U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
Air Traffic Organization Policy

ORDER JO 7200.25A

Effective Date:
2/13/2025

SUBJ: Joint Air Traffic Operations Command (JATOC)

1. Purpose of This Order. This Order describes the function and responsibilities of the Joint Air Traffic Operations Command (JATOC). The JATOC was established by the Air Traffic Organization (ATO) to integrate Service Units (SUs) at all levels, enabling a unified response effort to significant events that adversely impact the National Airspace System (NAS) or National Security.

2. Audience. This Order applies to all ATO SUs, in particular the personnel who stand watch as part of the JATOC.

3. Where Can I Find This Order. This order is available on the Federal Aviation Administration's (FAA's) Air Traffic Plans and Publications website at http://faa.gov/air_traffic/publications, FAA Orders & Notices website at https://www.faa.gov/regulations_policies/orders_notices/, and at the FAA Facility Directives Repository https://loa.faa.gov/.

4. Distribution. This Order is applicable to all ATO SUs.

5. What This Order Cancels. FAA Order JO 7200.25, *Joint Air Traffic Operations Command (JATOC)*, dated September 16, 2022, including all changes.

6. Explanation of Policy Changes. This revision covers the organizational change of JATOC reporting to AJO versus AJR, moves the AID from AJR to the DCOO of Operations, adds the Duty Watch Officer (DWO) position, adds the Office of Communications to the JATOC Elements, updates several of the Element descriptions, reduces the number of JATOC Operational Levels from four to three, and removes definitions that are no longer relevant or are already defined within the contents of this order.

7. Review and Changes. This Order must be reviewed annually. Change proposals must be submitted to the JATOC Operational Support Team (JOST) at 9-ATO- JATOC@faa.gov.

8. JATOC Function

a. The JATOC helps the ATO effectively prepare for, respond to, and recover from, any significant incidents and other major events or natural disasters that impacts the NAS and National Security. As the ATO's centralized command and control element, the JATOC is comprised of experts from ATO operational SUs at all levels. The JATOC gathers details and provides a single source of integrated information and reliable communications to ATO leadership to make critical, informed, and responsible decisions by:

(1) Integrating ATO's diverse operational capabilities at a single location.

(2) Leveraging commonality of mission requirements.

(3) Supporting and make efficient use of personnel and resources.

(4) Mitigating NAS impacts through outreach with field facilities.

9. **JATOC Administration.**

a. Line of Authority:

(1) Deputy Chief Operating Officer (DCOO) of Operations. The DCOO of Operations or designee, as assigned by the Chief Operating Officer (COO), manages the JATOC, whose responsibility is to provide a comprehensive, standardized approach to prepare for, respond to, and recover from significant incidents in the NAS. The JATOC serves as the ATO's command and control element and the informational focal point for FAA leadership. The DCOO of Operations, or designee, serves as the ATO Incident Director (AID).

(2) JATOC General Manager (GM). Direct and manage efforts to develop and implement procedures and policies necessary to respond to local or national aviation events and reports directly to the DCOO of Operations. Coordinate and collaborate with ATO SUs and other FAA lines of business as needed to make critical decisions in support of the ATO mission.

(3) Duty Watch Officer (DWO). The DWO applies advanced knowledge of the technical aspects of air traffic operations and procedures to direct day-to-day operations of a cross-organizational ad hoc team consisting of numerous JATOC elements from multiple Air Traffic Organization Service Units. The DWO has command and control of information during significant NAS events while providing notifications to ATO leadership and taking steps to stabilize the situation. The DWO directly supports and is tasked by the JATOC GM, AID designee, DCOO of Operations and COO.

(4) JATOC ATO Watch Officer (AWO). Directly support, and receive tasks from, the DWO.

b. Functional Elements. Responsible for ensuring information which directly or indirectly impacts NAS efficiency, capability, security, media interest, or ATO leadership areas of concern are reported to the AWO in a timely manner.

(1) DWO. Manages the ATO-unified response to significant NAS events that require a greater ATO response and escalation of the JATOC operational level until relieved by the AID, DCOO of Operations or designee, as designated by the COO. The DWO has command and control of notifications to ATO leadership, serves as the organizational lead responsible for management coordination among all JATOC elements, requests additional/follow-up information from JATOC functional elements, and takes steps to stabilize the situation.

(2) AWO. Collects, validates, and communicates with ATO leadership as incidents develop, while providing continual updates.

