

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

1100.123C

4/29/83.

SUBJ: STANDARD ORGANIZATION OF AIR ROUTE TRAFFIC CONTROL CENTERS

1. PURPOSE. This order establishes standard organizational structures and staffing guidelines for Air Route Traffic Control Centers (ARTCC's).
2. DISTRIBUTION. This order is distributed to air traffic division level in Washington, air traffic branch level in the regions, the FAA Technical and Mike Monroney Aeronautical Centers, and all air traffic field facilities.
3. CANCELLATION. Order 1100.123B, dated 5/8/78, Standard Organization of Air Route Traffic Control Centers is cancelled. All waivers previously granted for deviation from Order 1100.123B are cancelled upon the effective date of this order.
4. ACTION. The provisions of this order are effective immediately and shall be completed within 2 years.
 - a. Regional Air Traffic Divisions shall realign field facility organizational structures within the framework of this order to ensure effective utilization of personnel.
 - b. Headquarters shall periodically audit facilities for program effectiveness and process request for waivers consistent with paragraph 8b of this order.
5. BACKGROUND. Modernizing the air traffic system, requires improved operational efficiency and accountability of facility personnel. Dynamic growth in technology, user needs, budgetary constraints, and environmental concerns requires the effective and efficient restructuring of air route traffic control centers. From this perspective, and from various studies, it becomes imperative that ARTCC's constantly review, update, and restate responsibilities, accountabilities, and staffing within their operational environment.
6. DEFINITION. The following position abbreviations are authorized for use:
 - a. 2152.
 - Air Traffic Manager (ATM)
 - Assistant Air Traffic Manager-Administration (AATM-A)
 - Assistant Air Traffic Manager-Operation (AATM-O)
 - Assistant Manager-Automation (AM-A)
 - Automation Specialist/Programmer (AUS/PMGR)
 - Assistant Manager-Military Operations (AM-MO)

Assistant Manager-Plans and Programs (AM-PP)
 Military Operation Specialist (MOS)
 Plans and Programs Specialist (PPS)
 Oceanic Planner (OP)
 Assistant Manager-Traffic Management (AM-TM)
 Assistant Manager-Airspace and Procedures (AM-AP)
 Traffic Management Coordinator (TMC)
 Airspace and Procedures Specialist (APS)
 Assistant Manager-Training (AM-T)
 Training Specialist (TS)
 Assistant Manager-Quality Assurance (AM-QA)
 Quality Assurance Specialist (QAS)
 Area Manager (AM)
 Area Supervisor (AS)
 Air Traffic Control Specialist (ATCS)

b. Non-2152.

Personnel Management Specialist (PMS)
 Administrative Officer (AO)
 Supervisory Flight Data Communications Specialist (SFDCS)
 Education Specialist (EDS)
 Cartographic Technician (CT)
 Center Weather Service Unit (CWSU)
 Clerical (CL)
 Flight Data Processor (FDP)
 Key Punch Operator (KP)

7. AUTHORIZATION.

a. Staffing levels prescribed in Appendix 4 of this order are maximum authorized overhead positions. Regional Air Traffic Division Managers should carefully evaluate position requirements and provide staffing for only those positions necessary to maintain an effective operation consistent with system and user needs.

b. The organizational structure prescribed in this order shall be accommodated within allocated air traffic resources. Air traffic managers, with regional concurrence, are provided flexibility to combine/decombine positions and functions in order to ensure maximum efficiency and productivity. When workload factors necessitate additional functions beyond the scope of this order, Regional Air Traffic Divisions are authorized to deviate from prescribed organizational structure for periods not to exceed 1 year. Regions shall forward detailed notification of structural change to AAT-700 prior to effective date of the change. An evaluation shall be conducted at the conclusion of the deviation period and a report forwarded to AAT-700.

