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FEDERAL AVIATION ADMINISTRATION
Air Traffic Organization Policy

ORDER
JO 1900.47F

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SUBJ: Air Traffic Control Operational Contingency Plans

Federal Aviation Administration operational contingency planning is a key component in ensuring safety and continuity of services in the National Airspace System. Comprehensive and coordinated planning between air traffic control facilities, stakeholders, and organizations that support them can avert disruptions or mitigate their impact to safe and reliable service to the flying public. This order identifies the critical roles, establishes procedures, and provides guidance for maintaining a proactive approach to contingency planning.

The practices and procedures set forth in this order apply to FAA personnel and FAA contract personnel who provide air traffic control services at FAA facilities and FAA Contract facilities, or support its infrastructure or operational environments.

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Table of Contents

Chapter 1. Introduction 1

1-1 Purpose of This Order *1*
1-2 Audience.. ..... *1*
1-3 Where to Find This Order. *1*
1-4 Distribution. *1*
1-5 Cancellation *1*
1-6 Explanation of Policy Changes. *1*

Chapter 2. General Roles and Responsibilities 3

2-1 Vice President, System Operations Services (AJR) *3*
2-2 Vice President, Air Traffic Services (AJT) *3*
2-3 Vice President, Mission Support (AJV) *3*
2-4 Vice President, Technical Operations Services (AJW) *3*
2-5 Vice President, Safety and Technical Training (AJI) *3*
2-6 Air Traffic Services Directors of Operations *4*
2-7 Technical Operations Service Area Directors *4*
2-8 Service Center Directors *4*
2-9 Operations Support Group (OSG) Managers *4*
2-10 Quality Control Group (QCG) Managers *5*

Chapter 3. Operational Contingency Plans 6

3-1 Explanation of OCP Terms *6*
3-2 OCP Network *7*
3-3 OCP Requirements *8*
3-4 OCP Documentation *10*

Chapter 4. OCP Training and Exercises 13

4-1 Training *13*
4-2 Exercises *13*

Chapter 5. Operational Contingency Levels Declaration and Notification 14

5-1 ATC-Alert Declaration *14*

5-2 ATC-Alert Cancellation *15*

5-3 ATC-LIMITED and ATC-ZERO DECLARATION *15*

5-4 ATC-Limited and ATC-Zero Cancellation *18*

5-5 Post Event *20*

Chapter 6. Report of a Non-Responsive Air Traffic Control Facility 21

6-1 Non-Responsive Facility *21*

6-2 ATCSCC Authority *21*

Appendix A. Glossary 1

Appendix B. Abbreviations And Acronyms 1

Table of Figures

Figure 5-2- 1: ATC-Alert Notification Tree 19

Figure 5-2- 2: ATC-Limited and ATC-Zero Notification Tree 20

Chapter 1. Introduction

1-1 Purpose of This Order. This order establishes requirements and responsibilities for the development, implementation, and exercising of Operational Contingency Plans (OCPs) for Federal Aviation Administration (FAA) Air Traffic Control (ATC) facilities, FAA Contract Towers (FCTs), and Flight Service Stations (FSS) (FAA and contract).

1-2 Audience. This order applies to all Air Traffic Organization (ATO) personnel and anyone using ATO directives.

1-3 Where to Find This Order. This order is available on the FAA Web site at https://employees.faa.gov/tools_resources/orders_notices/.

1-4 Distribution. This Order is distributed to select offices in Washington, D.C. headquarters, regional offices, service area offices, the William J. Hughes Technical Center, the Mike Monroney Aeronautical Center, and all air traffic field facilities.

1-5 Cancellation. This Order cancels FAA Order JO 1900.47E, *Air Traffic Operational Contingency Plans*, dated May 01, 2017.

1-6 Explanation of Policy Changes. This revision updates FAA Order JO 1900.47E, *Air Traffic Control Operational Contingency Plans*, to clarify that the Operational Contingency Level (OCL) ATC-Limited (See Glossary) is applicable to multi-area Terminal Radar Approach Controls (TRACONs) and also to expand ATC-Limited application to Air Route Traffic Control Centers (ARTCCs).

This revision also clarifies which facilities and organizations should be included in a facility's Operational Contingency Plan (OCP) Network to include military and non-U.S. Air Navigation Service Providers (ANSPs). The requirement for network support agreements has been removed. Additional guidance has been provided for developing Letters of Agreement (LOAs) with military, non-U.S. ANSPs, and other organizations to establish contingency operations support networks.

This revision adds guidance for the inclusion of Notice to Airmen (NOTAM) dissemination in OCPs.

This revision also clarifies that OCPs and supporting documentation are considered as For Official Use Only Information and must be handled accordingly.

OCL and response level reporting processes have been simplified and incorporated into Joint Air Traffic Operations Command (JATOC) notification procedures.

This revision removes the goal to achieve 90% of the Airport Acceptance Rate at Core airports within 24 hours of an event and the goal to return affected airspace to 90% capacity within 96 hours.

The requirement to store contingency routes in the Contingency Planning Support System (CPSS) is removed.

An ATC-Zero event no longer satisfies the annual exercise requirement. All facility Air Traffic Managers (ATMs) must ensure at least one facility ATC-Zero exercise is conducted annually.

Many changes are editorial and administrative in nature, including clarification of existing standards and guidance, correction of typographical errors, resolution of formatting errors, and update inaccurate and/or outdated information and terms.

Chapter 2. General Roles and Responsibilities

This section contains an overview of administrative roles and responsibilities.

