJT	3120.4; Chapter 6	Training	Unrated		Has Plan

		and position certification process					
120	Position Relief Briefings	Controllers/Specialists ensure position briefings are completed and recorded, and checklists are used	7110.65 Appendix A; 7210.3 par 2-2-4 and 2-2-6	Operations	Unrated		Has Plan
121	Position Staffing	Assign personnel to positions as required by activity, equipment, and facility function	7210.3 ch 2 sec 6	Operations	Unrated		
122	Prearranged Coordination	Specialists comply with the prearranged coordination procedures that have been established and published in a facility directive/LOA	7110.65 par 5-4-9	Operations	Unrated		
367	Preparation of FAA Form 7230-4, Daily Record of Facility Operation	Facilities use agency approved automation methods or manual methods to complete FAA Form 7230-4 in accordance with requirements contained in JO 7210.3.		External	Unrated		Has Plan
127	Qualification Training	All required employees receive field qualification training IAW National and Local Directives	3120.4 par 4-2 and app D; F; G and H	Training	Unrated		Has Plan

128	Quality Control Monitoring	Quality Control Operational Skill assessments (QCOSA) are performed in accordance with applicable directive and include identified emphasis items (EI) as required	7210.634 ch 3	Quality Control	Unrated		Has Plan
129	Quality Control Programs	Quality Control Checks (QCC) and Quality Control Validations (QCV) are completed as required	7210.634 ch 6	Quality Control	Compliant	04-Jan-2024	
131	Radar Handoff Procedures	Controllers use specified radar handoff phraseology and procedures	7110.65 par 2-1-15; 5-4-1 and 5-4-3 through 5-4-6	Operations	Unrated		Has Plan
132	Radar Identification Methods	Controllers use specified radar identification procedures and phraseology	7110.65 par 5-3-2 through 5-3-7	Operations	Unrated		
133	Radar Termination	Controllers apply standard radar termination procedures and phraseology	7110.65 par 5-1-13	Operations	Unrated		
134	Radar Vectoring	Controllers use standard radar vectoring procedures and phraseology	7110.65 ch 5 sec 6	Operations	Unrated		

135	Radio Communication	Controllers/Specialists use standard radio transmission format and phraseology and apply correct readback/hearback procedures and phraseology	7110.65 par 2-1-17d; 2-4-3; 2-4-8 and 2-4-14 through 2-4-22	Operations	Unrated		Has Plan
136	Refresher Training	Each facility must establish and comply with a written annual refresher training program	3120.4 Ch 4 par 5b and Appendix A	Training	Unrated		Has Plan
137	Remedial Training	Remedial Training is administered in accordance with National Directive	3120.4 Ch 4 par 6	Training	Unrated		
141	RVSM Operations	Controllers properly follow procedures for RVSM/non-RVSM operations	7110.65 par 2-1-29	Operations	Unrated		Has Plan
142	Safety Alerts	Controllers apply safety alert requirements and phraseology	7110.65 par 2-1-6	Operations	Unrated		Has Plan
146	Severe Weather	Facility TMUs coordinate directly with the ATCSCC for matters pertaining to severe weather	7210.3 ch 18 sec 14 and 15	Operations	Unrated		
147	Skill Enhancement Training	Skill enhancement training meets required elements of prescribed procedures	3120.4 Ch 4; Section 5d	Training	Unrated		Has Plan

268	SOP/LOA Reviews	Review LOAs/SOPs for accuracy and completeness of data annually and as needed.	7210.3 paras 2-1-2; 2-1-3; 2-1-4; 2-1-5; 2-1-6; 2-2-14; 3-3-2; 4-3-3;4-3-5; 4-3-6	Operations	Unrated		
148	Special Flight Handling	Standard procedures are followed when handling Special Flights	7210.3 Ch 5; par 18-4-2	Operations	Unrated		
150	Special Use Airspace Procedures	Controllers use standard special use airspace procedures: separation standards, clearance in and out, and VFR-on-top	7110.65 ch 9 sec 3	Operations	Unrated		
151	Special VFR	Controllers use standard procedures and phraseology for Special VFR operations	7110.65 ch 7 sec 5	Operations	Unrated		
152	Speed Adjustments	Controllers use standard speed control application, methods, minima, and phraseology	7110.65 ch 5 sec 7	Operations	Unrated		
153	Strip Marking	Controllers use standard flight progress strip marking	7110.65 par 2-3-1 through 2-3-3 and 2-3-5 through 2-3-10	Operations	Unrated		Has Plan
154	Supplemental Duties	Supplemental duties are performed as required	7210.3 ch 18 sec 4	Operations	Unrated		

155	Supplemental Training	Training provided prior to effective date of new/revised procedures, regulations or equipment, etc.	3120.4 Ch 4 par 5C and Appendix A	Training	Unrated		
156	System Service Review (SSR)	SSRs are conducted and documented as required and events were documented and closed	7210.634 ch 4	Quality Control	Compliant	04-Jan-2024	
157	Systemic Issue Reviews (SYSIR)	SYSIRs are conducted when issues that have potential system impact have been identified and are completed in accordance with applicable directive	7210.634 par 4-5	Quality Control	Unrated		Has Plan
159	TCAS/TAWS	Controllers handle TCAS/TAWS resolution advisories and reporting as required	7110.65 par 2-1-28	Operations	Unrated		
162	TM Responsibilities of FLM/CIC and ATCS	FLM/CICs and ATCSs work to manage flows of traffic as required	7110.65 par 11-1-2b and c	Operations	Unrated		
164	Traffic Advisories	Controllers apply traffic advisories as required	7110.65 par 2-1-21	Operations	Unrated		
165	Traffic Management Duties and Responsibilities	TMUs are in compliance with applicable standard operating procedures	7110.65 par 11-1-2; 7210.3 par 18-2-4a and b	Operations	Unrated		

166	Traffic Management Initiatives (TMIs)	System capacity and traffic demands are evaluated and initiatives are implemented as necessary	7210.3 par 18-7	Operations	Unrated		
167	Traffic Management Reviews (TMR)	TMRs are conducted as applicable in order to identify issues that may impact system efficiency	7210.634 par 4-3	Quality Control	Unrated		Has Plan
170	Vectoring to Final Approach	Aircraft were vectored to the final approach course to intercept at the applicable point using proper procedures and phraseology	7110.65 par 5-9-1 through 5-9-3	Operations	Unrated		
174	VFR-on-Top	Controllers use standard procedures and phraseology for applying VFR-on-top	7110.65 par 7-3-1; 7-3-2 and 9-3-3	Operations	Unrated		
176	Visual Approaches	Controllers use standard procedures and phraseology for applying Visual Approaches	7110.65 ch 7 sec 4	Operations	Unrated		
178	Visual Separation	Controllers use standard procedures and phraseology for the application of visual separation	7110.65 par 7-2-1b	Operations	Unrated		

179	Wake Turbulence	Controllers apply standard separation and advisories for flights impacted by wake turbulence	7110.65 par 2-1-19; 2-1-20 and 5-5-4e; N JO 7110.582	Operations	Unrated		
182	Weather Coordinator	WC performs duties as required	7210.3 par 6-3-1; 18-2-4b4; 18-26-3; 18-26-4b and 18-4-4	Operations	Unrated		
184	Weather Familiarization	Controllers/Specialists become familiar with pertinent weather information when coming on duty, and stay aware of current weather information needed to perform ATC duties	7110.65 par 2-6-1	Operations	Compliant	04-Jan-2024	
186	Weather Processing	Receipt and dissemination of weather products	7110.65 par 2-9-2c and d; 7210.3 par 10-3-1	Operations	Unrated		
187	Weather/Chaff Services	Controllers use correct procedures and phraseology for reporting weather and chaff information to pilots and other affected facilities	7110.65 par 2-6-4	Operations	Unrated		Has Plan

ICV Checklist for ZBW - Boston (Air Route Traffic Control Center)

CVT Year: 2023

Date of most recent ECV: 26-Jun-2023 - 05-Jul-2023

102 of 110 items

id	Item	Description	Reference	Evaluation Area	ICV Rating	ICV Approval	Mitigation Plan?
2	Abbreviated Transmissions	Controllers use standard abbreviated transmissions phraseology	7110.65 par 2-4-9	Operations	Compliant	08-Sep-2023	
380	Administration of the Facility Quality Control Program	Facility identifies and mitigates risk in accordance with FAAO JO 7210.634		External	Noncompliant - Low	29-Sep-2023	
359	Air Traffic Control Operational Contingency Plans	Air Traffic Managers are responsible to have Operations Contingency Plans (OCPs) in place to respond to events that affect the Operational Contingency Levels (OCLs) of their facility to provide ATC services. Reference: FAA JO 1900.47 Air Traffic Control Operational Contingency Plans a. Ensure that the OCP conforms to the current version of the FAA JO 1900.47 Chapter 3, Documentation. b. Complete the annual requirements	1900.47 Ch 2 Section J; Ch 5 Section C	Operations	Compliant	08-Sep-2023	

by December 31 of each calendar year.

1. Ensure that all network support agreements have been reviewed
 2. Ensure that a facility ATC Zero exercise is conducted unless an actual ATC Zero or ATC Limited event occurred during the year.
 3. Ensure certification of the facility OCP and support procedures in the National OCP Database.
 4. Ensure certification of contact information in OCPs in the National OCP Database.
- c. Ensure the facility has conducted refresher training on the OCP in accordance with FAA JO 3120.4 Air Traffic Technical Training, which includes:
1. Airspace divestment/assumption procedures
 2. Use of CPSS information, where applicable

		3. Operationally relevant information seen during an exercise or event.					
11	Altimeter Issued and Requirements	Altimeter issued in accordance with prescribed procedures	7110.65 Ch 2 Sec 7; 7210.3 par 2-10-3 and 2-10-4	Operations	Compliant	08-Sep-2023	
13	Altitude Assignment and Verification	Controllers apply standardized application of procedures, assigning and verifying altitudes and standard phraseology	7110.65 ch 4 sec 5	Operations	Compliant	08-Sep-2023	
14	Altitude Filter Limits	Mode C targets and data blocks are displayed correctly through the use of appropriate altitude limits and display filters	7110.65 par 5-14-5	Operations	Compliant	08-Sep-2023	
16	AOV Credentialing	All requirements for conducting and recording initial credential ratings and biennial skill evaluations and completing return to duty plans are followed	8000.90	Administrative	Compliant	08-Sep-2023	
18	Approach Information and Arrival Procedures - Instructions	Controllers provide radar frequency, beacon changes, and advance approach information	7110.65 par 4-7-1; 5-9-4; 4-7-4a and b; 4-7-5 and 4-7-12	Operations	Compliant	08-Sep-2023	

20	Arrival and Approach Information and TCP	Controllers provide arrival and approach information and execute TCP	7110.65 par 4-7-6; 4-7-9 and 4-7-10	Operations	Compliant	08-Sep-2023	
21	Arrival Procedures	Controllers meet required elements and phraseology requirements	7110.65 ch 3 sec 10; ch 4 sec 7; par 5-9-4 and 5-9-5	Operations	Compliant	08-Sep-2023	
22	Arrival Weather, Airport Conditions	Controllers provide and solicit weather information, airport conditions, and below minima reports as required	7110.65 par 4-7-7; 4-7-11 and 4-7-12a	Operations	Noncompliant - Low	28-Sep-2023	Has Plan
24	ATC Clearances, Advisories, or Requests	Specialist provides clearances, advisories and requests in accordance with prescribed procedures	7110.10 par 4-3-7	Operations	Compliant	08-Sep-2023	
25	ATIS Procedures	ATIS duties including content, code broadcast and review	7110.65 ch 2 sec 9	Operations	Compliant	20-Sep-2023	
26	Automated Information Transfer (AIT)	AIT is conducted under the proper conditions	7110.65 par 5-4-8	Operations	Compliant	08-Sep-2023	
29	Beacon Systems	Controllers use standardized procedures and phraseology related to beacon systems	7110.65 par 5-2-1 through 5-2-16 and 5-2-22	Operations	Compliant	08-Sep-2023	
30	Bird Hazard Procedures/Advisories	Controllers issue bird activity advisories using prescribed phraseology. Required	7110.65 par 2-1-23	Operations	Not Observed	08-Sep-2023	

		notifications are accomplished.					
32	Call Sign Usage	Aircraft identification and similar sounding call signs are handled as required	7110.65 par 2-4-15 and 2-4-20	Operations	Noncompliant - Low	28-Sep-2023	Has Plan
34	Clearances	Controllers use standardized manual and automated clearance formats and phraseology	7110.65 ch 4 sec 2 and 4; par 4-3-4	Operations	Compliant	08-Sep-2023	
36	Computer Assigned Altitude	Data block reflects current status of aircraft unless specified in a facility directive	7110.65 par 5-14-3	Operations	Compliant	08-Sep-2023	
40	Coordinate Use of Airspace	Controllers ensure necessary coordination is accomplished	7110.65 par 2-1-14 and 2-1-16	Operations	Compliant	08-Sep-2023	
41	Coordinating Delays	Controllers meet requirements for forwarding delays and coordinating departure clearances	7110.65 par 4-3-7 through 4-3-10	Operations	Compliant	20-Sep-2023	
42	Covered Event Reviews (CER)	CERs are conducted as directed and are completed in accordance with applicable directive	7210.634 par 3-4	Quality Control	Compliant	08-Sep-2023	
44	Data Blocks	Controllers display and retain data blocks as required	7110.65 par 5-3-8	Operations	Noncompliant - Low	28-Sep-2023	Has Plan

45	Data Blocks-Sector Eligibility	Controllers meet all requirements to override sector eligibility	7110.65 par 5-14-6	Operations	Noncompliant - Low	15-Sep-2023	Has Plan
49	Delays	Controllers use standard procedures and phraseology associated with departure delays, releases, ground stops, and delay sequencing	7110.65 par 4-3-4b2 and 4-3-5 through 4-3-7	Operations	Compliant	20-Sep-2023	
51	Departure Procedures	Controllers meet required elements and phraseology requirements	7110.65 par 4-3-1 through 4-3-4	Operations	Noncompliant - Low	28-Sep-2023	Has Plan
169	EDST/URET Usage	Controllers use EDST/URET in accordance with prescribed procedures	7110.65 ch 13 sec 1	Operations	Compliant	08-Sep-2023	
52	Emergency Frequencies	Facility ensures emergency frequencies are monitored continuously, in working order, and checked regularly	7210.3 par 3-3-3 and 3-3-4	Operations	Compliant	20-Sep-2023	
53	Emergency Procedures	Requirements are met for providing services in/to an emergency in accordance w/ prescribed procedures	7110.65 ch 10 sec 1 and 2	Operations	Compliant	08-Sep-2023	

