



**U.S. DEPARTMENT OF TRANSPORTATION**  
**FEDERAL AVIATION ADMINISTRATION**  
National Policy

**ORDER  
NUMBER  
JO 1110.90J**

Effective Date:  
1/14/2020

**SUBJ:** Air Traffic Supervisors' Committee (SUPCOM)

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- 1. Purpose of This Order.** This order establishes and defines guidelines for the organization, operation, and function of an Air Traffic Supervisors' Committee (SUPCOM), to maintain open communication with all levels of Air Traffic Organization (ATO) management.
- 2. Audience.** This order affects all ATO air traffic managers and supervisors.
- 3. Where Can I Find This Order?** Find this order at <https://employees.faa.gov/tools/resources/orders/notifications/>.
- 4. What This Order Cancels.** This order cancels Order 1110.90I dated September 4, 2012.
- 5. Explanation of Policy Changes.** This revision includes the following changes:
  - a. redefines SUPCOM's scope of supervisors (7(a)),
  - b. adds SUPCOM terms and definitions (Appendix A),
  - c. redefines use of the terms "Focal" and "National Officers Group" (Appendix A),
  - d. adds terms "Deputy" (Appendix A),
  - e. removes terms and definitions "Safety Focal," "Communications Coordinator," "Leadership Development Focal," "Peer Support Team," "Webmaster," "Leadership and Development Initiative" (Appendix A),
  - f. removes "hub" from Responsibilities (Appendix A),
  - g. adds SUPCOM roles and responsibilities (Appendix B),
  - h. removes Service Unit Officer (Appendix B),
  - i. updates responsibilities for: National Chair, Deputy National Chair, Service Area Officer, Deputy Service Area Officer, District Chair, Deputy District Chair, Flight Services Officer, Area Chair and Facility Chair (Appendix B),
  - j. replaces En Route Facility Chair with Facility Chair (Appendix B),
  - k. adds roles and responsibilities to "Deputy Service Area Officer" and "District Chair" (Appendix B),
  - l. removes Terminal District Chair (Appendix B and C),
  - m. specifies who votes for the National Chair, Deputy National Chair, Service Area Officer and Deputy Service Area Officer (Appendix C),

- n. changes the term for National Chair (Appendix B and C),
- o. changes the election process for Deputy National Chair (Appendix C),
- p. introduces the election process for the District Chair (Appendix C),
- q. defines the process for Facility Chair Elections (Appendix C),
- r. removes election process for En Route , Terminal, Service Unit Officer (Appendix C),
- s. redefines Eligibility Requirements (Appendix C),
- t. redefines Flight Service Chair as Flight Service National Officer (Appendix C),
- u. changes voting year to even for Flight Service National Officer (Appendix C),
- v. deletes vacancy requirements for National Officers Group (Appendix C),
- w. redefines the removal process (Appendix C),
- x. redefines target audience for Operations Supervisors' Workshop (Appendix D),
- y. redefines the attendance requirements (Appendix D),
- z. replaces Front-Line Manager with Operations Supervisor (throughout),
- aa. replaces Operational Supervisor Workshop with Operations Supervisor Workshop (throughout)

**6. Background.** Communication between operations supervisors and all levels of Federal Aviation Administration (FAA) management is not only beneficial, but also essential in maintaining effective management of our daily operation. Supervisors identify concerns via direct exposure to actual operating conditions. SUPCOM handles these concerns as a group, and provides input to FAA field, service area, and national officials. Thus, SUPCOM serves as a resource to the management team as well as the supervisory community.

## **7. Responsibilities.**

- a. **General.** The establishment of SUPCOM mirrors the ATO's organizational structure. This includes area, facility, district, service area, and national levels, and consists of operations supervisors in air traffic operations, traffic management, command center, flight service, and flight data.
- b. **Participation.** ATO management will include SUPCOM in decision-making processes for achieving FAA/ATO goals and objectives.
- c. **Resources.** ATO service units will equally share funding for national SUPCOM activities. Corresponding ATO stakeholders will provide administrative time and other resources necessary for SUPCOM leaders to carry out their responsibilities. Operational and related responsibilities are a supervisor's first priority. SUPCOM responsibilities are of high priority and require efforts at all levels to provide the resources required to allow SUPCOM leaders to comply with the requirements of this order.

**d. Variances.** On occasion, situations may occur that prevent filling vacancies in accordance with the provisions of this order. The National SUPCOM Chair and the corresponding level of ATO management have approval authority when a variance from this order is required to fill these vacancies. This approval remains in effect until SUPCOM and the corresponding level of management agree to revert to the organizational structure set forth in this order, or until the end of the elected term, whichever occurs first.

