



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

ORDER
JA 1110.104D

Effective Date

SUBJ: TECHNICAL OPERATIONS SUPERVISOR'S COMMITTEE (TOSUPCOM)

1. PURPOSE. This order defines criteria for the establishment, function, and organization of the Technical Operations Supervisors Committee (SUPCOM) at the headquarters and service area levels. TO SUPCOM shall be established in accordance with the provisions of this order.

2. WHO THIS ORDER AFFECTS. This order affects all ATO organizations that interface with front line managers in Technical Operations. It is distributed to division levels in headquarters, regions, Air Traffic Organization (ATO) service areas and centers, and all field offices and facilities.

3. WHAT THIS ORDER CANCELS. This order cancels Order 1110.104C, Airway Facilities Supervisors' Committee (AFSUPCOM), dated, December 8, 1995.

4. EXPLANATION OF POLICY CHANGES. Because of the ATO restructuring, it is necessary to restate the purpose of and procedures for TO SUPCOM.

5. BACKGROUND. It has long been recognized that communication between managers at all levels of the Federal Aviation Administration (FAA) is not only beneficial but essential in maintaining the effective management of our daily operations. TOSUPCOM is a valuable resource in implementing and communicating ATO initiatives and programs. Our focus is on reducing costs, improving performance and gaining efficiencies. TOSUPCOM provides communications from the service delivery point to all levels of ATO management as well as providing feedback on the effectiveness of ATO programs. This communication line is not meant to replace or circumvent the normal chain of command. Front line managers, based upon their constant exposure to actual operating conditions, are able to provide a vast resource of expertise to work on resolving issues.

6. DEFINITIONS.

- a. National Executive Board – Comprised of the National Chair, Vice-Chair, Executive Board Member and Past Chair.
- b. Service Area Executive Board – Comprised of Service Area Chair, Vice-Chair, Executive Board Member and Past Chair.
- c. National Committee – Comprised of the National Executive Board and Service Area Boards.

d. Service Area Representatives – Comprised of elected representative(s) from each service area office.

7. COMMITTEE ORGANIZATION. TOSUPCOM shall be established at the headquarters and service area levels and consists of permanent front line managers, hereafter referred to as TOSUPCOM representatives.

8. ROLES AND RESPONSIBILITIES. TOSUPCOM shall serve as a resource to facilitate communications throughout all lines of business within the ATO. TOSUPCOM identifies and elevates operational and work force issues/concerns to management. TOSUPCOM shall participate in actions and efforts to resolve these issues/concerns. TOSUPCOM's actions will complement the technical operations standard chain of command.

a. National Executive Board shall:

(1) Meet to discuss and provide updates to the Technical Operations Vice President quarterly.

(a) Meet quarterly with the Service Area Directors

(b) Annually meet with the ATO Chief Operating Officer during a quarterly meeting with Technical Operations Vice President

(2) Meet at least 45 days prior to all National meetings to:

(a) Review service area agenda items for editing, formatting, and to organize submissions as necessary to finalize the national agenda.

(b) Retain the original service area issues for discussion purposes.

(c) Establish the meeting's procedures and agenda.

(d) Distribute the agenda and meeting information to the three service area executive boards, fifteen days prior to the scheduled national meeting.

(3) Hold a national TOSUPCOM meeting annually.

(4) Attend each service areas' annual meeting to provide national oversight and guidance.

(5) Meet with service area chairs to resolve issues and meeting coordination.

(6) Conduct periodic teleconferences as needed.

(7) Brief the Vice President of Technical Operations and his/her staff at the completion of the national meeting.

(8) Compile and distribute nationally developed issues to each service area director.

(9) Establish subcommittees, as necessary, to track and resolve issues within their assigned subject matter. The executive board members will:

(a) Provide guidance to the work groups to ensure the national proposals are clearly stated, have been objectively evaluated with historical background provided, alternative solutions identified, and recommendations that are realistic and achievable.

(b) Be responsible for tracking the action items assigned to their subcommittee to ensure closure of the action items.

(c) Provide input to the national chair on the subcommittee's efforts for the periodic progress reports.

b. National TOSUPCOM Chairperson shall:

(1) Be a documented full-time detail for a period of 1 year (NTE 2yrs).

(a) Position will be located in Washington headquarters or in the field at a location, which is within the chair's local commuting area (subject to budgetary and personal considerations).

(b) Will serve under the general administrative and technical supervision of the Vice President, Acquisitions and Business Services.

(c) Maintains direct communications with the Vice President of Technical Operations, Service Area Directors and other key headquarters executives and representatives in program execution matters.

(2) Serve as the national focal point on issues of concern for field level supervisors and managers.

(3) Chair the TOSUPCOM national meeting and teleconferences. Ensures periodic status updates on open action items are distributed to the national committee members for further distribution to the field supervisors.