58	Facility Coordination	The STMC ensures that an operational briefing is conducted at least once during the day and evening shift. The STMC communicates events that have an impact on the NAS.		Operations	Compliant	08-Sep-2023	
59	Flight Check Handling	Controllers use standard flight check handling procedures	7110.65 ch 9 sec 1	Operations	Compliant	20-Sep-2023	
62	GENOT Handling	Ensure that all employees with a need to know are thoroughly briefed prior to performing duties	7210.3 par 2-2-8	Operations	Noncompliant - Low	28-Sep-2023	Has Plan
64	Handling Coast Tracks	Controllers meet requirement for coast tracks and updating them	7110.65 par 5-14-7 and 5-14-8	Operations	Compliant	08-Sep-2023	
66	Hazardous Weather Broadcast Procedures and Phraseology	Controllers/Specialists use correct procedures and phraseology for HIWAS broadcast	7110.65 par 2-6-6	Operations	Noncompliant - Low	28-Sep-2023	Has Plan
67	Inflight Equipment Malfunctions	Controllers properly follow procedures for inflight equipment malfunctions	7110.65 par 2-1-7	Operations	Compliant	08-Sep-2023	
366	International Flight Plan Departure (DEP) Message	Air Route Traffic Control Centers (ARTCC) shall develop and maintain	7210.3AA; 6-3-4; JO 7110.10Z; 7-1-10	Operations	Compliant	08-Sep-2023	

		a comprehensive local order/directive to clearly define responsibilities and procedures that international departure (DEP) messages are correctly processed for all required international departures originating in their airspace. Air Route Traffic Control Centers shall develop and conduct annual refresher training to process international DEP messages, and ensure this is added to their local training plan.					
68	Interphone Format	Standard format is used on interphone	7110.65 par 2-4-12 and 2-4-13	Operations	Noncompliant - Low	28-Sep-2023	Has Plan
69	Interphone, Frequency Monitoring and Testing	Controllers/Specialists monitor interphones and radio frequencies continuously (to include emergency frequencies when required)	7110.65 par 2-4-2; 7210.3 par 3-3-3 and 3-3-4 (check for emergency frequency testing)	Operations	Compliant	20-Sep-2023	
76	Manual Reported Altitudes	Manual entry of a reported altitude is completed when required	7110.65 par 5-14-4	Operations	Compliant	20-Sep-2023	

79	Merging Target Procedures	Controllers apply merging target procedures as required	7110.65 par 5-1-8	Operations	Compliant	08-Sep-2023	
81	Minimum IFR Altitudes	Display minimum IFR altitudes at each sector	7210.3 par 6-4-2	Operations	Compliant	20-Sep-2023	
83	Mode C Validation	Controllers use prescribed phraseology for assigning and verifying altitudes	7110.65 par 5-2-18 through 5-2-22	Operations	Compliant	08-Sep-2023	
84	MSAW/Conflict/MCI Alert	Controllers take appropriate action with E-MSAW, conflict alert, and MCI requirements when a CA or MCI alert is displayed	7110.65 par 5-14-1 and 5-14-2	Operations	Compliant	28-Sep-2023	
86	National Playbook	National Playbook routes are coordinated as required and in compliance with applicable directives	7210.3 ch 18 sec 21	Operations	Compliant	20-Sep-2023	
87	National Traffic Management Log (NTML)	Required information is entered into the NTML	7210.3 par 18-5-3 through 18-5-4	Operations	Compliant	20-Sep-2023	
89	Nonradar Procedures	Controllers apply nonradar procedures as required	7110.65 ch 6; sec 2-1	Operations	Not Observed	28-Sep-2023	
90	NORDO/NORAC Aircraft	Proper procedures regarding NORDO/NORAC Aircraft are followed	7110.65 par 10-4-4; 7610.4 ch 7 sec 2 & 3	Operations	Compliant	08-Sep-2023	

93	NOTAM Distribution	Personnel adhere to standardized distribution of received NOTAM information to other ATC facilities	7210.3 par 6-3-2 and para 6-3-4d3; 7930.2 par 3-1-2a; 3-2-1; and 3-2-2	Operations	Compliant	08-Sep-2023	
95	NOTAM Handling	NOTAMs are included on checklists and status information areas and briefed to personnel	7210.3 6-3-4d.3; 7930.2 par 1-3-1a and b; 2-2-3; 3-2-1 and 3-2-2	Operations	Compliant	20-Sep-2023	
106	OJTI Selection, Certification and Evaluation	OJTIs are selected certified and evaluated in accordance with National Directive	3120.4; Ch 6	Training	Noncompliant - Low	28-Sep-2023	Has Plan
107	Operational Currency	Operational and staff personnel maintain currency as required	7210.3 Ch 2; Section 3	Operations	Compliant	20-Sep-2023	
108	Operational Oversight	FLM/CIC/OS monitors operation, anticipates traffic flow, manages and eliminates distractions, and takes appropriate actions	7210.3 par 2-6-1; 2-6-2; 2-6-5a and 2-6-6	Operations	Compliant	09-Aug-2023	
373	Operational Reference Material	Information areas, position binders, etc., are current and accurate.	FAAO 7210.3 paragraph 2-1-3 and 2-1-4	Operations	Compliant	08-Sep-2023	
287	Opposite Direction Operations (ODO)	Description: The facility has developed procedures that have been approved by the	7210.3 par. 2-1-34; ATO-SG-15-7 ODO	Operations	Compliant	08-Sep-2023	

		service area Director Of Operations (through the Operations Support Group). The facility has captured those procedures in a local directive. The facility complies with those procedures.					
110	Overdue Aircraft	Controllers gather and share information on overdue aircraft and properly complete applicable control actions	7110.65 ch 10 sec 3; par 10-4-1 through 10-4-3	Operations	Noncompliant - Low	28-Sep-2023	Has Plan
115	PIREP Dissemination and Classification	PIREPs are disseminated and classified as specified in orders	7210.3 par 6-3-1b	Operations	Noncompliant - Low	28-Sep-2023	Has Plan
116	PIREP Information	Controllers solicit, broadcast, and disseminate PIREPs, as required, using prescribed phraseology	7110.65 par 2-6-2	Operations	Noncompliant - Low	28-Sep-2023	Has Plan
117	Point Out Procedures	Controllers use point out procedures and phraseology either manually or via an automated method, as required	7110.65 par 5-4-3 and 5-4-7	Operations	Noncompliant - Low	28-Sep-2023	Has Plan
118	Position Certification Process	Facilities follow established requirements and procedures for OJT	3120.4; Chapter 6	Training	Noncompliant - Low	28-Sep-2023	Has Plan

		and position certification process					
120	Position Relief Briefings	Controllers/Specialists ensure position briefings are completed and recorded, and checklists are used	7110.65 Appendix A; 7210.3 par 2-2-4 and 2-2-6	Operations	Noncompliant - Low	28-Sep-2023	Has Plan
121	Position Staffing	Assign personnel to positions as required by activity, equipment, and facility function	7210.3 ch 2 sec 6	Operations	Compliant	20-Sep-2023	
122	Prearranged Coordination	Specialists comply with the prearranged coordination procedures that have been established and published in a facility directive/LOA	7110.65 par 5-4-9	Operations	Compliant	20-Sep-2023	
367	Preparation of FAA Form 7230-4, Daily Record of Facility Operation	Facilities use agency approved automation methods or manual methods to complete FAA Form 7230-4 in accordance with requirements contained in JO 7210.3.		External	Noncompliant - Low	28-Sep-2023	Has Plan
127	Qualification Training	All required employees receive field qualification training IAW National and Local Directives	3120.4 par 4-2 and app D; F; G and H	Training	Noncompliant - Low	28-Sep-2023	Has Plan

128	Quality Control Monitoring	Quality Control Operational Skill assessments (QCOSA) are performed in accordance with applicable directive and include identified emphasis items (EI) as required	7210.634 ch 3	Quality Control	Noncompliant - Low	28-Sep-2023	Has Plan
129	Quality Control Programs	Quality Control Checks (QCC) and Quality Control Validations (QCV) are completed as required	7210.634 ch 6	Quality Control	Noncompliant - Low	28-Sep-2023	
131	Radar Handoff Procedures	Controllers use specified radar handoff phraseology and procedures	7110.65 par 2-1-15; 5-4-1 and 5-4-3 through 5-4-6	Operations	Noncompliant - Low	15-Sep-2023	Has Plan
132	Radar Identification Methods	Controllers use specified radar identification procedures and phraseology	7110.65 par 5-3-2 through 5-3-7	Operations	Compliant	08-Sep-2023	
133	Radar Termination	Controllers apply standard radar termination procedures and phraseology	7110.65 par 5-1-13	Operations	Compliant	08-Sep-2023	
134	Radar Vectoring	Controllers use standard radar vectoring procedures and phraseology	7110.65 ch 5 sec 6	Operations	Compliant	08-Sep-2023	

135	Radio Communication	Controllers/Specialists use standard radio transmission format and phraseology and apply correct readback/hearback procedures and phraseology	7110.65 par 2-1-17d; 2-4-3; 2-4-8 and 2-4-14 through 2-4-22	Operations	Noncompliant - Low	28-Sep-2023	Has Plan
136	Refresher Training	Each facility must establish and comply with a written annual refresher training program	3120.4 Ch 4 par 5b and Appendix A	Training	Noncompliant - Low	28-Sep-2023	Has Plan
137	Remedial Training	Remedial Training is administered in accordance with National Directive	3120.4 Ch 4 par 6	Training	Not Observed	28-Sep-2023	
141	RVSM Operations	Controllers properly follow procedures for RVSM/non-RVSM operations	7110.65 par 2-1-29	Operations	Noncompliant - Low	15-Sep-2023	Has Plan
142	Safety Alerts	Controllers apply safety alert requirements and phraseology	7110.65 par 2-1-6	Operations	Noncompliant - Low	15-Sep-2023	Has Plan
146	Severe Weather	Facility TMUs coordinate directly with the ATCSCC for matters pertaining to severe weather	7210.3 ch 18 sec 14 and 15	Operations	Compliant	20-Sep-2023	
147	Skill Enhancement Training	Skill enhancement training meets required elements of prescribed procedures	3120.4 Ch 4; Section 5d	Training	Noncompliant - Low	28-Sep-2023	Has Plan

268	SOP/LOA Reviews	Review LOAs/SOPs for accuracy and completeness of data annually and as needed.	7210.3 paras 2-1-2; 2-1-3; 2-1-4; 2-1-5; 2-1-6; 2-2-14; 3-3-2; 4-3-3;4-3-5; 4-3-6	Operations	Compliant	20-Sep-2023	
148	Special Flight Handling	Standard procedures are followed when handling Special Flights	7210.3 Ch 5; par 18-4-2	Operations	Compliant	20-Sep-2023	
150	Special Use Airspace Procedures	Controllers use standard special use airspace procedures: separation standards, clearance in and out, and VFR-on-top	7110.65 ch 9 sec 3	Operations	Compliant	20-Sep-2023	
151	Special VFR	Controllers use standard procedures and phraseology for Special VFR operations	7110.65 ch 7 sec 5	Operations	Not Observed	20-Sep-2023	
152	Speed Adjustments	Controllers use standard speed control application, methods, minima, and phraseology	7110.65 ch 5 sec 7	Operations	Compliant	20-Sep-2023	
153	Strip Marking	Controllers use standard flight progress strip marking	7110.65 par 2-3-1 through 2-3-3 and 2-3-5 through 2-3-10	Operations	Noncompliant - Low	14-Sep-2023	Has Plan
154	Supplemental Duties	Supplemental duties are performed as required	7210.3 ch 18 sec 4	Operations	Compliant	20-Sep-2023	

155	Supplemental Training	Training provided prior to effective date of new/revised procedures, regulations or equipment, etc.	3120.4 Ch 4 par 5C and Appendix A	Training	Compliant	20-Sep-2023	
156	System Service Review (SSR)	SSRs are conducted and documented as required and events were documented and closed	7210.634 ch 4	Quality Control	Noncompliant - Low	15-Sep-2023	
157	Systemic Issue Reviews (SYSIR)	SYSIRs are conducted when issues that have potential system impact have been identified and are completed in accordance with applicable directive	7210.634 par 4-5	Quality Control	Noncompliant - Low	15-Sep-2023	Has Plan
159	TCAS/TAWS	Controllers handle TCAS/TAWS resolution advisories and reporting as required	7110.65 par 2-1-28	Operations	Compliant	28-Sep-2023	
162	TM Responsibilities of FLM/CIC and ATCS	FLM/CICs and ATCSs work to manage flows of traffic as required	7110.65 par 11-1-2b and c	Operations	Compliant	20-Sep-2023	
164	Traffic Advisories	Controllers apply traffic advisories as required	7110.65 par 2-1-21	Operations	Compliant	08-Sep-2023	
165	Traffic Management Duties and Responsibilities	TMUs are in compliance with applicable standard operating procedures	7110.65 par 11-1-2; 7210.3 par 18-2-4a and b	Operations	Compliant	20-Sep-2023	

166	Traffic Management Initiatives (TMIs)	System capacity and traffic demands are evaluated and initiatives are implemented as necessary	7210.3 par 18-7	Operations	Compliant	20-Sep-2023	
167	Traffic Management Reviews (TMR)	TMRs are conducted as applicable in order to identify issues that may impact system efficiency	7210.634 par 4-3	Quality Control	Noncompliant - Low	28-Sep-2023	Has Plan
170	Vectoring to Final Approach	Aircraft were vectored to the final approach course to intercept at the applicable point using proper procedures and phraseology	7110.65 par 5-9-1 through 5-9-3	Operations	Compliant	20-Sep-2023	
174	VFR-on-Top	Controllers use standard procedures and phraseology for applying VFR-on-top	7110.65 par 7-3-1; 7-3-2 and 9-3-3	Operations	Not Observed	28-Sep-2023	
176	Visual Approaches	Controllers use standard procedures and phraseology for applying Visual Approaches	7110.65 ch 7 sec 4	Operations	Compliant	20-Sep-2023	
178	Visual Separation	Controllers use standard procedures and phraseology for the application of visual separation	7110.65 par 7-2-1b	Operations	Compliant	28-Sep-2023	

179	Wake Turbulence	Controllers apply standard separation and advisories for flights impacted by wake turbulence	7110.65 par 2-1-19; 2-1-20 and 5-5-4e; N JO 7110.582	Operations	Compliant	08-Sep-2023	
182	Weather Coordinator	WC performs duties as required	7210.3 par 6-3-1; 18-2-4b4; 18-26-3; 18-26-4b and 18-4-4	Operations	Compliant	20-Sep-2023	
184	Weather Familiarization	Controllers/Specialists become familiar with pertinent weather information when coming on duty, and stay aware of current weather information needed to perform ATC duties	7110.65 par 2-6-1	Operations	Noncompliant - Low	15-Sep-2023	
186	Weather Processing	Receipt and dissemination of weather products	7110.65 par 2-9-2c and d; 7210.3 par 10-3-1	Operations	Compliant	28-Sep-2023	
187	Weather/Chaff Services	Controllers use correct procedures and phraseology for reporting weather and chaff information to pilots and other affected facilities	7110.65 par 2-6-4	Operations	Noncompliant - Low	28-Sep-2023	Has Plan

ECV Checklist for ZBW - Boston (Air Route Traffic Control Center)

