NOTICE

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

N 1100.315

National Policy

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09/11/08

SUBJ: Air Traffic Organization

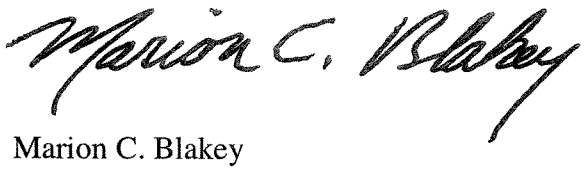
1. Purpose of this Notice. This notice describes the Air Traffic Organization (ATO) and its mission, responsibilities, supplemental relationships, and lines of succession at the service unit level.

2. Audience. This notice applies in general to the Federal Aviation Administration (FAA) and specifically to ATO employees and supervisors.

3. Where I Can Find This Notice. You can find this notice on the My FAA website: https://employees.faa.gov/tools_resources/orders_notices/

4. What this Notice Cancels. FAA Notice 1100.311 dated April 19, 2007.

5. Explanation of Policy Change. This notice reflects the organizational structure for the service units comprising the ATO as of April 30, 2007. Organizational changes occurred in Operations Planning, Safety, System Operations, Terminal, and En Route and Oceanic service units.



Marion C. Blakey
Administrator

Distribution: Electronic

Initiated By: AJO-2

Table of Contents

Chapter 1 Air Traffic Organization

1. Purpose..... 1
2. Delegation..... 1
3. Organizational Standards..... 1
4. Organizational Chart 2

Chapter 2 Chief Operating Officer

1. Mission..... 3
2. Responsibilities..... 3
3. Supplemental Relationships..... 3
4. Line of Succession..... 4
5. Senior Advisor..... 4
6. Transition Office..... 4
7. The ATO Service Center..... 4
8. Joint Planning and Development Office..... 4
9. Organizational Chart..... 5

Chapter 3 Acquisition and Business Services

1. Mission..... 6
2. Responsibilities..... 6
3. Supplemental Relationships..... 6
4. Line of Succession..... 7
5. Organizational Chart..... 7

Chapter 4 Communications Services

1. Mission..... 8
2. Responsibilities..... 8
3. Supplemental Relationships..... 8
4. Line of Succession..... 8
5. Organizational Chart..... 9

Chapter 5 En Route and Oceanic Services

1. Mission..... 10
2. Responsibilities..... 10
3. Supplemental Relationships..... 10
4. Line of Succession..... 10
5. Organizational Chart..... 11

Chapter 6 Finance Services

1. Mission..... 12
2. Responsibilities..... 12
3. Supplemental Relationships..... 12
4. Line of Succession..... 13
5. Organizational Chart..... 13

Chapter 7 Operations Planning Services

1. Mission..... 14
2. Responsibilities..... 14
3. Supplemental Relationships..... 15
4. Line of Succession..... 15
5. Organizational Chart..... 16

Chapter 8 Safety Services

1. Mission..... 17
2. Responsibilities..... 17
3. Supplemental Relationships..... 17
4. Line of Succession..... 17
5. Organizational Chart..... 18

Chapter 9 System Operations Services

1. Mission..... 19
2. Responsibilities..... 19
3. Supplemental Relationships..... 19

4. Line of Succession..... 20
5. Organizational Chart..... 21

Chapter 10 Technical Operations Services

1. Mission..... 22
2. Responsibilities..... 22
3. Supplemental Relationships..... 23
4. Line of Succession..... 23
5. Organizational Chart..... 24

Chapter 11 Terminal Services

1. Mission..... 25
2. Responsibilities..... 25
3. Supplemental Relationships..... 25
4. Line of Succession..... 25
5. Organizational Chart..... 26

List of Figures

Figure 1.1 Air Traffic Organization..... 2
Figure 2.1 Chief Operating Officer..... 5
Figure 3.1 Acquisition and Business Services..... 7
Figure 4.1 Communications Services..... 9
Figure 5.1 En Route and Oceanic Services..... 11
Figure 6.1 Finance Services..... 13
Figure 7.1 Operations Planning Services..... 16
Figure 8.1 Safety Services..... 18
Figure 9.1 System Operations Services..... 21
Figure 10.1 Technical Operations Services..... 24
Figure 11.1 Terminal Services..... 26

Chapter 1 – Air Traffic Organization

1. Purpose. The Air Traffic Organization (ATO) of the Federal Aviation Administration (FAA) was established as a performance-based organization by Executive Order 13180. Under the Executive Order and consistent with the Secretary of Transportation's legal authorities, the ATO was established within the FAA by merging the Research and Acquisition and Air Traffic Services lines of business. The Free Flight Program Office was also added. The organization is led by a Chief Operating Officer (COO) and is composed of nine separate service units.

2. Delegation. The ATO is delegated the responsibility and authority necessary to accomplish the mission of the ATO and as directed by the Secretary of Transportation and the FAA Administrator. The ATO service units are equivalent to individual lines of business.

3. Organizational Standards.

a. The ATO will be structured with core functions aligned into service units. Administrative and support functions shall be provided using cross functional methodologies, such as centralized or shared services, where efficiencies may be gained or organizational service value is increased. Service value is increased when ATO costs are reduced and/or productivity is increased. The internal structure of the organization should be assessed frequently to identify opportunities to increase ATO service value.

b. Service units shall use inclusive matrix strategies in their work relationships and processes, ensuring their operations and support strategies are fully integrated through the ATO both horizontally and vertically. In carrying out their responsibilities, service units must ensure their plans and activities are congruent with other affected service units and coordinated with other impacted organizations.

c. The organizational levels will be described in descending order using the following titles: COO, Vice President and Director/Manager. Directors report to a Vice President or an equivalent position and are K bands or higher with a staff. Similar naming conventions that make the placement and interconnectivity of major organizational functions obvious and easy to identify (e.g., all Safety elements should be named Safety, Planning should be named Planning, Operations Support should be Operations Support, etc.) shall be used throughout the ATO.

d. Official ATO organizational charts will identify only organizational structures that are formally approved, have allocated permanent staffing and resources, and have assigned routing and expenditure codes. Other types of organizations, such as management committees and ad hoc or temporary positions, will not be identified on organizational charts. Formal designations of relationships or memberships of permanent committees and groups on behalf of the ATO, FAA or with other external organizations are considered supplemental relationships and are not shown on the organizational chart.