(4) Conduct and participate in national level work groups, subcommittees, and/or other appropriate activities to resolve national issues i.e., nationally conducted evaluations, academy evaluations, reviewing and providing feedback to draft orders, and serving on committees such as the Technical Operations Training Oversight Committee (TOTOC).

(5) Conduct special studies and surveys to validate field interests and issues.

(6) Provide consultation to work groups to ensure the national proposals are clearly stated, have been objectively evaluated, with historical background provided, alternative solutions identified, and recommendations that are realistic and achievable.

(7) Review new and proposed programs for facilities, equipment and training. Makes recommendations as to priority and suitability of implementation.

(8) Provide a vast network of current front line managers to serve on national teams.

(a) These teams will review: system and maintenance concepts, new systems implementation plans, and process changes.

(9) Serve as the focal point for reviewing TOSUPCOM national agenda items for; editing, formatting, and to organize submissions as necessary to finalize national agenda.

(10) Evaluate service area TOSUPCOM submissions for committee work, formulate national proposals, and in conjunction with the national committee conduct briefings to appropriate offices.

(11) Assign actions and tasks to the appropriate work group(s).

(12) Track the action items assigned to their work group to ensure closure of the action items.

(13) Establish location for the national meetings in conjunction with the Vice President, Acquisitions and Business Services organization.

(14) Ensure periodic status reports are generated and distributed as appropriate.

(15) Maintain open communications with air traffic SUPCOM on issues that mutually affect both organizations.

c. National TOSUPCOM Vice Chair shall:

(1) Assist the chair in the execution of all duties as required.

(2) Assume the position of chair:

(a) At the end of the chair's term.

(b) Should the chair become disqualified; i.e., resign, retire, etc., to serve under the conditions of this order.

(c) When the chair is vacated, even if the elected representative term expires while serving as vice-chair.

(3) Assist in coordination of annual national meeting.

(4) Attend the annual national committee meeting.

d. National TOSUPCOM Executive Board Member shall:

(1) Assist the chair in the execution of all duties as required.

(2) Tracks national issues and resolutions.

(3) Coordinates with service area TOSUPCOM chair for teleconference schedules to ensure national participation.

(4) Assist in coordination of annual national meeting.

(5) Attend the annual national committee meeting.

e. National Past Chair shall:

- (1) Assist the chair in the execution of all duties as required.
- (2) Facilitate the transition for the new chair.
- (3) Assist in coordination of annual national meeting.
- (4) Attend the annual national committee meeting.

f. National Committee shall:

(1) Evaluate service area submissions, formulate national proposals, and present to the Vice President of Technical Operations, and appropriate directors.

(2) Participate in work groups, subcommittees, and/or other appropriate activities to resolve national concerns.

g. Service Area Executive Board shall:

- (1) Work with service area staff in finding solutions to identified issues.
- (2) Track action items.

(3) Provide periodic progress feedback reports to the service area TOSUPCOM membership and the service area director.

(4) Meet no more than quarterly but at least semiannually with the service area director to provide updates on current issues and receive current information on policy changes and direction.

(5) Provide the service area director with an annual budget request to finance the TOSUPCOM requirements for the service area. Service area TOSUPCOM representatives' travel and related costs are the budget responsibility of the service area.

- (6) Represent their service area at the national meeting.
- (7) Meet at least once a year and will be given sufficient time to resolve agenda items.
- (8) Meet with the service area director during the service area meeting.
- (9) Conduct periodic teleconferences as needed.

h. Service Area Chair shall:

(1) Initiate action to ensure receipt of all issues to be discussed at service area TOSUPCOM meetings 30 days prior to the scheduled meeting date.

(2) Provide the service area director with an agenda of items to be discussed at the service area meetings at least 10 days prior to the meeting.

- (3) Chair and preside over the service area meeting(s).

(4) Within 30 days of the service area meeting adjournment, provide the service area director with a copy of all issues.

(5) Forward the service area committee issues to the national TOSUPCOM chair within 30 days following service area meetings.

(6) Coordinate with the TOSUPCOM national chair on questions, concerns or issues of national significance.

(7) Ensure that all front line managers who submit recommendations are provided status reports through the appropriate TOSUPCOM member.

(8) Represent the service area TOSUPCOM at the National Meeting.

i. Service Area Vice-Chair shall:

(1) Assist the chair in the execution of all duties as required.

(2) Assume the position of chair:

(a) At the end of the chair's term.

(b) Should the chair become disqualified; i.e., resign, retire, transfer to another service area, etc., to serve under the conditions of this order.

(c) When the chair is vacated, even if the elected representative term expires while serving as vice-chair.

(3) Attend the Annual National Committee Meeting.

(4) Assist in coordination of Annual Service Area Meeting.

j. Service Area Executive Board Member shall:

(1) Assist the chair in the execution of all duties as required.

(2) Track service area issues and resolutions.

(3) Attend the annual national committee meeting.

