



U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

Air Traffic Organization Policy

ORDER
JO 1900.47C

Effective Date:
10/22/09

SUBJ: Air Traffic Organization Operational Contingency Plan

- 1. Purpose of This Order.** This order establishes the Air Traffic Organization (ATO) procedures, requirements, and responsibilities for the development of operational contingency plans (OCP) for Federal Aviation Administration (FAA) air traffic control (ATC) facilities, including federal contract towers, flight service stations (FAA and contract), hereafter known as “ATC facilities.”
- 2. Audience.** This directive applies to the following ATO service units: En Route and Oceanic, Terminal, Technical Operations, and System Operations Services, including the David J. Hurley Air Traffic Control System Command Center (ATCSCC), the Directors of Tactical Operations, traffic management officers, Flight Services Program Operations, the Alaska Flight Services Information Area Group, FAA contract ATC service providers, and all ATC facilities; select offices and services within Washington headquarters; the William J. Hughes Technical Center; and the Mike Monroney Aeronautical Center.
- 3. Where Can I Find This Order?** This order is available on the MYFAA employee Web site at https://employees.faa.gov/tools_resources/orders_notices/.
- 4. Cancellation.** This order cancels FAA Order JO 1900.47B, Air Traffic Organization Operational Contingency Plan, dated December 1, 2006.
- 5. Policy.** The following policy is provided:
 - a.** This order applies to OCPs for all ATC facilities. Facility management is responsible to have procedures in place to respond to ATC Alert and ATC Zero events that affect the capability of their facility to provide operational ATC services.
 - b.** The handling and management of air traffic during ATC Zero events may result in airborne/ground delays, reroutes around impacted facilities, and/or use of contingency routes via the Contingency Plan Support System (CPSS).
- 6. Background.** Recent instances of major facility outages suggest that current OCPs and procedures do not provide enough operational assistance to those involved in an ATC Zero event. These events identified some specific shortcomings in OCP procedures; for example, the inability to continue reduced operations through the affected airspace, the inability to recover efficiently from the emergency, and a lack of coordination between all necessary parties. This order rewrite includes operational guidance to be used during contingency events and streamlines the order for effectiveness.
- 7. Explanation of Changes.** This document outlines simpler, more collaborative, and flexible response capabilities for operational contingency events. It also delineates OCP roles, responsibilities, and procedures and is organized as follows: General OCP Administration Requirements, ATC Alert Responsibilities, and ATC Zero Responsibilities. All references to the terms “trigger threshold” and “parent facility” have been removed, and “Visual Flight Rules (VFR) Tower Operational Capability

Level” has been modified to “ATC Alert - VFR Tower Only.” Pertinent definitions and acronyms are included in Paragraph 16, Definitions, and Appendix A, Abbreviations and Acronyms, located at the end of this order.

8. Scope. This document defines roles and responsibilities for terminal facilities, air route traffic control centers (ARTCC), Technical Operations, System Operations, Program Operations, flight service stations (FSS), and the ATCSCC.

9. General OCP Administration Requirements. This section contains an overview of administrative roles, responsibilities, and procedures for OCPs.

a. General roles and responsibilities.

(1) Vice President, System Operations Services must:

(a) Serve as the national focal point for ATO OCPs and the office of primary interest for this order, including the responsibility to coordinate with the other affected ATO lines of business included in this section.

(b) Provide oversight for and approve OCP-related actions, corrective plans, and decisions that will impact traffic management procedures, FAA and contract flight service procedures, budget, staffing, equipment, operations, or training.

(2) Vice Presidents for En Route and Oceanic, Terminal, and Technical Operations Services must provide oversight for and approve OCP-related actions, corrective plans, and decisions that will impact procedures, staffing, equipment, operations, and training.

(3) Service Area Directors (including Directors of Tactical Operations) must:

(a) Provide oversight to ensure OCPs are developed following this order.

(b) Approve facility action plans developed in response to lessons learned from an ATC Zero event or exercise.

(4) Operations Support Group (OSG) Manager must:

(a) Designate the service center point of contact (POC) for OCP planning and coordination.

(b) Serve as the liaison between the ATCSCC, the service area lines of business, and service delivery points on all matters relating to OCP, the Automated Contingency Tool, (ACT2), and CPSS.

(c) Review OCPs and lessons learned in the CPSS and the ACT2 for currency and consistency.

