

AFWA Communication Issues

Response by DOD to NTSB Meteorologist Questions ... 10/28/2008 ...

1. Why did the transmitted surface weather observations from ADW not make it to non-DOD (NWS) weather outlets?

Failure of a DISA ATM switch at 2349Z, 27 Sep 08 located in building 301 D, Offutt AFB, NE resulted in AFWAs inability to transmit military alphanumeric data to the NWS via circuit 73XY. ADW observations are included in this data transmission.

2. What was the nature of the problem?

Failure of a DISA ATM switch at 2349Z, 27 Sep 08 located in building 301 D, Offutt AFB, NE.

3. When was the problem noticed?

The failure of the DISA ATM switch was first reported at 2349Z, 27 Sep 08.

4. What actions were taken when the problem occurred?

27 Sep/2349Z: Mr. Turk (NWS - Silver Springs, MD) notified AFWA that socket 107 appeared to have gone down. This is the socket NWS receives military alphanumeric data from AFWA via DISA ATM circuit 73XY.

27 Sep/2354Z: DISA contacted AFWA as was informed circuit 73XY was throwing an alarm. DISA contacted Offutt AFB Tech Control (55 CS) to request they investigate.

28 Sep/0043Z: Offutt Tech Control tried to reset circuit without success and notified DISA. DISA in turn informed Offutt Tech Control that they will be contacting Verizon Technician. DISA classified this as a priority 1 ticket with Verizon.

28 Sep/0224Z: DISA notified AFWA that the Verizon Technician from St Louis, MO, would be on site at Offutt AFB, NE at 1600Z, 28 Sep to troubleshoot the issue.

28 Sep/0409Z: AFWA contacted NWS, 301-713-0902, to offer assistance in establishing an alternate path to provide military alphanumeric data to the NWS. During this conversation, NWS informed AFWA they had established alternate path to receive military observations from the Aviation Weather Center.

28 Sep/1233Z: AFWA informed by NWS (Dave), 301-713-0902, that they would send an Admin message out informing the individual NWS sites of the issue.

28 Sep/1545Z: Verizon Technician on site at Offutt AFB.

28 Sep/1717Z: Verizon Technician completed installation of new switch. DISA in the process of configuring switch.

28 Sep/1754Z: AFWA turned on application to begin sending military alphanumeric data to NWS via circuit 73XY.

28 Sep/1801Z: AFWA confirmed military alphanumeric data was successfully being sent to NWS via circuit 73XY.

5. Why did it take about 18 hours for the problem to be resolved -- Last ADW observation was 27/2255Z. ADW observations resumed 28/1255Z?

Verizon Technician response time of ~ 15 hours and 2 minutes (27 Sep/0043Z – 28 Sep/1545Z). Minimum response time to repair failed DISA ATM equipment at AFWA is 16 hours.

6. How was the problem resolved?

28 Sep – 1717Z: Verizon Technician completed installation of new switch.

7. Were any efforts made to transmit these observations directly to the NWS? If so what efforts were made?

28 Sep – 0409Z: AFWA contacted NWS, 301-713-0902, to offer assistance in establishing an alternate path to provide military alphanumeric data to the NWS. During this conversation, NWS informed AFWA they had established alternate path to receive military observations from the Aviation Weather Center.

8. Was the NWS made aware that ADW surface weather observations were not being distributed to NWS outlets? When were they made aware?

27 Sep – 2349Z: Mr. Turk (NWS - Silver Springs, MD) notified AFWA that socket 107 appeared to have gone down. This is the socket NWS receives military alphanumeric data from AFWA via DISA ATM circuit 73XY.

28 Sep – 0409Z: AFWA contacted NWS, 301-713-0902, to offer assistance in establishing an alternate path to provide military alphanumeric data to the NWS. During this conversation, NWS informed AFWA they had established alternate path to receive military observations from the Aviation Weather Center.

28 Sep – 1233Z: AFWA informed by NWS (Dave), 301-713-0902, that they would send an Admin message out informing the individual NWS sites of the issue.

9. What was the NWS response? Who in the NWS was contacted?

28 Sep – 0409Z: AFWA contacted NWS, 301-713-0902, to offer assistance in establishing an alternate path to provide military alphanumeric data to the NWS. During this conversation, NWS informed AFWA they had established alternate path to receive military observations from the Aviation Weather Center.

28 Sep – 1233Z: AFWA informed by NWS (Dave), 301-713-0902, that they would send an Admin message out informing the individual NWS sites of the issue.

10. Was the dissemination of other DOD surface weather observations to NWS outlets affected?

All DOD surface weather observations received, processed, and transmitted by AFWA to NWS, Silver Springs, MD were affected.

11. Are there any backup procedures in effect that address this issue? If so what are these procedures. Are these procedures adequate or do they need to be revisited?

Office of the Federal Coordinator for Meteorological Services and Supporting Research Federal Plan for Cooperative Support and Backup Among Operational Processing Centers, March 2007, (FCM-P14-2007) Paragraph 3.1.4.2. indicates the National Weather Service Telecommunications Gateway coordinates backup lines for both incoming and outgoing product dissemination.

28 Sep – 0409Z: AFWA contacted NWS, 301-713-0902, to offer assistance in establishing an alternate path to provide military alphanumeric data to the NWS. During this conversation, NWS informed AFWA they had established alternate path to receive military observations from the Aviation Weather Center.