(4) Assist in coordination of annual service area meeting.

k. Service Area Past Chair shall:

(1) Assist the chair in the execution of all duties as required.

(2) Facilitate the transition for the new chair.

(3) Attend the annual national committee meeting.

(4) Assist in coordination of annual service area meeting.

l. Service Area Representatives shall:

- (1) Solicit comments and suggestions from their peers.
- (2) Respond, through the service area chairperson, to correspondence or inquiries.
- (3) Evaluate recommendations received from any source and submit to the service area chair.
- (4) Submit issues relating to service area.
- (5) Communicate with managers on current issues and status on a regular basis.
- (6) Attend the annual service area meeting. (attendance should consist of between 2 to 4 representatives.)

m. Service Area Coordinator may be selected by the Service Area Director and shall:

- (1) Serve as counsel to the service area chair on matters requiring assistance at the service area level.
- (2) Serve as a resource for the committee's logistical needs; i.e., meeting arrangements, supplies, hotel information, etc.
- (3) Arrange, within 45 days of the annual service area meeting, for the executive committee to meet with the service area director and/or appropriate staff specialists to find solutions to identified issues.
- (4) Notify the national TOSUPCOM chair of the date of the service area meeting 45 days prior to commencement thereof.

9. MEMBERSHIP.

a. National Membership. The national TOSUPCOM shall be comprised of the Executive Boards from each Service Area and the National TOSUPCOM Executive Board.

b. Service Area Membership. The service area TOSUPCOM shall consist of representatives from service area offices, district offices and operations control centers (OCC).

- (1) Service area offices may have up to (6) representatives.
- (2) District offices may have up to four (4) representatives per district office.
- (3) OCC may have one (1) representative.

10. ELECTIONS.

a. National Board. The national chair is eligible for a second term dependant upon a nomination and their acceptance for such at the national meeting. If the chair accepts the nomination, the national executive board and service area executive boards will hold a special election during the national meeting to determine if a second term will occur. If the national chair serves a second term, the national executive board composition remains unchanged until

the end of the consecutive term. The national executive board and service area executive boards shall elect an executive board member during the national meeting following the end of the national chair's term. All service area board members are eligible for the national executive board position. The national executive board and service area executive boards (except the national chair) are the voting members at national meetings. The national chair may vote only to break a tie. To provide continuity at the national level, the national vice-chair will ascend to the chair's position following the completion of the chair's term, and the executive committee member will ascend to the vice-chair's position when the annual meeting is adjourned. The newly elected executive board member will be expected to serve at least 1 year at each level, dependant upon the term length of the national chair. Should a national officer find it necessary to resign his/her office, the next officer in line will assume that position. If the past national chair's position is vacated, the position will not be backfilled.

b. Service Area Board. The service area chair is eligible for a second term dependant upon a nomination and their acceptance for such at their annual service area meeting. If the chair accepts the nomination, the service area committee members will hold a special election during the annual meeting to determine if a second term will occur. If the chair serves a second term, the service area executive board composition remains unchanged until the end of the new term. The service area committee shall elect an executive board member during the annual meeting following the end of the chair's term. The vice-chair will ascend to the chair's position following the completion of the chair's term, and the executive committee member will ascend to the vice-chair's position when the annual election meeting is adjourned. The newly elected executive committee member will be expected to serve at least 1 year at each level, dependant upon the term length of the service area chair. Should a service area officer find it necessary to resign his/her office, the next officer in line will assume that position. If the past service area chair's position is vacated, the position will not be backfilled.

c. Service Area Representatives. Elections are held annually for a portion of the committee members. Each year, managers shall elect one of the TOSUPCOM representatives for a 4-year term by February 1. All representatives must currently be in a front line manager position. Representatives may serve only one concurrent 4-year term. This method of staggering the terms will provide continuity within the committee.

NOTE: Special Election. If a vacancy occurs during the term, the appropriate executive board will determine the appropriate course of action to ensure continuity within the TOSUPCOM organization.

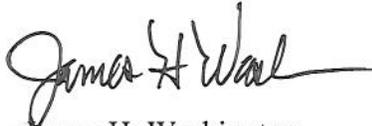
11. ACQUISITION AND BUSINESS SERVICES shall:

a. Manage, control, and support the TOSUPCOM program including maintaining national committee records.

b. Have responsibility for obtaining the funding necessary for travel and associated costs for national executive board and service area executive boards to attend the national meeting, and for national executive committee members' travel (annual meetings, quarterly meetings, work details, etc.)

c. Serve as the headquarters advocate and liaison for TOSUPCOM, ensuring that appropriate action is taken to prioritize and respond to committee issues.

d. Arrange for hotel and conference rooms for the national sessions and ensure that any additional support needed during the course of the national meeting is provided.

A handwritten signature in black ink, appearing to read "James H. Washington". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

James H. Washington
Vice President, Acquisition and Business Services
Air Traffic Organization