

NENA Standard for NORAD Notification:  
Airborne Events  
NENA 56-002  
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# NENA Standard for NORAD Notification: Airborne Events



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NENA's Operations Committee has developed this document. Recommendations for change to this document may be submitted to:

National Emergency Number Association  
4350 North Fairfax Drive  
Suite 750  
Arlington, VA 22203-1695  
800-332-3911

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The following individuals are recognized for their contributions in development of this document.

| <b>Members:</b>                         | <b>Company/Agency</b>                        |
|---|--|
| Rick Jones – Operations Issues Director | NENA   |
| John Ellison - Operations Chair (2002)  | Executive Director, Shelby Co 9-1-1 (AL)     |
| Bill Weaver - Operations Liaison        | Bull HN Information Systems                  |
| Steve O’Conor – SOP Chair               | Brevard County 9-1-1 Administration, FL      |
| Alan Wells – Contingency Chair          | St. Francois County Joint Communications, MO |
| Lt. Col. Steven Boe                     | NORAD  |



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## 1 **Executive Overview**

This document has been developed to serve as a model standard operating procedure for Public Safety Answering Points (PSAPs) to notify the North American Aerospace Defense Command (NORAD) of certain air events that may require their response.

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

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

This procedure is intended to :

- Provide guidance to 9-1-1 call takers in the appropriate handling of calls involving reports of airborne events that may threaten national security.
- Reduce the time between the onset of an event and notification to NORAD.
- Enhance the ability of NORAD to appropriately and effectively respond to critical events.

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

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

## **2 Introduction**

### **2.1 Purpose and Scope**

This document has been developed to serve as a model standard operating procedure for Public Safety Answering Points (PSAPs) to notify the North American Aerospace Defense Command (NORAD) of certain air events that may require their response.

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

### **2.2 Reason to Implement**

Recognizing that 9-1-1 call centers are likely to receive the first notification of air events that may threaten national security, NORAD proposed this procedure in 2002. A Memorandum of Agreement (MOA) was developed between NORAD, NENA and the National Association of State 9-1-1 Administrators (NASNA) by the end of 2002. This procedure was included as an attachment to the MOA, and is being reissued in NENA Standard/Operational Recommendation format (adopted August 26, 2003).

### **2.3 Benefits**

Use of this procedure will:

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

### **2.4 Technical Impacts Summary**

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

## 2.5 Document Terminology

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

## 2.6 Reason for Reissue

NENA reserves the right to modify this document. Whenever it is reissued, the reason(s) will be provided in this paragraph.

Originally approved by the Executive Board in a non-standard format, this document is being re-issued to comply with NENA's [Standard/Operational Recommendation process \(51-001\)](#).

## 2.7 Cost Factors

Not applicable.

## 2.8 Cost Recovery Considerations

Not applicable.

## 2.9 Acronyms/Abbreviations

The acronyms/abbreviations used in this document have not as yet been included in the [master glossary](#). After initial approval of this document, they will be included. Link to the master glossary is located at [http://www.nena.org/9-1-1TechStandards/nena\\_recommended\\_standards.htm](http://www.nena.org/9-1-1TechStandards/nena_recommended_standards.htm)

| <b>The following Acronyms are used in this document:</b> |  |
|--|--|
| MOA  | Memorandum of Agreement                            |
| NASNA  | National Association of State 9-1-1 Administrators |
| NORAD  | North American Aerospace Defense Command           |



### 3 **Emergency Call from an Airborne Aircraft**

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

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

3.1.2 Prior to implementing these guidelines, the primary and alternate telephone numbers for the appropriate NORAD Sector shall be obtained from NENA.

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

3.1.4 The alternate contact number for the Sector serving this agency is: \_\_\_\_\_.

**3.2 Information gathering.** PSAP should attempt to obtain the following information from the caller. As information is obtained, pass it to the Sector staff.

#### **3.2.1 Caller Telephone Number**

#### **3.2.2 Caller Information:**

3.2.2.1 Name

3.2.2.2 Seat Number

#### **3.2.3 Flight Information**

3.2.3.1 Airline

3.2.3.2 Flight Number

3.2.3.3 Departure Airport

3.2.3.4 Destination Airport

**3.3 Notification.** If the Sector has not yet been contacted, PSAP should immediately call Sector.

**3.4 Additional information.** PSAP should attempt to obtain additional information from the caller by asking the following questions:

3.4.1 Do you know the intentions of the individuals(s)?

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

3.4.2.1 “Do you know the possible target?”