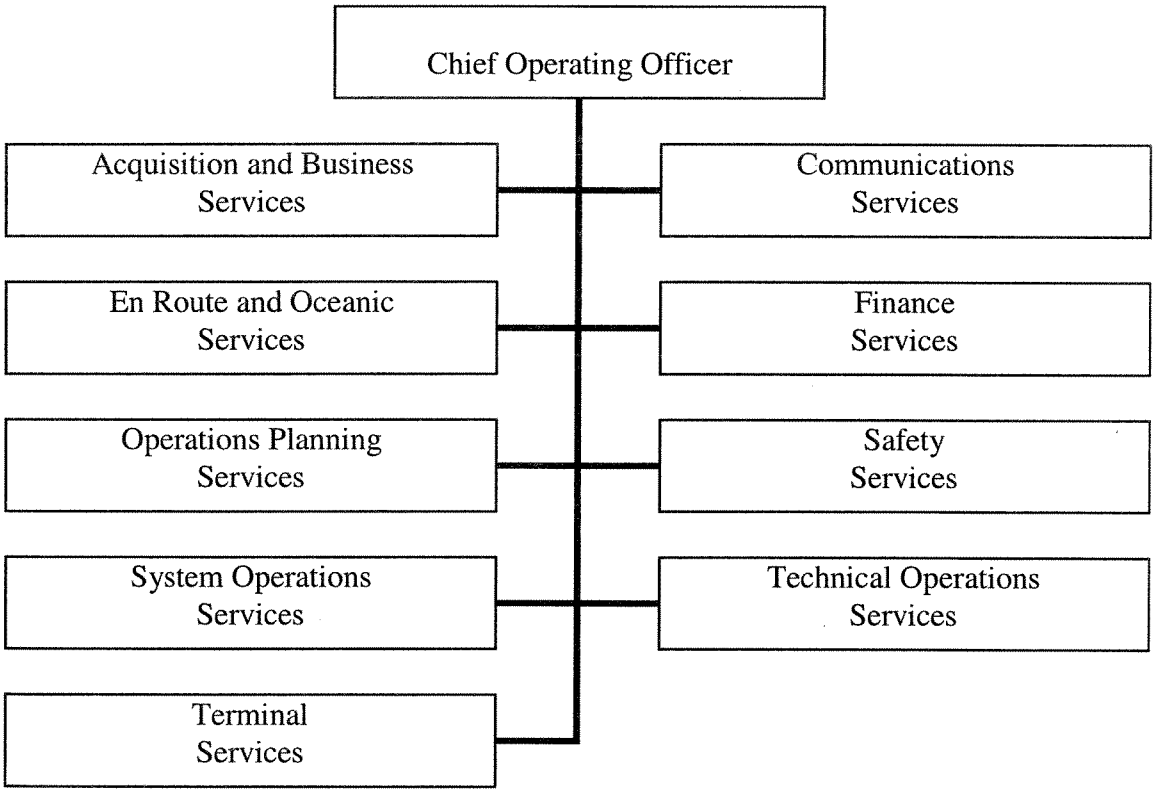
e. The relationship between ATO service units is based on an internal customer-supplier model. The principal internal customers are the Terminal, System Operations, and En Route and Oceanic service units. The other service units act as internal suppliers. Some service units may

have elements of both customer and supplier functions, e.g., the airspace office in System Operations is a supplier function. Internal customer service units establish and provide their requirements for delivery of air traffic management services to supplier service units. The role of the supplier service units is to provide the services, products, support, et cetera to meet the requirements set forth by the internal customers. Suppliers also support other supplier service units. Customer and supplier service units work in partnership within the ATO to ensure requirements and needs are clearly understood as well as the standards for service and product delivery.

f. Changes to the organizational structures and responsibilities delineated in this order which affect one management level below the Vice President level (i.e., at the office level) require approval of the COO. This responsibility may not be delegated.

4. Organizational Chart. Figure 1-1 shows the Air Traffic Organization.

Figure 1-1 – Air Traffic Organization



Chapter 2 – Chief Operating Officer

1. Mission. The mission of the ATO is to provide the safest, securest, and most efficient air traffic management services in the world.

2. Responsibilities. The Chief Operating Officer:

a. Executes the mission of the FAA and ATO; and as the chairperson of the ATO Executive Council, ensures ATO goals, strategies, budgets, priorities, resource allocations and safety and security programs are established that accomplish the mission and achieve performance targets.

b. Executes and maintains a performance based organization that delivers aviation community focused air traffic management services that are measured against standards; manages costs, relying on business practices; and continually increases service value, i.e., efficiency and/or productivity.

c. Maintains ATO policies, standards and procedures and implements technologies that meet mission requirements, increases efficiency and capacity in the National Airspace System (NAS), and ensures sustainable and affordable air traffic management services for the future.

d. Ensures the continuity of air traffic management services. Also supports national defense and security activities and goals.

e. Reports, coordinates and communicates the requirements, status and performance of the ATO with the FAA, Department of Transportation (DOT), the Congress, Office of Management and Budget and other interested parties.

f. Provides management oversight of the Next Generation Joint Planning and Development Office as it relates to the future conduct of air traffic management services in the NAS.

3. Supplemental Relationships.

a. Represents the ATO as a member of the FAA Administrator's Senior Management Team.

b. Represents the ATO as a member of the FAA Joint Resources Council.

c. Serves as elected member of the Civil Air Navigation Services Organization's Executive Committee, an international group representing the interests of air navigation service providers worldwide.

d. Serves as Designated Federal Official on the Air Traffic Procedures Advisory Committee which reviews existing air traffic control procedures and practices.

e. Serves as Designated Federal Official on the RTCA, Inc., a Federal advisory committee that seeks solutions to problems involving application of electronics, computers, and

telecommunications to aeronautical operations.

4. **Line of Succession. In the following order:**

   a. Senior Vice President, Finance Services

   b. Vice President, System Operations Services

   c. Vice President, Terminal Services

   d. Vice President, En Route and Oceanic Services

   e. Vice President, Technical Operations Services

   f. Vice President, Operations Planning Services

   g. Vice President, Safety Services

   h. Vice President, Acquisition and Business Services

   i. Vice President, Communications Services

5. Senior Advisor. Provides executive leadership and guidance for integration of federal aviation policies in the ATO. Serves as liaison between the COO, the Administrator and Deputy Administrator on the day-to-day management of the ATO.

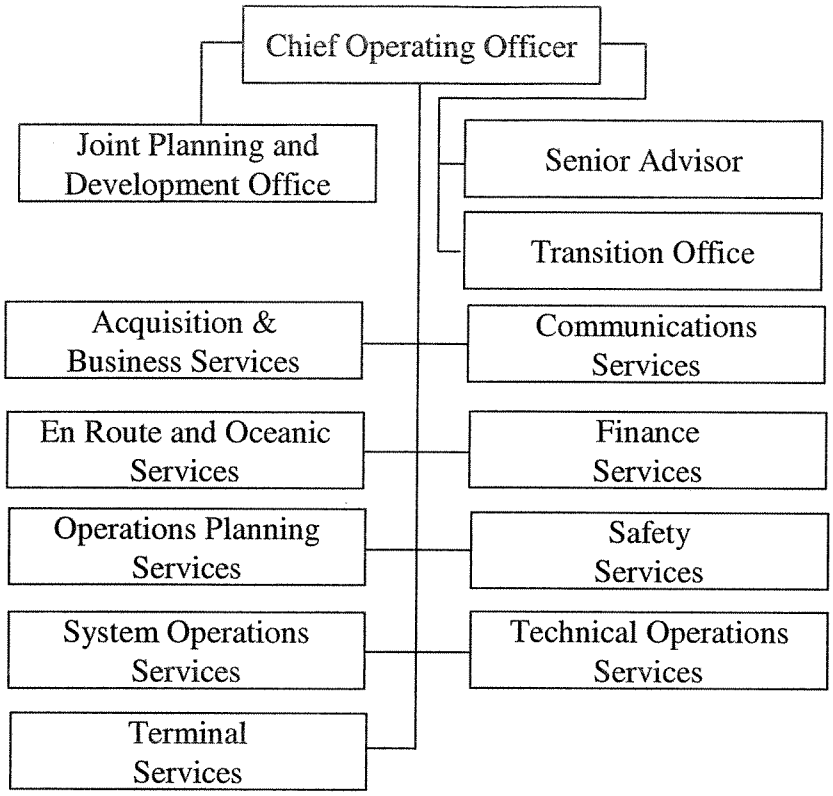
6. Transition Office. Provides strategic executive support for organizational transformation including restructuring, shared services implementation, change management, and re-engineering of support mechanisms and business processes as they relate to creating a high performing performance-based organization. Performing outside the organizational units, overcomes internal cultural challenges through a plenary approach to change management creating effectiveness across service units and between ATO Headquarters and the field.