Scheduled Dates: 26-Jun-2023 - 05-Jul-2023

ECV Complete Date: 05-Jul-2023

CVT Year: 2023

Primary Evaluator: Robert Jolley

Secondary Evaluator: Priscilla Russell

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id	Item	Description	Reference	Evaluation Area	ECV Rating	ECV Approval	Mitigation Plan?
1	Abbreviated Departure Clearances	Controllers use approved abbreviated departure clearances and phraseology	7110.65 par 4-3-3	Operations	Compliant	05-Jul-2023	
2	Abbreviated Transmissions	Controllers use standard abbreviated transmissions phraseology	7110.65 par 2-4-9	Operations	Compliant	05-Jul-2023	
380	Administration of the Facility Quality Control Program	Facility identifies and mitigates risk in accordance with FAAO JO 7210.634		External	Noncompliant - High	05-Jul-2023	
359	Air Traffic Control Operational Contingency Plans	Air Traffic Managers are responsible to have Operations Contingency Plans (OCPs) in place to respond to events that affect the Operational Contingency Levels (OCLs) of their facility to provide ATC services. Reference: FAA JO 1900.47 Air Traffic Control Operational Contingency Plans a. Ensure that the OCP conforms to the current version of the FAA JO 1900.47 Chapter 3, Documentation. b. Complete the annual requirements by December 31 of each calendar year.	1900.47 Ch 2 Section J; Ch 5 Section C	Operations	Compliant	05-Jul-2023	

		1. Ensure that all network support agreements have been reviewed 2. Ensure that a facility ATC Zero exercise is conducted unless an actual ATC Zero or ATC Limited event occurred during the year. 3. Ensure certification of the facility OCP and support procedures in the National OCP Database. 4. Ensure certification of contact information in OCPs in the National OCP Database. c. Ensure the facility has conducted refresher training on the OCP in accordance with FAA JO 3120.4 Air Traffic Technical Training, which includes: 1. Airspace divestment/assumption procedures 2. Use of CPSS information, where applicable 3. Operationally relevant information seen during an exercise or event.					
11	Altimeter Issued and Requirements	Altimeter issued in accordance with prescribed procedures	7110.65 Ch 2 Sec 7; 7210.3 par 2-10-3 and 2-10-4	Operations	Compliant	05-Jul-2023	

13	Altitude Assignment and Verification	Controllers apply standardized application of procedures, assigning and verifying altitudes and standard phraseology	7110.65 ch 4 sec 5	Operations	Compliant	05-Jul-2023	
14	Altitude Filter Limits	Mode C targets and data blocks are displayed correctly through the use of appropriate altitude limits and display filters	7110.65 par 5-14-5	Operations	Compliant	05-Jul-2023	
16	AOV Credentialing	All requirements for conducting and recording initial credential ratings and biennial skill evaluations and completing return to duty plans are followed	8000.90	Administrative	Compliant	05-Jul-2023	
17	Approach Clearance Procedures and Phraseology	Controllers issue approach clearances, adhere to separation minima, and issue alternate missed approach instructions using prescribed phraseology	7110.65 ch 4 sec 8; ch 7 sec 4; par 4-7-6 and 4-7-10	Operations	Compliant	05-Jul-2023	
18	Approach Information and Arrival Procedures - Instructions	Controllers provide radar frequency, beacon changes, and advance approach information	7110.65 par 4-7-1; 5-9-4; 4-7-4a and b; 4-7-5 and 4-7-12	Operations	Compliant	05-Jul-2023	
19	Approach Separation Minima	Controllers adhere to separation minima for approach procedures	7110.65 par 5-9-5	Operations	Compliant	05-Jul-2023	
20	Arrival and Approach Information and TCP	Controllers provide arrival and approach information and execute TCP	7110.65 par 4-7-6; 4-7-9 and 4-7-10	Operations	Compliant	05-Jul-2023	
21	Arrival Procedures	Controllers meet required elements and phraseology requirements	7110.65 ch 3 sec 10; ch 4 sec 7; par 5-9-4 and 5-9-5	Operations	Compliant	05-Jul-2023	

22	Arrival Weather, Airport Conditions	Controllers provide and solicit weather information, airport conditions, and below minima reports as required	7110.65 par 4-7-7; 4-7-11 and 4-7-12a	Operations	Compliant	05-Jul-2023	Has Plan
24	ATC Clearances, Advisories, or Requests	Specialist provides clearances, advisories and requests in accordance with prescribed procedures	7110.10 par 4-3-7	Operations	Compliant	05-Jul-2023	
26	Automated Information Transfer (AIT)	AIT is conducted under the proper conditions	7110.65 par 5-4-8	Operations	Not Observed	05-Jul-2023	
29	Beacon Systems	Controllers use standardized procedures and phraseology related to beacon systems	7110.65 par 5-2-1 through 5-2-16 and 5-2-22	Operations	Compliant	05-Jul-2023	
30	Bird Hazard Procedures/Advisories	Controllers issue bird activity advisories using prescribed phraseology. Required notifications are accomplished.	7110.65 par 2-1-23	Operations	Not Observed	05-Jul-2023	
32	Call Sign Usage	Aircraft identification and similar sounding call signs are handled as required	7110.65 par 2-4-15 and 2-4-20	Operations	Noncompliant - Low	05-Jul-2023	Has Plan
34	Clearances	Controllers use standardized manual and automated clearance formats and phraseology	7110.65 ch 4 sec 2 and 4; par 4-3-4	Operations	Compliant	05-Jul-2023	
36	Computer Assigned Altitude	Data block reflects current status of aircraft unless specified in a facility directive	7110.65 par 5-14-3	Operations	Compliant	05-Jul-2023	
40	Coordinate Use of Airspace	Controllers ensure necessary coordination is accomplished	7110.65 par 2-1-14 and 2-1-16	Operations	Compliant	05-Jul-2023	

41	Coordinating Delays	Controllers meet requirements for forwarding delays and coordinating departure clearances	7110.65 par 4-3-7 through 4-3-10	Operations	Compliant	05-Jul-2023	
42	Covered Event Reviews (CER)	CERs are conducted as directed and are completed in accordance with applicable directive	7210.634 par 3-4	Quality Control	Compliant	05-Jul-2023	
44	Data Blocks	Controllers display and retain data blocks as required	7110.65 par 5-3-8	Operations	Compliant	05-Jul-2023	Has Plan
45	Data Blocks-Sector Eligibility	Controllers meet all requirements to override sector eligibility	7110.65 par 5-14-6	Operations	Noncompliant - Medium	05-Jul-2023	Has Plan
49	Delays	Controllers use standard procedures and phraseology associated with departure delays, releases, ground stops, and delay sequencing	7110.65 par 4-3-4b2 and 4-3-5 through 4-3-7	Operations	Compliant	05-Jul-2023	
51	Departure Procedures	Controllers meet required elements and phraseology requirements	7110.65 par 4-3-1 through 4-3-4	Operations	Compliant	05-Jul-2023	Has Plan
169	EDST/URET Usage	Controllers use EDST/URET in accordance with prescribed procedures	7110.65 ch 13 sec 1	Operations	Compliant	05-Jul-2023	
52	Emergency Frequencies	Facility ensures emergency frequencies are monitored continuously, in working order, and checked regularly	7210.3 par 3-3-3 and 3-3-4	Operations	Compliant	05-Jul-2023	
53	Emergency Procedures	Requirements are met for providing services in/to an emergency in accordance w/ prescribed procedures	7110.65 ch 10 sec 1 and 2	Operations	Compliant	05-Jul-2023	

58	Facility Coordination	The STMC ensures that an operational briefing is conducted at least once during the day and evening shift. The STMC communicates events that have an impact on the NAS.		Operations	Compliant	05-Jul-2023	
59	Flight Check Handling	Controllers use standard flight check handling procedures	7110.65 ch 9 sec 1	Operations	Compliant	05-Jul-2023	
62	GENOT Handling	Ensure that all employees with a need to know are thoroughly briefed prior to performing duties	7210.3 par 2-2-8	Operations	Noncompliant - Low	05-Jul-2023	Has Plan
64	Handling Coast Tracks	Controllers meet requirement for coast tracks and updating them	7110.65 par 5-14-7 and 5-14-8	Operations	Compliant	05-Jul-2023	
66	Hazardous Weather Broadcast Procedures and Phraseology	Controllers/Specialists use correct procedures and phraseology for HIWAS broadcast	7110.65 par 2-6-6	Operations	Noncompliant - Low	05-Jul-2023	Has Plan
67	Inflight Equipment Malfunctions	Controllers properly follow procedures for inflight equipment malfunctions	7110.65 par 2-1-7	Operations	Compliant	05-Jul-2023	
366	International Flight Plan Departure (DEP) Message	Air Route Traffic Control Centers (ARTCC) shall develop and maintain a comprehensive local order/directive to clearly define responsibilities and procedures that international departure (DEP) messages are correctly processed for all required international departures originating in their airspace.	7210.3AA; 6-3-4; JO 7110.10Z; 7-1-10	Operations	Compliant	05-Jul-2023	

		Air Route Traffic Control Centers shall develop and conduct annual refresher training to process international DEP messages, and ensure this is added to their local training plan.					
68	Interphone Format	Standard format is used on interphone	7110.65 par 2-4-12 and 2-4-13	Operations	Compliant	05-Jul-2023	Has Plan
69	Interphone, Frequency Monitoring and Testing	Controllers/Specialists monitor interphones and radio frequencies continuously (to include emergency frequencies when required)	7110.65 par 2-4-2; 7210.3 par 3-3-3 and 3-3-4 (check for emergency frequency testing)	Operations	Compliant	05-Jul-2023	
75	Low Level Wind Shear/Microburst Advisories	Using prescribed phraseology, controllers provide wind shear and microburst advisories as reported by equipment and/or pilots	7110.65 par 3-1-8	Operations	Not Observed	05-Jul-2023	
76	Manual Reported Altitudes	Manual entry of a reported altitude is completed when required	7110.65 par 5-14-4	Operations	Compliant	05-Jul-2023	
79	Merging Target Procedures	Controllers apply merging target procedures as required	7110.65 par 5-1-8	Operations	Compliant	05-Jul-2023	
81	Minimum IFR Altitudes	Display minimum IFR altitudes at each sector	7210.3 par 6-4-2	Operations	Compliant	05-Jul-2023	
83	Mode C Validation	Controllers use prescribed phraseology for assigning and verifying altitudes	7110.65 par 5-2-18 through 5-2-22	Operations	Compliant	05-Jul-2023	

84	MSAW/Conflict/MCI Alert	Controllers take appropriate action with E-MSAW, conflict alert, and MCI requirements when a CA or MCI alert is displayed	7110.65 par 5-14-1 and 5-14-2	Operations	Not Observed	05-Jul-2023	
86	National Playbook	National Playbook routes are coordinated as required and in compliance with applicable directives	7210.3 ch 18 sec 21	Operations	Compliant	05-Jul-2023	
87	National Traffic Management Log (NTML)	Required information is entered into the NTML	7210.3 par 18-5-3 through 18-5-4	Operations	Compliant	05-Jul-2023	
89	Nonradar Procedures	Controllers apply nonradar procedures as required	7110.65 ch 6; sec 2-1	Operations	Compliant	05-Jul-2023	
90	NORDO/NORAC Aircraft	Proper procedures regarding NORDO/NORAC Aircraft are followed	7110.65 par 10-4-4; 7610.4 ch 7 sec 2 & 3	Operations	Compliant	05-Jul-2023	
93	NOTAM Distribution	Personnel adhere to standardized distribution of received NOTAM information to other ATC facilities	7210.3 par 6-3-2 and para 6-3-4d3; 7930.2 par 3-1-2a; 3-2-1; and 3-2-2	Operations	Compliant	05-Jul-2023	
95	NOTAM Handling	NOTAMs are included on checklists and status information areas and briefed to personnel	7210.3 6-3-4d.3; 7930.2 par 1-3-1a and b; 2-2-3; 3-2-1 and 3-2-2	Operations	Compliant	05-Jul-2023	
106	OJTI Selection, Certification and Evaluation	OJTIs are selected certified and evaluated in accordance with National Directive	3120.4; Ch 6	Training	Noncompliant - Low	05-Jul-2023	Has Plan
107	Operational Currency	Operational and staff personnel maintain currency as required	7210.3 Ch 2; Section 3	Operations	Compliant	05-Jul-2023	

108	Operational Oversight	FLM/CIC/OS monitors operation, anticipates traffic flow, manages and eliminates distractions, and takes appropriate actions	7210.3 par 2-6-1; 2-6-2; 2-6-5a and 2-6-6	Operations	Compliant	05-Jul-2023	
373	Operational Reference Material	Information areas, position binders, etc., are current and accurate.	FAAO 7210.3 paragraph 2-1-3 and 2-1-4	Operations	Compliant	05-Jul-2023	
287	Opposite Direction Operations (ODO)	Description: The facility has developed procedures that have been approved by the service area Director Of Operations (through the Operations Support Group). The facility has captured those procedures in a local directive. The facility complies with those procedures.	7210.3 par. 2-1-34; ATO-SG-15-7 ODO	Operations	Compliant	05-Jul-2023	
110	Overdue Aircraft	Controllers gather and share information on overdue aircraft and properly complete applicable control actions	7110.65 ch 10 sec 3; par 10-4-1 through 10-4-3	Operations	Compliant	05-Jul-2023	Has Plan
115	PIREP Dissemination and Classification	PIREPs are disseminated and classified as specified in orders	7210.3 par 6-3-1b	Operations	Noncompliant - Low	05-Jul-2023	Has Plan
116	PIREP Information	Controllers solicit, broadcast, and disseminate PIREPs, as required, using prescribed phraseology	7110.65 par 2-6-2	Operations	Noncompliant - Low	05-Jul-2023	Has Plan
117	Point Out Procedures	Controllers use point out procedures and phraseology either manually or via an automated method, as	7110.65 par 5-4-3 and 5-4-7	Operations	Compliant	05-Jul-2023	Has Plan

		required					
118	Position Certification Process	Facilities follow established requirements and procedures for OJT and position certification process	3120.4; Chapter 6	Training	Noncompliant - Low	05-Jul-2023	Has Plan
120	Position Relief Briefings	Controllers/Specialists ensure position briefings are completed and recorded, and checklists are used	7110.65 Appendix A; 7210.3 par 2-2-4 and 2-2-6	Operations	Noncompliant - Low	05-Jul-2023	Has Plan
121	Position Staffing	Assign personnel to positions as required by activity, equipment, and facility function	7210.3 ch 2 sec 6	Operations	Compliant	05-Jul-2023	
367	Preparation of FAA Form 7230-4, Daily Record of Facility Operation	Facilities use agency approved automation methods or manual methods to complete FAA Form 7230-4 in accordance with requirements contained in JO 7210.3.		External	Noncompliant - Low	05-Jul-2023	Has Plan
127	Qualification Training	All required employees receive field qualification training IAW National and Local Directives	3120.4 par 4-2 and app D; F; G and H	Training	Noncompliant - Low	05-Jul-2023	Has Plan
128	Quality Control Monitoring	Quality Control Operational Skill assessments (QCOSA) are performed in accordance with applicable directive and include identified emphasis items (EI) as required	7210.634 ch 3	Quality Control	Noncompliant - Low	05-Jul-2023	Has Plan
129	Quality Control Programs	Quality Control Checks (QCC) and Quality Control Validations (QCV) are completed as required	7210.634 ch 6	Quality Control	Noncompliant - Low	05-Jul-2023	