A handwritten signature in black ink, reading "Teri L. Bristol". The signature is fluid and cursive, with the first name "Teri" being more prominent and the last name "Bristol" following in a similar style.

Teri L. Bristol  
Chief Operating Officer  
Air Traffic Organization

### **Appendix A: Terms and Definitions**

**National Chair:** The SUPCOM Officer who serves as the national lead for SUPCOM.

**National Officers Group:** The SUPCOM group that consists of the National Chair and Officers. It consists of two National Deputy Chairs, Service Area Officer and Deputy Service Area Officer from each service area, one Officer from the Air Traffic Control Systems Command Center (ATCSCC), and one Officer from Flight Services.

**Officer:** A SUPCOM leader who serves on the National Officers Group.

**Chair:** A SUPCOM leader who serves in an elected or appointed position, other than the National Officers Group.

**Focal:** A SUPCOM member who serves as lead for operational safety initiatives, programs, and/or SUPCOM activities. The focal is appointed by the National Chair and may serve on the National Officers Group at the discretion of the National Chair.

**Operations Supervisors' Workshop for Operations Supervisors (OSW):** A workshop for Operations Supervisors, designed and facilitated by Operations Supervisors, that improves supervisory and leadership skills.

**Operations Supervisors' Workshop Oversight Group (OSWOG):** A group assembled to manage and deliver the OSW to field supervisors. The group consists of field supervisors who serve as workshop facilitators, and support personnel from Headquarters.

**OSWOG Focal:** An appointed SUPCOM member who serves as lead for the OSWOG

**Appendix B: Roles and Responsibilities****National Chair:**

1. Serve as the national focal on issues of concern and interest to operations supervisors.
2. At least monthly, provide input and serve as a resource to the Deputy Chief Operating Officer of the ATO on matters of operational consequence.
3. Liaise with the ATO Officers Group.
4. Liaise with various ATO Headquarter offices relevant to SUPCOM priorities and activities.
5. Plan for and chair the annual National SUPCOM meeting.
6. Plan for and chair a bi-annual National Officers Group meeting to review organizational goals, objectives, priorities, and activities.
7. Liaise with Technical Operations SUPCOM on matters of mutual concern or interest.
8. Provide the Deputy Chief Operating Officer a budget request to finance the National SUPCOM requirements and initiatives.
9. Manage the national SUPCOM budget.
10. Attend service area meetings to provide continuity, counsel, and support.
11. Participate in service area telcons in support of the Service Area Officer.
12. Attend various SUPCOM meetings to provide support for local efforts.
13. Appoint members to serve on the OSWOG and select the OSWOG Focal.
14. Appoint SUPCOM members as necessary as focals to address needs of the organization.

**Deputy National Chair:**

1. Serve as the national focal on items of interest and in support of the National Chair.
2. At least monthly, provide input and serve as a resource to their respective Vice President and/or their staff on matters of operational consequence.
3. Attend service area meetings to provide continuity and counsel.
4. Participate in service area telcons in support of the Service Area Officer.
5. Attend meetings called by the National Chair.

6. Assist the National Chair in fulfilling their duties.
7. Coordinate with the National Officers Group on concerns of national significance.

**Service Area Officer:**

1. Serve as the service area focal on items of interest that pertain exclusively to their service area.
2. At least monthly, provides input and serve as a resource to their respective Director and/or their staff on matters of operational consequence.
3. Plan for and chair service area telcons.
4. Provides the National Chair with a budget request to finance the SUPCOM requirements for their service area.
5. Attends meetings called by the National Chair/Deputy National Chair.
6. Coordinates with the National Officers Group on concerns of national significance.

**Deputy Service Area Officer:**

1. Assist the Service Area Officer on items of interest that pertain exclusively to their service area.
2. At least monthly, provide input and serve as a resource to their respective District Chairs.
3. Plan for and chair service area telcons.
4. Assist the Service Area Office with a budget request to finance the SUPCOM requirements for their service area.
5. Attend meetings called by the National Chair/Service Area Officer.
6. Coordinate with the National Officers Group on concerns of national significance.
7. Deputy Service Area Officers will elect a Service Area officer for their corresponding service area at the annual meeting in years ending in an even number.

**District Chair:**

1. Serve as the District focal on items of interest that pertain exclusively to the facilities within their District.
2. At least monthly, provide input and serve as a resource to the General Manager/ District Manager of Operations on matters of operational consequence.
3. Participate in service areatelcons.
4. In coordination with the General Manager, plan for and chair a District meeting/telcon on a quarterly basis or as needed.
5. At least quarterly meet face-to-face with the General Manager.
6. Attend meetings called by the National Officers Group.
7. Coordinate with the Service Area Officer on concerns of National, Service Area, or District significance.
8. Canvass and/or visit areas/facilities in their area of jurisdiction on a periodic basis.
9. Communicate with Facility Chairs in their area of jurisdiction.
10. Assist the Service Area Officer in fulfilling their duties.
11. District Chairs will elect a Service Area Officer for their corresponding Service Area at the annual meeting in years ending in an even number.