12. Can a data flow diagram be provided to help explain the flow of data from DOD to NWS specific to this case?

13. Are there any agreements between the NWS and DOD about sharing surface weather observations? Please explain.

- Office of the Federal Coordinator for Meteorological Services and Supporting Research Federal Plan for Cooperative Support and Backup Among Operational Processing Centers, March 2007

- MOA between NOAA/NESDIS, NWS, & USN Naval Meteorology and Oceanography Command & USAF Directorate of Weather on Data Acquisition, Processing, and Exchange, Sep 2008

14. Is there a NWS contact dealing with DOD to NWS surface weather observations dissemination?

NWS – Silver Springs, MD: 301-713-0902

15. Historically how often does such an outage occur and normally how long does it take to restore service?

A search of available records indicates a similar unscheduled outage occurred on March 18, 2003. This outage caused an interruption to the DISA ATM between AFWA and NWS. In this event a similar action to replace a bad switch at Offutt AFB, NE restored connectivity. This outage lasted 14 hours and 52 minutes (2329Z/18 Mar – 1421Z/19 Mar)

16. Do you have any other comments on this issue?

No further comments.

Pertinent e-mails ...

From: Corpman, Charles D Col AF/A3O-WP [Charles.Corpman@pentagon.af.mil]
Sent: Friday, October 24, 2008 9:53 AM
To: Stoffler, Ralph Col AF/A3O-W
Cc: AF/A3O-W Weather Workflow; Salottolo Greg; Parr, Glenn Civ AFLOA/JACC
Subject: FW: EMS Helicopter Investigation --- NTSB Inquiry

Importance: High

Col Stoffler,
Please formally task AFWA/CC to provide answers, through the Air Force
Director of Weather, to Mr. Salottolo, NTSB Investigator's questions.

R/
Col Dean Corpman
AF/A3O-WP
DSN 426-4021
(703) 696-4021

-----Original Message-----

From: Salottolo Greg [mailto:SalottG@ntsb.gov]
Sent: Friday, October 24, 2008 9:38 AM
To: Corpman, Charles D Col AF/A3O-WP
Subject: EMS Helicopter Investigation --- NTSB Inquiry

Colonel Corpman:

The National Transportation Safety Board (NTSB) is investigating an EMS
Helicopter accident that occurred in the vicinity of Andrews AFB (ADW)
on September 27, 2008 at 2358 EDT (September 28, 2008 at 0358Z). I am
the Weather Group Chairman for this investigation.

During the investigation it was determined that surface weather
observations for ADW were transmitted but did not appear on non-DOD
(National Weather Service) weather outlets. The last ADW observation on
National Weather Service (NWS) circuits was September 27 at 1855 EDT.
The observations resumed on September 28 at 1255 EDT. In order to
complete our investigation please provide the following information:

Why did the transmitted surface weather observations from ADW not make
it to non-DOD (NWS) weather outlets?

What was the nature of the problem?

When was the problem noticed?

What actions were taken when the problem occurred?

Why did it take about 18 hours for the problem to be resolved -- Last ADW observation was 27/2255Z. ADW observations resumed 28/1255Z?

How was the problem resolved?

Were any efforts made to transmit these observations directly to the NWS? If so what efforts were made?

Was the NWS made aware that ADW surface weather observations were not being distributed to NWS outlets? When were they made aware?

What was the NWS response? Who in the NWS was contacted?

Was the dissemination of other DOD surface weather observations to NWS outlets affected?

Are there any backup procedures in effect that address this issue? If so what are these procedures. Are these procedures adequate or do they need to be revisited?

Can a data flow diagram be provided to help explain the flow of data from DOD to NWS specific to this case?

Are there any agreements between the NWS and DOD about sharing surface weather observations? Please explain.

Is there a NWS contact dealing with DOD to NWS surface weather observations dissemination?

Historically how often does such an outage occur and normally how long does it take to restore service?

Do you have any other comments on this issue?

Thank you in advance for this information.

Gregory D. Salottolo
National Resource Specialist, Meteorology National Transportation Safety
Board Office of Aviation Safety Washington D.C. 20594 Work Cell Phone:
202.297.8895
email: salottg@ntsb.gov

The failure of the DISA ATM switch was first reported at 2349Z, 27 Sep 08.

4. What actions were taken when the problem occurred?

27 Sep/2349Z: Mr. Turk (NWS - Silver Springs, MD) notified AFWA that socket 107 appeared to have gone down. This is the socket NWS receives military alphanumeric data from AFWA via DISA ATM circuit 73XY.

27 Sep/2354Z: DISA contacted AFWA as was informed circuit 73XY was throwing an alarm. DISA contacted Offutt AFB Tech Control (55 CS) to request they investigate.

28 Sep/0043Z: Offutt Tech Control tried to reset circuit without success and notified DISA. DISA in turn informed Offutt Tech Control that they will be contacting Verizon Technician. DISA classified this as a priority 1 ticket with Verizon.

28 Sep/0224Z: DISA notified AFWA that the Verizon Technician from St Louis, MO, would be on site at Offutt AFB, NE at 1600Z, 28 Sep to troubleshoot the issue.