131	Radar Handoff Procedures	Controllers use specified radar handoff phraseology and procedures	7110.65 par 2-1-15; 5-4-1 and 5-4-3 through 5-4-6	Operations	Noncompliant - Medium	05-Jul-2023	Has Plan
132	Radar Identification Methods	Controllers use specified radar identification procedures and phraseology	7110.65 par 5-3-2 through 5-3-7	Operations	Compliant	05-Jul-2023	
133	Radar Termination	Controllers apply standard radar termination procedures and phraseology	7110.65 par 5-1-13	Operations	Compliant	05-Jul-2023	
134	Radar Vectoring	Controllers use standard radar vectoring procedures and phraseology	7110.65 ch 5 sec 6	Operations	Compliant	05-Jul-2023	
135	Radio Communication	Controllers/Specialists use standard radio transmission format and phraseology and apply correct readback/hearback procedures and phraseology	7110.65 par 2-1-17d; 2-4-3; 2-4-8 and 2-4-14 through 2-4-22	Operations	Compliant	05-Jul-2023	Has Plan
136	Refresher Training	Each facility must establish and comply with a written annual refresher training program	3120.4 Ch 4 par 5b and Appendix A	Training	Noncompliant - Low	05-Jul-2023	Has Plan
137	Remedial Training	Remedial Training is administered in accordance with National Directive	3120.4 Ch 4 par 6	Training	Not Observed	05-Jul-2023	
141	RVSM Operations	Controllers properly follow procedures for RVSM/non-RVSM operations	7110.65 par 2-1-29	Operations	Noncompliant - Low	05-Jul-2023	Has Plan
142	Safety Alerts	Controllers apply safety alert requirements and phraseology	7110.65 par 2-1-6	Operations	Not Observed	05-Jul-2023	Has Plan

146	Severe Weather	Facility TMUs coordinate directly with the ATCSCC for matters pertaining to severe weather	7210.3 ch 18 sec 14 and 15	Operations	Compliant	05-Jul-2023	
147	Skill Enhancement Training	Skill enhancement training meets required elements of prescribed procedures	3120.4 Ch 4; Section 5d	Training	Noncompliant - Low	05-Jul-2023	Has Plan
268	SOP/LOA Reviews	Review LOAs/SOPs for accuracy and completeness of data annually and as needed.	7210.3 paras 2-1-2; 2-1-3; 2-1-4; 2-1-5; 2-1-6; 2-2-14; 3-3-2; 4-3-3;4-3-5; 4-3-6	Operations	Compliant	05-Jul-2023	
148	Special Flight Handling	Standard procedures are followed when handling Special Flights	7210.3 Ch 5; par 18-4-2	Operations	Compliant	05-Jul-2023	
150	Special Use Airspace Procedures	Controllers use standard special use airspace procedures: separation standards, clearance in and out, and VFR-on-top	7110.65 ch 9 sec 3	Operations	Compliant	05-Jul-2023	
151	Special VFR	Controllers use standard procedures and phraseology for Special VFR operations	7110.65 ch 7 sec 5	Operations	Not Observed	05-Jul-2023	
152	Speed Adjustments	Controllers use standard speed control application, methods, minima, and phraseology	7110.65 ch 5 sec 7	Operations	Compliant	05-Jul-2023	
153	Strip Marking	Controllers use standard flight progress strip marking	7110.65 par 2-3-1 through 2-3-3 and 2-3-5 through 2-3-10	Operations	Noncompliant - Low	05-Jul-2023	Has Plan
154	Supplemental Duties	Supplemental duties are performed as required	7210.3 ch 18 sec 4	Operations	Compliant	05-Jul-2023	

155	Supplemental Training	Training provided prior to effective date of new/revised procedures, regulations or equipment, etc.	3120.4 Ch 4 par 5C and Appendix A	Training	Compliant	05-Jul-2023	
156	System Service Review (SSR)	SSRs are conducted and documented as required and events were documented and closed	7210.634 ch 4	Quality Control	Noncompliant - Low	05-Jul-2023	
157	Systemic Issue Reviews (SYSIR)	SYSIRs are conducted when issues that have potential system impact have been identified and are completed in accordance with applicable directive	7210.634 par 4-5	Quality Control	Noncompliant - Low	05-Jul-2023	Has Plan
159	TCAS/TAWS	Controllers handle TCAS/TAWS resolution advisories and reporting as required	7110.65 par 2-1-28	Operations	Compliant	05-Jul-2023	
162	TM Responsibilities of FLM/CIC and ATCS	FLM/CICs and ATCSs work to manage flows of traffic as required	7110.65 par 11-1-2b and c	Operations	Compliant	05-Jul-2023	
164	Traffic Advisories	Controllers apply traffic advisories as required	7110.65 par 2-1-21	Operations	Compliant	05-Jul-2023	
165	Traffic Management Duties and Responsibilities	TMUs are in compliance with applicable standard operating procedures	7110.65 par 11-1-2; 7210.3 par 18-2-4a and b	Operations	Compliant	05-Jul-2023	
166	Traffic Management Initiatives (TMIs)	System capacity and traffic demands are evaluated and initiatives are implemented as necessary	7210.3 par 18-7	Operations	Compliant	05-Jul-2023	

167	Traffic Management Reviews (TMR)	TMRs are conducted as applicable in order to identify issues that may impact system efficiency	7210.634 par 4-3	Quality Control	Noncompliant - Low	05-Jul-2023	Has Plan
347	Training and Proficiency Records and Reports	Training records are completed in accordance with FAA Order 3120.4 Ch 5 and Appendix A		Training	Not Observed	05-Jul-2023	
363	Unmanned Aircraft Systems (UAS)	Air Traffic Managers are responsible to designate primary and secondary UASFM Point of Contact (POC). Facility processes Certificate of Waiver or Authorization (COA).	JO 7110.65 2-1-1; JO 7200.23 Ch6; App A	Administrative	Compliant	05-Jul-2023	
362	USAFM & Low Altitude Authorization Notification Capability (LAANC)	ATM is responsible to have a current Certificate of Authorizations (COAs), if print copies retained, verify data within LAANC. 1. Review the "Facility Preferences" page to ensure the "Approval Facilities" information is correct. 2. Ensure UASFM Grid Altitudes created, with collaboration from NATCA, reflect what the facility imputed into the UASFM mailbox. 3. UASFM have been reviewed in the past 12 months 4. Facility no longer conducts mitigations or further coordination through LAANC.	JO 7200.23 Ch4; Sec 3; B-3; JO 7210.3 Ch12; Sec 10; Ch19; Memorandum from Director of Air Traffic Operations Headquarters; AJT-2	Operations	Informational	05-Jul-2023	

170	Vectoring to Final Approach	Aircraft were vectored to the final approach course to intercept at the applicable point using proper procedures and phraseology	7110.65 par 5-9-1 through 5-9-3	Operations	Compliant	05-Jul-2023	
174	VFR-on-Top	Controllers use standard procedures and phraseology for applying VFR-on-top	7110.65 par 7-3-1; 7-3-2 and 9-3-3	Operations	Not Observed	05-Jul-2023	
176	Visual Approaches	Controllers use standard procedures and phraseology for applying Visual Approaches	7110.65 ch 7 sec 4	Operations	Compliant	05-Jul-2023	
178	Visual Separation	Controllers use standard procedures and phraseology for the application of visual separation	7110.65 par 7-2-1b	Operations	Not Observed	05-Jul-2023	
179	Wake Turbulence	Controllers apply standard separation and advisories for flights impacted by wake turbulence	7110.65 par 2-1-19; 2-1-20 and 5-5-4e; N JO 7110.582	Operations	Compliant	05-Jul-2023	
182	Weather Coordinator	WC performs duties as required	7210.3 par 6-3-1; 18-2-4b4; 18-26-3; 18-26-4b and 18-4-4	Operations	Compliant	05-Jul-2023	
184	Weather Familiarization	Controllers/Specialists become familiar with pertinent weather information when coming on duty, and stay aware of current weather information needed to perform ATC duties	7110.65 par 2-6-1	Operations	Noncompliant - Low	05-Jul-2023	

186	Weather Processing	Receipt and dissemination of weather products	7110.65 par 2-9-2c and d; 7210.3 par 10-3-1	Operations	Compliant	05-Jul-2023	
187	Weather/Chaff Services	Controllers use correct procedures and phraseology for reporting weather and chaff information to pilots and other affected facilities	7110.65 par 2-6-4	Operations	Compliant	05-Jul-2023	Has Plan

Corrective Action Plan

Subject: Safety Alerts			
Safety Monitoring Watchlist			
Risk or Hazard			
Not issuing a safety alert while aircraft are in close proximity to other aircraft/terrain. ZBW QC conducted a review of FY2014 OSA data, MORs and EORS for the issuance of Safety Alerts. Of the 23 instances found requiring the issuance of safety alerts, 18 were given in a timely manner. (78% compliance rate). Additionally, during several events, standard phraseology format required by JO 7110.65 2-1-6 was not followed.			
Validated Safety Issue(s)			
ZBW QC conducted a review of FY2014 OSA data, MORs and EORS for the issuance of Safety Alerts. Of the 23 instances found requiring the issuance of safety alerts, 18 were given in a timely manner. (78% compliance rate). Additionally, during several events, standard phraseology format required by JO 7110.65 2-1-6 was not followed.			
Pertinent Regulations			
7110.65 - 2-1-6, Safety Alert			
Mitigation Plan			
Mitigation 1			
Type Other	Level Facility	Target Completion Date Jul 1, 2015	☒ Complete
Details a. This item will be added to the list of Facility Emphasis Items. ZBW Quality Control (QC) will provide the Management Team at ZBW with quarterly updates to the list of Facility Emphasis Items. The Management Team at ZBW will use this list of Facility Emphasis Items to improve individual and facility performance. Time frame: Completed April 30, 2015 POC: SMQC			
Mitigation 2			
Type Briefing	Level Facility	Target Completion Date Jul 17, 2015	☒ Complete
Details All operational personnel will receive a briefing from an FLM concerning this topic. i. Briefing materials concerning this topic will be developed and provided to the Support Manager for Training (SMT). Time frame: Material will be developed and provided for FLM use NLT July 17, 2015. POC: Quality Control Liaison OM (OMQC)			
Mitigation 3			
Type Briefing	Level Facility	Target Completion Date Aug 31, 2015	☒ Complete
Details ii. SMT will maintain the information and ensure the material is added to the repository of briefing material for FLM use at crew breakouts. SMT will ensure CEDAR tasking is entered and will utilize CEDAR verbal briefing entries to track completions. Time frame: Briefing to occur during crew breakouts will be completed NLT August 31, 2015. POC: SMT			

Corrective Action Plan

Mitigation Plan (continued)			
Mitigation 4			
Type	Level	Target Completion Date	☒ Complete
Training	Facility	Dec 31, 2015	
Details Safety Alerts will be incorporated into 2015 Refresher Training for the controller workforce. Time frame: All Operational Personnel will receive 2015 Refresher Training NLT December 31, 2015. POC: SMT			
Mitigation 5			
Type	Level	Target Completion Date	☒ Complete
Training	Facility	May 17, 2017	
Details 1. LSC Training Discussion: The intent of this training discussion is to facilitate dialogue about the importance of IFR/VFR positive control and its associated requirements. This training will include the following elements. i. Memo from the QC Manager that will: 1. Include an explanation of the identification of this as a national issue, as well as the original tasking that led to the identification of local facility noncompliance. 2. Include a review of 2016 calendar year IFR/VFR Positive Control findings and the introduction of the Boston Center IFR/VFR Positive Control CAP to address this issue. 3. Be briefed at the beginning of each training session by the training facilitators. Paper copies will be made available for all attendees. ii. The training discussion will cover the following topics: 1. IFR/VFR & VFR/VFR Positive Control (methods). 2. Traffic Advisories 3. Safety Alerts 4. Post Event Recovery 5. 7110.65, 2-1-1 The primary purpose of the ATC system is to prevent a collision between aircraft operating in the system. iii. To be held in classroom with large screen presentation. iv. Developed by BCSAC members. v. Presented by BCSAC members. vi. No more than eight in attendance at one time. 1. Preferably same crew. 2. Predominately from same area. 3. Minimum number to be determined by BCSAC presenter(s). vii. Video will encompass: 1. Four scenarios created from 2016 QC data. viii. Discussion and video duration combined will be 15 - 30 mins.			

Corrective Action Plan

Mitigation Plan (continued)			
Mitigation 6			
Type	Level	Target Completion Date	☒ Complete
Briefing	Facility	Jun 30, 2018	
Details LSC will develop and brief Safety Alert CAP material to include: 1. Review of past ZBW QC Safety Alert findings and the ZBW CAP to address this issue. 2. LSC discussion on the following topics: a. Safety Alerts b. Post Event Recovery c. 7110.65, 2-1-1, 2-1-2 and 2-1-6, 2-1-21, 5-1-8 and 7-6-1 d. Briefing to OJTIs to stress importance of discussing Safety Alerts			
Mitigation 7			
Type	Level	Target Completion Date	☒ Complete
Other	Facility	Jun 30, 2018	
Details ZBW QC will develop and distribute general Safety Alert guideline referencing 7110.65, 2-1-1, 2-1-2, 2-1-6, 2-1-21, 5-1-8 and 7-6-1			
Mitigation 8			
Type	Level	Target Completion Date	☒ Complete
Review	Facility	Dec 31, 2020	
Details ZBW will be putting together a team to develop new training tools in order to increase compliance with the dissemination of Safety Alerts.			
Mitigation 9			
Type	Level	Target Completion Date	☒ Complete
Briefing	Facility	Mar 13, 2021	
Details The QC office will review the daily ATO Safety Reports for items which relate to the issuance of Safety Alerts and produce QC Bulletins including the FALCON data for OPS review. Included in these bulletins will be reminders of requirements for proper safety alert use and phraseology.			

Corrective Action Plan

Mitigation Plan (continued)			
Mitigation 10			
Type Briefing	Level Facility	Target Completion Date May 15, 2022	☒ Complete
Details Safety Alerts will require a cultural shift within ZBW. This was also required with IFR/VFR separation; the model used provided a rapid and clear change in standard operating practices here at the facility. The model used and to be implemented to achieve this result again is as follows: The QC Office and/or BCSAC will find three examples of either Traffic Alerts/ Low Altitude Alerts or a combination of both and create a video of these examples. One good example Two bad examples The BCSAC will then brief these examples in small groups followed by discussion regarding each example.			
Mitigation 11			
Type Other	Level Facility	Target Completion Date Oct 31, 2023	☒ Complete
Details ZBW CAP Mitigation Team will review previous mitigations and determine next steps to correct this issue.			
Mitigation 12			
Type Briefing	Level Facility	Target Completion Date Nov 30, 2023	☒ Complete
Details CAP Mitigation development team will produce a new briefing package to include good and bad examples of use of appropriate safety alert phraseology.			
Mitigation 13			
Type Briefing	Level Facility	Target Completion Date Dec 31, 2023	☒ Complete
Details CAP Mitigation Team developed briefing will be delivered during December All Manager Training.			
Mitigation 14			
Type Briefing	Level Facility	Target Completion Date Feb 23, 2024	☐ Complete
Details OSs will have discussions during team breakouts and training team meetings covering the CAP Mitigation Team developed briefing materials.			