(d) Serve as an information and training resource for service area facilities to help them maintain current and accurate information in the CPSS and ACT2.

(e) Review yearly certification and annual exercise reports for facilities within the service area to help them meet their requirements.

(f) Maintain current and accurate service area facility and personnel accounts in the ACT2.

(5) ATCSCC Manager must:

(a) Designate a facility-level POC for the development and maintenance of the ATCSCC OCP and oversight of the OCP databases.

(b) Develop and maintain the ATCSCC OCP by doing the following:

(i) Develop and approve supporting work aids in coordination with the Technical Operations Services, National Operations Group at the ATCSCC.

(ii) Maintain up-to-date ATCSCC OCP procedures in the ACT2.

(iii) Coordinate changes to the OCP data in advance with all affected support facilities.

(c) Activate the ATCSCC Crisis Management Center as the situation dictates in response to an ATC Zero declaration for a major facility, for example, ARTCC, consolidated terminal radar approach control (TRACON), Operational Evolution Partnership (OEP 35) airport traffic control tower.

NOTE-

The ATCSCC National Operations Manager (NOM) or designee will serve as the single point of contact for disseminating information concerning the event to senior ATO and FAA executives and external inquiries.

(d) Ensure an annual exercise of the ATCSCC OCP is conducted unless it has been activated within the last 12 months. After an exercise completion or actual ATC Zero event, the ATCSCC must compile the lessons learned report and enter it into the ACT2 database within 30 calendar days of the exercise or termination of the ATC Zero event.

(e) Participate in post-event analysis and lessons learned, and enter the ATCSCC support facility report into the ACT2 within 15 calendar days of the termination of the ATC Zero event.

(f) Chair the crisis response team for ATCSCC ATC Zero events.

(g) Establish and maintain the OCP database and the ACT2 program.

(h) Publish an annual schedule for ARTCCs and TRACONs overlying OEP 35 airports to conduct ATC Zero table-top exercises. Enter ATCSCC comments pertaining to the table-top exercises in the ACT2 database.

NOTE-

OEP 35 as used in this document refers to the continental United States (CONUS) airports in the OEP 35 list (for example, all OEP 35 airports except Honolulu). The OEP 35 list is found in appendix B of this document and the FAA Flight Plan 2009-2013.

(i) When appropriate, publish the final report of the ATC Zero event within 45 days for ARTCCs and TRACONs overlying the OEP 35 airports.

(j) Serve as the primary focal for external stakeholder contact and coordination.

(k) Serve as the primary focal for contact and coordination with senior FAA management.

(l) Provide training to facility personnel and guidance and training support for the service area POCs.

(6) Terminal, FSS, and non-CONUS ARTCC air traffic facility managers must:

(a) Designate a facility-level POC for the development and maintenance of facility OCPs.

(b) Develop and approve the facility OCP and supporting work aids (for example, checklists) in coordination with System Operations and Technical Operations, as specified in this order.

(c) Ensure an annual exercise of the facility OCP is conducted unless it has been activated within the last 12 months. The affected facility must compile the lessons learned report and enter it into the ACT2 database within 30 calendar days of the exercise or termination of the ATC Zero event.

NOTE-

This annual exercise may be combined with the ATC Zero table-top conducted by the ATCSCC. The annual exercise will validate facility telephone numbers and test the facility's OCP.

(d) Ensure yearly certification of the facility OCP procedures and contact information in the ACT2.

(e) Provide training to facility personnel.

(f) Chair the crisis response team for ATC Zero events.

(g) Coordinate changes to OCPs and obtain approval in advance with all affected support facilities.

(h) Develop plans to support ARTCCs and terminal facilities when requested. This includes developing procedures for the exchange of flight plan information with the receiving support facility.

NOTE-

These procedures may include the use of the National Traffic Management Log (NTML), facsimile transmission, telephonic notification, National Airspace Data Interchange Network (NADIN)/Aeronautical Information System-Replacement (AIS-R), Traffic Flow Management System (TFMS) strip generator, etc.

(7) The CONUS ARTCC air traffic facility manager must:

(a) Designate a facility-level POC to develop and maintain facility OCPs.

(b) Develop and approve the facility OCP and supporting work aids (for example, checklists) in collaboration with System Operations and Technical Operations, as specified in this order.

(c) Distribute the approved OCP to adjacent facilities (as appropriate) to support facility training.

(d) Distribute adjacent facility plans to areas/sectors that would abut the impacted facility.

