ORDER

SO 1770. 8B

OPERATIONS CENTER

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RECORD OR CHANGES

Directive No. **SO 1770. 8B**

CHANGE TO BASIC	SUPPLEMENT			OPTIONAL	CHANGE TO BASIC	SUPPLEMENT			OPTIONAL

FOREWORD

This directive prescribes general instructions for operation of the Southern Region Operations Center. This directive supplements 1770.6, Operations Center Handbook, by providing guidance to the Regional Office and all field facilities in the operations and capabilities of the Operations Center.



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Director, Southern Region

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CHAPTER 1. INTRODUCTION

1. **PURPOSE**. This Order provides general instructions governing the operation of the Operations Center and responsibilities of the Regional Duty Officer.

2. **DISTRIBUTION**. This directive is distributed to the Branch Manager level in the Regional Office and to all Southern Region field Offices and facilities. Copies are sent to the Operations Center in Washington and other FAA Regions.

3. **CANCELLATION**. SO 1770.88, Southern Regional Communications Control Center Handbook dated 9/21/73, is cancelled.

4. **EXPLANATION OF CHANGE**. Operations Center Order 1770.8B has been revised and updated.

5. **OBJECTIVE**. The Operations Center shall provide a continuous capability and a central source of information for the Director and his staff. The Operations Center serves as a focal point for the collection, dissemination, and coordination of essential data concerning significant operational developments.

6. **CROSS-REFERENCES**. The instructions and procedures contained in certain other FAA directives may affect the Operations Center. These include:

a. 1770.6A - Operations Center Handbook

b. 8020.11 - Aircraft Accidents and Incidents - Notifications, Investigation, and Reporting

c. 7210.3H - Facility Operation and Administration

d. SO 1910.1C - Southern Region Headquarters Emergency Operations Plan

e. 1900.1D - FAA Emergency Operations Plan

7. **RESTRICTED NATURE OF REPORTS**. Reports and information processed in accordance with instructions in this Order are made available only to officials authorized by the Regional Director.

8. **RESPONSIBILITIES**. The Operations Center operates as a staff function of the Office of the Director in the Southern Regional Office. It provides the communications link for the Southern Regional Office and its field facilities with the Washington Headquarters, other regions, other Government offices, private industry, and the general public.

Southern Region Operations Center is backup for all duties of the Washington Operations Center when it is unable to function.

9. – 19. **RESERVED**.

CHAPTER 2. OPERATIONS CENTER

20. **LOCATION**. The Regional Operations Center is located in Room 760 of the Regional Headquarters. The Director's Conference Room (MIC) is adjacent to the Operations Center and is equipped to provide for staff communications.

21. **COMMUNICATIONS**.

a. The Operations Center is equipped with a staff communications network (EVCS) with the capability of conferencing all telephone voice communications.

b. A telecon facility consisting of loud speakers, microphones, amplifiers, and telephones is available in the Director's Conference Room.

c. The Operations Center has the capability to record voice communications on all telephone lines terminating in the Operations Center. Recording is accomplished when specifically requested or required by authorized officials, or at the discretion of the Duty Officer. Recording is accomplished in accordance with Order 1600.24C, Use of Recording and Monitoring Equipment and Practices.

d. A high-frequency single sideband (HF/SSB) radio is available for communications with other regions, headquarters, and agency aircraft. The radio has telephone patch, voice privacy, and printed copy (send/receive) capabilities. - HF/SSB communications equipment may also be used as backup communications in the event of telephone landline or teletype interruptions.

e. A VHF radio is available for communication with the Director and his staff via automobile receivers or hand-held units in the immediate Atlanta area.

f. The Operations Center has video cassette recorders available to record television news programs for future playback.

g. A receive teletype unit is available in the Operations Center. This affords the Operations Center uninterrupted access to operational items sent by teletype.

h. A public address system with microphone and speaker is located in the Operations Center for public announcements or personal paging in case of an emergency.

i. A secure voice telephone unit is located in the Operations Center.

j. A facsimile machine is available in the Operations Center. After Administrative Office hours, correspondence can be transmitted or received at the Operations Center.

22. **SECURITY**. The Regional Operations Center is a restricted area, and access is limited to authorized personnel only.