2-1 Vice President, System Operations Services (AJR)

AJR Vice President must:

a. Serve as the national focal point for ATO OCPs, including coordinating with the service units listed in this section and others, as appropriate.

b. Provide oversight and approval for national OCP-related actions and decisions that will affect traffic management procedures, FAA and contract flight service procedures, requirements, budget, staffing, equipment, operations, and training.

c. Manage and support the Automated Contingency Tool (ACT2).

NOTE –
ACT2 is the web-based, administrative application used to collect, organize, maintain, modify, display, share, publish, and distribute information relative to OCPs.

d. Designate an administrator to provide oversight of ACT2.

e. Ensure guidance and training support for ACT2 is provided for system users and administrators.

2-2 Vice President, Air Traffic Services (AJT)

AJT Vice President must provide oversight and approval for OCP-related actions and decisions that will affect staffing and operations.

2-3 Vice President, Mission Support (AJV)

AJV Vice President must provide oversight and approval for OCP-related actions and decisions that will affect procedures and requirements.

2-4 Vice President, Technical Operations Services (AJW)

AJW Vice President must provide oversight and approval for OCP-related actions and decisions that will affect equipment.

2-5 Vice President, Safety and Technical Training (AJI)

AJI Vice President must provide oversight and approval for OCP-related training.

2-6 Air Traffic Services Directors of Operations

Air Traffic Services Directors of Operations must:

a. Provide oversight to ensure that OCPs are developed in accordance with this order.

b. Provide oversight to ensure action plans are developed to correct identified deficiencies.

2-7 Technical Operations Service Area Directors

Technical Operations Service Area Directors must ensure cooperation at the field facility level with respect to development, implementation, and continued improvement of facility OCPs.

2-8 Service Center Directors

Service Center Directors must:

a. Provide Operations Support Group (OSG) resources necessary to provide support and assistance with the development and maintenance of OCPs.

b. Provide Quality Control Group (QCG) resources necessary to verify OCP compliance with this order and assist facilities in the development of action plans to correct identified deficiencies.

2-9 Operations Support Group (OSG) Managers

OSG Managers must designate a Service Center Point of Contact (POC) to perform the following OCP-related tasks:

a. Serve as the liaison between System Operations, the service area lines of business, and ATC facilities on all matters relating to OCPs and ACT2.

b. Review OCPs and lessons learned in ACT2.

c. Serve as an information and training resource for service area facilities to help them maintain current and accurate information in ACT2.

d. Review certifications, lessons learned, and exercise reports for facilities within the service area to ensure that requirements are met.

e. Provide an annual report by January 31 to the Service Area Directors regarding the status of all facility certifications and exercises for the prior calendar year.

f. Assist AJR in maintaining accurate facility information in ACT2.

2-10 Quality Control Group (QCG) Managers

QCG Managers must:

a. Review facility OCP compliance annually within the Compliance Verification Tool (CVT) and report the status to the Service Area Directors by December 31.

b. Assist facilities with the development of risk mitigation plans for CVT checklist items that are determined to be non-compliant.

c. Ensure Letters of Agreement (LOA) containing contingency operations and procedures are stand-alone and independent of existing or new LOAs (i.e., are not combined with normal handling of inter-facility Instrument Flight Rule (IFR) operations LOAs).

REFERENCE-
FAA Order JO 7210.3 Paragraph 4-3-3, Developing LOA.

d. Ensure facilities include AJR's Operational Readiness Directorate as an interested office in coordination and development of all LOAs with other Air Navigation Service Providers (ANSPs) concerning contingency operations and procedures.

REFERENCE-
FAA Order JO 7210.3 Paragraph 4-3-4, Review by Service Area Office.

Chapter 3. Operational Contingency Plans

The Air Traffic Manager (ATM) or designated facility-level administrator will ensure that facility OCPs and procedures in support of other facilities are developed and maintained in accordance with the following procedures.

3-1 Explanation of OCP Terms

a. Operational Contingency Plan (OCP) is a pre-coordinated plan containing operational and administrative instructions and procedures for Impacted and Support Facilities. It guides the OCP network when an Impacted Facility experiences a degradation or loss of ability to provide published air traffic services. It also contains procedures for continuity of published air traffic services through Supporting Facilities.

b. Operational Contingency Level (OCL) is the declared level of severity of a loss of published air traffic services event, those levels being ATC-Limited or ATC-Zero, that indicates the status of published air traffic services that a facility or operational segment(s) of a facility can provide.

1. The Operational Contingency Level is normally declared by the Impacted Facility.

2. Common triggers that may change a facility OCL include, but are not limited to:

- Communications (e.g., loss of critical air/ground communications)
- Telephony (e.g., loss of critical ground/ground communications)
- Automation (e.g., loss of critical National Airspace System (NAS) automation or other critical automation capabilities)
- Power (e.g., loss of critical or backup power)
- Staffing (e.g., significant reduction in staffing)
- Surveillance (e.g., loss of primary/secondary radar or other surveillance capabilities)
- Evacuation (e.g., partial or full evacuation of a facility)
- Unresponsive (e.g., no contact or response from a facility)

c. ATC-Alert is a precautionary notification to ensure Support Facilities in an OCP network are informed of a possible ATC-Limited or ATC-Zero declaration. ATC-Alerts are normally associated with, but not limited to, non-routine maintenance activities or equipment outages that eliminate backup equipment to critical systems and services. ATC-Alert declarations include (1) the condition that initiated the alert, (2) actions being taken, (3) potential impacts to air traffic, and (4) when an update is expected.

