



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

ORDER
JO 1110.104E

Effective Date:
05/06/2011

SUBJ: TECHNICAL OPERATIONS SUPERVISOR'S COMMITTEE (SUPCOM)

1. **Purpose of this Order.** This order establishes the organizational operation and function of the Technical Operations SUPCOM for maintaining open lines of communication among front line managers (FLMs) within Technical Operations, across the Air Traffic Organization (ATO), and with the Technical Operations management staff.
2. **Audience.** All Technical Operations FLMs.
3. **Where to Find This Order.** You can find this order on the MYFAA Employee website. Select "Tools & Resources," then select "Orders & Notices."
4. **Cancellation.** This order cancels order JA 1110.104D, Technical Operations Supervisor's Committee (TOSUPCOM), dated December 8, 2003.
5. **Explanation of Changes.** This revision incorporates changes resulting from field, service area, and headquarters input and from organizational realignment. These changes include:
 - a. Changed the office of primary responsibility from Acquisitions and Business Services to Technical Operations Services.
 - b. Changed number of district office representatives from up to 4 to a single representative.
 - c. Changed service area representatives to Engineering Services representatives and the number of representatives from six to two representatives.
 - d. Included and defined SUPCOM representation from the Technical Services Operations Group (TSOG) and the service area Program Operations Group (POG) organizations.
 - e. Changed the annual TOSUPCOM meeting requirement to a joint annual ATO SUPCOM meeting with Air Traffic SUPCOM.
 - f. Changed the duration and the terms of office for TOSUPCOM officers from one-year detail to a two-year detail to mirror AT SUPCOM officers. Moved the tenure from a January-to-January format to an October-to-October format to coincide with fiscal calendar year.
 - g. Established a requirement for a monthly SUPCOM newsletter.
 - h. Incorporated procedures for removal of SUPCOM officers.

6. **Background.** Communication is essential to maintain the effective management of daily operations. SUPCOM is a valuable resource to implement and communicate ATO initiatives and programs and to focus on reducing costs, improving performance, and gaining efficiencies. FLMs have the best perspective to identify issues, concerns, or conditions that are relevant to or affect the National Airspace System (NAS). SUPCOM enables communications from the service delivery point to all levels of ATO management and provides feedback on the effectiveness of agency programs. This communication line does not replace or circumvent the normal chain of command.

7. **Definitions.**

a. The National Executive Board is comprised of the National Chairperson, National Vice-Chairperson, National Executive Board Member, and former National Chairperson.

b. The Service Area Executive Board is comprised of Service Area Chairperson, Service Area Vice-Chairperson, Service Area Executive Board Member, and former Service Area Chairperson.

c. The National Committee is comprised of the National Executive Board and Service Area Chairperson and Vice Chairperson.

d. The Service Area SUPCOM will consist of the Service Area Executive Board and a representative from district offices, POG, TSOG, Engineering Services, Operations Engineering Support Group and Operations Control Centers (OCC).

(1) Each district office will have a single SUPCOM representative and they may name a secondary representative to assist the primary in their duties due to operational needs.

(2) The POG will have a single SUPCOM representative and they may name a secondary representative to assist the primary in their duties due to operational needs.

(3) The TSOG will have a single SUPCOM representative and they may name a secondary representative to assist the primary in their duties due to operational needs.

(4) Operations Engineering Support Group will have a single SUPCOM representative and they may name a secondary representative to assist the primary in their duties due to operational needs.

(5) Engineering Services may have a single SUPCOM representative and they may name a secondary representative to assist the primary in their duties due to operational needs.

(6) OCC will have a single SUPCOM representative and they may name a secondary representative to assist the primary in their duties due to operational needs.

8. **Roles and Responsibilities.** SUPCOM serves as a resource to facilitate communications throughout all service units within the ATO. SUPCOM identifies and elevates operational and work force issues/concerns to management and participates in actions and efforts to resolve these

issues/concerns. SUPCOM's actions will complement the Technical Operations chain of command.

a. National Executive Board will:

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

(2) Meet quarterly with the Technical Operations service area directors.

(3) Meet annually with the ATO Chief Operating Officer, Senior Vice-President of Operations, and other ATO executives.

(4) Collaborate with Air Traffic SUPCOM to hold a joint National ATO SUPCOM annual meeting.

(5) Prior to all national committee meetings:

(a) Review service area agenda items to edit, format, and organize submissions as necessary to finalize the national agenda.

(b) Establish the agenda for meetings.