(e) Provide training to facility personnel, including, but not limited to, the following subjects:

(i) The nonradar concept of operations to be used in response to an ATC Zero event.

(ii) Procedures used to support surrounding en route facilities.

(iii) Phraseology associated with termination of radar service, clearance to cross a fix/navaid at a specified time, and communication changes.

(f) Ensure an annual exercise of the facility OCP is conducted unless it has been activated within the last 12 months. The affected facility must compile the lessons learned report and enter it into the ACT2 database within 30 calendar days of the exercise or termination of the ATC Zero event.

NOTE-

This annual exercise may be combined with the ATC Zero table-top conducted by the ATCSCC. The annual exercise will validate facility telephone numbers and test the facility's OCP.

(g) Ensure current OCP data are maintained in the CPSS. Tell the service center POC of revisions to CPSS data.

(h) Input and maintain current OCP administrative data in ACT2.

(i) Develop plans to support other ARTCCs and terminal facilities when requested. This includes developing procedures for the exchange of flight plan information with the receiving support facility.

NOTE-

These procedures may include the use of the NTML, facsimile transmission, telephonic notification, NADIN/AIS-R, TFMS strip generator, etc.

(8) Traffic management officers must:

(a) Participate in developing facility OCPs and supporting work aids (for example, checklists).

(b) Gather and maintain traffic management data to support developing and maintaining the facility OCP.

(c) Participate in ATC Zero exercises and contribute input for the lessons learned report.

(d) Participate in the crisis response team for facility ATC Zero events.

(e) Provide training to facility personnel.

(9) The Technical Operations Manager must:

(a) Participate in developing facility OCPs and supporting work aids (for example, checklists).

(b) Gather and maintain Technical Operations data to support developing and maintaining the facility OCP.

(c) Participate in ATC Zero exercises and contribute input for the lessons learned report.

(e) Provide training to facility personnel.

(10) The Technical Operations National Airspace System (NAS) operations manager will participate in the facility crisis response team for ATC Zero events.

b. Developing and maintaining OCPs.

(1) Each ATC facility must develop or modify administrative and operational information for use during ATC Alert and ATC Zero events.

(a) Administrative ATC Alert or ATC Zero information must be entered into ACT2 and must include:

- (i) Contact information (names, phone numbers, and descriptions).
- (ii) A list of all underlying and/or support ATC facilities.
- (iii) Dates, event summaries, and lessons learned from ATC Zero events and exercises.

(b) Operational ATC Zero information for ARTCCs must be entered into the CPSS and contain the following information:

(i) Definitions of routes for overflight traffic (to OEP 35-1 airports), arrivals and departures from underlying terminals, and return-to-base procedures for special use airspace (SUA) within the ARTCC's boundaries.

(aa) Prescribed routes and destinations served. Developed routes must remain clear of SUA.

(bb) Altitudes for use along each defined route based on the destination airport.

(cc) Procedures to ensure basic longitudinal separation of 10 minutes-in-trail (MINIT) between successive aircraft cleared along the same route.

NOTE-

1. Direct pilot-controller communication is not maintained as aircraft traverse the ATC Zero facility. Use of distance measuring equipment-based longitudinal separation standards is not authorized.

2. Aircraft transitioning into OEP 35 terminals will be transitioning altitude. Procedures must ensure 10 MINIT regardless of altitude.

(dd) Transfer of control/communication points and frequency information.

(ii) Procedures for recovery of aircraft in active SUA.

NOTE-

Procedures are not required for SUA in which operations, including return-to-base, are conducted under VFR rules.

(iii) The ARTCC OCP must not include the divestment of airspace.

(c) Operational ATC Zero procedures for the ATCSCC, terminals, and flight service facilities must be entered into the ACT2.

NOTE-

The terminal district POCs will help facilities within their jurisdiction in maintaining ACT2 data.

(2) OCP information must be readily available to operational personnel in either hard copy or through electronic means. If the OCP is provided through electronic means, sufficient hard copies must also be maintained in the operational area to provide backup.

- (3) Annually, every ATC facility must:
 - (a) Review and certify its OCP.
 - (b) Conduct an exercise of its own ATC Zero OCP unless it has activated its ATC Zero OCP within the last 12 months. Following an exercise, each ATC facility involved must:
 - (i) Review performance.
 - (ii) Enter findings and lessons learned into ACT2 within 30 calendar days of the exercise.
- (4) Following FAA Order JO 3120.4, each ATC facility must conduct proficiency training on OCP procedures annually. Training for operational personnel must include:
 - (a) Use of CPSS information, where applicable.
 - (b) Operationally relevant information seen during an event exercise.