1. ATC-Alert is normally declared by the Impacted Facility.

2. ATC-Alert should be declared whenever the facility is within a single point of failure from being unable to provide published air traffic services in one or more operational segments.

d. ATC-Limited is the OCL declared when a combined Tower/TRACON or multi-area

Facility (see Glossary) is unable to safely provide published air traffic services from one or more Options/Areas while others remain in operation.

EXAMPLE –

1. *A Tower Cab at a combined Tower/TRACON has been evacuated due to a fire alarm but the TRACON continues in operation.*

2. *An Area at a large TRACON is unable to staff any positions but remaining Areas continue in operation.*

3. *The Oceanic operation of an ARTCC is unable to provide services due to an automations failure but the Domestic operations remain in service.*

e. ATC-Zero is the OCL declared when it is determined that the facility is unable to safely provide published air traffic services, or traffic flow management in the case of the Air Traffic Control System Command Center (ATCSCC).

f. Response Level is the estimation of expected time for restoration of published air traffic services from an ATC-Limited or ATC-Zero event.

1. The response level is normally declared by the Crisis Response Team (CRT).

2. Response Levels are:

(a) Level 1, when repair or recovery is imminent and has been verified; duration less than a day.

(b) Level 2, when repair or recovery time is uncertain.

NOTE –
In most cases, the initial response will be Level 2 while the preliminary investigation of the disrupting event is conducted.

(c) Level 3, when extended repair or recovery time is indicated; duration of multiple days, but less than a month.

(d) Level 4, when extensive repair or recovery time is expected; duration of a month or longer.

3-2 OCP Network

a. All facility OCP networks must:

1. At a minimum, consist of the Impacted Facility and the Primary Support Facility (normally an overlying facility) identified by the Impacted Facility ATM. The ATCSCC is the Primary Support Facility for ARTCCs.

2. Also include all facilities with which the Impacted Facility has an LOA for the handling of inter-facility Instrument Flight Rule (IFR) operations, including military and non-

U.S. ANSPs, which are necessary to support the Impacted Facility's ATC-Limited and ATC-Zero contingency plans.

3. Include other facilities and organizations (e.g., airport authorities) as needed.

b. All ATMs within an OCP Network must ensure that facility OCPs and support procedures are developed collaboratively between all involved facilities.

3-3 OCP Requirements

a. ATC-Alert and ATC-Zero OCPs must be established and maintained by all facilities.

b. ATC-Limited OCPs:

1. Must be established and maintained by all combined Tower/TRACON facilities to support the loss of either operational segment.

2. Must be established and maintained by all ARTCCs with separate Oceanic and Domestic operations to support the loss of Oceanic operations.

3. May be established and maintained to the extent practical by multi-area facilities to support the loss of one or more operational areas.

c. All OCP procedures (ATC-Alert, ATC-Limited, and ATC-Zero) must include:

1. A list of all facilities necessary to support the Impacted Facility's ATC-Limited and ATC-Zero contingency plans.

2. Contact information (names, phone numbers, and descriptions), both administrative and operational, necessary for the coordination and implementation of OCP procedures.

3. Notification procedures as required in paragraph 5-1 that must include alternate methods in the event of disruptions to normal communications. These procedures may include, but are not limited to:

(a) National Traffic Management Log (NTML).

(b) Facsimile Transmission (FAX).

(c) Telephonic notification.

(d) Aeronautical Information System Replacement (AISR).

d. ATC-Alert procedures must also include the requirement for the Impacted and Support Facilities to review ATC-Limited or ATC-Zero procedures as applicable.

e. ATC-Limited and ATC-Zero procedures must support the loss of one or more operational segments and must also:

1. At facilities with airspace that may be divested, provide divestment and assumption procedures to include:

(a) Depictions of all OCP Network airspace boundaries and their operational/service limitations as they will exist during the OCP implementation.

(b) Contingency sector names, altitudes, and frequencies and their operational/service limitations.

2. Include coordination with AJW to ensure that OCPs and attachments, including airspace divestment procedures, do not interfere with the facility restoration plan before ATM approval in ACT2.

3. Agreed upon OCP routes and procedures needed for flights to transition through assumed and/or around impacted airspace. Facilities that contain Core 30 airports must include routes and procedures that support arrivals and departures at these airports.

(a) Radar/surveillance, including tower en route control (TEC) routes must be considered before use of non-radar routes for OCP routes. Non-radar should only be used where facility procedures and training are established.

(b) ARTCC ATMs must ensure non-radar OCP contingency routes:

(1) Are procedurally separated.

(2) Remain clear of Special Use Airspace (SUA).

NOTE –
Procedures are not required for SUA in which operations, including return-to-base, are conducted under Visual Flight Rules (VFR).

4. For ATC-Limited and ATC-Zero involving loss of Tower Cab services, include facility-specific D NOTAM language to alert pilots that Tower services are unavailable, i.e., Class D services.

EXAMPLE –
… SVC TWR U/S CLASS D SERVICE NOT AVBL. CTC XXXXXXX ON XXX.XX…

5. For ATC-Limited and ATC-Zero involving loss of published radar services, include facility-specific D NOTAM language to alert pilots that radar services are unavailable, e.g., Class C services.