Corrective Action Plan

Mitigation Plan (continued)			
Mitigation 15			
Type	Level	Target Completion Date	☒ Complete
Training	Facility	Jan 31, 2024	
Details			
Support Manager - Training will add developed materials CAP Mitigation Team developed content to Annual Refresher Training Plan.			
Monitoring Plan			
Monitoring Item 1			
Type	Level	Target Completion Date	☒ Complete
Internal Compliance Verification	Facility	Sep 30, 2016	
Details			
A Quality Control Operation Skills Assessment (QC OSA) Facility Emphasis Item (EI) will be added to QC OSAs and assessed if and when Safety Alerts are pertinent. This Facility EI will remain in effect until effectiveness targets have been met.			
Effectiveness Target			
Facility compliance level of 90% or greater based on aggregate data for a 6 month time frame.			
Monitoring Results			
QC OSA did not provide adequate data to determine effectiveness of mitigations. New monitoring plan to be developed.			
Monitoring Item 2			
Type	Level	Target Completion Date	☒ Complete
Audit	Facility	Jun 1, 2017	
Details			
Audits will be conducted utilizing events involving TCAS RAs. Data gathered from these audits, as well as QC OSA data, will be assessed to determine facility compliance.			
Effectiveness Target			
Facility compliance level of 90% or greater based on aggregate data for a 6 month time frame.			
Monitoring Results			
Cumulative data collected during this monitoring phase doesn't show a compliant rating and the monitoring phase will be extended 6 months from March 22, 2017 to September 22, 2017 to capture performance after the ZBW IFR/VFR Positive Control CAP was briefed to the workforce.			
Monitoring Item 3			
Type	Level	Target Completion Date	☒ Complete
Audit	Facility	Sep 29, 2017	
Details			
This is the same monitoring phase from Monitoring Item #2 extended to September 22, 2017.			
Audits will be conducted utilizing events involving TCAS RAs. Data gathered from these audits, as well as QC OSA data, will be assessed to determine facility compliance.			
This monitoring phase is extended to capture facility performance since the briefing of the ZBW IFR/VFR Positive Control CAP briefed to the workforce.			

Corrective Action Plan

Monitoring Plan (continued)			
Effectiveness Target Facility compliance level of 90% or greater based on aggregate data for a 6 month time frame.			
Monitoring Results QC has just completed the monitoring phase from March 22, 2017 through September 22, 2017. QC evaluated MORs involving a TCAS RA event, using as data points all instances where a Safety Alert was deemed necessary. ZBW facility compliance level of 45% requires this CAP to be re-mitigated.			
Monitoring Item 4			
Type Internal Compliance Verification	Level Facility	Target Completion Date Sep 30, 2018	☒ Complete
Details Monitoring period will be conducted through the ICV process using OSA data and/or internal audits.			
Effectiveness Target Facility compliance level of 90% or greater based on aggregate data for this noncompliant item during the ICV process.			
Monitoring Results QC reviewed data from June 1st till September 19th and found 8 instances where a safety alert was necessary of the eight six were given. Compliance rate: 75%			
Monitoring Item 5			
Type Internal Compliance Verification	Level Facility	Target Completion Date Mar 31, 2019	☒ Complete
Details Additional Monitoring period will be conducted through the ICV process using OSA data and internal audits. Additional mitigations will also be discussed with ZBW Leadership team.			
Effectiveness Target Facility compliance level of 90% or greater based on aggregate data for this noncompliant item during the ICV process.			
Monitoring Results Monitoring continues to not meet the 90% requirement. Event will be forwarded to facility leadership team for further mitigation. Monitoring through the ICV process will continue through the reminder of FY19.			
Monitoring Item 6			
Type Internal Compliance Verification	Level Facility	Target Completion Date Jun 30, 2020	☒ Complete
Details Monitoring period will be conducted through the ICV process using OSA data and/or internal audits			

Corrective Action Plan

Monitoring Plan (continued)			
Effectiveness Target Facility compliance level of 90% or greater based on quarterly data for this noncompliant item during the ICV process. Two quarters of compliance is required for completion.			
Monitoring Results Reviewed monthly MORs as well as OSA data and did not reach the 90% compliance rate in order to successfully close this CAP. we will be putting together a team to create new mitigations with an implementation completion date of the end of the 2020 calendar year.			
Monitoring Item 7			
Type Internal Compliance Verification	Level Facility	Target Completion Date Nov 26, 2021	☒ Complete
Details Monitoring will commence with the production of the first ATO Safety Report Bulletin, and will be conducted through the ICV process using OSA data and/or directed internal audits.			
Effectiveness Target Facility compliance level of 90% or greater based on quarterly data. Two quarters of compliance is required for completion.			
Monitoring Results The facility failed to meet the 90% requirement. Re mitigation is required.			
Monitoring Item 8			
Type Emphasis Item	Level Facility	Target Completion Date Sep 29, 2023	☒ Complete
Details Quality Control Operation Skills Assessment (QC OSA) Facility Emphasis Item (EI) will be added to QC OSAs and assessed if and when Safety Alerts are pertinent. This Facility EI will remain in effect until effectiveness targets have been met			
Effectiveness Target Facility compliance level of 90% or greater based on aggregate data for a 3 month time frame.			
Monitoring Results Monitoring not effective.			
Monitoring Item 9			
Type Emphasis Item	Level Facility	Target Completion Date Apr 30, 2024	☐ Complete
Details Quality Control Operation Skills Assessment (QC OSA) Facility Emphasis Item (EI) will be added to QC OSAs and assessed if and when Safety Alerts are pertinent. This Facility EI will remain in effect until effectiveness targets have been met			

Corrective Action Plan

Monitoring Plan (continued)	
Effectiveness Target Facility compliance level of 80% or greater based on aggregate data for a 3 month time frame.	
Monitoring Results	
CAP Approval	
☒ Approved ☐ Not Approved Approved By: Peter Abbey Approved Date: Jun 24, 2015	

Corrective Action Plan

Subject: Generated from ZBW-SI-2021/09/23-0003 Safety Monitoring Watchlist			
Risk or Hazard			
Weather Coordinator position is not being utilized in the manner specified in the SOP and national orders			
Validated Safety Issue(s)			
Although the TMWC was not the primary focus of a resent SSR, through an interview, the SSR team was advised that training on the position was not very extensive. The individual advised is was a quick instruction only on where PIREPs come from, how to GI them out and to notify areas of HIWAS products. The individual advised the TMWC does not interface The TMU has begun an effort to update TMWC position refresher training. Individual's assigned are currently reviewing ZBW MBI 267-2021 TMWC Refresher PowerPoint and MBI 036-2018 as well as ZBW Order 7110.33 Cpt 12. Once that review is complete, TMU Refresher Training will be updated and added to the ZBW 3120.343 required Annual Refresher Training Plan.			
Pertinent Regulations			
7210.3 - 6-3-1, Handling of SIGMITs, CWAs and PIREPs. 7210.3 - Section 26, Weather Management Other - ZBW 7110.33 9-1-8, Traffic Management Weather Coordinator (WC/TMWC) Other - ZBW 7110.33 CPT 12, Weather Other - ZBW 7110.33, Appendix 4-1a, Routine PIREP Dissemination Chart			
Mitigation Plan			
Mitigation 1			
Type	Level	Target Completion Date	☒ Complete
Review	Facility	Jul 6, 2022	
Details			
TMU personnel will review and update previous refresher training to ensure accuracy.			
Mitigation 2			
Type	Level	Target Completion Date	☒ Complete
Review	Facility	Jul 6, 2022	
Details			
TMU personnel will review and update current initial training to ensure accuracy.			
Mitigation 3			
Type	Level	Target Completion Date	☒ Complete
Training	Facility	Jul 31, 2022	
Details			
Updated refresher training PowerPoint will be assigned to all TMU and OMIC personnel.			

Corrective Action Plan

Mitigation Plan (continued)			
Mitigation 4			
Type Other	Level Facility	Target Completion Date Jan 26, 2024	☒ Complete
Details Facility Management, Support Offices, Traffic Management Unit Personnel and appropriate personnel will meet to update TMWC position duties ensuring they support national requirements. Additionally, they will determine facility/unit needs to update all required items. Once complete, information will be shared with the facility CAP Mitigation Development Team and additional mitigations if needed developed.			
Mitigation 5			
Type Directive	Level Facility	Target Completion Date Mar 15, 2024	☐ Complete
Details TMU is updating the current procedures required of the TMWC position. Identifying those duties which are specifically required of the weather coordinator by 7210.3 and those which can be assigned to other positions within the TMU or associated areas. (FDU/CWSU).			
Monitoring Plan			
Monitoring Item 1			
Type Review	Level Facility	Target Completion Date May 31, 2023	☒ Complete
Details ZBW-17 will ensure that all applicable personnel have completed the assigned refresher training.			
Effectiveness Target 100 percent completion of assigned refresher training.			
Monitoring Results Successful. The subject training was assigned to all TMU personnel and watch desk personnel who could be assigned TMWC duties. The final two personnel (who were out on long term leave) completed the training on 6/6/23.			
Monitoring Item 2			
Type Emphasis Item	Level Facility	Target Completion Date Oct 31, 2023	☒ Complete
Details Direct observation OSAs by STMCs and OSs with emphasis placed on WC duties.			
Effectiveness Target 75 percent of all duties conducted IAW SOP.			
Monitoring Results Compliant however issue is being re-mitigated by the CAP mitigation development team.			

Corrective Action Plan

Monitoring Plan (continued)			
Monitoring Item 3			
Type Audit	Level Facility	Target Completion Date Nov 30, 2023	☒ Complete
Details ZBW Quality Control will randomly audit Routine PIREP dissemination, comparing PIREPs entered into ERIDS by ZBW Controllers versus PIREPs disseminated by the TMWC position. ZBW Quality Control will monitor for the use of the Routine PIREP Dissemination Chart in Appendix A4-1 of the ZBW SOP.			
Effectiveness Target 75 percent of PIREPs entered by ZBW Controllers are disseminated by the TMWC IAW Appendix A4-1 of the ZBW SOP.			
Monitoring Results Monitoring Results were not successful. ZBW will be reviewing all assigned TMWC duties, updating the facility SOP, providing update training to personnel assigned weather coordinator duties, followed by additional monitoring for compliance with national standards.			
Monitoring Item 4			
Type Review	Level Facility	Target Completion Date Apr 30, 2024	☐ Complete
Details ZBW Quality Control will randomly audit Routine PIREP dissemination, comparing PIREPs entered into ERIDS by ZBW Controllers versus PIREPs disseminated by the TMWC position. ZBW Quality Control will monitor for the use of the Routine PIREP Dissemination Chart in Appendix A4-1 of the ZBW SOP.			
Effectiveness Target 75 percent of PIREPs entered by ZBW Controllers are disseminated by the TMWC IAW Appendix A4-1 of the ZBW SOP over a 3-month period.			
Monitoring Results			
CAP Approval			
☒ Approved ☐ Not Approved Approved By: Daniel Obert Approved Date: Jul 5, 2022			

Corrective Action Plan

Subject: Data Blocks - Sector Eligibility Safety Monitoring Watchlist			
Risk or Hazard			
During the 2023 External Compliance Verification (ECV) the ECV team observed several occasions where the data block was modified after a handoff or automated point-out.			
Validated Safety Issue(s)			
The ECV team observed several occasions where the data block was modified after a handoff or automated point-out. The issue was identified during the 2022 ICV, with no mitigation occurring.			
Pertinent Regulations			
7110.65 - 5-14-6, Sector Eligibility			
Mitigation Plan			
Mitigation 1			
Type Briefing	Level Facility	Target Completion Date Nov 15, 2023	☒ Complete
Details Briefing content addressing the issue of modified data blocks after handoff or automated point-out will be developed by the CAP team utilizing references in 7110.65 and examples.			
Mitigation 2			
Type Briefing	Level Facility	Target Completion Date Jan 31, 2024	☒ Complete
Details CAP Team developed content will be disseminated to the Area OMs for Operational Supervisor Briefings, with all briefings being logged in TEAM.			
Mitigation 3			
Type Briefing	Level Facility	Target Completion Date Feb 29, 2024	☐ Complete
Details CAP Team developed content will be disseminated to the workforce via crew breakout or training team meeting. The crew breakout will be conducted by a Supervisor of the area with 2-4 controllers outside of the operation. All briefings will be logged in TEAM. The SM-Training will monitor completion of all Crew Briefings or Training Team Briefings. Taking into consideration long-term leave, they will report 100% completion to the SM-Quality Control.			
Monitoring Plan			
Monitoring Item 1			
Type Audit	Level Facility	Target Completion Date May 31, 2024	☐ Complete
Details Once briefings are complete, the Quality Control office will, over a three-month period, audit a minimum of 100 Slant-OK entries using data collected by SkyDataSentry. These audits will focus on all 4th-Line data block entries and altitude amendments, reviewing 3 minutes of audio before any slant-ok entry.			

Corrective Action Plan

Monitoring Plan (continued)	
Effectiveness Target	Facility compliance level of 80% or greater based on aggregate data of the QC-Audit for a 3-month time frame.
Monitoring Results	
CAP Approval	
☒ Approved	☐ Not Approved
Approved By:	Tarah Park
Approved Date:	Jul 25, 2023

Corrective Action Plan

Subject: Strip Marking			
Safety Monitoring Watchlist			
Risk or Hazard			
Controllers are not using required Flight Progress Strips			
Validated Safety Issue(s)			
During the 2023 External Compliance Verification (ECV) the ECV team observed sectors were inconsistent in the marking of strips, and some sectors did not possess equipment that would allow for the posting of strips in an easily visible location. The amount of arrival and departure strips that were marked in compliance with local and national directives was less than 50% in a random audit.			
Pertinent Regulations			
7110.65 - 2-3, Flight Progress Strips			
Mitigation Plan			
Mitigation 1			
Type	Level	Target Completion Date	☐ Complete
Briefing	Facility	Feb 29, 2024	
Details			
Strip Marking requirements content to be developed by the CAP Mitigation Development Team and/or the LSC to be used during Crew Break Outs and Training Team Meetings for all affected areas.			
Mitigation 2			
Type	Level	Target Completion Date	☐ Complete
Briefing	Facility	Aug 15, 2024	
Details			
Developed content will be disseminated to Area OMs for Operational Supervisor Briefings, with all briefings logged in TEAM.			
Mitigation 3			
Type	Level	Target Completion Date	☐ Complete
Briefing	Facility	Feb 29, 2024	
Details			
Developed content will be disseminated to the workforce via crew breakout or training team meeting. The crew breakout will be conducted by a Supervisor of the area with 2-4 controllers outside of the operation. All briefings will be logged in TEAM. The SM-Training will monitor completion of all Crew Briefings or Training Team Briefings. Taking into consideration long-term leave, they will report 100% completion to the SM-Quality Control.			
Monitoring Plan			
Monitoring Item 1			
Type	Level	Target Completion Date	☐ Complete
Review	Facility	May 31, 2024	
Details			
Once briefings are complete, the Quality Control office will biweekly (every two weeks) review a random sample of arrival and departure strips for compliance.			