23. **ORGANIZATION RELATIONSHIP**.

a. The Southern Regional Operations Center and assigned personnel are under the administrative and operational control of the Regional Director.

b. The operations Center is staffed based on requirements as determined by the Regional Director.

24. **HOURS OF OPERATION**. The Southern Regional Operations Center is open 24 hours a day, 7 days a week.

25. - 29. **RESERVED**.

CHAPTER 3. OPERATIONS AND NOTIFICATION

30. **GENERAL INSTRUCTIONS**. Numerous directives and handbooks require telephone notification of certain events to Regional and Washington Headquarters.

a. All events and reports requiring telephone notification during regular duty hours shall be handled in accordance with applicable program directives.

b. During non-duty hours, all events and reports requiring telephone notification shall be made through the Regional Duty Officer.

c. Regional and Washington Headquarters shall be conferenced or the information shall be relayed by the Duty Officer.

31. **REQUIRED TELEPHONE NOTIFICATION**. Generally, the types of accidents, incidents, and significant occurrences that should be forwarded to the Regional Duty Officer are included in existing handbooks and current Regional Orders. Every event cannot be covered and no attempt is being made to include in this publication a comprehensive list of reporting requirements. However, to provide guidance in reporting, the following are some examples of situations to be reported:

a. National emergency or major/natural disaster.

b. Major disruptions which affect FAA NAS systems, facilities, or equipment.

c. Interruption to Air Traffic Services (INATS) or major air traffic delays.

d. Death of an FAA employee.

e. Accidents involving an FAA vehicle or facility in which serious injuries occur.

f. Aircraft hijacking or threatened hijackings.

g. Bomb threats to aircraft, FAA, or aviation facilities. h. Results of flight check when necessary to certify facilities following aircraft accidents or incidents.

i. Any significant public criticism or commendation of the Department of Transportation or the Federal Aviation Administration.

j. Declaration of a DEFCON by NORAD or any military commander to which a Southern Region facility is responsive.

k. Any item that may be of interest to the FAA, Regional or National.

1. Runway incursions.

32. **OTHER TELEPHONE NOTIFICATION**.

a. Notification of the Southern Region Air Disaster Team. Upon receipt of notification that a major air disaster has occurred in the Southern Region, the Regional Duty Officer shall notify the Regional Director. If the Regional Director requests, the members of the Southern Region Air Disaster Team shall be advised to convene in the MTC Room.

b. Inquiries From Outside the Agency. Requests for information from the press or public shall be handled carefully and courteously in accordance with existing operating instructions.

(1) The home telephone numbers of agency employees are administratively restricted. When requests are received for an employee's home telephone number, the Duty Officer shall take the callers name, telephone number and message and relay information to the employee.

(2) During administrative office hours, persons seeking information shall be referred to the most appropriate office.

(3) Press inquiries received during non-duty hours shall be referred to the Public Affairs Officer, unless authorized by the Public Affairs Officer to handle specific inquiries.

(4) Inquiries concerning a major accident or other significant event shall be referred to the Public Affairs Officer, regardless of the time. The Duty Officer may refer other calls during non-duty hours.

(5) Other types of inquiries shall be handled courteously and answered by the Duty Officers relying on their best judgment and giving only basic, factual information.

c. Information received on matters not covered in this handbook and related directives shall be handled as the Duty Officer deems necessary, based on the type of information available.

33. **OTHER REGIONAL OPERATIONS CENTERS NOTIFICATION**. The Duty Officer shall forward information to other Regional Operations Centers when events occurring in the Southern Region may be of interest or concern to another region. This includes the fo 1 lowing: a. Accidents and incidents, when the air carrier operating certificate is held by another region, or the aircraft manufacturer is in another region. b. Notification requirements under the Lead Region concept.

c. Accidents, incidents, or newsworthy items involving FAA personnel or prominent persons from another region.

d. Other items which, in the opinion of the Regional Operations Center, is of mutual interest.