(3) System Operations Services (AJR) NAS Operations, AJR-1. NAS Operations is dedicated to balancing the nation's air traffic demand with system capacity. The National Operations Manager, National Traffic Management Officers, and Traffic Management Specialists plans and regulates the

flow of air traffic to minimize delays and congestion while maximizing the overall use of the national airspace. Planners conduct strategic and predictive planning daily. NAS Operations overseas programs and procedures that optimize traffic flow to prevent congestion in busy airspace and airports. NAS operations collaborates with traffic management, airlines, airports, and other stakeholders to balance demand and capacity in the NAS. NAS operations incorporates real-time weather data to adjust operations dynamically, minimizing delays and optimizing system capacity. System operations monitors the performance of air traffic systems to ensure they meet operational needs and adjust as necessary. AJR-1 helps manage long-term planning for airspace use, ensuring the NAS can handle current and future traffic demands. NAS operations supports the FAA in managing incidents, such as weather disruptions, equipment failures, or emergencies, by coordinating with affected stakeholders. NAS operations implements measures to maintain operations during crises, ensuring continuity and minimizing the impact on stakeholders.

(4) Tactical Operations Security (AJR-24) - Responsible for the management of security-related events in the NAS. AJR-24 provides support to the JATOC via the National Tactical Security Operations (NTSO) team's Air Traffic Security Coordinators (ATSCs). The NTSO team is responsible for, and is the lead focal point, regarding the management of ATO's real−time ATM security−related operations. These tactical operations principally focus on: monitoring air traffic and using intelligence information to detect potential threats, validating those threats, and facilitating tactical responses in order to reinforce efforts to defeat those threats while mitigating safety and efficiency impacts on the NAS. The NTSO team monitors and manages participation on the Domestic Events Network (DEN) Bridge.

(5) Technical Operations (AJW). The National Operations Control Center (NOCC) through the Senior Technical Operations Watch Officer (STOWO) provides national oversight and operational management of Technical Operations services, systems, and infrastructure. The STOWO provides coordination for a timely resolution of operational events that require intervention in accordance with national priorities (e.g., political, media, military, National Defense Program shutdowns, general aviation, and commercial airline requirements).

(6) Air Traffic Services (AJT). The AJT representative (JATOC-AT) serves as the advocate to the FAA Air Traffic Control facility management and staff on real-time operational issues. The JATOC-AT assists ATC facility personnel with complex decision making as requested/required and provides guidance for the formulation of clear, concise, and comprehensive messaging related to event notifications and event management.

(7) Safety Intelligence and Response Group (SIRG). The SIRG is the ATO's point of contact for post-event management. The SIRG investigates and reports safety incidents and assesses potential risk in the NAS for both AJT and AJW service delivery. This begins with the JATOC Safety Event Network, comprised of the Safety and Technical Training (AJI) Safety Event Team, AJI-1310, and AJI Safety Investigations Team, AJI-1320, and may result in the upward reporting of a safety event or requesting a Services Rendered TELCON. The AJI Safety Investigations and Response Team, AJI-1330, may respond by launching an Event Response Team to conduct an on-site investigation at a facility following a significant safety event in the NAS. Upward reporting of findings in a factual and timely manner is the primary purpose of the SIRG.

(8) Flight Program Operations (AJF). AJF is responsible for the operational control of all aircraft flown by the FAA. AJF ensures the integrity of the navigational aids and instrument approaches in the NAS through airborne flight inspection. As part of the JATOC, AJF coordinates flight inspection

activity with AJR, AJT, and AJW to maintain NAS capabilities at the highest level, while minimizing the impact of flight operations on NAS efficiency. AJF also maintains assets to provide on-demand, short notice air support to the emergency response teams within the FAA, as well as external agencies.

(9) Program Management Organization (PMO), Air Traffic Systems (ATS), Terminal Second Level Engineering (AJM-24 TSLE) and En Route & Oceanic Second Level Engineering (AJM-25 SLE). AJM-24 TSLE and AJM-25 SLE provide awareness reports of NAS operational automation system concerns, issues, and outages to the JATOC GM/STOWO/NOCC. This reporting includes data driven information and system functionality expertise for AJM-2 automation systems. These reports are initiated by one of the triggers listed below and continue until issue resolution/closeout or a forward plan for resolution is identified and communicated. Driving factors/triggers can include, but are not limited, to the following: PMO ATS Helpdesk calls for automation issues that have operational, training, and/or commercial stakeholder's impacts; Automation issue that has operational and/or controller training impact; ATC facility OCL changes – Zero/Limited/Alert; JATOC messages; NOCC messages; Second Level Engineering support activities, such as keysite.

(10) Office of Communications (AOC). The AOC monitors operations and develops communications strategies to respond to incidents, emergencies, and natural disasters. Proactively communicates with travelers and operators of the NAS. Promotes the mission and people of the FAA ATCSCC to the public through the news media and digital channels. Ensures information is accurate, timely, synchronized, and accessible.