**Deputy District Chair:**

1. Assist District Chair on items of interest that pertain exclusively to their district.
2. Participate in Service Area telcons.
3. Assist District Chair in communication with Facility Chairs
4. Participate/Assist the District Chair with quarterly District telcons/meetings.

**Facility Chair:**

1. Serve as the Facility focal on items of interest that pertain exclusively to their facility.
2. At least monthly, provide input and serve as a resource to the Operations/Facility Manager on matters of operational consequence.
3. Attend/participate in facility/district meetings/telcons.
4. Canvass supervisors in their area of jurisdiction on a periodic basis.

5. Communicate information to supervisors in their area of jurisdiction.
6. Assist the District and Deputy District Chair in fulfilling their duties.

**Area Chair:**

1. Serve as the Facility Focal on items of interest that pertain exclusively to their operational area.
2. At least monthly, provide input and serve as a resource to the Facility Chair on matters of operational consequence.
3. Attend/participate in facility/district meetings/telcons.
4. Canvass supervisors in their area of jurisdiction on a periodic basis.
5. Communicate information to supervisors in their area of jurisdiction.
6. Assist the Facility Chair in fulfilling their duties.

**NOTE:** In non-stand-alone Terminal facilities with more than one Operations Manager, and as deemed beneficial to the facility, Facility Chairs may allow one SUPCOM member to serve as a focal on items that pertain exclusively to each Operations Manager. If utilized, the term "Team Chair" identifies this member.

**System Operations Officer:**

1. Serve as the System Operations focal on items of interest that pertain exclusively to the Air Traffic Control System Command Center (ATCSCC).
2. At least quarterly, provide input and serve as a resource to the Vice President and
3. Director of System Operations Services and/or their staff on matters of operational consequence.
4. At least monthly, provide input and serve as a resource to the ATCSCC Manager and/or their staff on matters of operational consequence.
5. Plan for and chair a quarterly supervisors meeting at the ATCSCC.
6. Attend meetings called by the National Chair.
7. Coordinate with the National Officers Group on concerns of national significance.

**Flight Services Officer:**

1. Serves as the Flight Services focal on items of interest that pertain exclusively to Flight Services.
2. At least quarterly, provide input and serve as a resource to the Director of Flight Services and/or their staff on matters of operational consequence.
3. At least quarterly, provide input and serve as a resource to the Vice President and
4. Director of System Operations Services and/or their staff on matters of operational consequence.
5. At least monthly, provide input and serve as a resource to the Manager of Alaska Flight Services and/or their staff on matters of operational consequence.
6. Plan for and chair a quarterly Flight Services telcon.
7. Attend meetings called by the National Chair.
8. Coordinate with the National Officers Group on concerns of national significance.

**Appendix C: Elections**

1. **National Chair:** The elected National Officers Group and District Chairs will elect a National Chair at the Annual National Meeting every third year.
2. **Deputy National Chairs:** The elected National Officers Group and District Chairs will elect the Deputy National Chairs at the Annual National Meeting. Each term is two years. There are two Deputy National Chairs who will alternate election years.
3. **Service Area Officer:** District Chairs will elect a Service Area Officer for their corresponding service area at the Annual National Meeting in years ending with an even number.
4. **Deputy Service Area Officer(s):** District Chairs will elect a Deputy Service Area Officer at the Annual National Meeting for their corresponding service area in years ending in an even number.
5. **District Chair:** Operations Supervisors within the District will elect a District Chair no later than March 15 in years ending with an odd number.
6. **Facility Chair:** Operations Supervisors will elect a Facility Chair no later than March 15 in years ending with an even number.
7. **Area Chair: En Route and large stand-alone TRACON facilities:** Areas of Specialization and the Traffic Management Unit will elect an Area/Unit Chair no later than March 15 in years ending with an odd number.

Non-stand-alone Terminal facilities with more than one Operations Manager who utilize Team Chairs will elect a Team Chair no later than March 15 in years ending with an odd number.

8. **Flight Service:** Operations Supervisors from within Flight Service will elect a National Officer no later than March 15 in years ending with an even number.
9. **Air Traffic Control System Command Center:** Operations Supervisors from within the Air Traffic Control System Command Center will elect a Facility Chair no later than March 15 in years ending with an even number.
10. **Eligibility Requirements:** Unless otherwise authorized by the corresponding level of management, only permanent supervisors may serve as a Chair or Officer,

- a. Any eligible supervisor may serve as Facility or Area Chair.
- b. To serve as a District Chair or Deputy District Chair one must have held at least a Facility Chair position.
- c. To serve as Deputy Service Area Officer, one must have held a Facility or Area Chair position.
- d. To serve as a Service Area Officer, one must have held a District Chair or Deputy District Chair position.
- e. To serve as a Deputy National Chair, one must have held a Service Area Officer or Deputy Service Area Officer position.
- f. To serve as the National Chair, one must be an Officer or have served in that capacity within the previous four years prior to the annual national meeting.