7. The ATO Service Center. The ATO Service Center is organized into three offices led by directors with five subordinate shared services groups. The Service Center provides staff support for safety assurance, system support, planning and requirements, business management, and administrative services for the ATO, primarily through the En Route and Oceanic, System Operations, Technical Operations, and Terminal service units. The Service Center offices are collocated with the FAA regional offices in Atlanta, Georgia; Fort Worth, Texas; and Seattle, Washington.

8. Joint Planning and Development Office (JPDO). The JPDO is responsible for concept development of the Next Generation Air Transportation (NextGen) System that will enable the air traffic system to serve the growing capacity demands of the air transportation industry.

9. Organizational Chart. Figure 2-1 shows the Chief Operating Officer's organization.

Figure 2-1 – Chief Operating Officer


Chief Operating Officer
Joint Planning and Development Office
Senior Advisor
Transition Office
Acquisition & Business Services
Communications Services
En Route and Oceanic Services
Finance Services
Operations Planning Services
Safety Services
System Operations Services
Technical Operations Services
Terminal Services

Chapter 3 - Acquisition and Business Services

1. Mission. Acquisition and Business Services provide a variety of services and products in the areas of information technology and security, workforce management, and acquisitions and contracting to support the ATO and the FAA in meeting performance targets.

2. Responsibilities. The Vice President, Acquisition and Business Services:

a. Executes the mission of the FAA and ATO and, as a member of the Executive Council, establishes ATO goals, strategies, budgets, priorities, resource allocations, and programs for safety and security that support the mission, continuous improvement of service value, and achievement of performance targets.

b. Executes the mission of Acquisition and Business Services, ensuring its Directorates establish service unit goals, budgets and priorities; allocate and manage resources; meet ATO performance targets; and supply services, as requested, to meet the requirements of the service units.

c. Provides information technology support services that are available, secure, and cost effective to meet the needs of the service units, as well as other FAA organizations.

d. Provides consultation services and issues ATO guidance on performance management policies to the service units.

e. Provides training services to support service units in developing and maintaining a qualified workforce capable of meeting the ATO performance goals.

f. Provides policy, guidance, tools, and workforce to execute and manage the FAA's Acquisition Management System to meet the needs of service units and FAA lines of business. Awards and administers all contracts and interagency agreements for FAA Headquarters. Provides Quality Reliability Officers for major NAS programs.

g. Provides policy and guidance to execute and manage the FAA's Small Business Utilization Program to meet agency annual goals and program objectives.

h. Provides consultation services, training, and guidance to execute and manage the ATO's Model Workplace and Diversity Program to meet FAA goals and program objectives and to implement ATO Executive Council initiatives.

3. Supplemental Relationships.

a. Serves as the FAA's Federal Acquisition Executive.

b. Chairs the FAA Joint Resources Council.

c. Serves as the ATO member on the Information Technology Executive Board.

d. Represents the ATO on the workgroup addressing the Homeland Security Presidential Directive-12 initiative.

e. Serves as the FAA's Small Business Advocate.

4. Line of Succession. In the following order:

a. Director, Acquisition Policy and Contracting Office

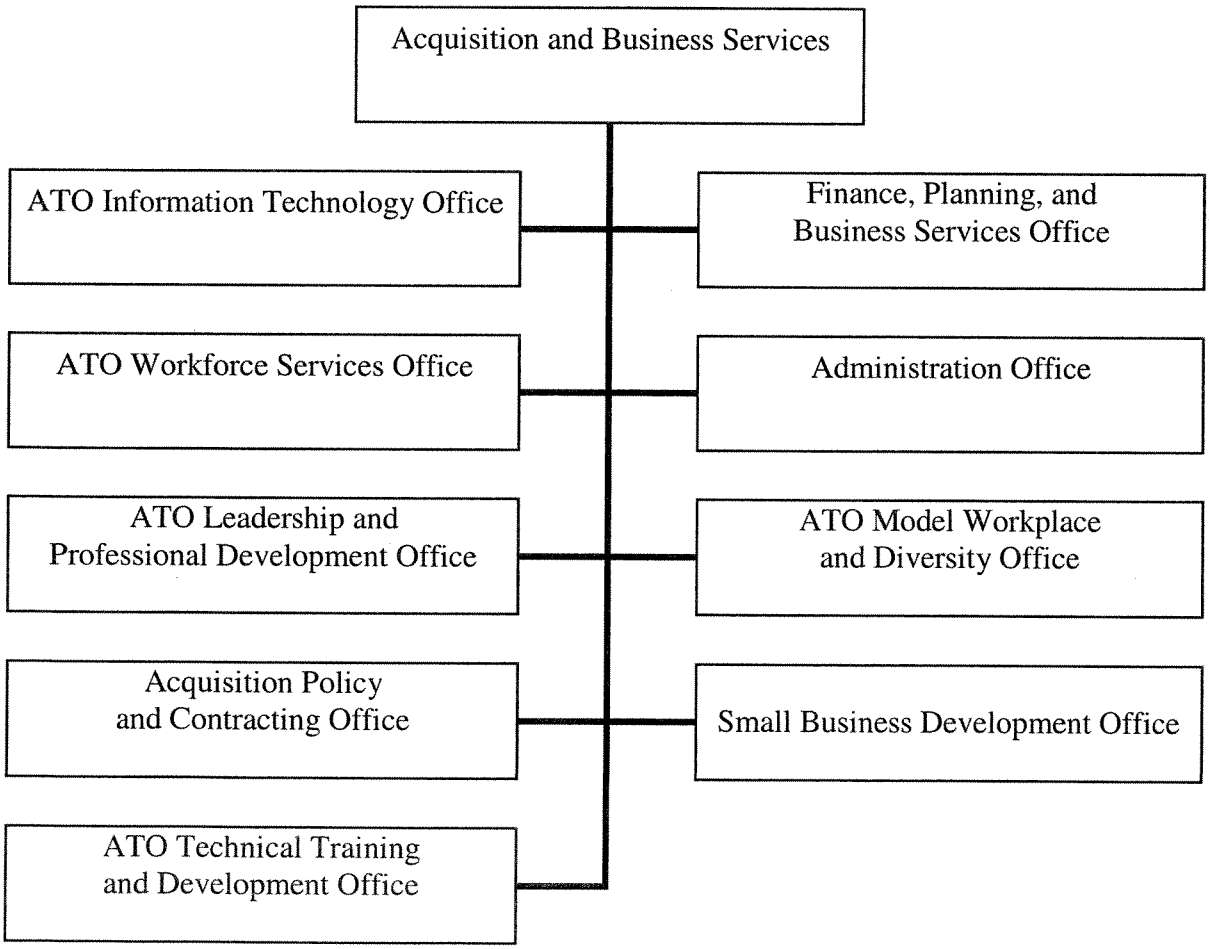
b. Director, ATO Information Technology Office

c. Director, ATO Technical Training and Development Office

d. Director, ATO Leadership and Professional Development Office

5. Organizational Chart. Figure 3-1 shows the Acquisition and Business Services organization at the office level.

Figure 3-1 – Acquisition and Business Services



Chapter 4 - Communications Services

1. Mission. Communications Services provide timely, relevant information to all ATO audiences, while maintaining open communications channels that keep employees, customers and stakeholders informed and supportive of the objectives and programs of the ATO.