Corrective Action Plan

Monitoring Plan (continued)	
Effectiveness Target Facility compliance level of 80% or greater based on aggregate data collected during QC Audits for a 3-month time frame.	
Monitoring Results	
CAP Approval	
☒ Approved ☐ Not Approved Approved By: Tarah Park Approved Date: Aug 4, 2023	

Corrective Action Plan

Subject: Position Relief Briefings (PRBs) Safety Monitoring Watchlist			
Risk or Hazard			
Failure to use required Position Relief Briefing Checklist			
Validated Safety Issue(s)			
During the 2023 External Compliance Verification (ECV) the ECV team observed that the vast majority of position relief briefings occurred without the use of a position relief checklist.			
Pertinent Regulations			
7110.65 - Appendix A, SOP for the Transfer of Position Responsibility 7210.3 - 2-2-4, Duty Familiarization and the Transfer of Position Responsibility 7210.3 - 2-2-6, Sign In/Out and On/Off Procedures Other - ZBW SOP Appendix 2, ZBW Duty Familiarization and Transfer of Position Responsibility Checklist			
Mitigation Plan			
Mitigation 1			
Type Procedure	Level Facility	Target Completion Date Oct 15, 2023	☒ Complete
Details CAP Mitigation Team and/or the LSC will collaborate with ZBW-530 to review National/Local requirements for a PRB checklist. As a result of this review, they will recommend changes for consideration to the ATM and PFR regarding existing PRB checklist procedures. This review should include, at a minimum the standardization, location, and item number of PRBs.			
Mitigation 2			
Type Briefing	Level Facility	Target Completion Date Jan 31, 2024	☒ Complete
Details The CAP Mitigation Team and/or the LSC in collaboration with ZBW-530 will create a briefing item covering the requirements for use of a PRB Checklist, the local facility checklist, and the Position Relief Briefing Process.			
Mitigation 3			
Type Briefing	Level Facility	Target Completion Date Feb 29, 2024	☐ Complete
Details Developed content will be disseminated to operational personnel via verbal or electronic methods as determined by the Training Administrator.			

Corrective Action Plan

Monitoring Plan		
Monitoring Item 1		
Type Review	Level Facility	Target Completion Date Apr 30, 2024 ☐ Complete
Details The Quality Control Operational Skills Assessment (QC OSA) Facility Emphasis Item (EI) will continue to be used during QC OSAs. This Facility EI will remain in effect until effectiveness target has been met. Once briefings are complete, the Quality Control Office will review position logs to determine Position Relief Briefing times and will randomly review PRBs to ensure checklist compliance.		
Effectiveness Target Facility compliance level of 80% or greater based on aggregate data for all QC OSA over a 3-month time frame.		
Monitoring Results		
CAP Approval		
☒ Approved ☐ Not Approved Approved By: Tarah Park Approved Date: Aug 4, 2023		

Corrective Action Plan

Subject: RVSM Operations			
Safety Monitoring Watchlist			
Risk or Hazard			
Personnel are not using proper notification procedures.			
Validated Safety Issue(s)			
During the 2023 External Compliance Verification (ECV) the ECV team observed two negative RVSM operations during live monitoring. ZBW did not comply with notifications in accordance with local and national directives.			
Pertinent Regulations			
7110.65 - 2-1-29, RVSM Operations			
Mitigation Plan			
Mitigation 1			
Type	Level	Target Completion Date	☒ Complete
Briefing	Facility	Jan 1, 2024	
Details			
CAP Mitigation Development Team and/or the LSC in collaboration with ZBW-530 will review National and Local requirements for RVSM Operations to develop content for briefing material.			
Mitigation 2			
Type	Level	Target Completion Date	☐ Complete
Briefing	Facility	Feb 29, 2024	
Details			
Briefings on collaboratively developed content for operational personnel will be verbal or electronic as determined by the Training Administrator.			
Monitoring Plan			
Monitoring Item 1			
Type	Level	Target Completion Date	☐ Complete
Review	Facility	May 31, 2024	
Details			
Once briefings are complete, the Quality Control office will randomly review SkyDataSentry for aircraft flight plans with the remarks "NONRVSM". Those operations with the remark who are operating within the appropriate altitude stratum will be reviewed for compliance.			
Effectiveness Target			
Facility compliance level of 80% or greater for a period of 3-months.			
Monitoring Results			

Corrective Action Plan

CAP Approval

☒ Approved ☐ Not Approved
Approved By: **Tarah Park**
Approved Date: **Aug 4, 2023**

Corrective Action Plan

Subject: HIWAS Broadcast Safety Monitoring Watchlist			
Risk or Hazard			
HIWAS broadcasts were not properly formatted.			
Validated Safety Issue(s)			
During the 2023 External Compliance Verification (ECV) the ECV team observed facility personnel routinely broadcast Center Weather Advisories (CWA), AIRMETs or SIGMETs that are applicable to their area of responsibility on all appropriate frequencies. However, it was observed when controllers did broadcast these messages, the phraseology did not contain the specific phenomenon, or the impacted geographical area as required.			
Pertinent Regulations			
7110.65 - 2-6-6, Hazardous Inflight Weather Advisory			
Mitigation Plan			
Mitigation 1			
Type	Level	Target Completion Date	☒ Complete
Briefing	Facility	Jan 26, 2024	
Details			
CAP Mitigation Development Team and/or the LSC will develop material for a HIWAS Broadcast Procedures and Phraseology Power Point Presentation.			
Mitigation 2			
Type	Level	Target Completion Date	☒ Complete
Briefing	Facility	Mar 15, 2024	
Details			
Developed content will be disseminated to operational personnel via verbal or electronic means as determined by the Training Administrator. The SM-Training will monitor completions and taking into consideration long term leave, will report completion to the SM-QC.			
Monitoring Plan			
Monitoring Item 1			
Type	Level	Target Completion Date	☐ Complete
Audit	Facility	Jun 28, 2024	
Details			
Once briefings are complete, the Quality Control office will bi-weekly (every two weeks) review SkyDataSentry for the availability of Convective SIGMETs, SIGMETs and CWAs and when available randomly audit affected sectors for compliance.			
Effectiveness Target			
Facility compliance level of 80% or greater based on aggregate data collected during QC Audits for a 3-month time frame.			
Monitoring Results			

Corrective Action Plan

CAP Approval

☒ Approved ☐ Not Approved
Approved By: **Tarah Park**
Approved Date: **Aug 4, 2023**

Corrective Action Plan

Subject: Refresher Training			
Safety Monitoring Watchlist			
Risk or Hazard			
OS/CIC Refresher Training was not in accordance with National Directives.			
Validated Safety Issue(s)			
During the 2023 External Compliance Verification (ECV) the ECV team observed that ZBW's OS/CIC refresher training was only 20 minutes when national directives requires 1 hour annually. The 2023 refresher training plan lists which topics are to be refreshed and specifies a month in which they will be completed. The facility did not meet their required goals and several topics were late.			
Pertinent Regulations			
Other - 3120.4 4-5b, Refresher Training			
Mitigation Plan			
Mitigation 1			
Type	Level	Target Completion Date	☒ Complete
Directive	Facility	Jan 1, 2024	
Details			
ZBW-17 will amend the facility Refresher Training from a quarterly outline to a yearly outline and ensure all local guidance is IAW JO 3120.4.			
Monitoring Plan			
Monitoring Item 1			
Type	Level	Target Completion Date	☒ Complete
Review	Facility	Jan 12, 2024	
Details			
Once the mitigation is complete, QC office will review the local Refresher Training requirements for compliance with JO 3120.4.			
Effectiveness Target			
Facility compliance level of 100% of review data.			
Monitoring Results			
All required items are present in the local Refresher Training memo as such the memo is compliant with JO 3120.4.			
Monitoring Item 2			
Type	Level	Target Completion Date	☐ Complete
Review	Facility	Dec 27, 2024	
Details			
At the end of the Fiscal Year and again at the conclusion of the Calendar year the QC Office will review local refresher training for compliance with required Content and Length.			

Corrective Action Plan

Monitoring Plan (continued)	
Effectiveness Target	Facility compliance level of 100% on reviewed data. If compliance level is met at the end of the Fiscal Year, the ATM may elect to close this plan without further review.
Monitoring Results	
CAP Approval	
☒ Approved	☐ Not Approved
Approved By:	Tarah Park
Approved Date:	Aug 4, 2023

Corrective Action Plan

Subject: Position Certification Process Safety Monitoring Watchlist			
Risk or Hazard			
3120-25s were incorrectly filled out.			
Validated Safety Issue(s)			
During the 2023 External Compliance Verification (ECV) the ECV team observed several Performance Assessments were not completed as required. On-the-Job Familiarization (OJF) forms were missing on trainees. A review of the ZBW's Certification Skill Checks (CSC)) 3120-25 forms, showed N/O annotated in block 1 on every form. However, Operations Supervisors (OS) did not provide a method of evaluation that ensures satisfactory performance of the job subtask. There should be a comment such as, "trainee has demonstrated satisfactory performance/knowledge for that job subtask through verbal/written questions, simulation, or other method".			
Pertinent Regulations			
Other - 3120.4 Cpt 6, ATCS OJT and Position Certification			
Mitigation Plan			
Mitigation 1			
Type Briefing	Level Facility	Target Completion Date Aug 15, 2023	☒ Complete
Details ZBW-17 will create a Training Bulletin for 3120-25 form requirements capturing items highlighted by ZBW 2023 ECV findings on this topic.			
Mitigation 2			
Type Briefing	Level Facility	Target Completion Date Sep 30, 2023	☒ Complete
Details Bulletin content addressing 3120-25 form requirements will be distributed to the workforce via TEAM. The SM-Training, taking into consideration long-term leave will report 100% completion to the SM-QC.			
Mitigation 3			
Type Briefing	Level Facility	Target Completion Date Oct 31, 2023	☒ Complete
Details Bulletin content to be verbally briefed to Managers during All Manager Training.			
Monitoring Plan			
Monitoring Item 1			
Type Review	Level Facility	Target Completion Date Jan 31, 2024	☒ Complete
Details Once workforce briefings are complete, the Quality Control Office and Local Safety Counsel will validate a random sample of On-the-Job Training documentation (OJTD), Performance Assessment (PA) and Certification Skill Checks (CSC) validations, as required IAW ZBW 7210.519. These validations will provide direct feedback on PA/CSC validations to the appropriated OMs. Additionally, a monthly compliance summary will be distributed to all OJT Instructors.			

Corrective Action Plan

Monitoring Plan (continued)		
Effectiveness Target Facility compliance level of 90% or greater for PA/CSC documentation and 80% for OJTD based on aggregate audit data collected during for a 3-month time frame.		
Monitoring Results The facility did not meet the required effectiveness. PA/CSC were 86%, OJTDs were 46%. After discussions with ATM, the decision was made to add one additional monitoring period.		
Monitoring Item 2		
Type Review	Level Facility	Target Completion Date ☐ Complete Apr 30, 2024
Details the Quality Control Office and Local Safety Counsel will validate a random sample of On-the-Job Training documentation (OJTD), Performance Assessment (PA) and Certification Skill Checks (CSC) validations, as required IAW ZBW 7210.519. These validations will provide direct feedback on PA/CSC validations to the appropriated OMs. Additionally, a monthly compliance summary will be distributed to all OJT Instructors.		
Effectiveness Target Facility compliance level of 90% or greater for PA/CSC documentation and 80% for OJTD based on aggregate audit data collected during for a 3-month time frame.		
Monitoring Results		
CAP Approval		
☒ Approved Approved By: Approved Date: ☐ Not Approved Tarah Park Aug 4, 2023		

Corrective Action Plan

Subject: GENOT Handling Safety Monitoring Watchlist			
Risk or Hazard			
Employees may not receive GENOT briefing prior to working.			
Validated Safety Issue(s)			
During the 2023 External Compliance Verification (ECV) the ECV team observed that the facility has a procedure in place for GENOTs. However, the process in place does not ensure that personnel are briefed prior to working an operational position in accordance with FAAO JO 7210.3.			
Pertinent Regulations			
7210.3 - 2-2-8, GENOT Handling			
Mitigation Plan			
Mitigation 1			
Type	Level	Target Completion Date	☒ Complete
Procedure	Facility	Oct 1, 2023	
Details			
ZBW-17 will create a new form ZBW 3120-31, classifying GENOTs as a Pre-Duty Briefing item to ensure appropriate dissemination.			
Mitigation 2			
Type	Level	Target Completion Date	☒ Complete
Briefing	Facility	Oct 31, 2023	
Details			
ZBW-17 will brief all Managers, Flight Data Personnel, and Training Staff in the use of the new form. The SM-Training will, taking into consideration long term leave, report 100% completion to the SM-QC			
Mitigation 3			
Type	Level	Target Completion Date	☒ Complete
Training	Facility	Feb 1, 2024	
Details			
Targeted training for personnel who man the watch desk covering SOP requirement to log on the 7230-4 Log all GENOTs received by the facility.			
Monitoring Plan			
Monitoring Item 1			
Type	Level	Target Completion Date	☒ Complete
Review	Facility	Jan 31, 2024	
Details			
Once briefings are complete, during log review, when GENOT receipt is logged, the QC Office will audit completion of Pre-Duty briefing assignment.			

Corrective Action Plan

Monitoring Plan (continued)		
Effectiveness Target Facility compliance level of 80% with proper dissemination of all GENOTs received over a 3-month time frame.		
Monitoring Results Effectiveness target not met. 12 GENOTs distributed since 11/1/23, 6 passed, typical failure is lack of required log entry with one item not being published prior to its effective date.		
Monitoring Item 2		
Type Review	Level Facility	Target Completion Date ☐ Complete Apr 30, 2024
Details When a GENOT is published, the QC office will review logs for proper entry of GENOTs and audit completion of pre-duty briefing assignment.		
Effectiveness Target Facility compliance level of 80% with proper dissemination of all GENOTs received over a 3-month time frame.		
Monitoring Results		
CAP Approval		
☒ Approved ☐ Not Approved Approved By: Tarah Park Approved Date: Aug 4, 2023		

Corrective Action Plan

Subject: PIREP Dissemination and Classification Safety Monitoring Watchlist			
Risk or Hazard			
Received PIREPs not entered into ERIS for dissemination.			
Validated Safety Issue(s)			
During the facility review the ECV team observed controllers soliciting many PIREPs and not entering them into ERIDS for dissemination as required by the Facility SOP. The facility's efforts to motivate controllers to solicit PIREPs appears to be improving controller performance, however not closing the loop by ensuring dissemination reduces the impact of the improvement efforts.			
Mitigation Plan			
Mitigation 1			
Type Directive	Level Facility	Target Completion Date Jan 1, 2024	☒ Complete
Details CAP Mitigation Development Team will coordinate with ZBW530 to amend SOP language clarifying who can enter PIREPs into ERIDS.			
Mitigation 2			
Type Briefing	Level Facility	Target Completion Date Feb 1, 2024	☒ Complete
Details CAP Mitigation Development Team and/or the LSC will develop material for a PIREP Dissemination and Classification Power Point Presentation.			
Mitigation 3			
Type Briefing	Level Facility	Target Completion Date Mar 29, 2024	☒ Complete
Details Developed content will be disseminated to operational personnel via verbal or electronic methods as determined by the Training Administrator. The SM-Training will monitor completions and taking into consideration long term leave, will report completion to the SM-QC.			
Monitoring Plan			
Monitoring Item 1			
Type Audit	Level Facility	Target Completion Date Jun 28, 2024	☐ Complete
Details The Quality Control Operational Skills Assessment (QC OSA) Facility Emphasis Item (EI) for PIREP solicitation and dissemination will continue to be used during QC OSAs. This Facility EI will remain in effect until effectiveness target has been met. Once briefings are complete, the Quality Control Office will conduct 2-hours of audit for instances of PIREP collection and review SkyDataSentry data for corresponding dissemination messages by randomly selecting OSAs indicating PIREP Information was reviewed.			