34. **REPORTS FROM OUTSIDE THE AGENCY**. Occasionally, accident and incident reports will be received from law enforcement agencies, the public, or the press. The Regional Duty Officer will determine the nature of the report and assist the caller in notifying the proper field facility for investigation and reporting purposes.

a. Sonic boom complaints shall be courteously referred to the nearest military base public Affairs Office.

b. Low flying aircraft reports should be referred to the nearest FSDO during normal duty hours. At times, other than normal duty hours, the report will be handled in accordance with current Operations Center instructions.

c. Aircraft noise reports shall be referred to the respective airport management. Otherwise, make note of the complaint and pass to Airports Division during duty hours. Aircraft noise reports received after duty hours shall be forwarded to the Airports Division during the next duty day.

d. Air service consumer complaints from passengers and shippers are referred to the Department of Transportation Consumer Affairs in Washington, D.C.

e. Other reports received from outside the agency shall be accepted by the Duty Officer or referred to the office or individual concerned. If the report is received during non-duty hours, the information will be copied and delivery shall be made at the discretion of the Duty Officer.

35. **PERSONNEL LOCATORS**.

a. Standby Personnel List. The Regional Operations Center shall maintain a listing of the current standby personnel on call for the Regional Headquarters, FSDOs, and CASFOs showing length of assigned duty and telephone contact.

(1) Offices at the Regional Headquarters having requirement for telephone notification shall advise the Manager, Operations Center, by memorandum the names of persons designated to accept calls, their office telephone number, home telephone number, and priority in which they are to be called.

(2) Divisions and Branch Offices using a rotation type duty roster for notification purposes, shall provide the Operations Center with a current duty roster and shall maintain it in current status.

(3) Divisions and Branch Offices using a permanent type duty roster shall maintain it in current status.

(4) Offices and individuals not having direct participation or a vital interest in an event should not contact the Regional Duty Officer for the purpose of being informed. Persons designated by Divisions to receive reports from the Operations Center are responsible for briefing their superiors, peers, subordinates, and/or field offices.

b. Key Personnel Roster. A permanent roster is maintained in the Operations Center listing the Director, Deputy Director, Division Managers, and Staff Officers of the Southern Region.

(1) The Office of the Director shall advise the Duty Officer the whereabouts of the Director and the Deputy Director if their location will be other than office (during duty hours) or home (other than duty hours).

(2) When the Director or Deputy Director is in travel status, the Regional Duty Officer shall be provided with his itinerary and known points of contact.

(3) Division Managers and Staff Officers shall advise the Duty Officer when they plan to be absent from their respective offices. Information should be in writing and shall include the length of proposed absence, itinerary, points of contact if known, and person designated to act in their absence.

c. Regional Office Visitors. The Office of the Director, Divisions, and Staff Offices expecting visitors to the Regional Office shall advise the Operations Center on SO Form 1770-4.

36. **TELECONS**. Capability exists for six separate telecons with six callers each, or one conference call with 36 callers, or any combination thereof.

a. National Telecons. These conferences are usually arranged by Washington Operations Center or the Martinsburg NEOF through the Regional Operations Center. Subject matter, participants, time, and location of the telecon will be passed on to the requested staff office by the Duty Officer,

b. Regional Telecons. Staff and field offices may schedule telecons on a recurring basis.

(1) These telecons will utilize the "meet-me" conferencing of the Dimension equipment.

(2) Staff and field offices shall coordinate these telecons through the Regional Duty Officer.

(3) Each office shall manage its own telecons.

(4) The Regional Duty Officer may monitor the line for possible te lephone/conferencing problems.

37. **OPERATIONS HIGHLIGHTS**. A daily summary of significant occurrences and other events shall be compiled by the Duty Officer each workday morning on SO Form 8200-6.

a. Items for inclusion in the Operations Highlights shall be collected by each Duty Officer as the information becomes available.

b. The Operations Highlights includes when available, the following information:

(1) Unscheduled outages and service interruptions that are considered significant.

(2) Brief summary of each aircraft accident and incident.

(3) A summaryof facility and airport information considered important by the Duty Officer.

(4) Death of an FAA employee.

(5) A brief report of items of general interest to the agency.

(6) Items of interest videotaped from television.

(7) Meeting schedule including office, purpose, room, and time.

(8) Visitors to the Regional Office, their names, office or organization, and the office they are visiting.

(9) Staff itinerary.

c. The Manager or His Designee, Operations Center, shall attend all staff meetings and present an oral briefing for the Director and staff.

d. The Operations Highlights provides a synopsis of events and significant occurrences relevant to the Southern Region. The Mail Room distributes the report to the Office of the Director, Division Managers, Staff Offices, Branch Managers, and selected field off ices and facilities.