EXAMPLE –
… SVC POTOMAC APP U/S. RICHMOND CLASS C SERVICE NOT AVBL. CTC XXXXXXX ON XXX.XX…

6. For ATC-Limited and ATC-Zero involving a total failure of the facility, include D NOTAM language to alert pilots of the failure.

EXAMPLE –
1. *… SVC WASHINGTON ARTCC U/S…*

2. *… SVC KENAI FSS U/S…*

NOTE –
The determination of whether and as when NOTAM issuance is required for specific events in accordance with (4) though (6) above will be made based on the unique circumstances of each event.

7. Identify the Support Facility responsible for issuing required NOTAMs if the Impacted Facility is unable.

8. Identify members of the facility CRT. The ATM, or designee, must chair the CRT.

9. Any additional procedures necessary to ensure continuity of service during disruption of service events.

f. Support Facility procedures must be developed collaboratively with the Impacted Facility and must include:

1. Defined roles, responsibilities, and coordination requirements.

2. Requirement to review procedures in support of possible ATC-Limited or ATC-Zero declaration by Impacted Facility as applicable.

3. Procedures required to support airspace divestment/assumption procedures if applicable. These procedures may include, but are not limited to:

- Contingency routes and procedures into each Core 30 Airport
- Procedures for manually coordinating flight plan information
- Designating control positions at the Support Facility
- Communications procedures
- Limitations

3-4 OCP Documentation

a. OCPs, support procedures, and related operational documents must be maintained as For Official Use Only (FOUO) in accordance with marking, storage, and other requirements of FAA Order 1600.75, *Protecting Sensitive Unclassified Information (SUI).*

b. AJR's Operational Readiness Directorate approval is required before any OCP information may be shared outside of the FAA or posted on any non-FAA database.

c. All ATMs shall ensure that their facility's respective OCPs, support agreements, procedures with other facilities, and other relevant operational and administrative contingency information are entered into ACT2 (located at https://act2.faa.gov/) via templates where available.

d. Impacted Facility ATMs must ensure support procedures provided by non-FAA entities, e.g., airport authorities, foreign ANSP, etc., are entered into ACT2.

e. FAA Order JO 7210.3, *Facility Operation and Administration*, requires all Classified, Contractor Propriety, and For Official Use Only information to be removed or excluded from documents posted to the Facility Directives Repository (FDR). Accordingly, sensitive information contained in OCP support agreements and related LOAs and procedures must be excluded from posting to the FDR.

f. OCPs, support agreements and procedures, and other relevant operational and administrative information must be maintained in hardcopy in the operational quarters for operational personnel, in addition to any electronic availability.

g. The Impacted Facility ATM must ensure that the approved OCP is available to all Support Facilities within the OCP network. Availability for FAA Support Facilities is accomplished by entering the approved OCP into ACT2.

h. Contingency operations and procedures that require support from facilities and organizations not covered by this order (e.g., military, non-U.S. ANSPs, and other organizations such as airport authorities) must be established by an LOA. FAA Order JO 7210.3, *Facility Operation and Administration*, requires ATMs to confine the material in each Letter of Agreement (LOA) to a single subject or purpose. Accordingly, all Letters of Agreement on the subject of contingency operations procedures must be stand-alone agreements, i.e., contingency operations will not be included as part of normal handling of inter-facility Instrument Flight Rule (IFR) operations agreements. The Impacted Facility is primarily responsible for processing the LOA, unless otherwise coordinated. The ATM must ensure compliance with the following requirements:

1. AJR's Operational Readiness Directorate is included as an interested office in coordination of all LOAs containing contingency operations procedures in accordance with FAA Order JO 7210.3, *Facility Operation and Administration*.

REFERENCE-
FAA Order JO 7210.3 Paragraph 4-3-4, Review by Service Area Office.

2. The OSG is consulted as needed to resolve any issues or conflicts in developing the LOA.

3. LOAs are maintained as FOUO Information in accordance with marking, storage, and other requirements of FAA Order 1600.75, *Protecting Sensitive Unclassified Information (SUI)*.

4. LOAs containing contingency operations procedures are excluded from documents posted to the FDR and must be entered into ACT2.

i. Facility ATMs must ensure the following annual requirements are completed by December 31:

1. Review all LOAs concerning contingency operations.

2. Ensure certification of the facility OCP and support procedures in ACT2.

3. Ensure certification of contact information in OCPs in ACT2.

j. All contingency event reports and lessons learned must be entered into ACT2 adhering to all ACT2 guidance and required entries.

1. Impacted Facilities must initiate an event report within 7 calendar days of the termination of each declared ATC-Limited or ATC-Zero event. The Impacted Facility must notify the Support Facilities that an event report has been initiated.

2. Support Facilities must provide their response to declared OCL events, including lessons learned, within 15 calendar days from when the event report was initiated.

3. The Impacted Facility must complete the report, including lessons learned, within 30 calendar days of the termination of the declared OCL event. Prior to submission, the report must be coordinated with the Technical Operations Manager.

4. Lessons learned may require associated implementation action(s), as determined by the ATM. If the action(s) cannot be completed during the time the event report is open, the ATM or their designee must enter an approximate completion date and responsible party. Status of lesson learned actions(s) must be updated every 45 calendar days until completion.

Chapter 4. OCP Training and Exercises

4-1 Training

Facility ATMs must ensure all operational personnel receive initial and annual refresher training on Impacted Facility and applicable Support Facility OCP procedures to include:

a. Airspace divestment/assumption procedures including contingency routes.

b. Operationally relevant information and lessons learned from prior exercises and events.