8. PROCEDURE.

a. Organizational Structure. Examples of ARTCC organizational structures are illustrated in the following appendices:

- (1) Appendix 1 - Standard Organization for ARTCC's - Level I
- (2) Appendix 2 - Standard Organization for ARTCC's - Level II & III
- (3) Appendix 3 - Typical Control Room Shift Organization
- (4) Appendix 4 - Organizational Outline for ARTCC's

b. Waiver. A waiver to the basic structure, in excess of 1 year, can be obtained as follows:

(1) Regional Air Traffic Divisions shall forward justification to the Air Traffic Service (ATS), AAT-700, Washington, D.C., at least 45 days prior to the proposed implementation date.

(2) Based on the justification, a waiver may be issued not to exceed 2 years.

(3) If the duration of the function or position exceeds the 2-year time frame, the affected facility must again follow the process prescribed in (1) and (2) above.

9. AREA OF OPERATION. An area of operation consists of a minimum of six sectors. (Deviations to this minimum shall be approved by AAT-1 prior to implementing.) Personnel assigned to an area of operation consist of an area manager, seven area supervisors, radar controllers, nonradar/radar associate controllers, flight data processors, and others as assigned by facility management.

10. ORGANIZATIONAL TITLES AND RESPONSIBILITIES. Two assistant air traffic managers are authorized in Levels II and III ARTCC's. If only one position is established, the other position may be used as an additional program manager, i.e., assistant manager-traffic management, airspace and procedures, military operations, or plans and programs. The following organizational titles are authorized:

a. Line.

(1) Assistant Air Traffic Manager-Operations (AATM-O). This position, where established, reports directly to the air traffic manager (ATM) and provides direct supervision to the assistant manager-traffic management/airspace and procedures (AM-TM/AP), area manager-in-charge (AMIC), area managers (AM), and others as assigned by the air traffic manager. This manager serves as a facilitator between the air traffic manager, the control room, and the assistant air traffic manager-administration, coordinating ATC operations.

(2) Assistant Manager-Traffic Management/Airspace and Procedures (AM-TM/AP). This position reports directly to the appropriate assistant air traffic manager and provides first-line supervision to traffic management coordinators/weather coordinators; airspace and procedures specialists, cartographic technicians, and others as designated, i.e., CWSU. This manager, in liaison with the assistant air traffic manager-operations, area managers, and others, develops and implements local traffic flow, en route metering, collecting, evaluating, and disseminating procedures, and

other operational requirements generated by the area of operation, i.e., SID's, STAR's, pilot bulletins, letters of agreement, user forums, and other duties as assigned.

NOTE: For Level I ARTCC's this position is titled assistant manager-airspace and procedures.

(3) Area Manager (AM). This position reports to the appropriate assistant air traffic manager and provides first-line supervision to area supervisor within an area of operation. Duties include but are not limited to identifying operational requirements such as Letters of Agreement, radio and radar coverage, airway structure, area staffing, traffic management requirements, and forwarding them to the appropriate assistant manager for review, development, and implementation. Area managers shall be designated area manager-in-charge (AMIC) on a rotating basis as determined by the air traffic manager. The AMIC is responsible for the overall management/supervision of the control room.

(4) Area Supervisor (AS). This position reports directly to an area manager and provides first-line supervision to a number of controllers and flight data processors. When assigned, the area supervisor-in-charge of an area of operation is responsible for ensuring that an efficient and effective air traffic control service is maintained. Area supervisors assist traffic management coordinators in maintaining the integrity of traffic management policies and procedures.

b. Staff.

(1) Assistant Air Traffic Manager-Administration (AATM-A). This position when established, reports directly to the air traffic manager and provides direct supervision to assistant managers for training, automation, and military operations/plans and programs, supervises the personnel management specialist, and others as assigned by the air traffic manager. This manager serves as a facilitator among the air traffic manager, staff, and assistant air traffic manager-operations, coordinating ATC rules and policies related to the operation.

(2) Assistant Manager-Quality Assurance (AM-QA). This position reports directly to the air traffic manager and provides first-line supervision to quality assurance specialists as assigned. Functional responsibilities are initiating and conducting evaluation of all facility's operations and programs for effectiveness and efficiency; act as the investigator-in-charge (IIC) for evaluating operational errors or deviations; processes all accidents and incidents including the transcription of those accidents or incidents; monitor reports, Supervisory Evaluations Program - Liaison and Familiarization Travel Program (SF-160), Unsatisfactory Condition Reports (UCR), facility's suggestion program, and other duties as prescribed by facility management.

