



Member Support

PARTNERSHIPS IN ACTION 2024



2024 SNAPSHOT

26,661

PEOPLE SUPPORTED
through staffing, hiring,
training, and operational
support activities

448K

Obstruction
Evaluations
PROCESSED

4.8%

INCREASE in
US Effective
Implementation
score for

4,255

projects
COMPLETED

75%

REDUCTION
in completion
time for

reviews
with new
automation
process

43,707

and awards
PROCESSED

1.6M

49,401

PROCESSED



WHAT'S INSIDE



[Redacted]



[Redacted]



[Redacted]

- [Redacted]
- [Redacted]

- [Redacted]
- [Redacted]

- [Redacted]
- [Redacted]

[Redacted]

[Redacted]



[Redacted]



[Redacted]

- [Redacted]
- [Redacted]

- [Redacted]
- [Redacted]
- [Redacted]

[Redacted]

"Our annual accomplishments document is a glimpse into the important work each of [Redacted] colleagues do every day. Our tremendous outcomes and impact are felt in every corner of the aviation world and beyond."

Vice President,

[Redacted]

Policy



Users of the National Airspace System (NAS) need clear instructions to ensure safe and efficient operations. The Policy Directorate evaluates and updates policy related to Rules and Regulations, Unmanned Aircraft Systems (UAS), and Standards and Procedures; provides operational support and procedures

development, implementation, and approval; and serves as the primary point of contact for the service providers and field facilities for Air Route Traffic Control Centers, Terminal Radar Approach Control Facilities, and towers for standards and procedures issues.

Powered Lift Rulemaking Effort

The Policy Directorate played a key role as the ATO representative in the Powered Lift Rulemaking Effort. The staff was instrumental in drafting the Notice of Proposed Rulemaking, which is scheduled for publication later this year. This rule establishes a regulatory framework for next-generation civil aircraft in the Advanced Air Mobility sector. The team facilitated updates to air traffic procedures and routes, supporting the integration of new technology into U.S. airspace. These efforts will improve operational efficiency, allowing for more modern and automated aircraft to be safely integrated into the NAS.

CAA Application Processing System

The Policy Directorate's Certificate of Authorization Application Processing System (CAAPS) Team handled over 8,000 small requests this year, representing a significant increase of 2,400 requests from the previous year. This growth included new requests for civil operators over 10 pounds, special airworthiness certificates, and public aircraft operators. The team also added 170 new CAAPS accounts and managed FAA/ATO system security requirements. These efforts reflect the team's ability to support the increasing demand for unmanned aircraft systems and ensure regulatory compliance in the aviation sector.



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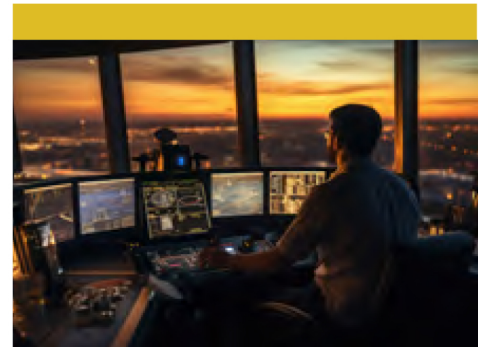
AEO International ensures seamless operations and promotes harmonized international Air Traffic Management standards by collaborating with international organizations, other Air Navigation Service Providers, and others in support of the ICAO's global leadership initiatives.

ICAO Universal Safety Oversight Audit Program

The International Civil Aviation Organization (ICAO) Team led internal and external coordination efforts for the ICAO Universal Safety Oversight Audit Program. The team prepared key service units in areas such as air traffic management, communications, and system capacity. They also coordinated with external agencies like the Coast Guard and National Weather Service to ensure readiness. These efforts led to a significant improvement in the U.S. Effective Implementation (EI) score, which rose from 81.8% to 86.7%, despite good EI score declines. This achievement underscores the team's dedication to upholding international safety standards.

CADENA, Latin America / Caribbean Regional Support

The AEO International team provided critical support to the Latin America / Caribbean Regional Air Traffic Flow Management Implementation Group (CADENA). CADENA, which has grown to include 11 air navigation service providers and over 50 airlines, coordinated several key User Preferred Routes and Strategic Direct Routes. Some of these routes have now become permanent. These efforts are expected to save approximately \$1 billion in ATIS and \$1 billion annually. AEO International's continued support has been essential in helping CADENA implement a roadmap for regional Free Route Airspace.



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Aeronautical Information Services (AIS) is the authoritative government source for collecting, validating, storing, maintaining, and disseminating aeronautical data for the U.S. and its territories. AIS serves as the FAA's aeronautical charting authority. They develop, publish, and disseminate aeronautical charts and products to support

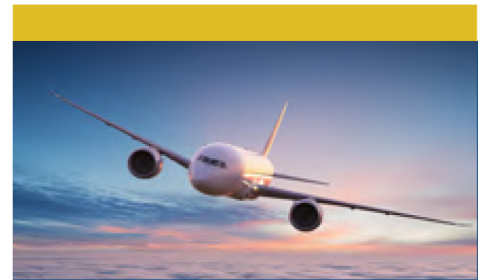
aviation. Their work supports the demands for increased capacity, efficiency, and predictability in the airspace, en route, and at airports within the NAS.

Enhancement of Airspace Data Accuracy

The Aeronautical Information Group implemented new tools to improve airspace data accuracy, addressing the growing need for precise geospatial descriptions in the NAS. The team updated 1,200 of 1,800 airspace files, correcting boundary alignments and gaps that could cause airspace violations or pilot deviations. The initial focus on surface airspace supports the Low Altitude Authorization and Notification Capability system. These improvements ensure better pilot awareness, reduce safety risks, and enhance the overall quality of airspace data, contributing to safer operations for both manned and unmanned aircraft.