Corrective Action Plan

Monitoring Plan (continued)	
Effectiveness Target	Facility compliance level of 80% or greater based on aggregate audit and OSA data collected during for a 3-month time frame.
Monitoring Results	
CAP Approval	
☒ Approved	☐ Not Approved
Approved By:	Tarah Park
Approved Date:	Aug 4, 2023

Corrective Action Plan

Subject: PIREP Information Safety Monitoring Watchlist			
Risk or Hazard			
Received PIREPs were not disseminated. Hourly solicitations were not accomplished.			
Validated Safety Issue(s)			
During the 2023 External Compliance Verification (ECV) the ECV team observed that while the facility had taken strides in improving their oversight of PIREP collection and dissemination. This oversight appears to have increased the frequency and volume of PIREP's collected and disseminated. However, the team observed several transmissions where aircraft provided flight conditions and no PIREP was recorded or disseminated. Hourly solicitation was not accomplished in accordance with FAAO JO 7110.65.			
Pertinent Regulations			
7110.65 - 2-6-2, PIREP Solicitation and Dissemination			
Mitigation Plan			
Mitigation 1			
Type	Level	Target Completion Date	☒ Complete
Briefing	Facility	Jan 1, 2024	
Details CAP Mitigation Development Team and/or the LSC will develop material for a PIREP Information Power Point Presentation.			
Mitigation 2			
Type	Level	Target Completion Date	☒ Complete
Briefing	Facility	Feb 16, 2024	
Details Developed content will be disseminated to operational personnel via verbal or electronic means as determined by the Training Administrator. The SM-Training will monitor completions and taking into consideration long term leave, will report completion to the SM-QC.			
Monitoring Plan			
Monitoring Item 1			
Type	Level	Target Completion Date	☐ Complete
Audit	Facility	May 31, 2024	
Details The Quality Control Operational Skills Assessment (QC OSA) Facility Emphasis Item (EI) for PIREP solicitation and dissemination will continue to be used during QC OSAs. This Facility EI will remain in effect until effectiveness target has been met. Once briefings are complete, the Quality Control Office will audit weather events when available. These audits will focus on those areas which control airspace to the ground for solicitation and distribution of 5 and 5 PIREPS.			
Effectiveness Target Facility compliance level of 80% or greater based on aggregate audit and OSA data collected during for a 3-month time frame.			
Monitoring Results			

Corrective Action Plan

CAP Approval

☒ Approved ☐ Not Approved
Approved By: **Tarah Park**
Approved Date: **Aug 4, 2023**

Corrective Action Plan

Subject: Radio Communication Safety Monitoring Watchlist			
Risk or Hazard			
Lack of use of GA Prefix and failure to use a call sign on subsequent transmissions.			
Validated Safety Issue(s)			
During the 2023 Internal Compliance Verification (ICV) the ICV team observed a lack of general aviation prefixes during call sign use and lack of call sign use on subsequent radio communications.			
Pertinent Regulations			
7110.65 - 2-4-20, Aircraft Identification 7110.65 - 2-4-8, Radio Message Format			
Mitigation Plan			
Mitigation 1			
Type	Level	Target Completion Date	☒ Complete
Briefing	Facility	Dec 31, 2023	
Details			
ZBW-17 will create content for verbal brief to the controller workforce highlighting requirements of 7110.65 regarding Call Sign Usage.			
Mitigation 2			
Type	Level	Target Completion Date	☐ Complete
Briefing	Facility	Feb 29, 2024	
Details			
Developed content disseminated via Verbal Briefing to operational personnel by ZBW-17.			
Monitoring Plan			
Monitoring Item 1			
Type	Level	Target Completion Date	☐ Complete
Emphasis Item	Facility	Apr 30, 2024	
Details			
The QC-OSA Facility Emphasis Item covering subsequent radio communications will remain in effect for the duration of this corrective action plan.			
Effectiveness Target			
Facility compliance level of 80% or greater on OSA Data collected for a 3-month period.			
Monitoring Results			

Corrective Action Plan

Monitoring Plan (continued)		
Monitoring Item 2		
Type Emphasis Item	Level Facility	Target Completion Date Apr 30, 2024
☐ Complete		
Details An additional QC-OSA Facility Emphasis Item will be added covering Call Sign-GA Prefix and remain in effect for the duration of this corrective action plan.		
Effectiveness Target Facility compliance level of 80% or greater on OSA Data collected for a 3-month period.		
Monitoring Results		
CAP Approval		
☒ Approved ☐ Not Approved Approved By: Tarah Park Approved Date: Nov 20, 2023		

Corrective Action Plan

Subject: Interphone Format Safety Monitoring Watchlist			
Risk or Hazard			
Lack of use of operating initials.			
Validated Safety Issue(s)			
During the 2023 Internal Compliance Verification (ICV) the ICV team observed: Controllers routinely omit their initials when terminating landline calls.			
Pertinent Regulations			
7110.65 - 2-4-13, Interphone Message Termination			
Mitigation Plan			
Mitigation 1			
Type	Level	Target Completion Date	☒ Complete
Briefing	Facility	Dec 31, 2023	
Details			
ZBW-17 will create content for verbal brief to the controller workforce highlighting requirements of 7110.65 regarding interphone format.			
Mitigation 2			
Type	Level	Target Completion Date	☐ Complete
Briefing	Facility	Feb 29, 2024	
Details			
ZBW-17 will be disseminated developed content to the workforce via verbal briefing.			
Monitoring Plan			
Monitoring Item 1			
Type	Level	Target Completion Date	☐ Complete
Review	Facility	Apr 30, 2024	
Details			
Once briefings are complete, the Quality Control office will, using OSA data received, review compliance with the requirements of FAAO 7110.65 concerning Interphone Format Phraseology.			
Effectiveness Target			
Facility compliance level of 80% or greater on aggregate OSA data over a 3-month time frame.			
Monitoring Results			
CAP Approval			
☒ Approved ☐ Not Approved Approved By: Tarah Park Approved Date: Nov 20, 2023			

Corrective Action Plan

Subject: Point-Out Procedures			
Safety Monitoring Watchlist			
Risk or Hazard			
Aircraft Call Signs not used during point-outs.			
Validated Safety Issue(s)			
During the 2023 Internal Compliance Verification (ICV) the ICV team observed a lack of call sign usage when making or accepting Point Out.			
Pertinent Regulations			
7110.65 - 2-4, Transfer of Radar Identification			
Mitigation Plan			
Mitigation 1			
Type	Level	Target Completion Date	☒ Complete
Briefing	Facility	Dec 31, 2023	
Details			
ZBW-17 will create content for verbal brief to the controller workforce highlighting requirements of 7110.65 regarding Point Out Phraseology.			
Mitigation 2			
Type	Level	Target Completion Date	☐ Complete
Briefing	Facility	Feb 29, 2024	
Details			
Developed content disseminated via Verbal Briefing to operational personnel by ZBW-17.			
Monitoring Plan			
Monitoring Item 1			
Type	Level	Target Completion Date	☐ Complete
Emphasis Item	Facility	Apr 30, 2024	
Details			
The QC-OSA Facility Emphasis Item will remain in effect for the duration of this corrective action plan covering Point Out Format/Phraseology.			
Effectiveness Target			
Facility compliance level of 80% or greater on OSA Data collected for a 3-month period.			
Monitoring Results			
CAP Approval			
☒ Approved ☐ Not Approved			
Approved By:		Tarah Park	
Approved Date:		Nov 20, 2023	

Corrective Action Plan

Subject: Overdue Aircraft			
Safety Monitoring Watchlist			
Risk or Hazard			
ALNOTs issued without inclusion of a LAT/LONG			
Validated Safety Issue(s)			
During the 2023 Internal Compliance Verification (ICV) the ICV team observed that ALNOTs are not consistently disseminated with LAT/Longs to aid the RCC in search and rescue operations as required by FAAO 7110.65 para. 10-3-6.			
Pertinent Regulations			
7110.65 - 10-3-6, Last Known Position Determination			
Mitigation Plan			
Mitigation 1			
Type	Level	Target Completion Date	☒ Complete
Briefing	Facility	Jan 31, 2024	
Details			
CAP Mitigation Development Team will develop briefing material for LSC Safety Discussions. Content will include reminding personnel reporting an overdue AC, to provide LAT/LONGs of last known position when reporting an overdue AC.			
Mitigation 2			
Type	Level	Target Completion Date	☐ Complete
Briefing	Facility	Feb 29, 2024	
Details			
ZBW Local Safety Council will discuss developed material during February 2024 Monthly Safety Discussions.			
Monitoring Plan			
Monitoring Item 1			
Type	Level	Target Completion Date	☐ Complete
Audit	Facility	May 31, 2024	
Details			
Once briefings are complete, the Quality Control office will audit all ALNOTs issued by the facility for a period of 3 months for the inclusion of LAT/LONGs.			
Effectiveness Target			
Facility compliance level of 90% or greater for a 3-month period.			
Monitoring Results			
CAP Approval			
☒ Approved ☐ Not Approved			
Approved By:		Tarah Park	
Approved Date:		Nov 20, 2023	

Corrective Action Plan

Subject: Departure Procedures			
Safety Monitoring Watchlist			
Risk or Hazard			
Use of proper phraseology for releasing departures from satellite airports.			
Validated Safety Issue(s)			
During the 2023 Internal Compliance Verification (ICV) the ICV Team observed controllers routinely failed to consistently use JO 7110.65 required phraseology specifying that an aircraft is "Released for Departure" when an aircraft was released for departure.			
Pertinent Regulations			
7110.65 - 4-3-4, Departure Release, Hold for Release, Release Times, Departure Restrictions, and Clearance Void Times			
Mitigation Plan			
Mitigation 1			
Type	Level	Target Completion Date	☒ Complete
Briefing	Facility	Jan 31, 2024	
Details			
ZBW-17 will, using briefing (MBI #265-2022 ZBW Training Bulletin 7110.65 4-3-4) created on June 2, 2022 as a guide, create a Verbal Briefing for all operational personnel covering changes made to FAAO 7110.65 para. 4-3-4.			
Mitigation 2			
Type	Level	Target Completion Date	☐ Complete
Briefing	Facility	Feb 29, 2024	
Details			
Using updated briefing, ZBW-17 will verbally brief appropriate personnel.			
Monitoring Plan			
Monitoring Item 1			
Type	Level	Target Completion Date	☐ Complete
Review	Facility	Apr 30, 2024	
Details			
ZBW-505 will add a facility emphasis item(s) covering the appropriate phraseology requirements to the QC OSA Checklist and monthly, for a 3-month period, the QC office will review 50 departure clearances for the appropriate phraseology.			
Effectiveness Target			
Facility compliance level of 80% or greater of aggregate data collected through reviews and OSAs for a 3-month period.			
Monitoring Results			
CAP Approval			
☒ Approved ☐ Not Approved			
Approved By:		Tarah Park	
Approved Date:		Nov 20, 2023	

Corrective Action Plan

Subject: DATA Blocks			
Safety Monitoring Watchlist			
Risk or Hazard			
Dropped Data Blocks prior to exiting airspace.			
Validated Safety Issue(s)			
During the 2023 Internal Compliance Verification (ICV) the ICV team observed that controllers drop data blocks prior to exiting airspace.			
Pertinent Regulations			
7110.65 - 5-3-8, Target Markers			
Mitigation Plan			
Mitigation 1			
Type	Level	Target Completion Date	☒ Complete
Briefing	Facility	Jan 26, 2024	
Details			
ZBW-17 will create content for verbal brief to the controller workforce highlighting the requirements in the 7110.65 regarding data block retention.			
Mitigation 2			
Type	Level	Target Completion Date	☐ Complete
Briefing	Facility	Feb 29, 2024	
Details			
ZBW-17 will be disseminated developed content to the workforce via verbal briefing.			
Monitoring Plan			
Monitoring Item 1			
Type	Level	Target Completion Date	☐ Complete
Review	Facility	Apr 30, 2024	
Details			
Once briefings are complete, the Quality Control office will, using SATORIE playback and direct observation OSA data received, review compliance with the requirements of FAAO 7110.65 concerning Data Block Retention.			
Effectiveness Target			
Facility compliance level of 80% or greater of data collected over a 3-month period.			
Monitoring Results			
CAP Approval			
☒ Approved ☐ Not Approved			
Approved By:		Tarah Park	
Approved Date:		Nov 20, 2023	

Corrective Action Plan

Subject: Call Sign Usage Safety Monitoring Watchlist			
Risk or Hazard			
Controllers not informing aircraft of similar sounding call signs on frequency.			
Validated Safety Issue(s)			
During the 2023 External Compliance Verification (ECV) the ECV team observed that controllers do not consistently inform pilots of similar sounding aircraft on frequency. Additionally, the team found controllers do not make the required similar sounding call sign notifications as required by the facility SOP.			
Pertinent Regulations			
7110.65 - 2-4-20, Aircraft Identification 7110.65 - 2-4-14, Emphasis for Clarity Other - ZBW 7110.33 2-1-25, Phonetically Similar Sounding Call Signs			
Mitigation Plan			
Mitigation 1			
Type	Level	Target Completion Date	☐ Complete
Directive	Facility	Mar 15, 2024	
Details			
Remove 7110.33DD paragraph 2-1-25 Phonetically Similar Sounding Callsigns.			
Mitigation 2			
Type	Level	Target Completion Date	☐ Complete
Briefing	Facility	Apr 5, 2024	
Details			
Briefing Contend to be developed by ZBW-505 on the requirements of JO 7110.65 paragraphs 2-4-15 and 2-4-20.			
Mitigation 3			
Type	Level	Target Completion Date	☐ Complete
Training	Facility	May 3, 2024	
Details			
Developed content disseminated to the workforce via TEAM. The SM-Training will, taking into consideration long term leave, report 100% completion to the SM-QC.			
Monitoring Plan			
Monitoring Item 1			
Type	Level	Target Completion Date	☐ Complete
Audit	Facility	Jul 15, 2024	
Details			
The Quality Control Operational Skills Assessment (QC OSA) Facility Emphasis Item (EI) will continue to be used during QC OSAs. This Facility EI will remain in effect until effectiveness target has been met. Once briefings are complete, the Quality Control Office will Audit bi-weekly (every two weeks) results of QC OSA data for compliance.			

