

CHANGE

U.S. DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION

Air Traffic Organization Policy

ORDER
JO 7200.25
CHG 1

Effective Date:
09/16/2022

SUBJ: Joint Air Traffic Operations Command (JATOC)

1. **Purpose.** The purpose of this document is to update necessary changes to definitions, roles and responsibilities of JATOC functional elements.
2. **Who this change affects.** This change affects all ATO service units, in particular the personnel who stand watch as part of the JATOC.
3. **Where Can I Find This Change?** This change is available on the FAA Web site at http://faa.gov/air_traffic/publications and https://employees.faa.gov/tools_resources/orders_notices/.

PAGE CHANGE CONTROL CHART

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4. **Administrative Information.** This Order change is distributed to all ATO service units, in particular the personnel who stand watch as part of the JATOC.

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

ORDER
JO 7200.25

Effective Date:
02/24/2020

SUBJ: Joint Air Traffic Operations Command (JATOC)

- 1. Purpose of This Order.** This Order describes the function and responsibilities of the Joint Air Traffic Operations Command (JATOC). The JATOC was established by the Air Traffic Organization (ATO) to integrate Service Units at all levels enabling a unified ATO response effort to significant incidents and other major events or natural disasters that adversely impact the National Airspace System (NAS) or national security. The JATOC will address constraints, risks, and threats to the National Airspace System (NAS) and communicate this information to ATO leadership and appropriate stakeholders.
- 2. Audience.** This Order applies to all ATO service units, in particular the personnel who stand watch as part of the JATOC.
- 3. Where Can I Find This Order?** This Order is available on the MyFAA employee Web site at https://employees.faa.gov/tools_resources/orders_notices/ and on the air traffic publications Web site at http://www.faa.gov/air_traffic/publications/.
- 4. Background.** On August 24, 2018, the ATO Chief Operating Officer (COO) issued a Memorandum for Interim Procedures for ATO Significant Incident Response. The Memorandum provides authorization for the establishment of the JATOC to strengthen ATO's unified response efforts, as well as improve lines of communication during significant events. This Order formalizes that guidance by establishing the organization, roles and responsibilities of the JATOC.
- 5. General.** The JATOC is designed to:
 - a.** Synthesize information, data, and intelligence regarding constraints, risks, and threats to the National Airspace System (NAS) and deliver comprehensive and timely reports to ATO leadership and other appropriate stakeholders.
 - b.** Operate as the ATO's command and control element.
 - c.** Integrate ATO's diverse operational capabilities at a single location.
 - d.** Leverage commonality of mission requirements.
 - e.** Eliminate operational overlap by consolidating information to a single source message.
 - f.** Support and make efficient use of personnel and resources.

6. JATOC Administration.

a. Line of Authority.

(1) **ATO Incident Director (AID).** The Vice President, System Operations Services, as designated by the COO, is the lead ATO official for ATO's response to significant incidents and serves as the default ATO Incident Director (AID). The AID is responsible for managing ATO's initial unified response to a significant incident or participation in a major event that could require a significant incident response. The AID is directly accountable to the Chief Operating Officer (COO), Deputy Chief Operating Officer (DCOO), and the Officers Group (OG). The AID will determine the initial scope and scale of ATO's unified response to an incident. The AID will also coordinate with the OG to formulate an integrated ATO strategy for follow-on efforts, including provisions for continued senior leadership, sustaining response efforts, and any ensuing recovery activities.

(2) **JATOC General Manager (JATOC GM)** directs and manages efforts to develop and implement procedures and policies necessary to respond to local or national aviation events and incidents and reports directly to the VP of System Operations. The JATOC GM is responsible for the following:

(a) Coordinates and collaborates with ATO Service Units, Directorates and other FAA lines of business as needed to make critical decisions in support of the JATOC mission.

(b) Interagency coordination to ensure successful integration and modernization of JATOC to support ATO operational goals and makes commitments within assigned area of responsibility.

(3) **JATOC ATO Watch Officer (AWO)** will consolidate and communicate the initial unified ATO response to significant NAS incidents, including characterizing the incident, providing notifications to ATO leadership, and taking steps to stabilize the situation. The AWO may also escalate the ATO's response efforts, as described in paragraph 7, JATOC Operations.

b. Functional Elements.

