

## **SPC 13-2002**

**December 2002**

### **Procedure for Escalating Non-compliance at Weather Observing Sites**

#### **Purpose**

This circular prescribes procedures for escalating non-compliance issues at weather observing sites. The procedures apply to all sites that produce METAR observations and that are inspected by MSC.

#### **General**

MSC technical staff annually carry out full program inspections at staffed sites. Staff may also visit a site more frequently to deal with maintenance issues or to certify new observers. In addition, MSC staff may become aware of issues through avenues such as user complaints and routine monitoring.

In most cases, MSC carries out this work as a service to NAV CANADA. A process has been established for providing inspection reports to NAV CANADA management. In the cases where inspections are performed on behalf of other clients, regions should make similar arrangements to notify management in the client's organization. In either case, the decision on whether to take action on issues raised by MSC rests with the client's management.

Instances may arise, however, where MSC identifies safety issues that may require the attention of Transport Canada in their role as the federal regulator for aviation weather services. It is essential that MSC handle such cases in a consistent manner and that the associated criteria and procedures are well understood by managers and staff in MSC, the responsible METAR producing organization, and Transport Canada at both national and regional levels.

The following sections specify criteria for identifying issues that merit escalation and prescribe the procedures for carrying out that escalation.

## **Criteria for Escalation**

1. The issue shall relate directly to a non-compliance to MANOBS or ICAO Annex 3.
2. The responsible MSC manager has reason to believe that the non-compliance has safety implications.
3. The responsible MSC manager has informed the responsible METAR producing organization of the non-compliance and that organization has had reasonable opportunity to take corrective action.
4. The responsible MSC manager does not have reason to believe that Transport Canada is aware of the non-compliance.

## **Procedure for Escalation**

1. The responsible MSC manager shall notify the Manager, Aviation Networks Division by e-mail that an issue meeting the above criteria requires attention. The e-mail shall include the inspection report and any related documentation required. The e-mail shall have a subject line starting with “ESCALATED AVIATION NETWORK ISSUE”.
2. The Manager, Aviation Networks Division shall review the file to ensure completeness and to validate the criteria.
3. The Manager, Aviation Networks Division shall notify the METAR producing organization of the problem and will initiate follow-up consultations.
4. If the consultative process with the METAR producing organization does not resolve the issue, the Manager of Aviation Networks Division shall further consult as appropriate with the Aviation Account Manager, senior MSC management, and Transport Canada management prior to officially notifying Transport Canada of the non-compliance. Continuing consultation will proceed with the METAR producing organization. If that organization takes definitive steps to resolve a non-compliance, the Manager of Aviation Networks Division will consider delaying or canceling the notification.
5. After a decision to notify Transport Canada, the Manager, Aviation Networks Division shall notify the METAR producing organization and appropriate managers within MSC of actions taken.