Corrective Action Plan

Monitoring Plan (continued)	
Effectiveness Target Facility compliance level of 80% for a 3-month period.	
Monitoring Results	
CAP Approval	
☒ Approved ☐ Not Approved Approved By: Tarah Park Approved Date: Nov 21, 2023	

Corrective Action Plan

Subject: Systemic Issue Review (SYSIR)			
Safety Monitoring Watchlist			
Risk or Hazard			
SYSIRs not processed correctly.			
Validated Safety Issue(s)			
During the 2023 External Compliance Verification (ECV) the ECV team observed during a review of CEDAR that ZBW had initiated 9 SYSIRs and has completed 7 of the reviews. Two of the SYSIR's have not had any action taken since February 2nd and April 4th. One SYSIR was "concurred" with however the facility did not take any action to develop a CAP as required by national direction.			
Pertinent Regulations			
Other - JO 7210.634 4-5, SYSIR			
Mitigation Plan			
Mitigation 1			
Type Briefing	Level Facility	Target Completion Date Feb 2, 2024	☒ Complete
Details The SM-QC will brief designated SYSIR leads on process to validate and process SYSIRs.			
Mitigation 2			
Type Other	Level Facility	Target Completion Date Feb 14, 2024	☒ Complete
Details Once briefed by the SM-QC, SYSIR leads will process any existing SYSIRs			
Monitoring Plan			
Monitoring Item 1			
Type Review	Level Facility	Target Completion Date May 31, 2024	☐ Complete
Details The Quality Control Office will review the processing of all SYSIRs for a period of 3-months.			
Effectiveness Target A facility effectiveness target of 90% completion of required activities for a 3-month period.			
Monitoring Results			
CAP Approval			
☒ Approved ☐ Not Approved Approved By: Tarah Park Approved Date: Nov 21, 2023			

Corrective Action Plan

Subject: Preparation of FAA Form 7230-4 Safety Monitoring Watchlist			
Risk or Hazard			
No identification of what equipment/activities which were included when Watch Checklist Complete (WCLC) was entered onto the log.			
Validated Safety Issue(s)			
During the 2023 External Compliance Verification (ECV) the ECV team observed that the facilities SOP states "Complete equipment checklist items and enter WCLC (Watch Check List Complete) on FAA Form 7230-4 when completed". The ECV team reviewed the 7230-4 and does not find consistent documentation of this task.			
Pertinent Regulations			
7210.3 - 4-6-4, Preparation of FAA Form 7230-4			
Mitigation Plan			
Mitigation 1			
Type Directive	Level Facility	Target Completion Date Nov 18, 2023	☒ Complete
Details The OM Team and ZBW-530 will, using National and Local requirements for Watch Check Lists, establish a facility policy on specifically when WCLC is entered on the facility 7210-4. This item was originally tracked using the CV Tool, with a completion date of 10/15/23. This item was completed on time; however, CEDAR will not allow a postdated target completion date.			
Mitigation 2			
Type Briefing	Level Facility	Target Completion Date Nov 18, 2023	☒ Complete
Details The OM Team and ZBW-530 will develop briefing content for manager training. This item was originally tracked using the CV Tool, with a completion date of 10/30/23. This item was completed on time; however, CEDAR will not allow a postdated target completion date.			
Mitigation 3			
Type Briefing	Level Facility	Target Completion Date Dec 30, 2023	☒ Complete
Details Developed content will be disseminated to Managers during All Manager Training.			
Mitigation 4			
Type Briefing	Level Facility	Target Completion Date Jan 31, 2024	☒ Complete
Details An SOP update was required to complete this item. That change will go into effect on 1/1/24. The developed content will be delivered to all managers through briefings by the OMs.			

Corrective Action Plan

Mitigation Plan (continued)			
Mitigation 5			
Type Briefing	Level Facility	Target Completion Date Feb 23, 2024	☒ Complete
Details OMS to brief all OSs on developed content.			
Monitoring Plan			
Monitoring Item 1			
Type Review	Level Facility	Target Completion Date May 31, 2024	☐ Complete
Details Once briefing are complete, during log review, the QC Office will review compliance with facility policy.			
Effectiveness Target Facility compliance level of 100% on all WCLC entries reviewed over a 3-month time frame.			
Monitoring Results			
CAP Approval			
☒ Approved ☐ Not Approved Approved By: Tarah Park Approved Date: Nov 21, 2023			

Corrective Action Plan

Subject: Traffic Management Reviews			
Safety Monitoring Watchlist			
Risk or Hazard			
TMRs not completed IAW the local order			
Validated Safety Issue(s)			
During the 2023 External Compliance Verification (ECV) the ECV team observed that the ZBW QC order requires the Traffic Management Officer (TMO) to conduct one random TMR each quarter. Review of the last four quarters shows ZBW only accomplished 50% of the required TMRs.			
Pertinent Regulations			
Other - JO 7210/634 4-3, TMR			
Mitigation Plan			
Mitigation 1			
Type Directive	Level Facility	Target Completion Date Feb 2, 2024	☒ Complete
Details Amend the ZBW 7210.519 to match the national order on requirement for TMRs.			
Mitigation 2			
Type Briefing	Level Facility	Target Completion Date Feb 20, 2024	☐ Complete
Details ZBW-505 briefs the TMO and TMU Staff on number of required TMRs required and on process for entering TMRs in CEDAR tool.			
Monitoring Plan			
Monitoring Item 1			
Type Review	Level Facility	Target Completion Date May 31, 2024	☐ Complete
Details Once the TMO and TMU Staff are briefed, the Quality Control office will review TMRs for ensuring entry of data correctly.			
Effectiveness Target Facility compliance level of 100% for a 3-month period.			
Monitoring Results			
CAP Approval			
☒ Approved ☐ Not Approved Approved By: Tarah Park Approved Date: Nov 21, 2023			

Corrective Action Plan

Subject: Quality Control Monitoring			
Safety Monitoring Watchlist			
Risk or Hazard			
Facility failed to meet OSA targets			
Validated Safety Issue(s)			
During the 2023 External Compliance Verification (ECV) the ECV team observed that the facility failed to complete quarterly OSA targets for 2 of the last 4 quarters.			
Pertinent Regulations			
Other - JO 7210.634, Air Traffic Organization (ATO) Quality Control			
Mitigation Plan			
Mitigation 1			
Type	Level	Target Completion Date	☒ Complete
Briefing	Facility	Feb 1, 2024	
Details			
Briefing on the requirements and conduct of Quality Control Operational Skill Assessments will be provided to all personnel who have a responsibility to produce QC-OSA			
Mitigation 2			
Type	Level	Target Completion Date	☐ Complete
Review	Facility	May 15, 2024	
Details			
Once briefings are complete, monthly progress updates on facility QC-OSA production will be provided to the ATM and PFR for a 3-month period.			
Monitoring Plan			
Monitoring Item 1			
Type	Level	Target Completion Date	☐ Complete
Review	Facility	Aug 15, 2024	
Details			
After completion of mitigation period the SM-QC will continue to review QC-OSA production quarterly with the ATM and PFR.			
Effectiveness Target			
Facility compliance level of 100% for a 3-month period.			
Monitoring Results			
CAP Approval			
☒ Approved ☐ Not Approved			
Approved By:		Tarah Park	
Approved Date:		Nov 21, 2023	

Corrective Action Plan

Subject: Skill Enhancement Training			
Safety Monitoring Watchlist			
Risk or Hazard			
Facility lacked proper documentation for issued Skill Enhancement Training.			
Validated Safety Issue(s)			
ZBW has administered both types of SET to multiple trainees numerous times since January 2022. Each trainee had documentation that identified performance deficiency, teaching methods, and duration. However, SET training was not documented in the 3120-1 for any of the trainees. In addition, the Training Team Meeting after the SET has been completed was documented on 1 out of the 4 trainees.			
Pertinent Regulations			
Other - JO 32120.4 4-5d, Skill Enhancement Training			
Mitigation Plan			
Mitigation 1			
Type	Level	Target Completion Date	☒ Complete
Directive	Facility	Dec 31, 2023	
Details			
ZBW-17 will create training covering the use of required Memos for SDT and SIT			
Mitigation 2			
Type	Level	Target Completion Date	☒ Complete
Briefing	Facility	Jan 31, 2024	
Details			
Developed training content will be disseminated to managers during All Manager Training.			
Mitigation 3			
Type	Level	Target Completion Date	☒ Complete
Briefing	Facility	Jan 31, 2024	
Details			
Developed Training content will be disseminated to all operational personnel via verbal or electronic means as determined by the Training Administrator.			
Monitoring Plan			
Monitoring Item 1			
Type	Level	Target Completion Date	☐ Complete
Review	Facility	Apr 30, 2024	
Details			
Once training is complete, the QC office will review all SDT and SIT deliveries for use of required memos and for documented Training Team Meeting after completion.			

Corrective Action Plan

Monitoring Plan (continued)	
Effectiveness Target Facility compliance level of 80% or greater on aggregate data collected for a 3-month period.	
Monitoring Results	
CAP Approval	
☒ Approved ☐ Not Approved Approved By: Tarah Park Approved Date: Nov 21, 2023	

Corrective Action Plan

Subject: MAP Values			
Safety Monitoring Watchlist			
Risk or Hazard			
MAP values are not lowered in a timely manner.			
Validated Safety Issue(s)			
During a 2023 Traffic Management Review (TMR), ZBW-TMR-2023/07/18-0001 revealed that a Corrective Action Plan covering Dynamically Adjusting MAP Values was required. The review showed that the Area C OSIC was not aware of how dynamically lowering MAP values might help the traffic management of a sector, and the STMC did not discuss lowering MAP values with the OSIC, despite the prevalence of convective weather within Area C and Area E. The TMR review suggested reinforcing the purpose of dynamically lowering MAP values, and ensuring they are lowered in a timely manner.			
Mitigation Plan			
Mitigation 1			
Type Briefing	Level Facility	Target Completion Date Feb 15, 2024	☒ Complete
Details Briefing material to be developed by the CAP Mitigation Development Team and/or by the LSC.			
Mitigation 2			
Type Briefing	Level Facility	Target Completion Date Apr 30, 2024	☐ Complete
Details LSC to conduct briefings on developed content during March/April Safety Discussions.			
Monitoring Plan			
Monitoring Item 1			
Type Review	Level Facility	Target Completion Date Jun 30, 2024	☐ Complete
Details Once briefings are complete, through the remainder of FY24, the Quality Control Office will monitor all TMRs for reoccurrence of identified issue.			
Effectiveness Target Facility will be considered compliant with 80% of submitted TMRs showing no reoccurrence of the identified issue.			
Monitoring Results			
CAP Approval			
☒ Approved ☐ Not Approved Approved By: Tarah Park Approved Date: Dec 5, 2023			

Corrective Action Plan

Subject: Weather & Chaff Services Safety Monitoring Watchlist			
Risk or Hazard			
Controllers not issuing weather as required by 7110.65.			
Validated Safety Issue(s)			
During the 2023 Internal Compliance Verification (ICV) the ICV team observed that OSA data and reviews throughout the year indicate a compliance rate of 59% for issuance of observed weather.			
Pertinent Regulations			
7110.65 - 2-6-4, Issuing Weather and Chaff Areas			
Mitigation Plan			
Mitigation 1			
Type Briefing	Level Facility	Target Completion Date Feb 15, 2024	☒ Complete
Details Briefing materials to be developed by the CAP Mitigation Development Team and/or LSC.			
Mitigation 2			
Type Briefing	Level Facility	Target Completion Date Apr 30, 2024	☐ Complete
Details LSC to conduct briefings on developed content during March/April 2024 Safety Discussions			
Monitoring Plan			
Monitoring Item 1			
Type Emphasis Item	Level Facility	Target Completion Date Apr 30, 2024	☐ Complete
Details Once briefings are complete, the Quality Control office will add a Facility Emphasis Item, Issues Observed/Reported Weather, for use during OSA collection.			
Effectiveness Target Completion of the task.			
Monitoring Results			
Monitoring Item 2			
Type Review	Level Facility	Target Completion Date Jun 30, 2024	☐ Complete
Details The Quality Control Office will conduct a minimum of 2 random one-hour weather audits each month for a 3-month time-period.			

Corrective Action Plan

Monitoring Plan (continued)	
Effectiveness Target	Facility compliance level of 80% or greater on aggregate data collected for a 3-month period.
Monitoring Results	
CAP Approval	
☒ Approved	☐ Not Approved
Approved By:	Tarah Park
Approved Date:	Dec 5, 2023

Corrective Action Plan

Subject: Arrival Weather, Airport Conditions Safety Monitoring Watchlist			
Risk or Hazard			
SPECI weather and FDC-NOTAMs not being properly disseminated to pilots.			
Validated Safety Issue(s)			
During the 2023 Internal Compliance Verification (ICV) the ICV team observed that controllers are not regularly issuing SPECI Weather observation when available and are not providing the appropriate FDC-NOTAM information as required. Additionally, for SPECI weather they believe there are question as to whether a controller is required to provide that observation when a pilot checks on frequency and states they "have the weather" and a SPECI is already in effect for the airport of intended landing verses a pilot on frequency having stated they "have the weather" and then a SPECI is disseminated. The team also believes that controllers are not properly training in reading FDC-NOTAMs and because of this, miss issuing the appropriate items to pilots.			
Pertinent Regulations			
7110.65 - 4-4-7, Weather Information 7110.65 - 4-7-12, Airport Conditions			
Mitigation Plan			
Mitigation 1			
Type Briefing	Level Facility	Target Completion Date Jan 31, 2024	☒ Complete
Details Briefing material will be developed by the CAP Mitigation Development Team concerning Arrival Information / SPECI Weather Information and FDC NOTAMs dissemination.			
Mitigation 2			
Type Directive	Level Facility	Target Completion Date Feb 28, 2024	☐ Complete
Details ZBW-17 will ensure Stage Training materials are updated to reflect current requirements.			
Mitigation 3			
Type Briefing	Level Facility	Target Completion Date Feb 16, 2024	☒ Complete
Details CAP Mitigation Development Team developed briefing to be immediately distributed via TEAM to all operational personnel.			
Mitigation 4			
Type Briefing	Level Facility	Target Completion Date Feb 29, 2024	☐ Complete
Details Developed content will be disseminated to all OSs during All Manager Training in February 2024.			

Corrective Action Plan

Mitigation Plan (continued)			
Mitigation 5			
Type	Level	Target Completion Date	☐ Complete
Briefing	Facility	Mar 31, 2024	
Details			
Developed content will be disseminated to the workforce via crew breakout or training team meeting. The crew breakout will be conducted by a Supervisor of the area with 2-4 controllers outside of the operation. All briefings will be logged in TEAM. The SM-Training will monitor completion of all Crew Briefings or Training Team Briefings. Taking into consideration long-term leave, they will report 100% completion to the SM-Quality Control.			
Monitoring Plan			
Monitoring Item 1			
Type	Level	Target Completion Date	☐ Complete
Review	Facility	Jun 30, 2024	
Details			
The Quality Control Operational Skills Assessment (QC OSA) Facility Emphasis Item (EI) for FDC NOTAM distribution and Arrival Weather will be added to the facility OSAs. These Facility EIs will remain in effect until effectiveness target has been met.			
Effectiveness Target			
Facility compliance level of 80% or greater of the aggregate data collected through OSAs and monthly random review, during a 3-month time frame.			
Monitoring Results			
Monitoring Item 2			
Type	Level	Target Completion Date	☐ Complete
Audit	Facility	Jun 30, 2024	
Details			
Once briefings are complete, the Quality Control Office will monthly review a random sample of arrival aircraft to satellite airports for proper dissemination of required information.			
Effectiveness Target			
Facility compliance level of 80% or greater of the aggregate data collected through OSAs and monthly random review, during a 3-month time frame.			
Monitoring Results			
CAP Approval			
☒ Approved ☐ Not Approved Approved By: Tarah Park Approved Date: Dec 20, 2023			