10. ARTCCs: ATC Alert Requirements. This section describes the roles, responsibilities, and procedures for handling ATC Alert events that occur at ARTCCs.

a. Operations manager-in-charge (OMIC), or designee, must:

- (1) Declare ATC Alert when deemed appropriate because of potential degradation of ATC service(s).
- (2) Ensure the ATCSCC NOM is told. If the affected facility is unable to contact the ATCSCC, a support facility must make the notification.
- (3) Provide the following information in the notification:
 - (a) ATC Alert declaration.
 - (b) The condition that triggered the alert.
 - (c) Actions being taken and potential impact to air traffic.
 - (d) When an update is expected.
- (4) When practical, verify all impacted air traffic control facilities are told.
- (5) Log the event on FAA Form 7230-4, Daily Record of Facility Operation, or equivalent electronic media.
- (6) Ensure the System Operations supervisor-in-charge and the Technical Operations supervisor-in-charge are aware of the ATC Alert status and collaborate on any response.
- (7) Ensure the ATCSCC is told when the ATC Alert is canceled.

b. The services operations center must:

- (1) Contact the operations control center (OCC) and provide information on the ATC Alert situation.
- (2) Evaluate the potential impact to the NAS and, in collaboration with the crisis response team, determine the priority of restoration for system/services.

c. The ATCSCC must document the event in the NTML and tell impacted stakeholders as appropriate.

d. Support ATC facilities: When told an ARTCC is in ATC Alert, all support facilities must review their OCP in preparing to provide assistance if necessary.

11. ARTCCs: ATC Zero Requirements. This section describes the roles, responsibilities, and procedures for handling ATC Zero events that occur at ARTCCs.

a. Impacted facility OMIC, or designee, must:

(1) Declare ATC Zero when it is determined the facility, or significant portion thereof, is unable to safely provide air traffic services as prescribed in FAA Orders JO 7110.65, JO 7210.3, and JO 7110.10.

(2) Convene and lead a facility crisis response team in managing an ATC Zero event.

NOTE-

At ARTCCs, the facility crisis response team consists of the ATC operations manager-in-charge, the Technical Operations NAS operations manager or designee, and the supervisory traffic management coordinator (STMC). The crisis response team coordinates information about the ATC Zero event and collaboratively determines actions to be taken in response to the event.

(3) Ensure the ATCSCC NOM is told. If the affected facility is unable to contact the ATCSCC, a support facility may make the notification. Provide the following information in the notification:

- (a) ATC Zero declaration.
- (b) The condition that triggered the ATC Zero declaration.
- (c) Actions being taken.
- (d) When an update will be provided.

(4) Verify adjacent ARTCCs are told.

(5) Log the event on FAA Form 7230-4, Daily Record of Facility Operation, or equivalent electronic media.

(6) Follow the facility ATC Zero OCP procedures.

(7) Tell the ATCSCC as the ability to provide air traffic services is restored, and collaboratively develop a plan to resume operations. Communicate this plan to all operational personnel.

NOTE-

The restoration plan may include traffic management initiatives and tiered levels of service restoration.

(8) Resume operations following the coordinated restoration plan.

(9) Tell the ATCSCC when ATC Zero is canceled.

(10) Participate in post-event analysis and initiate an event report in the ACT2 within 72 hours of terminating the ATC Zero event.

(11) Provide input to the impacted facility's final lessons learned report and enter it into the ACT2 within 30 calendar days of terminating the ATC Zero event.

b. Impacted facility STMC must:

- (1) Participate on the facility crisis response team.
- (2) Tell the ATCSCC when the facility has been stabilized and is ready to implement CPSS procedures.

NOTE-

The impacted facility is stabilized when all aircraft previously under the control of that facility are accounted for and are receiving ATC services from a supporting facility. Stabilization also includes an initial operational impact and remaining capability assessment of the impacted facility. Dependent on the nature of the ATC Zero event, stabilization may be determined using facility report or, traffic management situational awareness tools such as the traffic situation display and traffic management advisor.