(c) Distribute the agenda and meeting information to the three Service Area Executive Boards.

(6) Attend each service area annual meeting to provide national oversight and guidance.

(7) Meet with Service Area Chairpersons to resolve issues and coordinate meetings.

(8) Conduct periodic teleconferences as needed.

(9) Compile and distribute developed issues to the Technical Operations service area directors.

(10) At a minimum, distribute a monthly national SUPCOM newsletter.

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

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

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

(c) Provide input to the National Chairperson on the subcommittee efforts for the periodic progress reports.

b. National Chair Position will:

- (1) Be a documented full-time detail for a period of 2 years.
- (2) Be located in Washington headquarters or in the field at a location that is within the National Chairperson's local commuting area.
- (3) Maintain direct communications with the Vice President of Technical Operations, service area directors and other key headquarters executives and representatives in program execution matters.
- (4) Serve as the national focal point on issues of concern for field level supervisors and managers.
- (5) Chair the SUPCOM national meeting and teleconferences. Serve as the focal point for reviewing SUPCOM national agenda items. Ensure periodic status updates on open action items are distributed to the National Committee members for further distribution to the field supervisors.
- (6) Conduct and participate in national level work groups, subcommittees, and/or other appropriate activities to resolve national issues.
- (7) Provide consultation to work groups to ensure national proposals are clearly stated and have been objectively evaluated, historical background provided, and alternative solutions identified with recommendations that are realistic and achievable.
- (8) Review new and proposed programs for facilities, equipment and training. Make recommendations as to priority and suitability of implementation.
- (9) Provide a vast network of current front line managers to serve on national teams. These teams will review system and maintenance concepts, new systems implementation plans, and process changes.
- (10) Assign actions and tasks to the appropriate work group(s).
- (11) Collaborate with Air Traffic SUPCOM.

c. National Vice Chairperson will:

- (1) Assist the National Chairperson in the execution of all duties as required.
- (2) Track national issues and resolutions.
- (3) Assist in coordination of annual national meeting.

d. National Executive Board Members will:

- (1) Assist the National Chairperson in the execution of all duties as required.

(2) Coordinate with Service Area Chairpersons for teleconference schedules to ensure national participation.

(3) Assist in coordination of annual national meeting.

e. Former National Chairperson will:

(1) Assist the National Chairperson in the execution of all duties as required including the formulation of the SUPCOM budget.

(2) Facilitate the transition for the new National Chairperson.

(3) Assist in coordination of annual national meeting.

f. National Committee will:

(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 will:

(1) Work with service area staff specialists to find solutions to identified issues.

(2) Track action items.

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

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

(5) Coordinate an annual service area meeting to develop issues, provide updates and make recommendations on issues affecting FLMS. These meetings will take place no later than 3 months after the joint national ATO SUPCOM meeting each year.

(6) Represent their service area at the national meeting.

(7) Meet with the service area director during the service area meeting.

(8) Conduct periodic teleconferences as needed.

h. Service Area Chairperson will:

(1) Initiate action to ensure receipt of all discussion issues for the service area SUPCOM meetings 30 days prior to the scheduled meeting date.

(2) Provide the service area director with an agenda of discussion issues for the service area meetings at least 10 days prior to the scheduled meeting date.

(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 Chairperson within 30 days following service area meetings.

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

(7) Ensure all first-level supervisors/managers who submit recommendations, receive status reports through appropriate SUPCOM member.

(8) Represent their service area SUPCOM at national meetings.

i. Service Area Vice-Chairperson will:

(1) Assist the Service Area Chairperson in the execution of all duties as required.

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

(3) Track service area issues and resolutions.

(4) Represent their service area SUPCOM at national meetings.

j. Service Area Executive Board Member will:

(1) Assist the Service Area Chairperson in the execution of all duties as required.

(2) Attend the annual national meeting.

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

(4) They may represent the Service Area Chairperson or Service Area Vice Chairperson at national committee meetings in their absence.

k. Former Service Area Chairperson will:

(1) Assist the Service Area Chairperson in the execution of all duties as required.

(2) Facilitate the transition for the new Service Area Chairperson.

(3) Attend the annual national meeting.

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

(5) They may represent the Service Area Chairperson or Service Area Vice Chairperson at national committee meetings in their absence.

I. Service Area Representatives will:

(1) Meet quarterly with district manager or appropriate second level management to update and discuss SUPCOM issues.

(2) Solicit comments and suggestions from their peers.

(3) Respond, through the Service Area Chairperson, to correspondence or inquiries.