38. - 39. RESERVED.

CHAPTER 4. EMERGENCY OPERATIONS

40. **EMERGENCY OPERATIONS**. The Regional Operations Center, ASO-6, functions as the primary Regional Command and Control Center for the Regional Director, or the - - Director's designated representative, in support of defense, nondefense, or other crisis situations impacting the National Airspace or the National Transportation Systems. The emergencies covered by this Order include, but are not limited to:

a. Defense Emergencies. Reference FAA Emergency Operations Plan, including Regional Supplements, 1900.1, as amended, Chapter 3, Concept of Operations. DOT Regional Plan for Civil Transportation in a defense emergency, U.S. DOT RETCO IV Order 1900.1, as amended, details missions and responsibilities of regional elements of the U.S. Department of Transportation (DOT) and the associate Federal transportation agencies under varying conditions of defense emergency. Defense emergencies include the following:

(1) International crises or hostilities.

(2) Advanced Defense Conditions (DEFCONS) (Classified) or FAA Readiness Levels ALPHA, BRAVO, CHARLIE. (Reference 1900.1, as amended, Appendix 8, Increasing FAA's Readiness Posture.)

(3) Declaration of National emergency.

(4) Declaration of War.

b. Nondefense emergencies are crisis situations in which any of the following conditions exist :

(1) Situations, when determined by the President under the provisions of the Disaster Relief Act of 1974, or other executive act ion, when transportat ion resources are involved.

(2) Situations in which there is a loss, or threat of loss, of a significant portion of the transportation capacity of the United States, or a relatively large area thereof.

(3) Situations that place unusual requirements on the transportation system of the Nation, such that the capacity of the whole, or a significant portion thereof, may be exceeded.

(4) Situations in which there is a need for unusually rapid response, or a need for accommodating excessively heavy transportation requirements, or both, on the part of the transportation system, or a large portion of it, to assist in the prevention of loss of life, relief of suffering, or prevention of property damage.

41. **MILITARY READINESS LEVELS (DEFCONS)**. DEFCONS are levels of military readiness declared by, and for, the Joint chiefs of Staff (JCS). DEFCONS will NOT be used to alert civil departments and agencies to change their readiness posture. DEFCON levels are clarified in 1900.1, as amended, paragraph 304.

42. **FEDERAL CIVIL READINESS LEVELS**. Federal Civil Readiness Levels are established for civil preparedness actions of Federal departments and agencies having nonmilitary defense responsibilities. These levels include COMMUNICATIONS WATCH, INITIAL ALEKT, and ADVANCED ALERT. (Reference1900.1, as amended, paragraph 305.)

43. **DEFENSE EMERGENCY AND AIR DEFENSE EMERGENCY**. Besides the military declaration, the Federal Emergency Management Agency (FEMA), upon declaration of Air Defense Emergency Warning RED, shall declare through its channels an ATTACK notification which shall be passed on to the local public by audible warning signals and the EMERGENCY BROADCAST SYSTEM. (Reference 1900.1, as amended, paragraph 306.)

44. **FAA READINESS LEVELS**. When provided strategic warning, and upon receiving DEFCON (CLASSIFIED) and Federal Readiness Level notification(s), FAA Readiness Levels will increase by stages from a normal operating posture through ALFA, BKAVO to CHARLIE, FAA's highest readiness level. Without strategic warning, the readiness posture of FAA may be increased to the optimum readiness level as determined from available intelligence. FAA Readiness Levels shall also be used in FAA-sponsored exercises. FAA Readiness Level changes in response to National 4 disasters or local (regional) emergencies, as well as procedures for changing FAA Readiness Levels, are contained in 1900.1, as amended, Appendix 8, Procedures for Increasing FAA's Readiness Posture. Specific actions to be implemented for each readiness level are also cited in 1900.1, Appendix 8.