4-2 Exercises

a. All facility ATMs must ensure at least one facility ATC-Zero exercise is conducted annually by December 31. Exercises must be conducted with as much realism and detail as possible without impact to the NAS and must include, at minimum, the Primary Support Facility, and it should include as many other Support Facilities as practical.

b. The ATCSCC ATM must ensure the following additional annual requirements are completed by December 31:

1. Communication Verification Drills (see Glossary) are conducted for all ARTCCs and all TRACONs overlying Core 30 airports to validate facilities' notification lists and ATCSCC programming of preset conferences.

2. Establish the Communication Verification Drill schedule for following calendar year and provide the schedule to the Service Center Contingency POCs.

Chapter 5. Operational Contingency Levels Declaration and Notification

5-1 ATC-Alert Declaration

a. The Impacted Facility ATM, or designee, must:

1. Declare ATC-Alert when required.

2. Notify Technical Operations.

(a) ARTCCs, Terminals, and FSS notify their Service Operations Centers (SOCs).

(b) ATCSCC notifies the National Operations Control Center (NOCC).

3. Notify Support Facilities in the network.

4. Notify the Domestic Events Network (DEN).

5. Review the facility OCP to prepare for the possibility of declaring ATC-Zero or ATC-Limited as applicable.

6. Log the event on FAA Form 7230-4, Daily Record of Facility Operation (facility log), or equivalent electronic media.

b. When notified that an Impacted Facility is in ATC-Alert, Support Facilities must review their OCP to prepare to provide assistance if necessary.

c. The DEN must:

1. Notify the event to other Joint Air Traffic Operations Command (JATOC) elements (this will ensure notification to ATCSCC and NOCC).

2. Document all ATC-Alert reports in SkyWatch.

NOTE –
The Washington Operations Center (WOC) will be notified of ATC-Alert reports via DEN SkyWatch entries. The WOC will notify the concerned Regional Operations Center (ROC) as appropriate.

d. The ATCSCC must:

1. Document ATC-Alert reports by other facilities in NTML.

2. Notify affected stakeholders.

5-2 ATC-Alert Cancellation

a. The Impacted Facility ATM, or designee, must:

1. Cancel ATC-Alert when appropriate.

2. Notify Technical Operations.

(a) ARTCCs, Terminals, and FSS notify their Service Operations Centers (SOCs).

(b) ATCSCC notifies the NOCC.

3. Notify Support Facilities in the network.

4. Notify the DEN.

5. Update the facility log.

b. The DEN must:

1. Notify the cancellation to other JATOC elements (this will ensure notification to ATCSCC and NOCC).

2. Update ATC-Alert reports in SkyWatch.

NOTE –
The WOC will be notified of ATC-Alert cancellations via DEN SkyWatch entries. The WOC will notify the concerned ROC as appropriate.

c. The ATCSCC must:

1. Update the NTML entry for ATC-Alert reports by other facilities.

2. Notify affected stakeholders.

5-3 ATC-Limited and ATC-Zero Declaration

a. The Impacted Facility ATM, or designee, must:

1. Declare ATC-Limited or ATC-Zero when required.

2. If declaring ATC-Limited, specify the operational segment(s) that cannot safely provide published air traffic services.

EXAMPLE –
1. *XXX Airport Traffic Control Tower (ATCT) Tower Cab unable to provide services due to staffing.*

2. *XXX Area B unable to provide services due to communications.*

3. Notify Technical Operations.

(a) ARTCCs, Terminals, and FSS notify their Service Operations Centers (SOCs).

(b) ATCSCC notifies the NOCC.

4. Notify the Primary Support Facility.

5. If declaring ATC-Limited, review the facility OCP to prepare for the possibility of declaring ATC-Zero.

6. Log the event on FAA Form 7230-4, Daily Record of Facility Operation (facility log), or equivalent electronic media.

7. If able, convene and lead the facility CRT.

8. Notify the Primary Support Facility of the CRT's determination of Response Level and decisions regarding divestment of impacted airspace.

9. Assist the Primary Support Facility as able.

10. Ensure implementation of all remaining applicable OCP actions and procedures.

11. Develop a restoration plan to return to full service, coordinating with other entities as needed.

b. When notified that an Impacted Facility is in ATC-Limited or ATC-Zero, the Primary Support Facility must:

1. Notify the other Support Facilities in the Impacted Facility's OCP network.

2. Notify Technical Operations if the Impacted Facility was unable to do so.

3. Notify the DEN.

4. Coordinate with Support Facilities to ensure airspace is stabilized.

5. Log the event on FAA Form 7230-4, Daily Record of Facility Operation (facility log), or equivalent electronic media

6. Convene an acting CRT if the Impacted Facility is unable.

7. Notify the ATCSCC of the CRT's determination of Response Level and decisions regarding divestment of impacted airspace.

8. Notify the Impacted Facility ATM and ATCSCC when airspace is stable.

9. Coordinate with Support Facilities to ensure implementation of all remaining applicable OCP actions and procedures.

c. Support Facilities must ensure implementation of applicable OCP actions and procedures.

d. The DEN must:

1. Notify the event to other JATOC elements (this will ensure notification to ATCSCC and NOCC).

2. Document all ATC-Limited and ATC-Zero reports in SkyWatch.

NOTE –
The WOC will be notified of ATC-Limited and ATC-Zero reports via DEN SkyWatch entries. The WOC will notify the concerned ROC as appropriate.

e. The ATCSCC must:

1. Document ATC-Limited and ATC-Zero reports by other facilities in NTML.

2. For ATC-Limited or ATC-Zero events that involve a facility (Tower and/or TRACON) serving a Core 30 Airport:

NOTE –
Core 30 airport list available at https://aspmhelp.faa.gov/index.php/Core_30.