2. Responsibilities. The Vice President, Communications Services:

a. Executes the mission of the FAA and ATO and, as a member of the Executive Council, establishes ATO goals, strategies, budgets, priorities, resource allocations, and programs for safety and security that support the mission, continuous improvement of service value, and achievement of performance targets.

b. Executes the mission of Communications Services, ensuring its Directorates establish service unit goals, budgets and priorities; allocate and manage resources; meet ATO performance targets; and supply services, as requested, to meet the requirements of the service units.

c. Provides Communications products and services for the ATO to deliver timely and appropriate messages to targeted audiences and maintain effective communications with the workforce and external stakeholders.

3. Supplemental Relationships. Serves as the ATO liaison to the FAA's Office of Government and Industry Affairs and the Office of Communications.

4. Line of Succession. In the following order:

a. Director, Communications Office

b. Director, Technology Information Office

c. Director, Internal Communications Office

d. Director, Congressional Communications Office

e. Director, External Communications Office

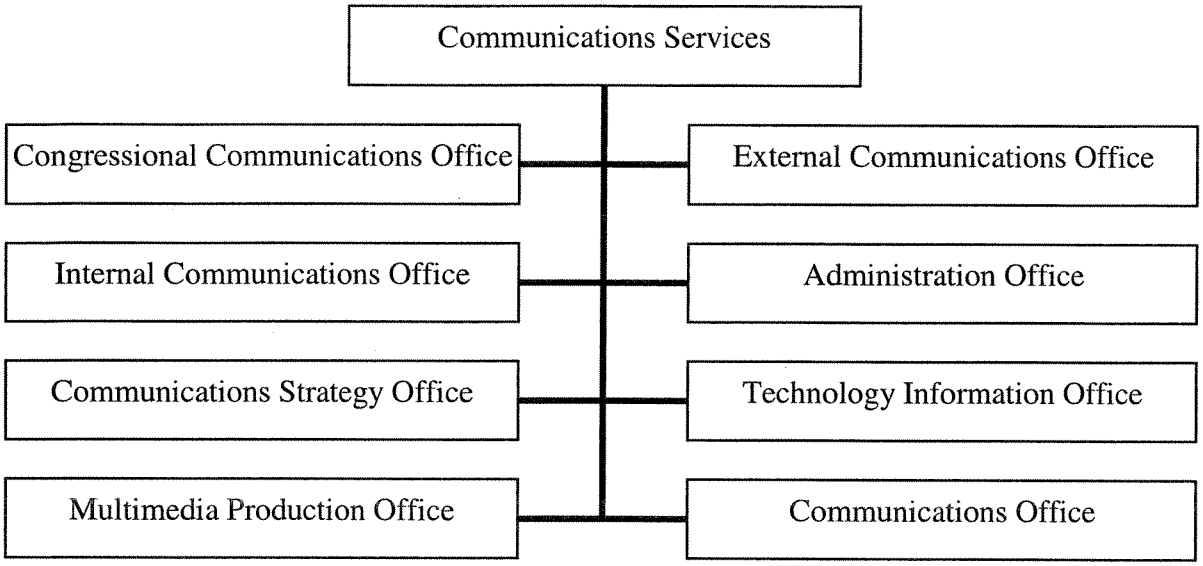
f. Director, Administration Office

g. Director, Communications Strategy Office

h. Manager, Multimedia Production Office

5. Organizational Chart. Figure 4-1 shows the Communications Services organizational structure at the office level.

Figure 4-1 - Communications Services



Chapter 5 - En Route and Oceanic Services

1. Mission. En Route and Oceanic Services provide safe, secure, and efficient air traffic management services to ATO customers operating in the NAS as well as international airspace assigned to United States control.

2. Responsibilities. The Vice President, En Route and Oceanic Services:

a. Executes the mission of the FAA and ATO and, as a member of the Executive Council, establishes ATO goals, strategies, budgets, priorities, resource allocations, and programs for safety and security that support the mission, continuous improvement of service value, and achievement of performance targets.

b. Executes the mission of En Route and Oceanic Services, ensuring its Directorates establish service unit goals, budgets and priorities; allocate and manage resources; meet ATO performance targets; and supply services to meet aviation community requirements.

c. Ensures service unit activities (e.g., operations, occupational, programmatic, airspace management, etc.) are safe with risks appropriately managed and/or mitigated and ensures the continuity in air traffic management services.

d. Creates validated operations and programmatic requirements (e.g., airspace, procedures, facilities, equipment availability, etc.) for En Route and Oceanic air traffic management services.

e. Provides and maintains policies, standards, and programs to ensure safe and efficient En Route and Oceanic operations.

f. Reports on operational performance.

3. Supplemental Relationships. None.

4. Line of Succession. In the following order:

a. Director, Safety and Operations Support Office

b. Director, En Route and Oceanic Operations Eastern Service Area Office

c. Director, En Route and Oceanic Operations Central Service Area Office

d. Director, En Route and Oceanic Operations Western Service Area Office

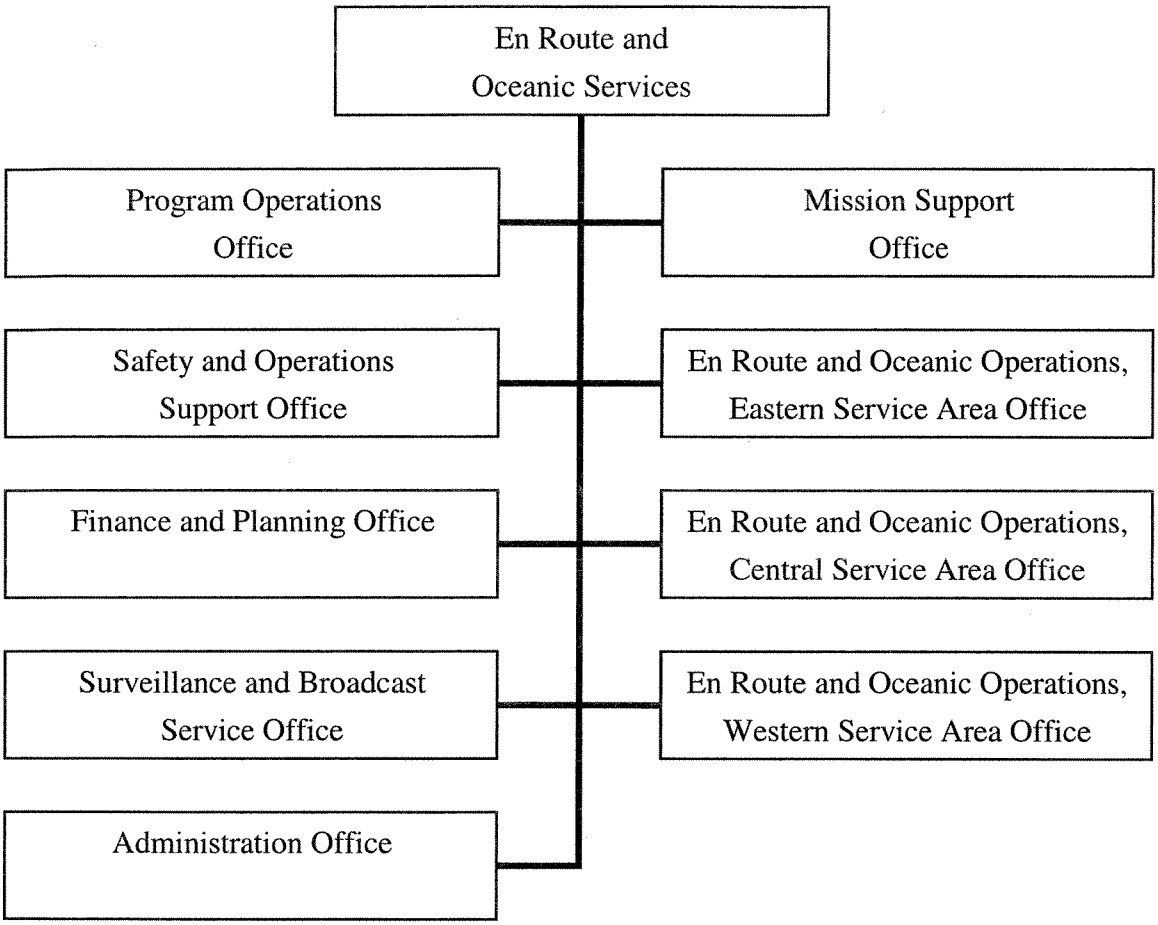
e. Director, Finance and Planning Office