28 Sep/0409Z: AFWA contacted NWS, 301-713-0902, to offer assistance in establishing an alternate path to provide military alphanumeric data to the NWS. During this conversation, NWS informed AFWA they had established alternate path to receive military observations from the Aviation Weather Center.

28 Sep/1233Z: AFWA informed by NWS (Dave), 301-713-0902, that they would send an Admin message out informing the individual NWS sites of the issue.

28 Sep/1545Z: Verizon Technician on site at Offutt AFB.

28 Sep/1717Z: Verizon Technician completed installation of new switch. DISA in the process of configuring switch.

28 Sep/1754Z: AFWA turned on application to begin sending military alphanumeric data to NWS via circuit 73XY.

28 Sep/1801Z: AFWA confirmed military alphanumeric data was successfully being sent to NWS via circuit 73XY.

5. Why did it take about 18 hours for the problem to be resolved -- Last ADW observation was 27/2255Z. ADW observations resumed 28/1255Z?

Verizon Technician response time of ~ 15 hours and 2 minutes (27 Sep/0043Z – 28 Sep/1545Z). Minimum response time to repair failed DISA ATM equipment at AFWA is 16 hours.

6. How was the problem resolved?

28 Sep – 1717Z: Verizon Technician completed installation of new switch.

7. Were any efforts made to transmit these observations directly to the NWS? If so what efforts were made?

28 Sep – 0409Z: AFWA contacted NWS, 301-713-0902, to offer assistance in establishing an alternate path to provide military alphanumeric data to the NWS. During this conversation, NWS informed AFWA they had established alternate path to receive military observations from the Aviation Weather Center.

8. Was the NWS made aware that ADW surface weather observations were not being distributed to NWS outlets? When were they made aware?

27 Sep – 2349Z: Mr. Turk (NWS - Silver Springs, MD) notified AFWA that socket 107 appeared to have gone down. This is the socket NWS receives military alphanumeric data from AFWA via DISA ATM circuit 73XY.

28 Sep – 0409Z: AFWA contacted NWS, 301-713-0902, to offer assistance in establishing an alternate path to provide military alphanumeric data to the NWS. During this conversation, NWS informed AFWA they had established alternate path to receive military observations from the Aviation Weather Center.

28 Sep – 1233Z: AFWA informed by NWS (Dave), 301-713-0902, that they would send an Admin message out informing the individual NWS sites of the issue.

9. What was the NWS response? Who in the NWS was contacted?

28 Sep – 0409Z: AFWA contacted NWS, 301-713-0902, to offer assistance in establishing an alternate path to provide military alphanumeric data to the NWS. During this conversation, NWS informed AFWA they had established alternate path to receive military observations from the Aviation Weather Center.

28 Sep – 1233Z: AFWA informed by NWS (Dave), 301-713-0902, that they would send an Admin message out informing the individual NWS sites of the issue.

10. Was the dissemination of other DOD surface weather observations to NWS outlets affected?

All DOD surface weather observations received, processed, and transmitted by AFWA to NWS, Silver Springs, MD were affected.

11. Are there any backup procedures in effect that address this issue? If so what are these procedures. Are these procedures adequate or do they need to be revisited?

Office of the Federal Coordinator for Meteorological Services and Supporting Research Federal Plan for Cooperative Support and Backup Among Operational Processing Centers, March 2007, (FCM-P14-2007) Paragraph 3.1.4.2. indicates the National Weather Service Telecommunications Gateway coordinates backup lines for both incoming and outgoing product dissemination.

28 Sep – 0409Z: AFWA contacted NWS, 301-713-0902, to offer assistance in establishing an alternate path to provide military alphanumeric data to the NWS. During this conversation, NWS informed AFWA they had established alternate path to receive military observations from the Aviation Weather Center.

12. Can a data flow diagram be provided to help explain the flow of data from DOD to NWS specific to this case?

Col Murphy,
Would you mind having your staff send the embedded power point slide separately. I tried and couldn't open it either.

V/R

Col Dean Corpman
AF/A3O-WP
DSN 426-4021
(703) 696-4021

-----Original Message-----

From: Salottolo Greg [mailto:SalottG@ntsb.gov]
Sent: Tuesday, October 28, 2008 10:10 AM
To: Corpman, Charles D Col AF/A3O-WP
Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Good Morning Colonel:

Thanks for the rapid response.

One issue: I am unable to open the MS Office Power Point Slide ---
response to question 12.

Thank you ...

Greg ..

-----Original Message-----

From: Corpman, Charles D Col AF/A3O-WP
[mailto:Charles.Corpman@pentagon.af.mil]
Sent: Tuesday, October 28, 2008 8:44 AM
To: Salottolo Greg
Cc: Stoffler, Ralph Col AF/A3O-W; Murphy, John D Col USAF AFWA CC RM
2100; Parr, Glenn Civ AFLOA/JACC; Murphy, John D Col USAF AFWA CC RM
2100
Subject: FW: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)
Importance: High

Mr Salottolo,
Attached are the answers to your questions.