(a) Assist the Primary Support Facility (if other than the ATCSCC) with the initial stabilization of airspace.

(b) In collaboration with the Primary Support Facility and the Impacted Facility, develop a national restoration plan to prepare for restoration of services. The plan must include needed Traffic Management Initiatives (TMIs) and be coordinated in advance with any FAA facility or other stakeholders affected by the plan.

(c) Ensure other JATOC elements are provided updates for senior FAA management officials on the response actions taken and the restoration plans.

NOTE –
The previous paragraphs do not preclude the ATCSCC from providing support to other ATC facilities.

(d) Notify and update affected stakeholders.

f. The CRT must:

1. Determine the Response Level and advise Primary Support Facility.

2. Make decision if airspace divestment is required and advise Primary Support Facility.

3. If a CRT is not convened, the Impacted or Support Facility ATM, or designee, must make the determination of Response Level and decisions regarding divestment of impacted airspace.

5-4 ATC-Limited and ATC-Zero Cancellation

a. The Impacted Facility ATM, or designee, must notify the Primary Support Facility when the ability to provide published air traffic services is restored and collaboratively plan to resume operations.

b. The Primary Support Facility must coordinate the restoration of services when notified that the ATC-Zero Impacted Facility is able to provide published air traffic services.

c. The ATCSCC will manage the national restoration plan to resume services if the Impacted Facility (Tower and/or TRACON) serves a Core 30 Airport.

d. When ATC-Limited or ATC-Zero is cancelled, the Impacted Facility must:

1. Notify Technical Operations.

(a) ARTCCs, Terminals, and FSS notify their Service Operations Centers (SOCs).

(b) ATCSCC notifies the NOCC.

2. Notify Support Facilities in the OCP network.

3. Notify the DEN.

4. Update FAA Form 7230-4, Daily Record of Facility Operation (facility log), or equivalent electronic media.

e. The DEN must:

1. Notify the cancellation to other JATOC elements (this will ensure notification to ATCSCC and NOCC).

2. Update the ATC-Limited and ATC-Zero reports in SkyWatch.

NOTE –
The WOC will be notified of ATC-Limited and ATC-Zero cancellations via DEN SkyWatch entries. The WOC will notify the concerned ROC as appropriate.

f. The ATCSCC must:

1. Update the NTML entry for ATC-Limited or ATC-Zero reports by other facilities.

2. Notify affected stakeholders.

Figure 5-2- 1: ATC-Alert Notification Tree

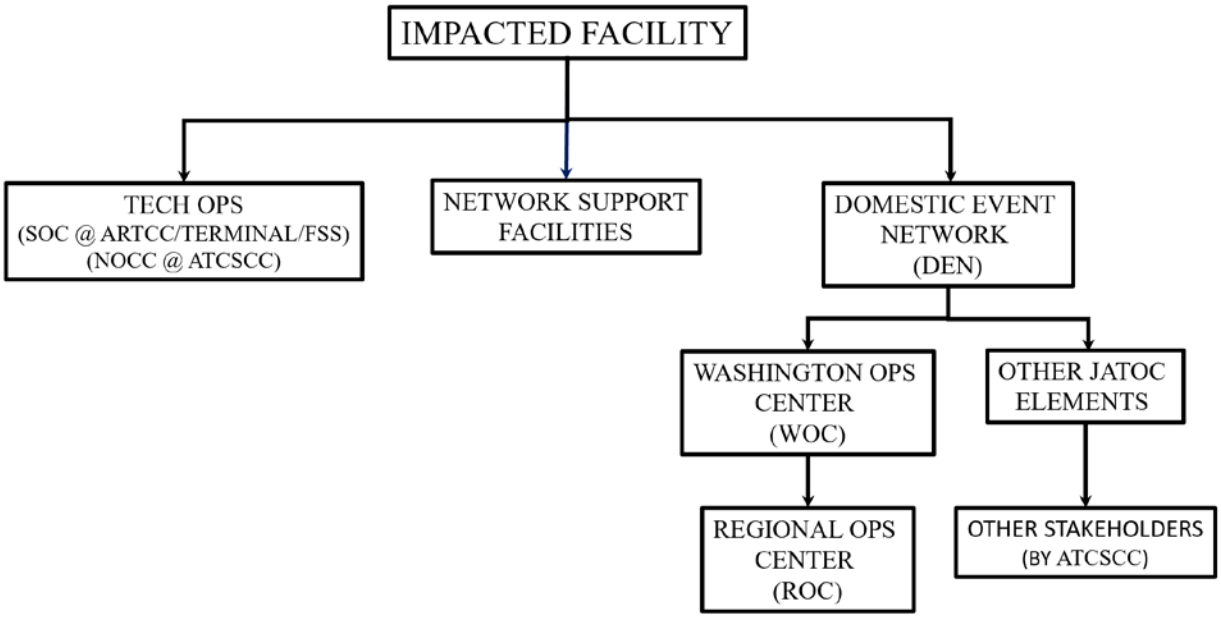
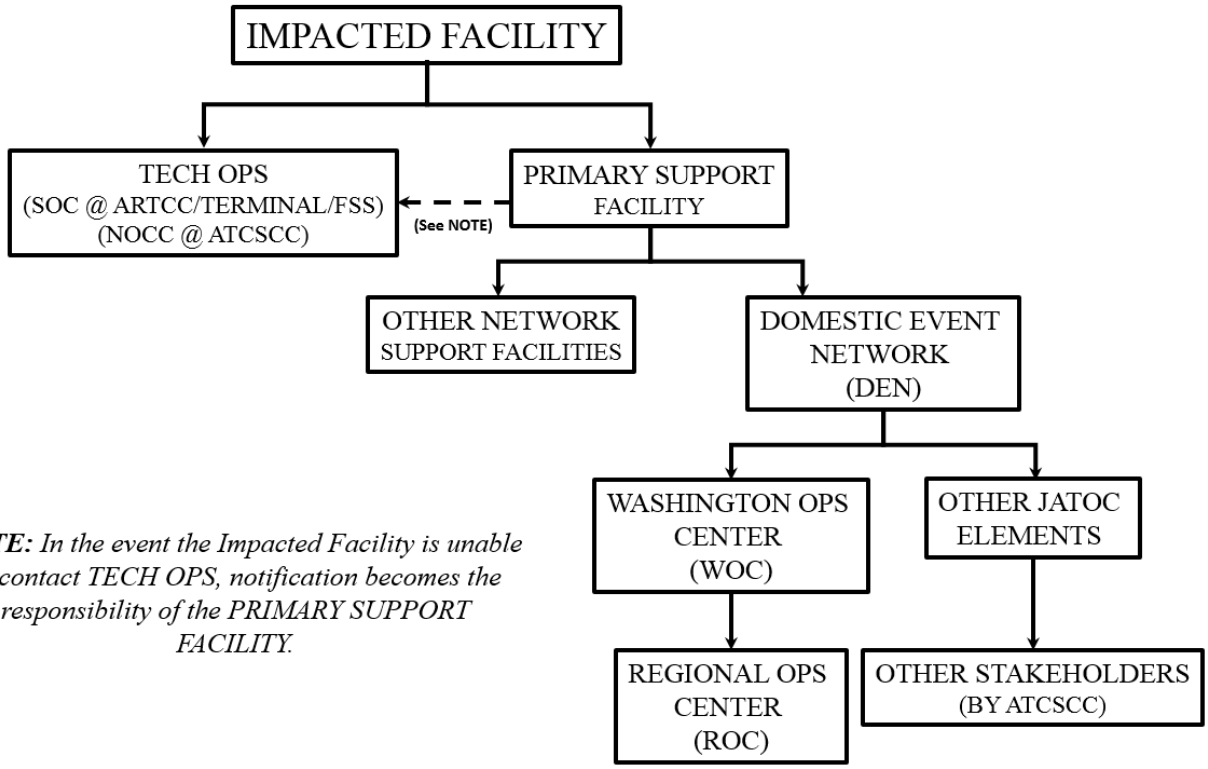


Figure 5-2- 2: ATC-Limited and ATC-Zero Notification Tree



NOTE: *In the event the Impacted Facility is unable to contact TECH OPS, notification becomes the responsibility of the PRIMARY SUPPORT FACILITY.*

5-5 Post Event

Following all declarations of ATC-Limited or ATC-Zero:

a. The Impacted Facility ATM must:

1. Ensure completion of post-event analysis and compilation of the lessons learned report.

2. Implement modifications and improvements to OCPs as necessary.

b. Support Facility ATMs must:

1. Ensure their facilities participate in post-event analysis and contribute any lessons learned.

2. Implement modifications and improvements to support procedures as necessary.

Chapter 6. Report of a Non-Responsive Air Traffic Control Facility

This section describes the roles and responsibilities to apply when an ATC facility is non-responsive.

6-1 Non-Responsive Facility

a. If a facility is reported as non-responsive, the Primary Support Facility or the ATCSCC has the authority to declare ATC-Zero for the facility. The Primary Support Facility must use alternative methods to determine the cause of non-responsiveness.

1. Verify communications.

2. If communications cannot be established, ensure a visual or physical inspection of the facility is attempted.

b. After the Primary Support Facility or the ATCSCC declares ATC-Zero, it:

1. Implements the Impacted Facility's OCP.

2. Carries out its usual support role to the Impacted Facility.

6-2 ATCSCC Authority

a. The ATCSCC has the authority to declare ATC-Zero for any facility if the Primary Support Facility is unavailable.

b. The ATCSCC must then notify the Support Facilities in the network, NOCC, and DEN.

Appendix A. Glossary

The following terms and their definitions are used throughout this order. Appendix B contains a list of abbreviations and acronyms.

1. **Adjacent** – Any airspace that borders another.

2. **Airspace Divestiture –** The relinquishing of responsibility for a predetermined volume of airspace by an ATC-Limited or ATC-Zero facility to an ATC Support Facility.

3. **Annual Exercise** – A comprehensive walk-through of procedures to test and validate the facility's ATC-Limited or ATC-Zero OCP. The annual exercise will validate facility contingency procedures, telephone numbers and test its support network.

4. **ATC-Alert** – A precautionary notification to ensure Support Facilities in an OCP network are informed of a possible ATC-Limited or ATC-Zero declaration. ATC-Alerts are normally associated with, but not limited to, non-routine maintenance activities or equipment outages that eliminate backup equipment to critical systems and services. ATC-Alert declarations include (1) the condition that initiated the alert, (2) actions being taken, (3) potential impacts to air traffic, and (4) when an update is expected.