**3.5 Maintain Contact.** The PSAP should maintain contact with the caller as long as possible.

**3.6 Local protocols.** PSAP should initiate local protocols for terrorism interrogation and notification procedures.

**3.7 Follow-up.** PSAP should then proceed by:

3.7.1 Asking caller for further details of the incident, i.e. “Tell me exactly what happened.”

3.7.2 Telling caller help is on the way, stay calm, and stay on telephone as long as possible.

3.7.3 Inquiring of Sector staff whether they would like caller conferenced-in.

3.7.3.1 If Sector staff response is yes:

3.7.3.1.1 Tell the caller that you are going to conference in them in with the military.

3.7.3.1.2 Tell caller if they get disconnected from PSAP he or she will be called back

3.7.3.2 If Sector Staff response is No, continue obtaining information from caller:

3.7.3.2.1 How many individuals are involved?

3.7.3.2.2 Do they have weapons or bombs?

3.7.3.2.3 Are they in control of the cockpit?

3.7.3.2.4 Are they holding any individual hostages?

3.7.3.2.5 Has there been any violence?

3.7.4 Continue calming techniques, and keep the caller on the line as long as possible.

## 4 Suspicious Airborne Object or Aircraft

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

- 4.1 **Screening.** PSAP should first screen call using existing local resources to ensure NORAD Sector does not receive a large number of “false” reports.
- 4.2 **Information gathering.** PSAP should attempt to obtain the following information from the caller:
  - 4.2.1 Caller Name
  - 4.2.2 Caller telephone number
  - 4.2.3 Location of the object or aircraft. (Note: A general location is OK, i.e. over north Gotham vs. 5<sup>th</sup> & Main). If the caller reports an exact address, and PSAP is capable of geo-verifying the address to a lat/long, then do so for relay to Sector staff.
  - 4.2.4 Direction/heading.
  - 4.2.5 How high was it above the ground? (For caller reference, advise the caller the tallest commercial ground radio towers are typically 1000 ft.).
  - 4.2.6 How fast was it moving?
- 4.3 **Sector notification.** If, after obtaining above information, PSAP has high index of suspicion, Sector should be conferenced in at this point if possible.
- 4.4 **Additional information.** PSAP should attempt to obtain additional information from the caller by asking the following questions:
  - 4.4.1 How many aircraft/objects were there?
  - 4.4.2 What did the object/aircraft look like?
    - 4.4.2.1 If an aircraft, ask the following questions:
      - 4.4.2.1.1 Was it a plane or helicopter?
      - 4.4.2.1.2 High wing or low wing?
      - 4.4.2.1.3 What color was it?
      - 4.4.2.1.4 Did it have jet or propeller engines?

- 4.4.2.1.5 How many engines did it have?
- 4.4.2.1.6 How big was it?
- 4.4.2.1.7 Did it have any distinguishing marks? Name on Fuselage, Tail Number, Stripes, etc.

4.4.3 What time did you observe it?

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

**4.5 Additional procedures.** For the following Activity Classes, the PSAP should follow these additional procedures:

4.5.1 Crop Dusting Aircraft:

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

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

4.5.2 Other Suspicious Airborne Object:

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

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

## **5 Aircraft Theft in Progress or Just Occurred**

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

**5.1 Information gathering.** PSAP should attempt to obtain the following information from the caller.

5.1.1 Caller Name

5.1.2 Caller telephone number

5.1.3 Where was the aircraft taken from?

5.1.4 When was it taken?

5.1.5 Aircraft Information:

5.1.5.1 Was it a plane or helicopter?

5.1.5.2 What color was it?

5.1.5.3 Did it have jet or propeller engines?

5.1.5.4 How many engines did it have?

5.1.5.5 How big was it?

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

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

**5.2 Sector notification.** Notify the Sector of the aircraft theft.

## 6 References

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

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

*NORAD/NENA/NASNA MOA Checklist Phone Listing*

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

## **7 Exhibits**

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