R/

Col Dean Corpman
AF/A3O-WP
DSN 426-4021
(703) 696-4021

-----Original Message-----

From: Stoffler, Ralph Col AF/A3O-W
Sent: Tuesday, October 28, 2008 8:25 AM
To: Corpman, Charles D Col AF/A3O-WP
Subject: FW: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Dean,

Looks good, press

Ralph
Col Ralph Stoffler
AF/DA30-W

From: Corpman, Charles D Col AF/A30-WP [Charles.Corpman@pentagon.af.mil]
Sent: Tuesday, October 28, 2008 10:51 AM
To: Murphy, John D Col USAF AFWA CC RM 2100; Salottolo Greg
Cc: Stoffler, Ralph Col AF/A30-W; Parr, Glenn Civ AFLOA/JACC
Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)
Signed By: charles.corpman@pentagon.af.mil
Security Label: Signed - Invalid signature

Got it. I can open this one fine.

Mr. Salottolo: ok by you?
V/R
Col Corpman

-----Original Message-----

From: Murphy, John D Col USAF AFWA CC RM 2100
[mailto:john.murphy@offutt.af.mil]
Sent: Tuesday, October 28, 2008 10:40 AM
To: Corpman, Charles D Col AF/A30-WP; SalottG@ntsb.gov
Cc: Stoffler, Ralph Col AF/A30-W; Parr, Glenn Civ AFLOA/JACC
Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Dean

Only embedded .ppt I saw is atch'd. Don't know what happened, I could open so I pulled out of doc and am sending separate. Let me know if you still have trouble

V/R
John

-----Original Message-----

From: Corpman, Charles D Col AF/A30-WP
[mailto:Charles.Corpman@pentagon.af.mil]
Sent: Tuesday, October 28, 2008 7:44 AM
To: SalottG@ntsb.gov
Cc: Stoffler, Ralph Col AF/A30-W; Murphy, John D Col USAF AFWA CC RM 2100;
Parr, Glenn Civ AFLOA/JACC; Murphy, John D Col USAF AFWA CC RM 2100
Subject: FW: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)
Importance: High

Mr Salottolo,
Attached are the answers to your questions.
R/
Col Dean Corpman
AF/A30-WP
DSN 426-4021
(703) 696-4021

-----Original Message-----

From: Stoffler, Ralph Col AF/A30-W
Sent: Tuesday, October 28, 2008 8:25 AM
To: Corpman, Charles D Col AF/A30-WP
Subject: FW: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Dean,

Looks good, press

Ralph
Col Ralph Stoffler
AF/DA30-W

From: Corpman, Charles D Col AF/A30-WP [Charles.Corpman@pentagon.af.mil]
Sent: Tuesday, October 28, 2008 11:00 AM
To: Salottolo Greg
Cc: Stoffler, Ralph Col AF/A30-W; Murphy, John D Col USAF AFWA CC RM 2100; Parr, Glenn Civ AFLOA/JACC;
AFWA/CC

Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Thanks

R/

Col Corpman

-----Original Message-----

From: Salottolo Greg [mailto:SalottG@ntsb.gov]

Sent: Tuesday, October 28, 2008 10:56 AM

To: Corpman, Charles D Col AF/A3O-WP

Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Yep OK ...

-----Original Message-----

From: Corpman, Charles D Col AF/A3O-WP

[mailto:Charles.Corpman@pentagon.af.mil]

Sent: Tuesday, October 28, 2008 10:51 AM

To: Murphy, John D Col USAF AFWA CC RM 2100; Salottolo Greg

Cc: Stoffler, Ralph Col AF/A3O-W; Parr, Glenn Civ AFLOA/JACC

Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Got it. I can open this one fine.

Mr. Salottolo: ok by you?

V/R

Col Corpman

-----Original Message-----

From: Murphy, John D Col USAF AFWA CC RM 2100

[mailto:john.murphy@offutt.af.mil]

Sent: Tuesday, October 28, 2008 10:40 AM

To: Corpman, Charles D Col AF/A3O-WP; SalottG@ntsb.gov

Cc: Stoffler, Ralph Col AF/A3O-W; Parr, Glenn Civ AFLOA/JACC

Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Dean

Only embedded .ppt I saw is atch'd. Don't know what happened, I could open so I pulled out of doc and am sending separate. Let me know if you still have trouble

V/R

John

-----Original Message-----

From: Corpman, Charles D Col AF/A3O-WP

[mailto:Charles.Corpman@pentagon.af.mil]

Sent: Tuesday, October 28, 2008 7:44 AM

To: SalottG@ntsb.gov

Cc: Stoffler, Ralph Col AF/A3O-W; Murphy, John D Col USAF AFWA CC RM 2100; Parr, Glenn Civ AFLOA/JACC; Murphy, John D Col USAF AFWA CC RM 2100

Subject: FW: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)
Importance: High

Mr Salottolo,
Attached are the answers to your questions.
R/
Col Dean Corpman
AF/A3O-WP
DSN 426-4021
(703) 696-4021

-----Original Message-----

From: Stoffler, Ralph Col AF/A3O-W
Sent: Tuesday, October 28, 2008 8:25 AM
To: Corpman, Charles D Col AF/A3O-WP
Subject: FW: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Dean,

Looks good, press

Ralph
Col Ralph Stoffler
AF/DA3O-W

From: Susan Murphy [Susan.Murphy@noaa.gov]
Sent: Tuesday, October 28, 2008 2:55 PM
To: Salottolo Greg
Subject: Re: Information EMS accident near ADW 9/28/0358Z

Mr. Greg,

I am in the office for another hour if you would like to speak today.

If you don't get me today, I am in at 6:30 in the a.m.