- (3) Work with the ATCSCC on developing the services restoration plan.
- (4) Participate in post-event analyses and lessons learned.

c. Technical Operations NAS operations manager must:

- (1) Participate on the facility crisis response team.
- (2) Provide accurate status of operational systems and services to the facility crisis response team and the OCC.
- (3) Use checklists and other planning devices to help the facility crisis response team prioritize equipment restorations or other response actions.
- (4) Participate in post-event analysis and lessons learned.
- (5) Provide training to facility personnel.

d. Support ATC facilities must:

- (1) Take actions necessary to stop the flow of air traffic or ATC services into the impacted facility and mitigate the impact of the ATC Zero declaration.
- (2) Tell the impacted facility and the ATCSCC when ready to begin operations following the impacted facility's OCP.
- (3) Help in the notification process as directed by the ATCSCC.
- (4) Participate in ad hoc telecons with the ATCSCC about the ATC Zero event.
- (5) Support the impacted facility by following the preplanned OCP procedures and coordinated ad hoc modifications to the plan.
- (6) Transition back to normal operations at the impacted facility following the coordinated restoration plan.
- (7) Participate in post-event analysis and lessons learned and enter their support facility report into the ACT2 within 15 calendar days of terminating the ATC Zero event.

e. ATCSCC must:

- (1) Tell stakeholders and FAA senior management of any ATC Zero declarations.

- (2) Tell support facilities and other predefined facilities of the ATC Zero declaration.
- (3) Help the impacted facility traffic management unit in an initial sterilization of airspace (for example, ground stops, reroutes, playbooks).
- (4) In collaboration with the impacted facility and support facilities, activate the impacted facility's ATC Zero support procedures. If the facility is unable to activate its ATC Zero plan, the ATCSCC will carry out the plan in collaboration with the supporting facilities.
- (5) Provide updates to stakeholders and senior FAA management officials on ATC Zero response actions taken and restoration plans.
- (6) When told the ATC Zero impacted facility is able to again provide ATC services, coordinate the resumption of services.
- (7) Participate in post-event analysis and lessons learned, and enter the ATCSCC support facility report into the ACT2. When appropriate, lead post-event analysis and lessons learned studies.

f. OCC must:

- (1) Upward report ATC Zero events.
- (2) Help in the restoration process by coordinating additional resources if requested and aid with expediting the shipment of repair parts for restoring critical systems.

12. Terminals and Flight Service Facilities: ATC Alert Requirements. This section describes the roles, responsibilities, and procedures for handling ATC Alert events that occur at terminal and flight service facilities.

a. The Air Traffic Manager or designee must:

- (1) Declare ATC Alert and tell the overlying support facility, flight service chain-of-command, or FSS hub facility, as appropriate, and enter into the facility log (FAA Form 7230-4, Daily Record of Facility Operation).

NOTE-

Flight service facilities tell the internal flight service chain-of-command facility or oversight management group per local directives or operational directives (OD) as appropriate.

- (2) Ensure the ATCSCC is told of the ATC Alert declaration.

NOTE-

If the impacted facility is a TRACON that overlies an OEP 35 airport, they may either call the ATCSCC directly or call the overlying ARTCC, who would then call the ATCSCC. All other terminals and flight service facilities must contact the overlying support facility or flight service chain-of-command.

- (3) Review the facility OCP to prepare for the possibility of further degradation.
- (4) Tell the overlying support facility, flight service chain-of-command, or FSS hub facility, as appropriate, when the ATC Alert is canceled and enter into the facility log.
- (5) Ensure the ATCSCC is told of the ATC Alert cancellation.
- (6) Provide support to ATC facilities per prior agreements or upon request.

b. The ATCSCC must document the event in the NTML and tell impacted stakeholders, as appropriate.

c. The service operations center must contact the OCC and provide information on the ATC Alert situation.

d. Support ATC facilities: When told that a terminal or flight service facility is in ATC Alert, all support facilities must review their OCP in preparing to provide assistance if necessary.

NOTE-

Instrument flight rules (IFR) terminal facilities must declare ATC Alert - VFR Tower Only, if their capabilities are limited to just providing VFR tower services.

13. Terminals and Flight Service Facilities: ATC Zero Requirements. This section describes the roles, responsibilities, and procedures for handling ATC Zero events that occur at terminal and flight service facilities.

a. The Air Traffic Manager or designee must:

(1) Declare ATC Zero when it is determined the facility, or significant portion thereof, is unable to safely provide air traffic services as prescribed in JO 7110.65, JO 7210.3, and JO 7110.10.