(3) Assistant Manager-Automation (AM-A). This position reports directly to the appropriate assistant air traffic manager and provides direct supervision to automation specialists, programmers, the flight data communications supervisor, and a key punch operator. The automation staff is responsible for all technical matters pertaining to the facility's operational computer program and other assigned duties.

(4) Assistant Manager-Training (AM-T). This position reports directly to the appropriate assistant air traffic manager and provides first-line supervision to training specialists, education specialists, and others as assigned. This function is responsible for conducting the facility training program within the scope of National Training Plan and other projects assigned.

(5) Assistant Manager-Military Operations/Plans and Programs (AM-MO/PP). This position reports directly to the appropriate assistant air traffic manager and provides first-line supervision to military operations specialists, plans and program specialists, oceanic planners (when assigned), cartographic technician, and others as assigned by the air traffic manager. Duties are related to developing and establishing priorities for local military procedures, and in liaison with the administrative officer, develops plans and programs requirements, leased services F&E and operation budgets, develops and maintains traffic and staffing statistics and related reports, and other duties as assigned.

NOTE: This program may be designated as military operations or plans and programs as determined by the air traffic manager.

c. Specialist Staffing. Specialist staffing includes air traffic control specialists, education, quality assurance, airspace and procedures, military operations, plans and programs specialists, programmers, traffic management and weather coordinators, flight data processors, and flight data communications specialists.

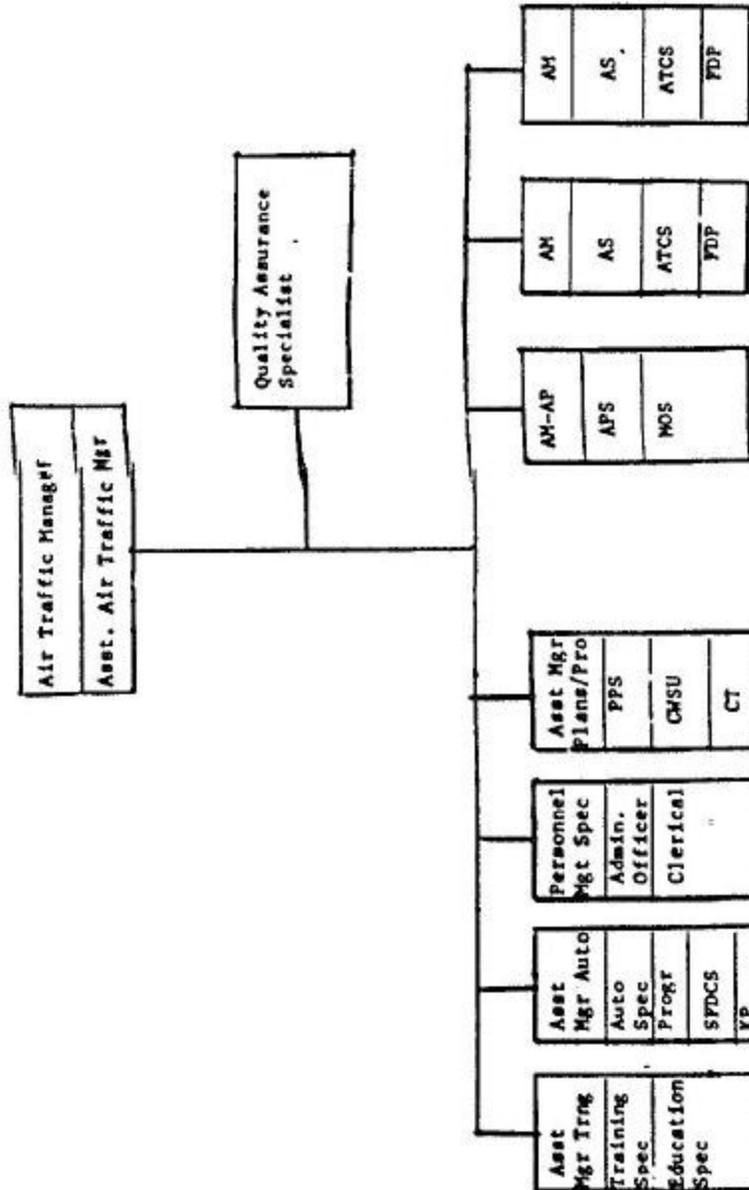
NOTE: Flight data processor and flight data communications specialist staffing is not counted as overhead. Staffing criteria are contained in the Air Traffic Manpower Utilization Management Control Document.