Sue Murphy

Salottolo Greg wrote:

> Good Afternoon:

>

> When would be a good time to discuss this?

>

> Thanks

>

> Greg

>

> Gregory D. Salottolo

> National Resource Specialist, Meteorology

> National Transportation Safety Board

> Office of Aviation Safety

> Washington D.C. 20594

> Work Cell Phone: 202.297.8895

> email: salottg@ntsb.gov

>

>

> -----Original Message-----

> From: Beth McNulty [mailto: Beth.Mcnulty@noaa.gov]

> Sent: Tuesday, October 28, 2008 1:21 PM

> To: Salottolo Greg

> Cc: Susan Murphy

> Subject: Re: Information EMS accident near ADW 9/28/0358Z

>

>

> Greg,

>

> I recommend calling the TOC supervisor, Ms. Susan Murphy, at

> 301-713-0864 x 174.

>

> Beth

>

> Salottolo Greg wrote:

>

>> Hi Beth:

>>

>> Working the EMS Helicopter accident that occurred on September 28, 2008 at 0358Z near ADW. On the day of the accident there was a communication problem, DOD to NWS, that resulted in all DOD surface weather observations not being disseminated to NWS circuits. See the time line below from DOD.

>>

>> I would like to talk with someone at the NWS about their response to this --- Phone 301.713.0902?

>>

>>

>>

>>

>> 27 Sep/2349Z: Mr. Turk (NWS - Silver Springs, MD) notified AFWA that socket 107 appeared to have gone down. This is the socket NWS receives military alphanumeric data from AFWA via DISA ATM circuit 73XY.

>> 27 Sep/2354Z: DISA contacted AFWA as was informed circuit 73XY was throwing an alarm. DISA contacted Offutt AFB Tech Control (55 CS) to request they investigate.

>> 28 Sep/0043Z: Offutt Tech Control tried to reset circuit without success and notified DISA. DISA in turn informed Offutt Tech Control that they will be contacting Verizon Technician. DISA classified this as a priority 1 ticket with Verizon.

>> 28 Sep/0224Z: DISA notified AFWA that the Verizon Technician from St Louis, MO, would be on site at Offutt AFB, NE at 1600Z, 28 Sep to troubleshoot the issue.
>> 28 Sep/0409Z: AFWA contacted NWS, 301-713-0902, to offer assistance in establishing an alternate path to provide military alphanumeric data to the NWS. During this conversation, NWS informed AFWA they had established alternate path to receive military observations from the Aviation Weather Center.
>> 28 Sep/1233Z: AFWA informed by NWS (Dave), 301-713-0902, that they would send an Admin message out informing the individual NWS sites of the issue.
>> 28 Sep/1545Z: Verizon Technician on site at Offutt AFB.
>> 28 Sep/1717Z: Verizon Technician completed installation of new switch. DISA in the process of configuring switch.
>> 28 Sep/1754Z: AFWA turned on application to begin sending military alphanumeric data to NWS via circuit 73XY.
>> 28 Sep/1801Z: AFWA confirmed military alphanumeric data was successfully being sent to NWS via circuit 73XY.
>>
>>
>>
>> Thanks ..
>>
>> Greg
>>
>>

--

Susan Murphy (susan.murphy@noaa.gov)
NWSTG Program Manager
NOAA, National Weather Service
301-713-0864 x174

From: Corpman, Charles D Col AF/A3O-WP [Charles.Corpman@pentagon.af.mil]
Sent: Wednesday, October 29, 2008 9:45 AM
To: Salottolo Greg
Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Greg,
How do those questions relate to the investigation? Seems like we are going a bit astray.

I don't know the details of the accident (having been an IG I don't want to know), but if the locus of the accident was near Andrews, then why are outlying locations relevant?

R/
Col Dean Corpman
AF/A3O-WP
DSN 426-4021
(703) 696-4021

-----Original Message-----

From: Salottolo Greg [mailto:SalottG@ntsb.gov]
Sent: Wednesday, October 29, 2008 8:18 AM
To: Corpman, Charles D Col AF/A3O-WP
Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Good Morning Colonel:

I have a few follow-up questions.

Thanks ..

10. Was the dissemination of other DOD surface weather observations to NWS outlets affected?

All DOD surface weather observations received, processed, and transmitted by AFWA to NWS, Silver Springs, MD were affected.

>>>>>>> Follow-up: Is there a list of surface weather observation sites that were affected? DAA (Fort Belvoir, VA) and ADW were affected but NYG (Quantico, VA) and NTU (Oceana, VA) were not. Was it only Air Force Bases? How many sites were affected?

4. What actions were taken when the problem occurred?

28 Sep/1754Z: AFWA turned on application to begin sending military alphanumeric data to NWS via circuit 73XY.

>>>>>>> Follow-up: Looking at data from NCDC, ADW observations resumed with the 1455Z 9/28 report. DAA (Fort Belvoir, VA) observations resumed at 1511Z 9/28. This is about 3 hours before the AFWA turned on the application. Any thoughts on this?

Greg ..