(2) Tell the overlying support facility or FSS hub facility, as appropriate, and enter into the facility log (FAA Form 7230-4, Daily Record of Facility Operation).

NOTE-

Flight service facilities tell the internal flight service chain-of-command facility or oversight management group per local directives or operational directives as appropriate.

(3) Ensure the ATCSCC and OCC are told of the ATC Zero declaration. If the affected facility is unable to contact the ATCSCC, a support facility may make the notification.

NOTE-

If the impacted facility is a TRACON that overlies an OEP 35 airport, the ATCSCC must be told to activate the notification conference. The impacted facility may either call the ATCSCC directly or call the overlying ARTCC, who would then call the ATCSCC. All other terminals and flight service facilities must contact the overlying support facility or flight service chain-of-command.

(4) Follow ATC Zero checklist (for example, notifications and procedures).

(5) Develop a coordinated restoration plan.

(6) Tell the overlying support facility, flight service chain-of-command, or FSS hub facility, as appropriate, when the ATC Zero is canceled and enter into the facility log (FAA Form 7230-4, Daily Record of Facility Operation).

NOTE-

Flight service facilities follow local flight service directives and agreements to restore air traffic services.

(7) Ensure the ATCSCC and OCC are told of the ATC Zero cancellation.

(8) Transition back to normal operations at the impacted facility following the coordinated restoration plan.

(9) Participate in post-event analysis and initiate an event report. Initial findings must be entered in the ACT2 within 72 hours of terminating the ATC Zero event.

(10) Prepare the impacted facility's final lesson learned report and enter it into the ACT2 within 30 calendar days of terminating the ATC Zero event.

b. For ATC Zero events that occur at TRACONS overlying OEP 35 airports, the ATCSCC must:

(1) Tell stakeholders and FAA senior management of the ATC Zero declaration.

(2) Tell support facilities and other predefined facilities of the ATC Zero declaration.

(3) Help the impacted facility in an initial sterilization of airspace.

(4) In collaboration with the impacted facility and support facilities, activate the impacted facility's ATC Zero support procedures. If the facility is unable to activate its ATC Zero plan, the ATCSCC will carry out the plan in collaboration with the supporting facilities.

(5) Provide updates to stakeholders, other ATO organizations, and FAA senior management officials on ATC Zero response actions taken and restoration plans.

(6) When told the ATC Zero impacted facility is able to again provide ATC services, coordinate the resumption of services.

(7) Participate in post-event analysis and lessons learned, and enter the ATCSCC support facility report into the ACT2. When appropriate, lead post-event analysis and lessons learned studies.

c. Support ATC facilities must:

(1) Take actions necessary to stop the flow of air traffic or ATC services into the impacted facility and mitigate the impact of the ATC Zero declaration.

(2) Tell the impacted facility and the ATCSCC, if appropriate, when ready to begin operations according to the impacted facility's OCP.

(3) Help in the notification process as directed in precoordinated support procedures.

(4) Support the impacted facility by following the preplanned OCP procedures and coordinated ad hoc modifications to the plan.

(5) Transition back to normal operations at the impacted facility following the coordinated restoration plan.

NOTE-

TRACONS overlying OEP 35 airports will participate in ad hoc telecons with the ATCSCC on the ATC Zero event.

d. OCC must:

(1) Upward report equipment events and ATC Zero events.

(2) For terminal facilities, help in the restoration process by coordinating additional resources if requested and aid with expediting the shipment of repair parts for restoring critical systems.

14. ATCSCC: ATC Alert Requirements. This section describes the roles, responsibilities, and procedures for handling ATC Alert events that occur at the ATCSCC.

a. The ATCSCC must:

- (1) Declare ATC Alert when deemed appropriate.
- (2) Ensure the Washington Operations Control Complex (WOCC) is told. Provide the following information in the notification:
 - (a) ATC Alert declaration.
 - (b) The condition that triggered the alert.
 - (c) Actions being taken.
 - (d) When an update is expected.
- (3) Ensure all impacted air traffic control facilities, stakeholders, and other ATO organizations are told of the beginning and ending of an event.
- (4) Log the event on FAA Form 7230-4, Daily Record of Facility Operation, or approved electronic form.
- (5) Ensure the National Operations Control Center (NOCC) is aware of the ATC Alert status and collaborates on any response.
- (6) Ensure the WOCC and all other impacted facilities are told when the ATC Alert is canceled.

b. Support facilities: When told the ATCSCC has declared ATC Alert, all support facilities must review their OCP in preparing to provide assistance if necessary.