d. Non-GS-2152 Positions.

(1) Personnel Management Specialist. This position reports to the assistant air traffic manager-administration and provides direct supervision to the administrative officer. Duties of the position are to provide information and/or advice on personnel policies and procedures to all employees, evaluating the extent to which these matters are understood. Serves as a representative of management in dealing with employees and employee groups. Ensures that the work force is fully informed concerning the rights, privileges, and obligations accruing from their employment and performs other duties as assigned.

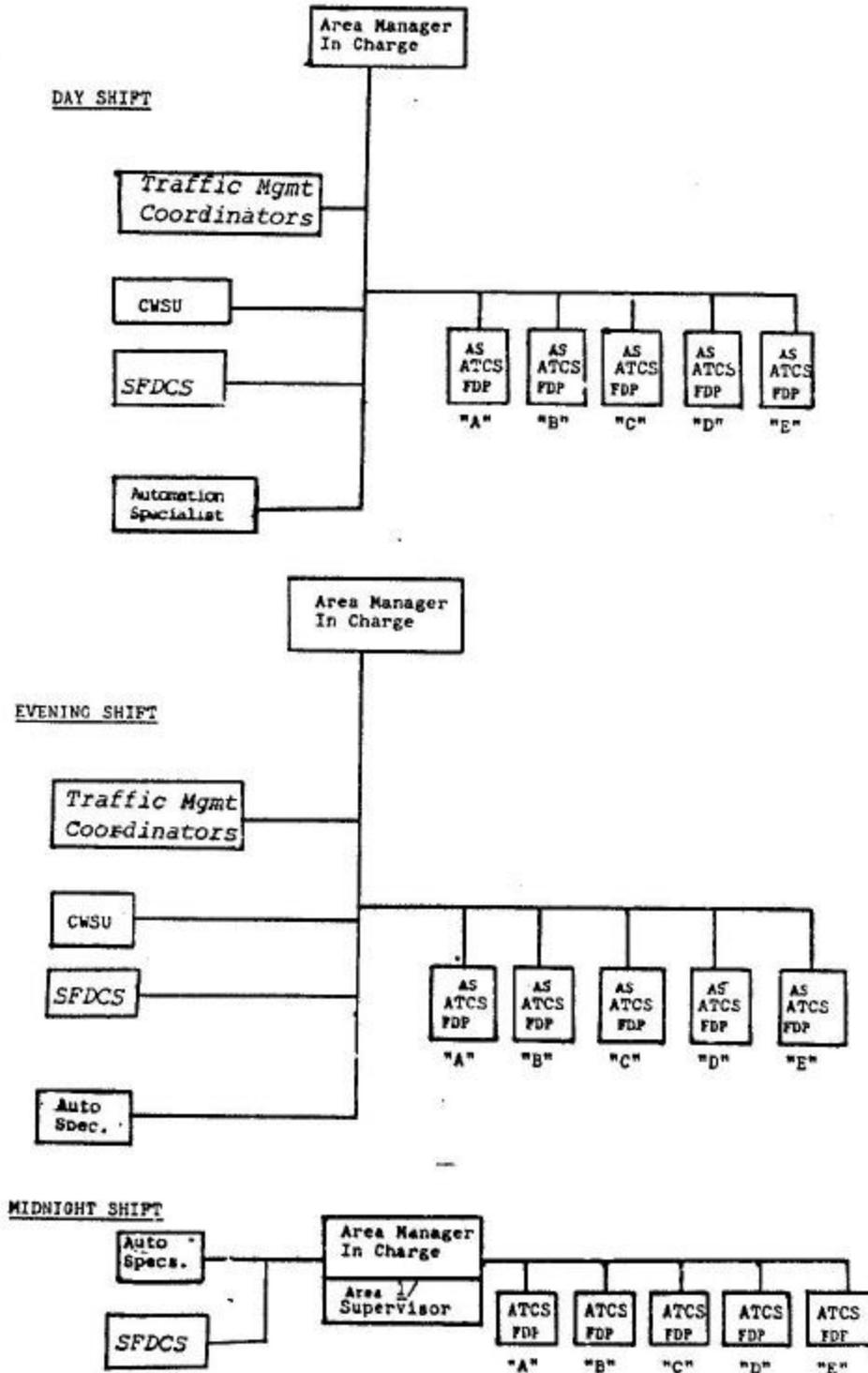
(2) Administrative Officer. This position reports to the personnel management specialist, supervises the clerical staff, and works with the assistant manager-military operations/plans and programs to identify needed resources such as funds, people, and equipment. Duties include providing administrative support and technical guidance on the acquisition of necessary resources.