#### **11. Additional Guidance:**

- a. A simple majority (more than 50 percent of the total votes cast) will decide elections. In elections with more than two candidates where a simple majority is not reached, the candidate with the lowest number of votes is removed from the ballot and the election continues until a candidate emerges with a simple majority. If the candidates remain tied, a single coin toss determines the outcome.
- b. Unless otherwise authorized by the National SUPCOM Chair, no person may serve in more than one elected position at any given time.
- c. Outcomes of elections held at the annual national meeting for members of the National Officers Group become effective at the close of business of the annual national meeting. To ensure continuity, there will be a transition period for the outgoing National Chair to coach and assist the incoming National Chair. The transition period shall not exceed 45 days.

**12. Terms of Office:** Unless elected or appointed to fill out the remainder of a vacant position, all SUPCOM positions are two year terms (except the National Chair) with no limitations on the number of terms served. The National Chair term is three years with no limitation on terms served.

**13. Process:** The responsible overlying Chair/Officer advertises pending elections at least 30 days in advance. Nominations—including self-nominations—are accepted up to 10 days prior to election, and only those candidates nominated at least 10 days in advance of the election are eligible. In the event we receive no nominations for positions on the National

Officers Group prior to the annual national meeting, we will accept nominations at the annual national meeting.

The overlying Chair/Officer responsible to conduct the election should select an elections official to conduct and oversee the election.

Elections should be decided by secret ballot, and are conducted in a manner that avoids activities that would compromise the integrity of the election. Forward disputes, challenges, or irregularities to the National Officers Group for reconciliation.

#### **14. Voting Eligibility:**

- a. National Chair: In order to vote for the National Chair, one must be serving as an elected Deputy National Chair, Service Area Officer, Deputy Service Area Officer, Flight Service Officer, Air Traffic System Command Center Officer, or District Chair.
- b. Deputy National Chair: In order to vote for the Deputy National Chair, one must be serving as an elected Service Area Officer, Deputy Service Area Officer, Flight Service Officer, Air Traffic System Command Center Officer, or District Chair.
- c. Service Area Officer or Deputy Service Area Officer: In order to vote for the Service Area Officer or Deputy Service Area Officer, one must be a current District Chair in the corresponding service area.
- d. District Chair: In order to vote for the District Chair one must be a current Operations Supervisor in a permanent or temporary status.
- e. Deputy District Chair: The Deputy District Chair will be appointed by the National Chair.

**15. Removal:** To remove a member of the National Officers Group (excludes Focals) or chair requires a two-thirds vote of the National Officers Group at a meeting called for that purpose.

**16. Fulfillment of Terms:** If any SUPCOM leader who serves on the National Officers Group vacates their position as a supervisor due to a permanent or temporary promotion, they vacate their SUPCOM position no later than the effective date of the promotion.

- a. If any SUPCOM Chair vacates their position as a supervisor, or is detailed to another position, they may, by majority vote of their SUPCOM electorate and the approval of the corresponding level of ATO management, continue in office for the duration of the elected term or until a replacement is elected or appointed per the provisions of this order.

- b.** The National SUPCOM Chair has final authority for concerns, questions, or challenges relevant to this appendix.

**Appendix D: Operations Supervisors' Workshop**

1. SUPCOM collaborates with various Headquarter offices to develop and deliver the Operations Supervisors' Workshop (OSW) for Operations Supervisors in Air Traffic, Flight Service, and Flight Data in a manner that meets the needs of the ATO.
2. An OSW Oversight Group (OSWOG) manages and administers the OSW and consists of SUPCOM and Headquarters personnel assigned by the National SUPCOM Chair. The term "OSWOG Focal" identifies the member who leads this group.
3. Normally, the OSWOG consists of experienced OSW facilitators who serve for approximately two years. Strive to diversify the members of the group in a manner that represents each service unit and area.
4. Differing levels of skill, experience, and expertise determine facilitator categories. These categories are lead facilitator, co-facilitator, and developmental facilitator. Each OSW has at least one lead facilitator.
5. Each Operations Supervisor shall receive OSW training once every 36 months.
6. A Knowledge Sharing Network (KSN) site holds the comprehensive list of processes, procedures, and protocols for the OSW, and is managed by OSWOG and Headquarters personnel.