45. **EMERGENCY COMMUNICATIONS/OPERATIONS SECURITY**. Upon receipt of an FAA Readiness Level from FAA National Headquarters, the Regional Duty Officer(s), ASO-6, shall take the following immediate actions:

a. Acknowledge receipt of alerting message to FAA Headquarters as required by 1900.1, Appendix 8, paragraphs 6a, 7a, and/or 8a.

b. Take maximum security measures to guard against sabotage and restrict all visitors, except authorized individuals.

c. Review Regional Headquarters Emergency Operations Plan, SO 1910.1, as amended, (Appendix 10) for Headquarters Emergency Alerting System/Procedures.

d. Initial Regional Headquarters Alerts as specified in SO 1910, Regional Headquarters Emergency Operations Plan, paragraph 10. (Regional Director/ DeputyDirector, Emergency Operations Officer, ASO-6, Division Managers and Staff Officers. Division Managers and Staff Officers shall then initiate their internal divisional/staff alerts.)

e. Alert the Manager, National Emergency Operating Facility, Hampton, Georgia, to the FAA Readiness Level condition. (If unable to contact the Manager, attempt to contact one of the NEOF Emergency Operations Specialists assigned to that site.)

f. Review FAA Emergency Operations Plan, 1900.1, as amended, Appendix 8, Increasing FAA Readiness Levels, ALFA, BRAVO, CHARLIE, for appropriate regional response actions.

g. Receive and record readiness ATTAINMENT reports for the respective FAA Readiness Level from the Division/Staff Managers. Field offices should report readiness attainment reports to respective Divisions in acceptance with established Division policy.

h. Report Regional Readiness ATTAINMENT to the FAA Headquarters Operations Center (unless the National Headquarters Command and Control has been relocated to an alternate site, or the direction and control has been delegated to a Management Team at one of the FAA Command and Control relocations sites. If this is the case, report FAA Readiness Level ATTAINMENTS to the appropriate location, as advised).

i. Inform the Regional Director, or his designee, of Regional FAA Readiness Level attainment.

46. **REGIONAL EMERGENCY OPERATIONS RESPONSIBILITIES.**

a. The Manager, Regional Emergency Operations Center, ASO-6, serves as the FAA Regional Operations Center Manager and the U.S. Department of Transportation (DOT) Regional Emergency Transportation Representative (RETREP). In these capacities, he serves as the special advisor to the Regional Director and Headquarters Divisional/Staff Managers, as well as other regional elements of the FAA, and the DOT, as required, during a crisis situation, or during normal day-to-day operations as needed to enhance Department/Agency Emergency Preparedness.

b. The Regional Duty Officers shall take the emergency measures as cited in paragraph 45 above. In addition, they will also provide:

(1) Executive Communications, as required.

(2) Administrative procedures for emergency communications operations and security.

(3) Technical and administrative counsel and support to the Regional Director, or his designee, the Regional Emergency Operations Officer, Division Managers and staff officers as the emergency situation may require.

(4) Communications support at the National Emergency Operating Facility (NEOF), Hampton, Georgia, once/if it is activated.

(5) Visual Displays to reflect the FAA Southern Region and/or National readiness status for the Regional/Headquarters Management Teams at the Regional Headquarters, or NEOF, as may be appropriate.

47. **REGIONAL HEADQUARTERS EMERGENCIES**.

a. Fire. (Reference Southern Region Headquarters Emergency Operat ions Plan, SO 1910.1, Appendix 6, paragraph 3.) The Duty Officer shall:

(1) Alert the Regional Director, or his designee, and the Manager, Logistics Division, (as/if time permits) and receive instructions regarding evacuation of the building.

(2) Make public address system alert/announcement, as appropriate.

(3) Notify the Fire Department.

(4) Advise the FAA Headquarters Operations Center of the emergency situation and plans regarding relocation/evacuation of the Regional Operations Center. (This may be done after evacuation of the building is complete.)

(5) If fire occurs during non-duty hours, advise the Regional Director, 1114. Deputy Director, Manager, Logistics Division, and the Manager, Regional Operations Center of the occurrence and notify Headquarters Operations Center, that the Regional Duty Officer(s) is evacuating the building and that they will be further advised regarding future operations. (Personal SAFETY is the primary concern! These calls may be made after evacuation of the building is complete.)

b. Bomb Threats. (Reference Southern Regional Headquarters Emergency Operations Plan, SO 1910.1, as amended, Appendix 6, paragraph c and Figure 2.) The Duty Officer shall:

(1) Notify the Manager, Civil Aviation Security Division, ASO-700.

(2) Advise the Regional Director, or his designee.