(11) Mission Support Services (AJV). The United States NOTAM [Notice to Air Missions] Office (USNOF) is aligned within AJV Aeronautical Information Services, AJV-A. Within AJV-A, it operates under AJV Aeronautical Information Group, AJV-A3. The USNOF is considered an FAA operational facility with a facility identifier of DNO. The USNOF ensures that NOTAMs disseminated in the NAS are issued domestically and internationally and aligned with FAA policy. In accordance with FAA Order 7930.2, *Notices to Airmen (NOTAM)*, the USNOF is the final authority on NOTAM formatting.

c. JATOC Surged Elements.

(1) JATOC Crisis Action Team (J-CAT). A surged element of the JATOC and is the ATO's primary national-level communications and coordination hub for unified responses to significant incidents. The J-CAT provides ATO incident management support to the AID, as well as the ATO Officer Group (OG). The J-CAT can operate in full activation mode from the Event Management Center (EMC), operate in limited activation mode from the operational floor, or operate virtually.

10. JATOC Operational Levels.

a. ATO Incident Director: The AID is responsible for managing ATO's initial unified response to a significant event or participation in a major event. The AID is directly accountable to the COO and the OG and will determine the initial scope and scale of ATO's unified response to an incident. The AID will coordinate with the OG to formulate an integrated ATO strategy for follow-on efforts, including provisions for continued senior leadership, sustaining response efforts, and any ensuing recovery activities.

b. Level 1. Steady State

(1) The JATOC GM/DWO monitor events and determine if escalation to Level 2 is required.

(2) All functional elements will continue to perform existing mission and will report to its own Line of Authority.

c. Level 2. Escalated Activity – AID / DCOO of Operations Engagement

(1) JATOC Elements will:

(a) Support and prioritize AWO and AID response efforts.

(2) AWO will:

(a) Gather, consolidate, and synthesize information at the direction of the AID.

(3) DWO will:

(a) Provide command and control of the event response until transfer of responsibility to the AID.

(b) Ensure full engagement of JATOC elements in support of response efforts.

(c) Engage with involved ATO organizations at the direction of the AID.

(d) Prepare for possibility of escalation to Level 3.

EXAMPLE*: Level 2 events include but are not limited to: ATC Zero declarations with significant NAS impact, significant air carrier accidents, hijack, and incidents that will generate high-level national/international media interest.*

(4) AID / DCOO of Operations or designee will:

(a) Provide command and control of the ATO event response.

(b) Manage the ATO event response and provide ATO direction for response efforts.

(c) Serve as the focal point for ATO response and provide upward reporting.

(d) Activate the J-CAT as needed.

(e) Deploy ATO resources in support of the response efforts.

d. Level 3. Major Event – ATO COO / FAA Administrator / Executive-level Government Engagement

(1) JATOC elements will:

(a) Support AID response efforts.

(b) Fully engage to provide required support.

(2) AID / DCOO of Operations or designee will:

(a) Initiate Level 3 for significant events that requires ATO COO, FAA Administrator, and Executive-level government response.

(b) Provide command and control of the ATO event response.

(c) Provide direction from FAA leadership.

(d) Activate the J-CAT as needed.

(e) Deploy required ATO resources.

(f) Provide interagency coordination.

11. JATOC Contingency Operations. In the event the JATOC must evacuate the Air Traffic Control System Command Center, functional elements will provide a representative to proceed to the FAA Emergency Operations Center (EOC) located at the Mount Weather EOC.

12. Definitions.

a. Emergency Notification System. Method of facilitating the one-way dissemination or broadcast of messages to one or many groups of people alerting them to a pending or existing emergency.

b. JATOC Operational Support Team (JOST). Team that provides administrative/operational, quality control and training in support of the JATOC.

c. Domestic Events Network (DEN). A 24/7 FAA telephonic recorded conference call network managed by the NTSO ATSC team, which is integrated into the JATOC. The DEN sustains an operations-focused link among all Air Route Traffic Control Centers, some major Terminal Radar Approach Controls, and select towers, as well as over 170 interagency operational nodes including the North American Aerospace Defense Command Air Defense Sectors. The DEN is used by the FAA to sustain near real-time, operations-focused shared situational awareness and to coordinate tactical operational responses to security incidents, particularly airborne threats, involving the NAS.

d. JATOC Safety Event Network (J-SEN). A continuous, 24/7 safety-reporting network. The J-SEN accepts the initial event reports and gathers necessary information from the reporting facility/party to inform leadership through the AWO notification process.



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