(1) The **AWO** serves as the outward facing, primary point of contact for the JATOC and is responsible for the following functions:

(a) During Steady State (Level 1 - Normal Operations), serve as the primary point of contact for the JATOC and the single flow of information on all operational incidents to ATO Senior Leadership.

(b) Collect and synthesize inputs from the various functional elements on NAS events and incidents.

(c) Disseminate consolidated information to ATO Senior Leadership for situational awareness, decision-making, and management of these incidents.

(d) For an incident, potential threat, or hazard encountered that requires a greater ATO response, the AWO will serve as the operational lead responsible for coordinating the initial ATO unified response to an Escalated Incident Activity (Level 2-4 as outlined in Appendix A), until relieved by the AID.

(e) The AWO may advise a particular facility(ies) to take appropriate action such as declaring ATC Alert, review their Operational Contingency Plan, etc.

(2) **NAS Efficiency (AJR-1)** directs the National Traffic Flow Management (TFM) efforts to maximize the efficiency of the NAS and to mitigate the impacts of disruptive incidents, including but not limited to adverse weather, equipment failures, major sporting events, natural disasters, and other events on the strategic flow of air traffic from onset through recovery.

(3) **System Operations Security (AJR-2)** leads ATO's efforts to protect the U.S. and its interests from threats involving the Air Domain and to respond to significant incidents while mitigating safety and efficiency impacts on the NAS. The directorate is the ATO OPR for cooperating on these matters with interagency partners responsible for national defense, homeland security, intelligence, law enforcement, and emergency management. AJR-2 participates in the JATOC principally through its:

- (a) National Tactical Security Operations Air Traffic Coordinator Team (NTSO ATSC/AJR-241) which manages the Domestic Events (DEN);
- (b) System Operations Support Center (SOSC/AJR-2412) which provides specialized Aeronautical Information Services (AIS), including Temporary Flight Restrictions (TFR) supporting security and emergency management missions;
- (c) Significant Incident Management Operations team (SIMO/AJR-221) which is the ATO OPR for crisis response and other emergency operations, including support for the AID and other ATO leaders; and
- (d) Surged response elements including the JATOC Crisis Action Team (J-CAT)

(4) **Safety and Technical Training (AJI-131)** is ATO's primary coordinator for review of significant safety-related events to determine compliance with applicable orders and identify potential risk in the air traffic system. AJI is the focal to investigate and report safety incidents and potential risk in the NAS for both Air Traffic Services and Technical Operations service delivery. AJI manages the JATOC Safety Event Network (J-SEN).

(5) **Operations Support (AJW-1)** provides the support structure, methodology, tools, procedures, performance monitoring and assurance necessary for the proper operation and maintenance of the NAS, including second-level engineering for communications, navigation, surveillance and power systems, NAS resiliency and FAA's Configuration Management program. This organization also manages FAA's spectrum engineering program protecting all civil aviation radio frequency spectrum resources.

(6) **National Airspace System Security and Enterprise Operations (NASEO) (AJW-B)** provides 24/7 monitoring, control and oversight of NAS operations nationwide. This oversight responsibility includes providing situational awareness of facilities/services; monitoring and responding to NAS cybersecurity events; operationally managing satellite-based services; and managing and operating FAA-owned and leased telecommunications and network services. It is the single accountable cybersecurity organization for the NAS. The Senior Technical Operations Watch Officer (STOWO) is the lead representative for all AJW-B related events and responses.

(7) **Air Traffic Services (AJT)** provides the National Airspace System with safe and efficient air navigation services to NAS operators and customers throughout the United States and its territories. The Air Traffic Services representative (**JATOC-AT**) serves as the advocate to FAA Air Traffic Control facility management and staff on real-time operational issues. The JATOC-AT assists ATC facility personnel with complex decision making as requested/required, and provides guidance for the formulation of clear, concise and comprehensive messaging related to event notifications and event management.