(3) Notify the Manager, Logistics Division, ASO-50.

(4) Notify the East Point, Georgia, Police and Fire Departments and begin search of the building, as/if appropriate.

(5) Obtain decision from the Regional Director regarding evacuation of the building, or other actions as may be appropriate.

(6) Make Public Address announcement, as/if appropriate.

(7) As/if determined prudent for personal safety, evacuate the Regional Operations Center until the danger has passed. (Advise Headquarters Operations Center of the situation, as may be appropriate.)

(8) If the decision is made to evacuate the building/Operations Center, the Regional Duty Officer(s)shall secure the Operations Center area.

(9) Upon return to the Regional Operations Center (once the danger has passed), the Regional Duty Officer shall advise the FAA National Headquarters Operations Center of the situation and resume operations, as may be appropriate. (During non-duty hours, appropriate notification shall also be made to the other FAA Management Officials who were alerted at the beginning of the emergency situation.)

48. - 49. **RESERVED**.

CHAPTER 5. COLLATERAL RESPONSIBILITIES

50. **COMMERCIAL NEWS BROADCASTS**. The Regional Duty Officer shall routinely monitor local commercial radio and television news broadcasts at infrequent intervals for items of interest concerning aviation, the Federal Aviation Administration or its employees.

51. **DAILY NEWSPAPER REVIEW**. The Regional Duty Officer shall review and edit the local newspaper for items of interest concerning aviation, FAA, or its employees. These items shall be forwarded to the Public Affairs Officer.

52. **UNIFORM WEATHER PLAN**. The Atlanta Federal Executive Board has developed a uniform weather plan to excuse Federal employees from work if hazardous weather conditions develop or are predicted by expert forecasters. Due to operational and mission requirements, and the necessity for continued and uninterrupted operation of the Operations Center, the plan does not apply to the Regional Duty Officer.

a. The Regional Director shall be notified when the uniform weather plan is activated during normal duty hours with the following statement, THE DISTRICT DIRECTOR IS DISMISSING THE EMPLOYEES OF THE FEDERAL OFFICE BUILDING AT (TIME) BECAUSE OF ADVERSE WEATHER CONDITIONS. Upon receipt of the above information in the Operations Center, the Regional Duty Officer shall initiate the FAN-OUT telephone list to designated recipients.

b. Awareness of activation of the uniform weather plan and knowledge of imminent hazardous weather conditions should alert the Regional Duty Officer to be prepared for any weather related contingency and assure the continuous operations of the Regional Operations Center.

c. Hourly and forecast weather available in the Operations Center shall alert the Duty Officer to reported severe and potentially severe weather. Areas within the Southern Region forecast to be affected by a severe weather warning shall be plotted by the Duty Officer and those Divisions having interests that may be affected shall be advised in sufficient time to provide adequate protection to agency property. Upon receipt of severe weather forecasts, those offices designated in current operations memoranda shall be notified.

d. When severe weather is approaching the local area, the Duty Officer shall advise the Regional Office personnel of this fact via the Public Address System. This weather shall be monitored closely and updates given in the building when necessary.

53. **PERSONNEL LOCATOR FILES**.

a. An employee locator and emergency notice file is maintained in the Regional Operations Center. The file lists names, addresses, and home phone numbers of employees in the Southern Region Headquarters Building. This information is administratively restricted and shall be used by the Duty Officer only for emergencies or job-related business.

b. A computer listing of all personnel employed in the Southern Region shall be maintained in the Regional Operations Center. The information contained therein, is administratively restricted and shall be used only to assist the Regional Duty Officer in locating an employee when an emergency exists.

54. **FAA/FCC JOINT FREQUENCY INTERFERENCE CONTACT POINT**.

a. During non-duty hours, the Operations Center functions as the Southern Region telephone contact with the Federal Communications Commission for coordinating action on reports of harmful electromagnetic interference to agency facilities.

b. Upon receipt of frequency interference reports, the Regional Duty Officer shall advise the Spectrum Management and Systems Support Section and assist in coordinating efforts to locate and eliminate the problem.

55. **BUILDING ELEVATORS**. Automatic ring telephones are installed in each elevator and connected directly with the Operations Center. Elevator malfunction reports shall be given immediate attention and building maintenance shall be advised.

56. - 59. **RESERVED**.