f. Director, Program Operations Office

g. Director, Mission Support Office

5. Organizational Chart. Figure 5-1 shows the En Route and Oceanic Services organization at the office level.

Figure 5-1 – En Route and Oceanic Services



Chapter 6 - Finance Services

1. **Mission**. Finance Services provide timely financial consulting, products and services that support the achievement of the ATO performance goals, cost efficient operations, and FAA leadership in global aviation.

2. **Responsibilities**. The Senior Vice President, Finance Services:

a. Executes the mission of the FAA and ATO and, as a member of the Executive Council, establishes ATO goals, strategies, budgets, priorities, resource allocations, and programs for safety and security that support the mission, continuous improvement of service value, and achievement of performance targets.

b. Executes the mission of Finance Services, ensuring its Directorates establish service unit goals, budgets and priorities; allocate and manage resources; meet ATO performance targets; and supply services, as requested, to meet the requirements of the service units.

c. Establishes cost and financial efficiency targets for the service units and evaluates and reports on ATO organizational performance against the target levels.

d. Provides financial reports and evaluates financial system performance to achieve cost efficient ATO operations.

e. Provides policies, standard procedures and operations to support ATO Finance and FAA requirements.

f. Aligns and integrates investments with long and short term FAA and ATO goals, objectives, and plans.

g. Develops ATO budget requests for the FAA's Chief Financial Officer.

h. Supports agency capitalization processes by providing supporting documentation and capital program information.

3. **Supplemental Relationships**.

a. Serves as the ATO primary interface and financial representative to the FAA's Chief Financial Officer.

b. Serves as the FAA lead for the Civil Air Navigation Services Organization's Global Benchmarking Workgroup to develop international aviation performance measures and policies.

c. Serves as member of the FAA Joint Resources Council to ensure investments are aligned and integrated with long- and short-term FAA and ATO goals, objectives, and plans.

d. Serves as chairperson for the FAA Research, Engineering, and Development (RE&D) board.

4. **Line of Succession**. In the following order:

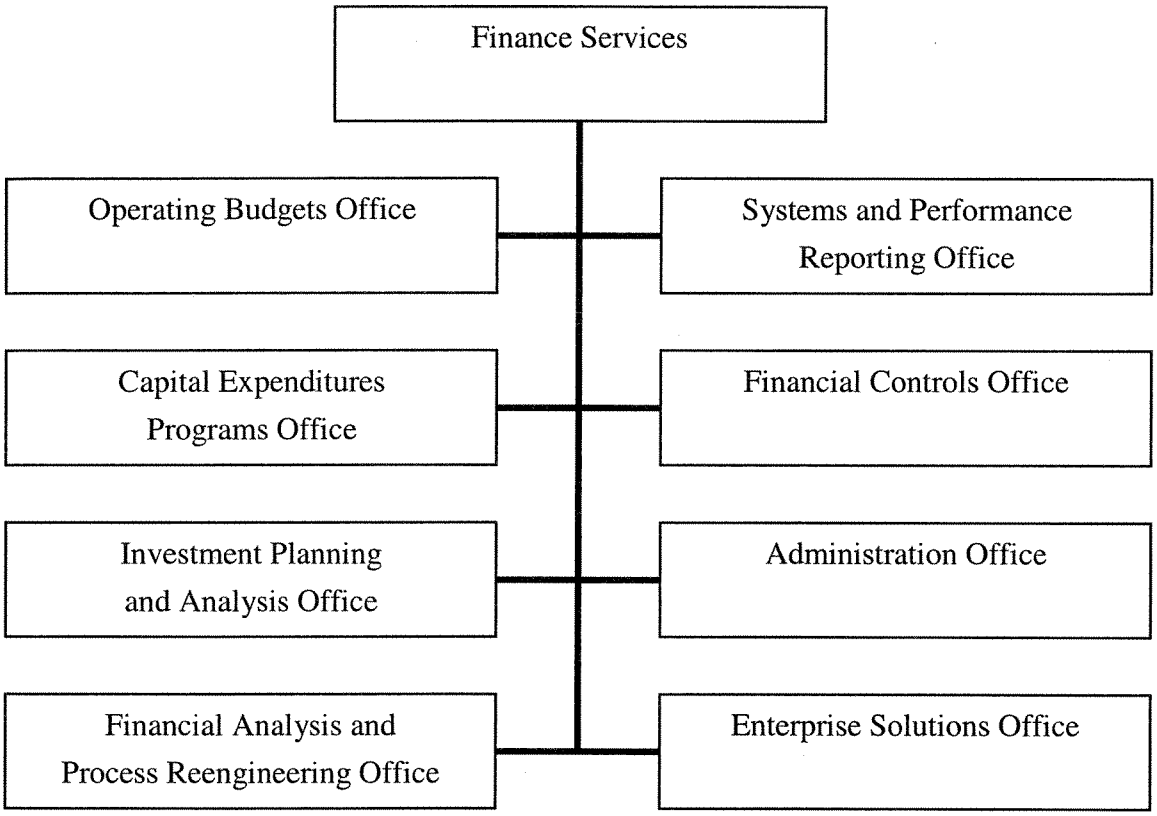
   a. Director, Operating Budgets Office

   b. Director, Financial Analysis and Process Reengineering Office

   c. Director, Capital Expenditures Programs Office

5. **Organizational Chart**. Figure 6-1 shows the Finance Services organization at the office level.

Figure 6-1 – Finance Services



Chapter 7 - Operations Planning Services

1. Mission. The mission of Operations Planning Services is to realize the future vision of aviation by providing integrated strategies and solutions to achieve national and international goals.

2. Responsibilities. The Vice President, Operations Planning Services:

a. Executes the mission of the FAA and ATO and, as a member of the Executive Council, establishes ATO goals, strategies, budgets, priorities, resource allocations, and programs for safety and security that support the mission, continuous improvement of service value, and achievement of performance targets.

b. Executes the mission of Operations Planning Services, ensuring its Directorates establish service unit goals, budgets and priorities; allocate and manage resources; meet ATO performance targets; and supply services, as requested, to meet the requirements of the service units.

c. Delivers detailed demand forecasts at the service delivery point level to ensure accurate and consistent workload planning and NAS modeling for investment analysis. Supports the development of comprehensive operating plans that enable service units to meet target levels of performance.

d. Establishes and executes an effective business planning process that fully incorporates safety, operational, and financial requirements.

e. Executes effective systems engineering processes to establish and manage the NAS architecture to ensure that it meets the current and future requirements of ATO customers and operating service units.

f. Delivers research, technical development, and capital planning services necessary to improve and evolve the NAS enterprise architecture to meet future customer and owner requirements, integrate with international air traffic management services and implement concepts and technologies identified in the Operational Evolution Partnership (OEP) plan to transition the NAS to meet forecasted demand.

g. Delivers and monitors the execution of the FAA plan to integrate initiatives, activities and capabilities necessary for the implementation of the NAS of the future via the OEP.

h. Conducts planning, analyses, research, advanced concept development, new technology development and prototyping, and systems engineering to support initial and final investment decisions.

i. Executes the corporate research, engineering and development planning, and budget process for the Administrator.

j. Ensures that the laboratories, facilities and support services of the William J. Hughes

Technical Center are available and appropriate to meet the requirements of its internal and external customers.

k. Ensures that NAS systems and new acquisitions receive test, evaluation, verification and validation services, as appropriate, throughout their lifecycle.

l. Ensures that ATO planning activities are synchronized with internal and external partners and that they support future requirements.

m. Ensures harmonization of global, regional and cross-border plans, activities and positions with U.S. air traffic modernization strategies.