(4) Evaluate recommendations received from any source and submit to the Service Area Chairperson.

(5) Submit issues relating to service area.

(6) Communicate with managers on current issues and status on a regular basis.

(7) Attend the annual service area meeting.

9. **Elections.**

a. National Executive Board Chairperson is eligible for a second term dependant upon a nomination and their acceptance at the national meeting. If the chairperson 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 Chairperson serves a second term, the National Executive Board composition remains unchanged until the end of the consecutive term.

(1) The National Executive Board and Service Area Executive Boards will elect an Executive Board Member during the national meeting. All Service Area Executive Board Members are eligible for the National Executive Board position. The National Executive Board and Service Area Executive Boards (except the national chairperson) are the voting members at national meetings. The National Chairperson may vote only to break a tie.

(2) To provide continuity at the national level, the National Vice-Chairperson will ascend to the National Chairperson's position following the completion of the National Chairperson's term, and the National Executive Board Member will ascend to the National Vice-Chairperson's position.

(3) The National Executive Board expects the newly elected executive board member to serve at least one term at each level, dependant upon the term length of the National Chairperson. If a national officer's position becomes vacant, the next officer in line will assume that position. If the former National Chairperson's position becomes vacant, the position will not be backfilled.

b. The Service Area Executive Board Chairperson is eligible for a second term dependant upon a nomination and their acceptance at their annual service area meeting. If the Service Area

Chairperson accepts the nomination, the members of the Service Area Committee will hold a special election during the annual meeting to determine if a second term will occur. If the Service Area Chairperson serves a second term, the Service Area Executive Board composition remains unchanged until the end of the new term.

(1) The Service Area Committee will elect a Service Area Executive Board Member during the annual meeting. The Service Area Vice-Chairperson will ascend to the Service Area Chairperson's position following the completion of the Service Area Chairperson's term, and the Service Area Executive Board Member will ascend to the Service Area Vice-Chairperson's position.

(2) The Service Area Executive Board expects the newly elected executive board member to serve at least one term at each level, dependant upon the term length of the Service Area Chairperson. If a service area officer's position becomes vacant, the next officer in line will assume that position. If the former Service Area Chairperson's position becomes vacant, the position will not be backfilled.

c. Service area representatives will hold elections as necessary. FLMs will elect one SUPCOM representative from district offices, POG, TSOG, Engineering Services, and OCC. All representatives must be a permanent FLM.

d. Terms of National and Service Area Executive Board positions begin on October 1 for a period of two (2) years for a maximum of two consecutive terms.

e. Terms of service area representatives begin on October 1 for a period of two (2) years for a maximum of three consecutive terms.

10. Impeachment.

a. Officer or Representative. If, during the term of office for any SUPCOM officer or representative, a body of FLMs protest the actions or inactions of the SUPCOM officer in question, that protest will be presented to the National Chairperson to be heard. The SUPCOM officer in question may request a vote of confidence from their constituents. The National Chairperson will conduct a vote of confidence from the affected FLMs in that area or district. Should the officer/representative in question not prevail in the vote of confidence, the National Chairperson may select an interim officer to fulfill the term or call for an election. In the event of an election, the provisions in the previous section related to elections will be followed. The new official will complete the existing term. The National Chairperson will notify the appropriate director of these procedures and action.

b. National Chairperson. If, during the term of office for the National Chairperson, the National Committee protests the actions or inactions of the National Chairperson, they will ask the former National Chairperson to hear the protest. The National Chairperson may request a vote of confidence from the National Committee. Should the National Chairperson not prevail in the vote of confidence, the Former National Chairperson may select an interim officer to fulfill the term or call for an election. In the event of an election, the provisions in the previous section related to elections shall be followed. The new official will complete the existing term. The

former National Chairperson will notify the Vice President, Technical Operations, and the service area directors of these procedures and actions.

11. Vice President, Technical Operations Services.

- a. Serves as an advocate for the SUPCOM Program.
- b. Is responsible for budgetary support of the SUPCOM Program.

Note: The National Chairperson will submit the upcoming fiscal year budget request to the Technical Operations Comptroller.

12. ATO Service Centers. The Service Center Business Group (BSG) will administer the funding for the SUPCOM Program.

Note: The National Chairperson will oversee and be responsible for the execution of SUPCOM budget.

13. Distribution. This order is distributed to ATO Vice Presidents, to all ATO service area and service center directors, to Technical Operations district managers, and to all System Support Centers.



Teri L. Bristol
Vice President, Technical Operations Services