Gregory D. Salottolo
National Resource Specialist, Meteorology National Transportation Safety
Board Office of Aviation Safety Washington D.C. 20594 Work Cell Phone:
202.297.8895
email: salottg@ntsb.gov

-----Original Message-----

From: Corpman, Charles D Col AF/A3O-WP
[mailto:Charles.Corpman@pentagon.af.mil]
Sent: Tuesday, October 28, 2008 8:44 AM
To: Salottolo Greg
Cc: Stoffer, Ralph Col AF/A3O-W; Murphy, John D Col USAF AFWA CC RM
2100; Parr, Glenn Civ AFLOA/JACC; Murphy, John D Col USAF AFWA CC RM
2100
Subject: FW: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)
Importance: High

Mr Salottolo,
Attached are the answers to your questions.
R/
Col Dean Corpman

AF/A3O-WP
DSN 426-4021
(703) 696-4021

-----Original Message-----

From: Stoffler, Ralph Col AF/A3O-W
Sent: Tuesday, October 28, 2008 8:25 AM
To: Corpman, Charles D Col AF/A3O-WP
Subject: FW: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Dean,

Looks good, press

Ralph
Col Ralph Stoffler
AF/DA3O-W

From: Corpman, Charles D Col AF/A3O-WP [Charles.Corpman@pentagon.af.mil]
Sent: Wednesday, October 29, 2008 1:13 PM
To: Salottolo Greg
Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Greg,
We will get you the answers, but now I'm curious. Which "similar weather observation dissemination failures" are you referring to?
R/
Col Corpman

-----Original Message-----

From: Salottolo Greg [mailto:SalottG@ntsb.gov]
Sent: Wednesday, October 29, 2008 10:16 AM
To: Corpman, Charles D Col AF/A3O-WP
Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Colonel:

We are the process of evaluating the need for an Aviation Safety

Recommendation (addressed to the NWS and DOD) dealing with backup procedures to address similar weather observation dissemination failures. In this regard we need to document the extent of the data loss (all military observations or some subset) and why data was again available several hours before the problem was corrected (alternate transmission occurred?).

We are also extensively documenting the actions of the NWS in this matter.

Thanks

Greg

-----Original Message-----

From: Corpman, Charles D Col AF/A3O-WP
[mailto:Charles.Corpman@pentagon.af.mil]
Sent: Wednesday, October 29, 2008 9:45 AM
To: Salottolo Greg
Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Greg,
How do those questions relate to the investigation? Seems like we are going a bit astray.

I don't know the details of the accident (having been an IG I don't want to know), but if the locus of the accident was near Andrews, then why are outlying locations relevant?

R/
Col Dean Corpman
AF/A3O-WP
DSN 426-4021
(703) 696-4021

-----Original Message-----

From: Salottolo Greg [mailto:SalottG@ntsb.gov]
Sent: Wednesday, October 29, 2008 8:18 AM
To: Corpman, Charles D Col AF/A3O-WP
Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Good Morning Colonel:

I have a few follow-up questions.

Thanks ..

10. Was the dissemination of other DOD surface weather observations to NWS outlets affected?

All DOD surface weather observations received, processed, and transmitted by AFWA to NWS, Silver Springs, MD were affected.

>>>>>>> Follow-up: Is there a list of surface weather observation sites that were affected? DAA (Fort Belvoir, VA) and ADW were affected but NYG (Quantico, VA) and NTU (Oceana, VA) were not. Was it only Air Force Bases? How many sites were affected?

4. What actions were taken when the problem occurred?

28 Sep/1754Z: AFWA turned on application to begin sending military alphanumeric data to NWS via circuit 73XY.

>>>>>>> Follow-up: Looking at data from NCDC, ADW observations resumed with the 1455Z 9/28 report. DAA (Fort Belvoir, VA) observations resumed at 1511Z 9/28. This is about 3 hours before the AFWA turned on the application. Any thoughts on this?

Greg ..

Gregory D. Salottolo
National Resource Specialist, Meteorology National Transportation Safety
Board Office of Aviation Safety Washington D.C. 20594 Work Cell Phone:
202.297.8895
email: salottg@ntsb.gov

-----Original Message-----

From: Corpman, Charles D Col AF/A3O-WP
[mailto:Charles.Corpman@pentagon.af.mil]
Sent: Tuesday, October 28, 2008 8:44 AM
To: Salottolo Greg
Cc: Stoffler, Ralph Col AF/A3O-W; Murphy, John D Col USAF AFWA CC RM
2100; Parr, Glenn Civ AFLOA/JACC; Murphy, John D Col USAF AFWA CC RM
2100
Subject: FW: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)
Importance: High

Mr Salottolo,
Attached are the answers to your questions.
R/
Col Dean Corpman
AF/A3O-WP
DSN 426-4021
(703) 696-4021

-----Original Message-----

From: Stoffler, Ralph Col AF/A3O-W
Sent: Tuesday, October 28, 2008 8:25 AM
To: Corpman, Charles D Col AF/A3O-WP
Subject: FW: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Dean,

Looks good, press

Ralph
Col Ralph Stoffler
AF/DA30-W

From: Corpman, Charles D Col AF/A30-WP [Charles.Corpman@pentagon.af.mil]
Sent: Wednesday, October 29, 2008 1:54 PM
To: Salottolo Greg
Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Sorry to keep bothering you. Are we are talking communications outages between AFWA and NWS in general?

-----Original Message-----

From: Salottolo Greg [mailto:SalottG@ntsb.gov]
Sent: Wednesday, October 29, 2008 1:26 PM
To: Corpman, Charles D Col AF/A30-WP
Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Similar to this documented failure at the AFWA that resulted in military weather observations not being transmitted to the NWS for distribution over NWS weather circuits.