3. Supplemental Relationships.

a. Serves as the ATO primary liaison with the FAA Assistant Administrator for International Aviation.

b. Serves as Executive Director of the Research, Engineering and Development Advisory Committee.

c. Serves as the Department of Transportation representative on the Federal Committee for Meteorological Science and Support Research.

d. Serves as the Co-chair of the Operational Evolution Partnership Review Board.

e. Serves as an OEP Associate.

4. Line of Succession. In the following order:

a. Director, Systems Engineering and Safety Office

b. Director, Research & Technology Development Office

c. Director, Performance Analysis and Strategy Office

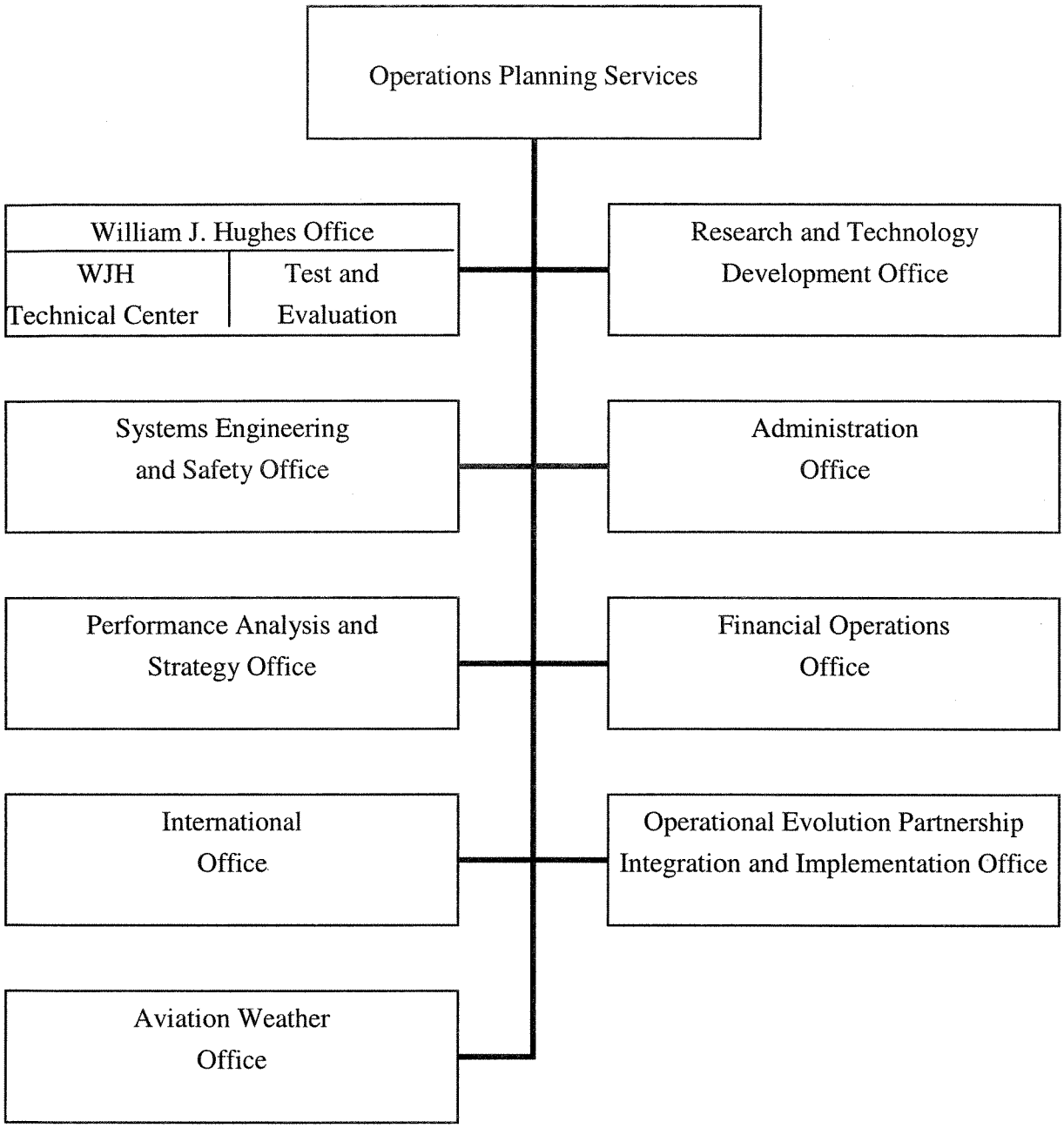
d. Director, William J. Hughes Office

e. Director, International Office

f. Director, Operational Evolution Partnership Integration & Implementation Office

5. Organizational Chart. Figure 7-1 shows the organization structure of Operations Planning Services at the office level.

Figure 7-1 – Operations Planning Services



Chapter 8 - Safety Services

1. Mission. Safety Services ensure the ATO meets established Safety standards and instills a Safety culture that embraces continual improvements.

2. Responsibilities. The Vice President, Safety Services:

a. Executes the mission of the FAA and ATO and, as a member of the Executive Council, establishes ATO goals, strategies, budgets, priorities, resource allocations, and programs for safety and security that support the mission, continuous improvement of service value, and achievement of performance targets.

b. Executes the mission of Safety Services, ensuring its Directorates establish service unit goals, budgets and priorities; allocate and manage resources; meet ATO performance targets; and supply services as requested to meet the requirements of the service units.

c. Establishes service unit target levels of safety for the ATO and evaluates and reports on ATO organizational performance against the target levels.

d. Ensures, as the ATO safety authority, organizational compliance with safety related laws, regulations, orders, policies, etc., and that safety programs are consistent and effective.

e. Identifies, tracks, trends and reports on safety in the ATO, including air traffic management services, infrastructure and occupational, and ensures the appropriate level of safety is maintained.

f. Reviews and ensures service unit changes affecting the ATO mission are safe, with risks appropriately mitigated.

g. Serves as the primary ATO representative and point-of-contact for Safety issues with external organizations.