Flight Procedure NOTAM Office Permanent Staffing

The Instrument Flight Procedures (IFP) Group realigned its resources to permanently staff the NOTAM Flight Procedures Notice to Air Missions (NOTAM) Office. Previously, over 80 employees rotated through two-week shifts, which pulled them away from their primary duties. Starting next year, a dedicated 10-person team will manage the office, improving efficiency and reducing NOTAM dissemination timelines. This change, developed in collaboration with the Professional Aviation Safety Specialists union, allows employees to focus on their core responsibilities and build their skillset, streamlines the IFP process, and ensures a more efficient and continuous NOTAM service.



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Building the future of aviation requires the alignment of plans, budgets, and management with multiple stakeholders. The Strategy Directorate makes possible the intelligent evolution of the FAA. The directorate provides strategic leadership and planning, configuration control, and management for airspace modernization.

Unmanned Aircraft System (UAS) Traffic Management System (UTMS)

The Emerging Technologies Team collaborated with other DOT agencies to finish the Harmonizing Beyond Visual Line of Sight Operations (BVLOS) Implementation Plan. This plan outlines the activities necessary to support the upcoming BVLOS rule, one of the FAA's top priorities. It includes dependencies, cost estimates, schedules, and assignments for lead and supporting offices. The plan is aligned with the FAA's Unmanned Aircraft System Traffic Management Strategy Roadmap and will help inform key decisions for advancing beyond visual line of sight operations within the NAS.

Notice to Air Missions Task Force

The NOTAM Task Force was created in response to a Congressional directive earlier this year. The FAA and industry members collaborated across five workshops to develop 133 recommendations, which were refined to 42 key recommendations in six categories. These recommendations focus on improving the NOTAM system, including issues of modernization and format dissemination. The Task Force is set to kick off a series of briefings to Congress-led staff, which will play a critical role in enhancing the safety, reliability and efficiency of aviation across the FAA.



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OPERATIONAL EXCELLENCE



The Service Center divisions provide operational and procedural input while ensuring the effectiveness and efficiency of the FAA. They provide comprehensive technical and non-technical services, including quality control, infrastructure

planning and requirements, financial management, position management, training quota management, airspace support, business intelligence, and various administrative programs. By supplying shared services across the FAA, the Service Centers promote standardization of processes, efficiency and effectiveness.

Relocation of the Newark Sector from the New York Terminal Radar Approach Control (TRACON) to Philadelphia Air Traffic Control (ATIS)

The FAA transferred control of the Newark Sector from New York Terminal Radar Approach Control (TRACON) to Philadelphia Tower TRACON to manage rising passenger demand in the Northeast Corridor. This transition, coordinated by the Operations Support Group, involved updating 28 Letters of Agreement, 10 Standard Operating Procedures, 10 Operational Contingency Plans, and numerous procedural charts. The Resource Management Group's (RMG) Air Resource Staffing Team addressed staffing needs by coordinating backfills at FSS and processing 18 personal actions, ensuring security and compliance with policy. The RMG's Finance Team processed \$20.1M in Personnel Change of Station payments. Collaboration between the FAA, local stakeholders, and airlines ensured a smooth and safe transition, improving operational efficiency and addressing staffing shortages in this high-demand region.

Corporate Workplace Shared Goal = 85% Completion of Work Plan Projects

The Service Centers completed 1,811 Engineering Services projects this year, exceeding the 1,500 project completion target. Of these, 1,188 were from the original work plan timeline. The team also obligated more than \$430 million in project funding, achieving a 95% obligation rate, the highest on record. This success highlights improvements in project scheduling and resource planning, significantly strengthening the efficiency and reliability of the FAA. The team's ability to stay on budget, even as implementation costs increased, demonstrates that the FAA has improved year-over-year in the areas of project management and execution.



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2024 Accomplishments



Technical Workforce Health Tool

The Service Center Technical Operations Resource Support Team developed and implemented the Technical Workforce Health Check tool to assess the health of the AIF's technical workforce. The tool extracts data from position management charts, visually displaying workload targets, actuals, head count, and man-hour staffing data at the System Support Center, District, and Service Area levels. Using color-coded heatmaps in color-blind accessible formats, it quickly identifies urgent staffing needs and supports targeted staffing strategies by location. The tool, which has received positive feedback from the Technical Operations Director and Managers, was recently updated with FTE staffing targets and the addition of Standard Terminal Automation Replacement System (STARS) positions. It has been shared with Service Center peers nationwide and the Staffing Workforce Action Team, with consideration for broader use across the AIF.

Louisville TRACON Airspace Modernization

The Operations Support Group, in collaboration with the National Air Traffic Controllers Association and United Parcel Service (UPS), led a comprehensive modernization of air traffic procedures at the Louisville TRACON (LTP) through a L. Manning L. Manning & Co. study and coordinated through a National Working Group established in 2023, involving reworking airspace ceilings at LTP, Louisville, and Term Base from 10,000 to 11,000 feet MSL, optimizing profile descents, and reducing pilot and controller workloads. The initiative also introduced seven Standard Instrument Departures, four Standard Terminal Arrival Routes, and 15 Standard Instrument Approach Procedures at LTP to improve efficiency for air traffic and major stakeholders, including UPS. Additionally, the Planning and Requirements Group partnered with Engineering Services to install new radio beacons and upgrade landing communications to enhance coordination between facilities. Implemented in July 2024, this project marks one of the largest and most complex airspace modernizations in recent FAA history, significantly improving safety and operational efficiency.



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