-----Original Message-----

From: Corpman, Charles D Col AF/A30-WP
[mailto:Charles.Corpman@pentagon.af.mil]
Sent: Wed 10/29/2008 1:13 PM
To: Salottolo Greg
Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Greg,

We will get you the answers, but now I'm curious. Which "similar weather observation dissemination failures" are you referring to?

R/
Col Corpman

-----Original Message-----

From: Salottolo Greg [mailto:SalottG@ntsb.gov]
Sent: Wednesday, October 29, 2008 10:16 AM
To: Corpman, Charles D Col AF/A3O-WP
Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Colonel:

We are the process of evaluating the need for an Aviation Safety Recommendation (addressed to the NWS and DOD) dealing with backup procedures to address similar weather observation dissemination failures. In this regard we need to document the extent of the data loss (all military observations or some subset) and why data was again available several hours before the problem was corrected (alternate transmission occurred?).

We are also extensively documenting the actions of the NWS in this matter.

Thanks

Greg

-----Original Message-----

From: Corpman, Charles D Col AF/A3O-WP
[mailto:Charles.Corpman@pentagon.af.mil]
Sent: Wednesday, October 29, 2008 9:45 AM
To: Salottolo Greg
Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Greg,
How do those questions relate to the investigation? Seems like we are going a bit astray.

I don't know the details of the accident (having been an IG I don't want to know), but if the locus of the accident was near Andrews, then why are outlying locations relevant?

R/
Col Dean Corpman
AF/A3O-WP
DSN 426-4021
(703) 696-4021

-----Original Message-----

From: Salottolo Greg [mailto:SalottG@ntsb.gov]
Sent: Wednesday, October 29, 2008 8:18 AM
To: Corpman, Charles D Col AF/A3O-WP
Subject: RE: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Good Morning Colonel:

I have a few follow-up questions.

Thanks ..

10. Was the dissemination of other DOD surface weather observations to NWS outlets affected?

All DOD surface weather observations received, processed, and transmitted by AFWA to NWS, Silver Springs, MD were affected.

>>>>>>> Follow-up: Is there a list of surface weather observation sites that were affected? DAA (Fort Belvoir, VA) and ADW were affected but NYG (Quantico, VA) and NTU (Oceana, VA) were not. Was it only Air Force Bases? How many sites were affected?

4. What actions were taken when the problem occurred?

28 Sep/1754Z: AFWA turned on application to begin sending military alphanumeric data to NWS via circuit 73XY.

>>>>>>> Follow-up: Looking at data from NCDC, ADW observations resumed with the 1455Z 9/28 report. DAA (Fort Belvoir, VA) observations resumed at 1511Z 9/28. This is about 3 hours before the AFWA turned on the application. Any thoughts on this?

Greg ..

Gregory D. Salottolo
National Resource Specialist, Meteorology National Transportation Safety
Board Office of Aviation Safety Washington D.C. 20594 Work Cell Phone:
202.297.8895
email: salottg@ntsb.gov

-----Original Message-----

From: Corpman, Charles D Col AF/A3O-WP
[mailto:Charles.Corpman@pentagon.af.mil]
Sent: Tuesday, October 28, 2008 8:44 AM
To: Salottolo Greg
Cc: Stoffler, Ralph Col AF/A3O-W; Murphy, John D Col USAF AFWA CC RM
2100; Parr, Glenn Civ AFLOA/JACC; Murphy, John D Col USAF AFWA CC RM
2100
Subject: FW: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)
Importance: High

Mr Salottolo,

Attached are the answers to your questions.

R/

Col Dean Corpman
AF/A3O-WP
DSN 426-4021
(703) 696-4021

-----Original Message-----

From: Stoffler, Ralph Col AF/A3O-W
Sent: Tuesday, October 28, 2008 8:25 AM
To: Corpman, Charles D Col AF/A3O-WP
Subject: FW: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Dean,

Looks good, press

Ralph
Col Ralph Stoffler
AF/DA3O-W

From: Susan Murphy [Susan.Murphy@noaa.gov]
Sent: Wednesday, October 29, 2008 3:46 PM
To: Salottolo Greg
Cc: Beth McNulty; Craig Hegemann; Daniel Starosta; Kevin Conaty
Subject: Re: EMS Accident

Mr. Salottolo,

From our conversation this afternoon, this is just a follow up to your question in reference to the backup system which AFWA states that the NWS turned on at the AWC (Aviation Weather Center) to establish an alternate route to receive the military alphanumeric data. This system does not exist. There is a system out at the AWC which establishes a path between the NWS and the FAA that exchanges this type of data between the NWS and the FAA but not between the NWS and the military. I believe that the NWS person who told AFWA about the backup being

implemented was speaking about the system between the NWS and FAA. This system can not help in a failure between the NWS Telecommunications Gateway and AFWA. I do believe that having such a system to exchange alphanumeric data between the NWS and the military would be beneficial. The typical outages between the AFWA and the NWSTG are of a short duration and may not help in those outages, but would in the event of extended time frames such as the one on 9/28/2008.