(8) **Flight Program Operations (AJF-0)** provides safe and efficient flight operations across four primary missions. Flight inspection ensures the integrity of instrument approaches and airway procedures that constitute the National Airspace System (NAS) infrastructure. Flight Program Operations also performs inspections of both foreign and domestic DOD facilities. Aviation safety training provides training and currency/proficiency services to Office of Aviation Safety personnel. Research, Development, Test & Evaluation (RDT&E) conducts flights directly related to research, development, testing and evaluation of new electronic aids, air traffic procedures, aircraft improvements, and other established agency projects. Critical event response/transportation provides transportation required to accomplish official FAA responsibilities in times of emergency or disaster and support the NTSB in carrying out its duties. It also serves the transportation needs for senior executives in the DOT and FAA, and other agencies through reimbursable agreements. The Flight Program Operations Watch Officers who staff the JATOC 24/7 provide operational control of all the FAA's owned/leased/contracted aircraft.

This enables the watch officer to support the AWO and other JATOC elements with real-time awareness of the location and status of all FAA aircraft supporting AJF's missions as well as the current status of all flight inspections in execution.

(9) **Program Management Organization (AJM-2)** manages facilities, equipment and operations programs encompassing the NAS to include the air traffic operation, mission support systems and business support systems. Duties include NAS infrastructure modernization programs, service life extensions, technology refresh and engineering services.

(10) **Mission Support Services (AJV)** provides administration of shared technical and program services which promote standardization of processes to support efficiency and effectiveness in the NAS. Mission Support also oversees the operations of the Western, Central, and Eastern Service Centers. The service centers provide the link between headquarters technical programs and their integration in the operations environment. The Notices to Air Missions (NOTAM) office ensures NOTAMs disseminated in the NAS are issued, domestically and internationally, in accordance with FAA policy. The NOTAM office delivers real-time NAS data regarding high visibility events to the JATOC.

c. JATOC Surged Elements.

(1) The **JATOC Crisis Action Team (J-CAT)** is a surged element of the JATOC and is ATO's primary national level communications and coordination hub for unified responses to significant incidents. It provides ATO incident management support to the AID as well as ATO Senior Leadership.

(2) The **Airspace Access Response Cell (AARC)** is a surged element of the JATOC that regulates, by vetting and prioritizing, the flow of aircraft into and out of select airports and airspace critical to incident response operations.

7. JATOC Operational Levels.

a. Level 1 – Steady-State

- (1) This is the normal state of operations in the JATOC.
- (2) In steady state operations, each functional element will:
 - (a) Perform its existing mission.
 - (b) Report to its own chain-of-command.
 - (c) Maintain its normal operational tempo.
 - (d) Support shared situational awareness among the functional elements.
 - (e) Highlight information to the AWO, which could result in an event that changes the JATOC operational level.
- (3) The AWO monitors events and determines if escalation to Level 2 is required.

b. Level 2 – 4 Event Management (scalable) The characteristics of levels include:

- (1) Operate in accordance with **APPENDIX A: JATOC Operational States**.
- (2) Managing and coordinating the ATO response to the event.
- (3) Managing communications for the event.
- (4) Synthesizing information into a cohesive situational awareness picture.
- (5) Escalating capabilities, as needed, through the SIMO team (AJR-221), J-CAT, AARC, and other ATO response teams.
- (6) Managing multiple events simultaneously.

8. JATOC Contingency Operations. In the event the JATOC has to evacuate the Air Traffic Control System Command Center (ATCSCC), each functional element will provide a representative to proceed to the FAA Emergency Operations Center (EOC) located at the Mount Weather Emergency Operations Center (MWEOC).

9. Review and Changes. This Order must be reviewed at least annually. Change proposals must be submitted to the JATOC Operational Support Team (JOST).

10. Definitions.

Airspace Access Response Cell (AARC) – A surged element of the JATOC that regulates the flow of aircraft into and out of select airports and airspace critical to response operations during significant incidents, such as hurricanes or other natural disasters.

ATO Incident Director (AID) – The ATO senior leader responsible for managing ATO’s initial unified response to a significant incident or participation in a major event that could require a significant incident response.

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

Domestic Events Network (DEN) – A 24/7 FAA telephonic conference call network (recorded) managed by NTSO ATSC team (AJR-241), which is integrated into the JATOC. The DEN sustains an operations-focused link among all Air Route Traffic Control Centers (ARTCC), some major Terminal Radar Approach Controls (TRACON), and select towers, as well as over 170 interagency operational nodes including the North American Aerospace Defense Command (NORAD) Air Defense Sectors (ADS). The DEN is used by the FAA to sustain near real-time, operations-focused shared situational awareness and to coordinate tactical operational responses to security incidents, particularly airborne threats, involving the NAS.