3. Supplemental Relationships. None.

4. Line of Succession. In the following order:

a. Director, Runway Safety Office

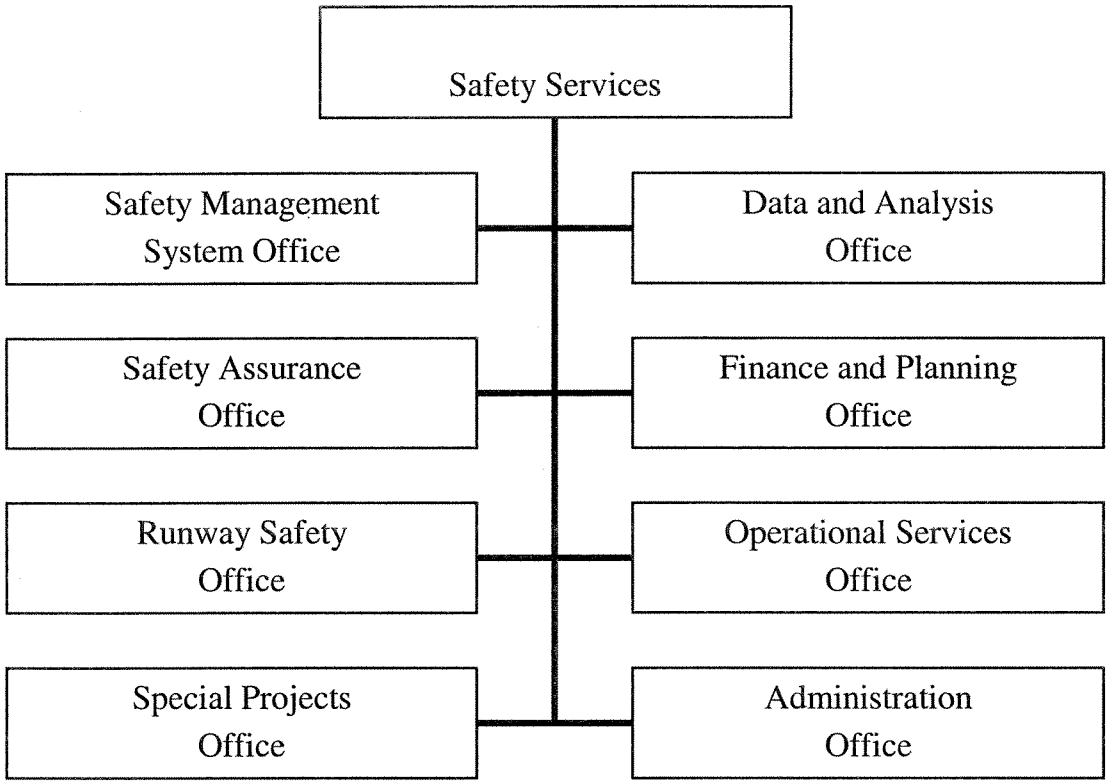
b. Director, Safety Assurance Office

c. Director, Safety Management System Office

d. Director, Operational Services Office

5. Organizational Chart. Figure 8-1 shows the organization structure of Safety Services at the office level.

Figure 8-1 – Safety Services



Chapter 9 - System Operations Services

1. Mission. System Operations provide safe, secure and efficient air traffic management services and Flight Services to ATO customers. Also, acts as the ATO service provider for operational air transportation security issues, airspace and aeronautical information management, and Area Navigation/Route Navigation Program criteria and procedures development.

2. Responsibilities. The Vice President, System Operations Services:

a. Executes the mission of the FAA and ATO and, as a member of the Executive Council, establishes ATO goals, strategies, budgets, priorities, resource allocations, and programs for safety and security that support the mission, continuous improvement of service value, and achievement of performance targets.

b. Executes the mission of System Operations Services, ensuring its Directorates establish service unit goals, budgets and priorities; allocate and manage resources; meet ATO performance targets; and supply services to meet aviation community requirements.

c. Establishes service unit target levels of efficiency for the ATO and evaluates and reports on ATO organizational performance against the target levels.

d. Ensures service unit activities (e.g., operations, occupational, programmatic, etc.) are safe with risks appropriately managed and/or mitigated.

e. Establishes policies, standards, and procedures covering air traffic flow management, airspace management, and aeronautical information management to support the safe, secure, and efficient use of navigable airspace.

f. Develops organizational operations security policy and procedures and serves as the ATO representative with external stakeholders.

g. Establishes program directives, policies, standards, strategies, plans, and management methods to support the operational requirements (current and future) of national and international flight services operations.

3. Supplemental Relationships.

a. Chairs the Air Traffic Procedures Advisory Committee.

b. Chairs the Collaborative Decision Making Working Group.

c. Represents the DOT on the Homeland Security Council's Aviation Sub-Policy Coordination Committee.

d. Serves as primary FAA liaison to the Department of Defense, Federal, State, and local law enforcement agencies, and the Department of Homeland Security for operational issues.

e. Serves as the DOT lead for the aviation portion of Emergency Support Function One of

the National Response Plan.

f. Represents the FAA as a member of the Interagency Airspace Protection Working Group.

g. Represents the FAA as a member of the Critical Incident Management Group.

h. Serves as the DOT representative to the Federal Emergency Management Administration during times of national emergency because of terrorist actions or national/man-made disasters.

i. Co-chairs the Space and Air Traffic Executive Board and Working Council.

j. Participates as a member of the Aviation Rulemaking Advisory Committee.

k. Represents the FAA as a member of the Performance-based Aviation Rulemaking Committee.

l. Participates as a member of the JPDO for Environmental.

m. Represents the DOT on the National Search and Rescue Council.

4. Line of Succession. In the following order:

a. Director, Security Office

b. Director, Airspace and Aeronautical Information Management Office

c. Director, System Operations Office

d. Director, Flight Services Program Operations Office

e. Director, Planning and Procedures Office

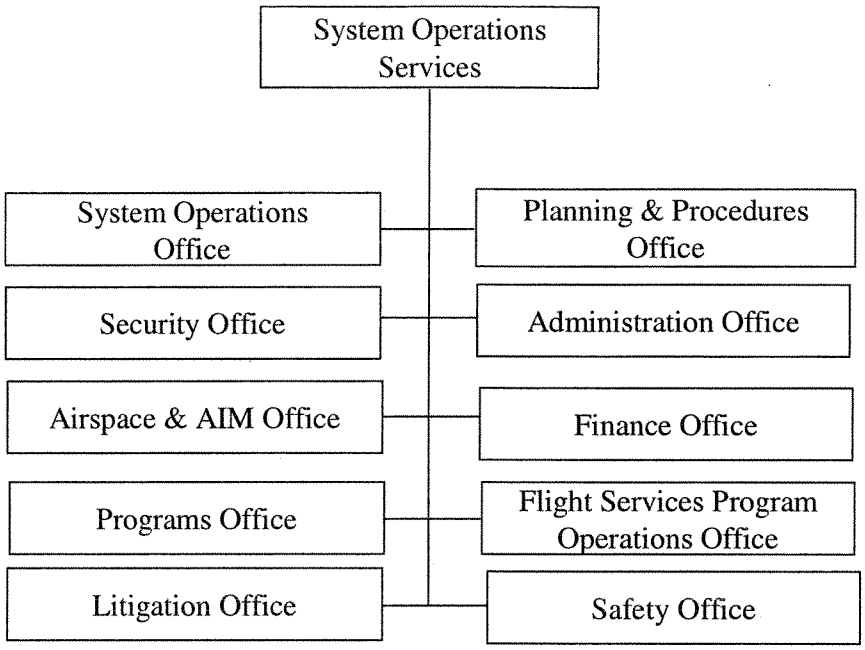
f. Director, Tactical Operations Group Central Service Area Office

g. Director, Tactical Operations Group Eastern Service Area Office

h. Director, Tactical Operations Group Western Service Area Office

5. Organizational Chart. Figure 9-1 shows the organizational structure of System Operations Services at the office level.

Figure 9-1 – System Operations Services



Chapter 10 - Technical Operations Services

1. Mission. Technical Operations Services provide a variety of technical and engineering services to sustain the NAS infrastructure for the operating service units.