15. ATCSCC: ATC Zero Requirements. This section describes the roles, responsibilities, and procedures for handling ATC Zero events that occur at the ATCSCC.

a. The ATCSCC must:

- (1) Declare ATC Zero when the facility is unable to provide any traffic flow management (TFM) services.
- (2) Ensure all impacted air traffic control facilities, stakeholders, and other ATO organizations are told of the beginning and ending of an event.
- (3) Ensure the WOCC is notified and that the WOCC activates the WOCC standing telephone bridge. If the ATCSCC is unable to contact the WOCC, a support facility may make the notification. Provide the following information in the notification:
 - (a) ATC Zero declaration.
 - (b) The condition that triggered the ATC Zero declaration.
 - (c) Actions being taken.
 - (d) When an update is expected.
- (4) Follow the ATCSCC ATC Zero OCP procedures.

- (5) Convene and lead a facility crisis response team in managing an ATC Zero event.

NOTE-

At the ATCSCC, the facility crisis response team consists of the ATCSCC NOM, NOCC representative, the TFM sustainment manager, and other personnel the NOM deems appropriate. The crisis response team coordinates information about the ATC Zero event and collaboratively determines actions to be taken in response to the event.

- (6) Ensure support facilities are told.
- (7) Log the event on FAA Form 7230-4, Daily Record of Facility Operation, or approved electronic form.
- (8) Develop a coordinated restoration plan.
- (9) Resume operations following the coordinated restoration plan.
- (10) Ensure that the WOCC and all other impacted facilities are told when the ATC Zero is canceled.
- (11) Participate in post-event analysis, and enter an event report in the ACT2 within 72 hours of terminating the ATC Zero event.
- (12) Prepare the facility's final lessons learned report and enter it into the ACT2 within 30 calendar days of terminating the ATC Zero event.

b. The NOCC must:

- (1) Participate on the facility crisis response team.
- (2) Participate in post-event analysis and lessons learned.

c. The ATCSCC TFM Sustainment Manager must:

- (1) Participate on the facility crisis response team.
- (2) Participate in post-event analysis and lessons learned.

d. Support ATC facilities must:

- (1) Support the ATCSCC by following the preplanned OCP and coordinated ad hoc modifications to the plan.
- (2) Transition back to normal operations at the conclusion of the ATC Zero event at the ATCSCC following the coordinated restoration plan.
- (3) Participate in post-event analysis and lessons learned, and enter their support facility report into the ACT2 within 15 calendar days of terminating the ATC Zero event.

16. Distribution. This order is distributed to select offices and services within Washington headquarters; the William J. Hughes Technical Center; the Mike Monroney Aeronautical Center; ATO service units: En Route and Oceanic, Terminal, Technical Operations, and System Operations Services, including the David J. Hurley Air Traffic Control System Command Center (ATCSCC), the Directors of Tactical Operations, traffic management officers, Flight Services Program Operations, the Alaska Flight Services Information Area Group; FAA contract ATC service providers; and the Air Traffic Safety Oversight Service; and all ATC facilities.

17. Definitions. The following terms and their definitions are used throughout this order. Appendix A contains a list of abbreviations and acronyms.

a. **Annual Exercise** - A comprehensive walk-through of procedures to test and validate the impacted facility's ATC Zero OCP. Each ATC facility must log an annual ATC Zero exercise in ACT2.

b. **ATC Alert** - A precautionary notification to ensure affected support facilities are informed of a possible degradation of ATC services as prescribed in FAA Orders JO 7110.65, JO 7210.3, and JO 7110.10.

c. **ATC Alert - VFR Tower Only** - An IFR terminal facility can only provide VFR tower services (for example, digital bright radar indicator tower equipment [DBRITE] is out of service).

d. **ATC Zero** - An event declared when it is determined the facility, or significant portion thereof, is unable to safely provide air traffic services, or traffic flow management in the case of the ATCSCC, as prescribed in FAA Orders JO 7110.65, JO 7210.3, and JO 7110.10.

e. **Automated Contingency Tool 2 (ACT2)** - A Web-based, administrative software application housed, maintained, and secured behind the FAA's Intranet firewall that is used to collect, organize input, maintain, modify, display, share, publish, and distribute information relative to OCPs. The FAA Business Continuity Plan is also stored and maintained in the ACT2.