The outage times of the circuit between the NWSTG and AFWA during this event was from 9/27/2008 @ 2322Z to 9/28/2008 @ 1755Z. You stated the last observation which you have been able to obtain around this event was 9/27/2008 at 2255Z and the next one was 9/28/2008 at 1555Z. After some further research on this, it appears that when the circuit came back up at 1755Z, the AFWA had a large volume of data queued up and sent the NWSTG all of this data. As this data was obtained from NCDC and off of the University of Michigan web site, I can not tell what time those observations were actually received at the NCDC or the University.

> From the chart attached, you can see that AFWA sent the NWSTG many
> times the normal volume of data in the first half hour the circuit
> came back up. The 15Z observations most likely were in the backlog of
> data, although I have can not confirm this.

The observations from KNYG - Quantico and KNTU - Oceana are actually sent from those observing sites to National Weather Service Forecast offices. KNYG

sends it's observations to Weather Forecast Office (WFO) Sterling, Virginia. KNTU sends it's observations to WFO Wakefield, Virginia.

They are not sent to the NWSTG from AFWA, therefore they were not impacted by the NWSTG - AFWA circuit

Sue Murphy

AFWA Inbound Traffic to the NWSTG on 09/27/2008 - 09/28/2008

Note that the first column is the time (15 minute intervals), the 2nd column is the number of bulletins received in that interval and the last column is the number of characters received in that interval.

| | | | | |
|------|------|----|----|---------|
| 1500 | ,371 | ,0 | ,0 | ,493345 |
| 1515 | ,292 | ,0 | ,0 | ,391690 |
| 1530 | ,228 | ,0 | ,0 | ,284411 |
| 1545 | ,258 | ,0 | ,0 | ,280523 |
| 1600 | ,358 | ,0 | ,0 | ,397337 |
| 1615 | ,257 | ,1 | ,0 | ,264152 |
| 1630 | ,283 | ,0 | ,0 | ,304573 |
| 1645 | ,272 | ,0 | ,0 | ,269098 |
| 1700 | ,358 | ,1 | ,0 | ,392740 |
| 1715 | ,229 | ,0 | ,0 | ,225900 |
| 1730 | ,248 | ,0 | ,0 | ,251272 |
| 1745 | ,260 | ,0 | ,0 | ,281033 |
| 1800 | ,356 | ,0 | ,0 | ,424306 |
| 1815 | ,352 | ,0 | ,0 | ,549957 |
| 1830 | ,259 | ,3 | ,0 | ,342597 |
| 1845 | ,241 | ,0 | ,0 | ,275079 |
| 1900 | ,392 | ,1 | ,0 | ,457678 |

1915,282,1,0,262462
1930,220,0,0,199351
1945,242,0,0,266749
2000,313,2,0,368695
2015,197,1,0,207666
2030,195,0,0,193495
2045,240,0,0,243855
2100,352,1,0,454404
2115,258,0,0,317819
2130,205,0,0,240175
2145,220,0,0,240791
2200,359,1,0,417148
2215,209,1,0,204054
2230,190,0,0,181193
2245,218,0,0,214295
2300,424,1,0,488490
2315,105,0,0,106399

1745,4665,3,0,5213061
1800,359,0,0,439648,0
1815,387,3,0,690776,0
1830,274,0,0,334115,0
1845,241,0,0,275489,0
1900,338,0,0,402463,0
1915,229,1,0,247810,0
1930,188,0,0,203690,0
1945,221,0,0,225018,0
2000,368,1,0,437688,0
2015,200,0,0,218076,0
2030,258,0,0,270822,0
2045,232,0,0,243499,0
2100,370,2,0,478238,0
2115,255,0,0,333611,0
2130,245,0,0,268508,0
2145,223,0,0,240949,0
2200,365,2,0,436139,0
2215,197,0,0,195347,0
2230,194,0,0,196918,0
2245,233,0,0,223998,0

Salottolo Greg wrote:

> Susan:

>

> Here are the surface weather observations from NCDC. Showing ADW, DAA, and Tyndall AFB last obs 2255Z on 9/27. ADW start 1455Z, DAA start 1511Z, Tyndall start 1555Z on 9/28. No data loss at NYG (Quantico) and NTU (Oceana).

>

> Any thoughts?

>

> Thanks for the help.

>

> Greg

>

> <<mia08ma203_obs_ncdc_daa_nyg_adw_ntu.doc>>

--

Susan Murphy (susan.murphy@noaa.gov)
NWSTG Program Manager
NOAA, National Weather Service
301-713-0864 x174

From: Corpman, Charles D Col AF/A30-WP [Charles.Corpman@pentagon.af.mil]
Sent: Friday, October 31, 2008 9:00 AM
To: Salottolo Greg
Cc: Egentowich, John M Col USAF AFWA 2WXG/CC; Murphy, John D Col USAF AFWA CC RM 2100; Frooninckx, Thomas B Col USAF AFWA AFWA/CV RM 2100
Subject: FW: EMS Helicopter Investigation --- NTSB Inquiry (27 Oct)

Importance: High

Greg,
I sent you an e-mail this morning. A statement on the cover e-mail was written incorrectly.

The statement should read: "We have assembled a spreadsheet (attached) containing the list of CONUS sites from DoD installations (DoD Sites Tab). Because of the outage, observations from these CONUS DOD sites were not sent from AFWA to NWS."

R/
Col Dean Corpman
AF/A30-WP
DSN 426-4021
(703) 696-4021