2. Responsibilities. The Vice President, Technical Operations Services:

a. Executes the mission of the FAA and ATO and, as a member of the Executive Council, establishes ATO goals, strategies, budgets, priorities, resource allocations, and programs for safety and security that support the mission, continuous improvement of service value, and achievement of performance targets.

b. Executes the mission of Technical Operations Services, ensuring its Directorates establish service unit goals, budgets and priorities; allocate and manage resources; meet ATO performance targets; and supply services, as requested, to meet the requirements of the service units.

c. Ensures service unit activities (e.g., operations, occupational, programmatic, etc.) are safe with risks appropriately managed and/or mitigated.

d. Provides maintenance, engineering, and related services to sustain the NAS physical infrastructure.

e. Provides policies, processes, and procedures covering the NAS infrastructure, configuration management, supply support, and FAA personal property to ensure safety and operational availability.

f. Ensures compliance with Federal Information Systems Management Act to maintain the integrity and security of NAS operational and mission support systems.

g. Develops, evaluates, and certifies airspace systems and instrument flight procedures, and publishes and distributes aeronautical charts and digital aeronautical data.

h. Provides safe, cost effective navigation capabilities.

i. Executes the radio frequency spectrum program to ensure NAS communications, navigation and surveillance systems can operate safely.

j. Provides communications and telecommunications services consistent with ICAO standards required for air traffic management services within the NAS.

k. Reports on the NAS infrastructure operational performance.

l. Supports Agency capitalization processes by providing supporting documentation for agency assets.

3. Supplemental Relationships. Serves as the FAA and United States Government civil aviation spectrum representative at the International Telecommunication Union, which is an organization under the United Nations.

4. Line of Succession. In the following order:

a. Director, Safety and Operations Support Office

b. Director, Air Traffic Control Facilities Office

c. Director, Technical Operations Eastern Service Area Office

d. Director, Technical Operations Central Service Area Office

e. Director, Technical Operations Western Service Area Office

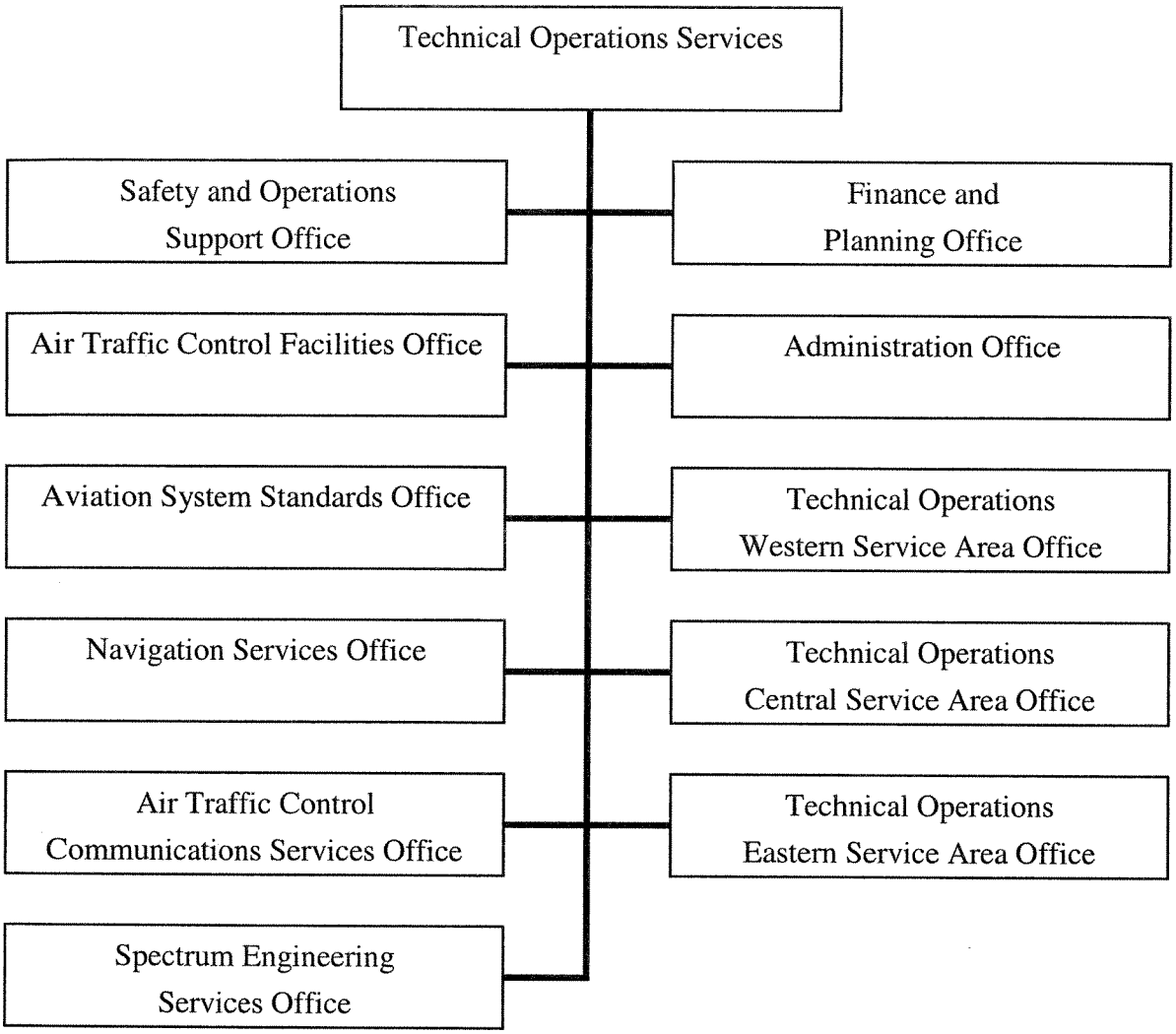
f. Director, Navigation Services Office

g. Director, Air Traffic Control Communications Services Office

h. Director, Aviation System Standards Office

5. Organizational Chart. Figure 10-1 shows the organizational structure of Technical Operations Services at the office level.

Figure 10-1 – Technical Operations Services



Chapter 11 - Terminal Services

1. **Mission**. Terminal Services provide safe, secure, and efficient air traffic management services to ATO customers operating in the NAS.

2. **Responsibilities.** The Vice President, Terminal Services:

a. Executes the mission of the FAA and ATO and, as a member of the Executive Council, establishes ATO goals, strategies, budgets, priorities, resource allocations, and programs for safety and security that support the mission, continuous improvement of service value, and achievement of performance targets.

b. Executes the mission of Terminal Services, ensuring its Directorates establish service unit goals, strategies, budgets and priorities; allocate and manage resources; meet performance targets; and supply services to meet aviation community requirements.

c. Ensures service unit activities (e.g., operations, occupational, programmatic, airspace management, etc.) are safe with risks appropriately managed and/or mitigated and ensures the continuity in air traffic management services.

d. Creates validated operations and programmatic requirements (e.g., airspace, procedures, facilities, equipment availability, etc.) for Terminal air traffic management services.

e. Provides policies, standards, and programs to ensure safe and efficient Terminal operations and provides ATO surveillance services.

f. Reports on operational performance.

3. **Supplemental Relationships.** None.

4. **Line of Succession.**

a. Director, Safety and Operations Support Office

b. Director, Mission Support Office

c. Director, Program Operations Office

d. Director, Planning Office

e. Director, Finance Office

f. Director, Terminal Operations, Central Service Area Office

g. Director, Terminal Operations, Eastern Service Area Office

h. Director, Terminal Operations, Western Service Area Office

5. **Organization Chart.** Figure 11-1 shows the organizational structure of Terminal Services at

the office level.

Figure 11-1 – Terminal Services