f. **Contingency Plan Support System (CPSS)** - A software application used to collect, share, publish, and distribute OCPs for operational access and use by field facilities, the ATCSCC, and customers during ATC Zero events. (The procedures for the use of this tool will be incorporated into a future edition of FAA Order JO 7210.3 and a reference will be added.)

g. **Crisis Response Team (CRT)** - A facility team that coordinates information about the ATC Zero event and collaboratively determines actions to be taken in response to the event.

h. **Operational Contingency Plan (OCP)** - A precoordinated plan containing operational and administrative instructions and procedures to be implemented by a facility that experiences a degradation or loss of ability to provide ATC services.

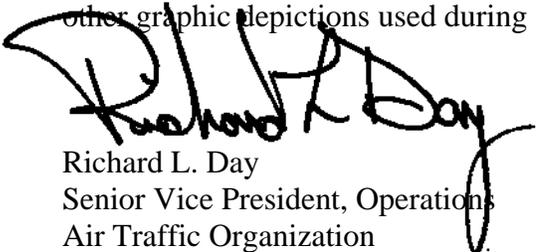
i. **Route Management Tool (RMT)** - A database query tool allowing users to search the centralized RMT database that contains various types of routing data.

j. **Support Facility** - Any ATC facility that provides precoordinated assistance to the affected facility during an ATC Zero event.

k. **Table-top Exercise** - A training exercise to verify the validity of OCP steps and phone numbers. The table-top exercise does not meet OCP annual exercise requirements. The ATCSCC conducts annual table-top exercises with ARTCCs and TRACONs overlying OEP 35 airports.

l. **Terminal** - For the purpose of this order, terminals refer to TRACONs and airport traffic control towers.

m. **Work Aids** - Items such as checklists, sector procedures, phone numbers, frequencies, and any other graphic depictions used during a contingency event.


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9/04/09
Date Signed

Appendix A. Abbreviations and Acronyms

ACT2	Automated Contingency Tool
ARTCC	Air route traffic control center
ATC	Air traffic control
ATCSCC	David J. Hurley Air Traffic Control System Command Center
ATO	Air Traffic Organization
CONUS	Continental United States
CPSS	Contingency Plan Support System
FAA	Federal Aviation Administration
FSS	Flight service station
NAS	National Airspace System
NOCC	National Operations Control Center
NOM	National Operations Manager
NTML	National Traffic Management Log
OCC	Operational control center
OCP	Operational Contingency Plan
OEP	Operational Evolution Plan
POC	Point of contact
RMT	Route Management Tool
TFM	Traffic flow management
WOCC	Washington Operations Center Complex

Appendix B. OEP 35 Airports

Airports	ID	Region
Hartsfield-Jackson Atlanta International	ATL	ASO
Baltimore/Washington International Thurgood Marshal	BWI	AEA
General Edward Lawrence Logan International	BOS	ANE
Charlotte/Douglas International	CLT	ASO
Chicago Midway	MDW	AGL
Chicago O'Hare International	ORD	AGL
Cincinnati/Northern Kentucky International	CLE	AGL
Dallas/Fort Worth International	DFW	ASW
Denver International	DEN	ANM
Detroit Metropolitan Wayne County	DTW	AGL
Fort Lauderdale/Hollywood International	FLL	ASO
George Bush Intercontinental/Houston	IAH	ASW
Pittsburgh International	PIT	AEA
Honolulu International	HNL	AWP
Lambert-St. Louis International	STL	ACE
Mc Carran International	LAS	AWP
Los Angeles International	LAX	AWP
Memphis International	MEM	ASO
Miami International	MIA	ASO
Minneapolis-St Paul International/Wold-Chamberlain	MSP	AGL
John F. Kennedy International	JFK	AEA
La Guardia	LGA	AEA
Newark Liberty International	EWR	AEA
Orlando International	MCO	ASO
Philadelphia International	PHL	AEA
Phoenix Sky Harbor International	PHX	AWP
Portland International	PDX	ANM
Ronald Reagan Washington National	DCA	AEA
Salt Lake City International	SLC	ANM
San Diego International	SAN	AWP
San Francisco International	SFO	AWP
Seattle-Tacoma International	SEA	ANM
Tampa International	TPA	ASO
Washington Dulles International	IAD	AEA