APPENDIX 1. EXAMPLE OF
STANDARD ORGANIZATION FOR ARTCC'S
LEVEL I



APPENDIX 3. STANDARD ORGANIZATION FOR ARTCC'S
TYPICAL CONTROL ROOM SHIFT ORGANIZATION

This is an illustration of a typical control room organization with five areas of operation.



1/ Number of supervisors assigned to midnight shift is dependent upon operational requirements.

ORGANIZATIONAL OUTLINE
FOR ARTCC's

POSITION	Level I	Level II	Level III
Air Traffic Manager	1	1	1
Asst. Air Traffic Manager-Administration <u>1/</u>	1	1	1
Asst. Air Traffic Manager-Operation	0	1	1
Asst. Manager-Quality Assurance <u>2/</u>	0	1	1
Quality Assurance Specialists	2	3	3
Asst. Manager-Training	1	1	1
Training Specialists	-	-	-
Education Specialists <u>3/</u>	1	2	2
Asst. Manager-Automation	1	1	1
Automation Specialists/Programers	14	14	14
Key Punch Operator	1	1	1
Personnel Mgt. Specialist	1	1	1
Administrative Officer	1	1	1
Clerical	6	8	8
Asst. Manager-Military Operations/Plans <u>4/</u> and Programs	1	1	1
Military Operation Specialist	2	2	3
Oceanic Planners <u>5/</u>	-	-	-
Plans and Programs Specialist	2	2	2
Asst. Manager-Traffic Management, Airspace and Procedures <u>4/ 6/</u>	1	1	1
Airspace & Procedures Specialist	2	2	3
Traffic Management Coordinators <u>7/</u>	0	-	-
Area Manager <u>8/</u>	3	-	-
Area Supervisor <u>9/</u>	-	-	-
Supervisor Flight Data Comm. Specialist	1	1	1
Cartographic Technicians	1	2	2
Center Weather Service Unit <u>10/</u>	-	-	-

NOTE: CERAP's staffing is not included in this order. Positions for these facilities are determined by special evaluations.

- 1/ In level I facilities the 2 AATM are combined.
2/ When not authorized, evaluation specialists are supervised by air traffic manager.
3/ Staffing 2 per area of operation.
4/ Position title determined by air traffic management.
5/ Authorized up to 2 for facilities with an authorized oceanic area.
6/ For level I, title assistant manager-airspace and procedures.
7/ Staffing 1 per area of operation, plus a 1.60 adjustment factor for each authorized metering position. Facilities not authorized metering positions, but provides in-trail sequencing - authorized staffing is up to a maximum of 7.
8/ Staffing 1 per area of operation. If authorized areas of operations are less than 3, 3 positions are authorized.
9/ Authorized 7 per area of operation.
10/ Maximum staffing is 4.