5. **ATC-Limited** – OCL declared when a combined Tower/TRACON or multi-area facility is unable to safely provide published air traffic services from one or more Options/Areas while others remain in operation.

6. **ATC-Zero** – OCL declared when it is determined that the facility is unable to safely provide published air traffic services, or traffic flow management in the case of the ATCSCC.

7. **Automated Contingency Tool (ACT2)** – A web-based, administrative application that is located at https://act2.faa.gov/. It is used to collect, organize, maintain, modify, display, share, publish, and distribute information relative to OCPs.

8. **Combined Tower/TRACON** – An "up/down" facility with single location identifier providing both Tower Cab and Radar Option services.

9. **Communication Verification Drill** – An ATCSCC-led exercise to validate designated facilities' OCP phone notification lists and ATCSCC programming of preset conferences.

10. **Contingency Route** – Predetermined and coordinated routes to use during a contingency event. Routes may be radar and/or non-radar routes.

11. **Crisis Response Team (CRT)** – A facility team that coordinates information about the ATC-Zero event, and collaboratively receives input on actions to be taken in response to the event. The CRT should include Operations Manager-in-Charge (OMIC), or designee, the Technical Operations Manager, or designee, the Supervisory Traffic Management Coordinator (STMC), or designee, and bargaining unit representative(s). At Terminal

facilities with limited support staff, the makeup of the CRT will be at the discretion of the ATM or their designee.

12. **Impacted Facility** – An ATC facility that is unable to provide some or all published air traffic services.

13. **Multi-Area Facility** - A TRACON or ARTCC where facility directives establish separate Areas with distinct certification, currency, and staffing requirements; this includes facilities with separate Oceanic and Domestic operations.

14. **OCP Network** – The Impacted Facility and one or more facilities that provide support during an event.

15. **Operational Contingency Level (OCL)** – The declared level of severity of a loss of published air traffic services event, those levels being ATC-Limited or ATC-Zero, that indicates the status of published air traffic services that a facility or operational segment(s) of a facility can provide.

16. **Operational Contingency Plan (OCP)** – A pre-coordinated plan containing operational and administrative instructions and procedures for impacted and Support Facilities. It guides the OCP network when an Impacted Facility experiences a degradation or loss of ability to provide published air traffic services. It also contains procedures for continuity of published air traffic services through Supporting Facilities.

17. **Operational Segment** – Any one of the distinct Options in a combined Tower/TRACON (i.e., Tower Option or TRACON Option) or Areas in a multi-area Facility.

18. **Primary Support Facility** – An ATC facility that has entered into a support agreement with another ATC facility to serve as its notification facility in the event of the Impacted Facility's immediate evacuation. The Primary Support Facility also has certain roles and responsibilities in the event of a non-responsive facility or an OCL declaration. It may have other duties as a Support Facility in the OCP network. The Primary Support Facility is to be considered the primary source for implementation of the Impacted Facilities OCP during ATC-Zero operations.

19. **Published Air Traffic Services** – Services as prescribed in FAA Orders JO 7110.65, JO 7210.3, and JO 7110.10.

20. **Response Level** – The estimation of expected time for restoration of published air traffic services from an ATC-Limited or ATC-Zero event.

21. **SkyWatch** - A data entry program that allows for tracking and paging of events that occur within the National Airspace System.

22. **Specialized Assets and Assistance** – Any equipment, building, or service not normally available at the facility, but which is needed in case of an OCL change. Examples include provisions for transportation, opening of legacy or ramp control towers, and radio retuning.

23. **Stabilized Airspace –** An Impacted Facility's airspace is considered stabilized when all aircraft previously under the control of that facility are accounted for or are receiving ATC services from a Support Facility.

24. **Support Facility –** Any ATC facility or entity that provides pre-coordinated assistance to the Impacted Facility during an ATC-Zero event.

25. **Supporting Organization –** Any non-ATC organization within or outside of the FAA that provides pre-coordinated assistance to the Impacted Facility during an ATC-Limited or ATC-Zero event.

26. **Up/Down Facility** – See "Combined Tower/TRACON".

Appendix B. Abbreviations and Acronyms

The abbreviations and acronyms defined in this appendix are in accordance with how they are used in this order.

TERM	DEFINITION
ARTCC	Air route traffic control center
ATC	Air Traffic Control
ATCSCC	David J. Hurley Air Traffic Control System Command Center
ATCT	Airport Traffic Control Tower
ATM	Air Traffic Manager
ATO	Air Traffic Organization
CRT	Crisis Response Team
CVT	Compliance Verification Tool
DEN	Domestic Events Network
FAA	Federal Aviation Administration
FCT	FAA Contract Tower
FDR	Facility Directive Repository
FSS	Flight Service Station
JATOC	Joint Air Traffic Operations Command
LOA	Letter of Agreement
LOCID	Location Identifier
NAS	National Airspace System
NOCC	National Operations Control Center
NTML	National Traffic Management Log
OCL	Operational Contingency Level
OCP	Operational Contingency Plan
OMIC	Operations Manager-in-Charge
OSG	Operations Support Group
POC	Point of Contact
ROC	Regional Operations Center
SOC	Service Operations Center
STMC	Supervisor Traffic Management Coordinator
SUA	Special Use Airspace
TEC	Tower En Route Control
TRACON	Terminal Radar Approach Control
VFR	Visual Flight Rules
WOC	Washington Operations Center