JATOC ATO Watch Officer (AWO) – The AWO is the primary point of contact for the JATOC and is responsible for consolidating and communicating the initial unified ATO response to significant NAS incidents, including characterizing the incident, providing notifications to ATO Senior Leadership, and taking steps to stabilize the situation.

JATOC Crisis Action Team (J-CAT) – A surged element of the JATOC which is principally operated by AJR-221 and is activated by AID. The J-CAT serves as ATO’s primary hub for coordinating national level responses to significant incidents and sustaining shared situational awareness. The J-CAT and its related response teams also act as ATO’s interface with external emergency management entities, including the Federal Emergency Management Agency (FEMA).

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

JATOC Operational Support Team (JOST) – The support team responsible for the documentation and reference materials utilized by the JATOC functional elements. The JOST also provides initial training and mentoring to all JATOC personnel and AWOs.

11. Distribution. This Order is distributed to all ATO service units.

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
FAA Air Traffic Organization

Appendix A: Joint Air Traffic Operations Command (JATOC) Operational States

Level 1 – Steady-State

This is the normal state of operations in the (JATOC).

Operating characteristics:

- a.** Each functional element will:
 - 1. Perform its existing mission.
 - 2. Report to its own chain-of-command.
 - 3. Maintain its normal operational tempo.
 - 4. Support shared situational awareness, specifically among the functional elements.
 - 5. Highlight information, which could result in an event that changes the JATOC operational state.
- b.** The ATO Watch Officer (AWO) will:
 - 1. Be responsible for collecting information from the functional elements, paging out operational information to the ATO Senior Leadership and applicable stakeholders, and managing the communications for an event.
 - 2. Serve as the outward facing, primary point of contact for the JATOC.
 - 3. Synthesize information into a cohesive, situational awareness picture.

Level 2 – Escalated Activity

Level 2 is implemented due to a disruptive event that requires a unified response by two or more functional elements.

Operating Characteristics:

- a.** Each functional element will:
 - 1. Continue to perform existing mission.
 - 2. Support AWO led efforts to integrate response activities.
- b.** The AWO will:
 - 1. Initiate an elevated, coordinated response to the event.
 - 2. In addition to Level 1 duties, conduct an Emergency Notification System telcon as appropriate to update ATO Senior Leadership on the information available regarding the event.
 - 3. Coordinate with the SIMO team (AJR-221) to produce enhanced situational awareness products and initiate escalating actions in preparation for a possible activation of the J-CAT.

c. The AID will:

1. Determine the need of JATOC Crisis Action Team (JCAT) or Airspace Access and Recovery Cell (AARC)
2. Determines possible level of incident escalation

Level 3 – Increasing Escalation

Level 3 is implemented when the need exists to begin directing ATO elements outside of the JATOC.

Operating Characteristics:

a. Each functional element will:

1. Continue to perform existing mission.
2. Support AID led efforts to integrate response activities.

b. The AWO will:

1. Coordinate the functional elements at the direction of the AID or Chief Operating Officer (COO)/Deputy Chief Operating Officer (DCOO).
2. At the direction of the AID, coordinate for escalating capabilities, as needed. Examples include: the JATOC Crisis Action Team (JCAT), Airspace Access and Recovery Cell (AARC).

c. The AID will:

1. Manage the event and provide direction from FAA senior leadership across the ATO and to the AWO and functional elements.
2. Serve as the central point of contact for senior ATO management and keep ATO Senior Leadership informed of event developments.
3. Direct additional surge capabilities such as the JCAT.
4. Deploy additional ATO resources and liaisons to field locations and other interagency operations centers.

Level 4 – Major Event

Level 4 is implemented when the need exists to engage external elements such as the Office of the Administrator (AOA-1), the White House, industry, or other stakeholders in order to enable the ATO response.

Operating Characteristics:

a. Each functional element will:

1. Continue to perform their existing mission.
2. Support AID led efforts to integrate response activities.

b. The AID will:

1. Manage the event and provide direction from FAA senior leadership across the ATO to the AWO and functional elements.
2. Direct additional surge capabilities such as the JCAT.
3. Deploy additional ATO resources and liaisons to field locations and other interagency operations centers.