



Federal Aviation
Administration



Facility Orientation Guide

BRADLEY ATCT & YANKEE TRACON

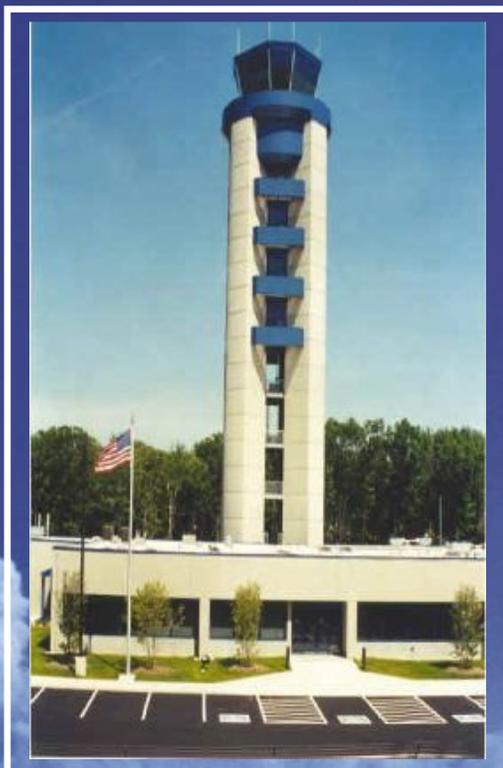




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Welcome!

Dear New Employee,

Welcome to Bradley Tower and Yankee TRACON. Regardless of which facility you have been selected for, we hope that you will find your tenure here educational, as well as enjoyable. You can expect to work side-by-side with professionals who know their field, and know it well. Just bring a positive attitude with you each day, and you will find out how true this statement is. Opportunities for development are available through reliable attendance, academic research, and a positive attitude. Setting realistic goals will aid you in reaching your certification. You will find that you will get as much or more from the facility, as you put into it.

Again, whether you're assigned to the Tower or the TRACON, it is our job to set you at ease, while also establishing realistic goals for obtaining certification. If you have worked Air Traffic Control before, you will find that either facility here will provide for a pleasant work experience. If you have not, you will find the experience challenging, yet rewarding.

If you have any questions, please feel free to contact me. It is important for you to know that it is the intent of the facility to make you a vital facet here.

Sincerely,

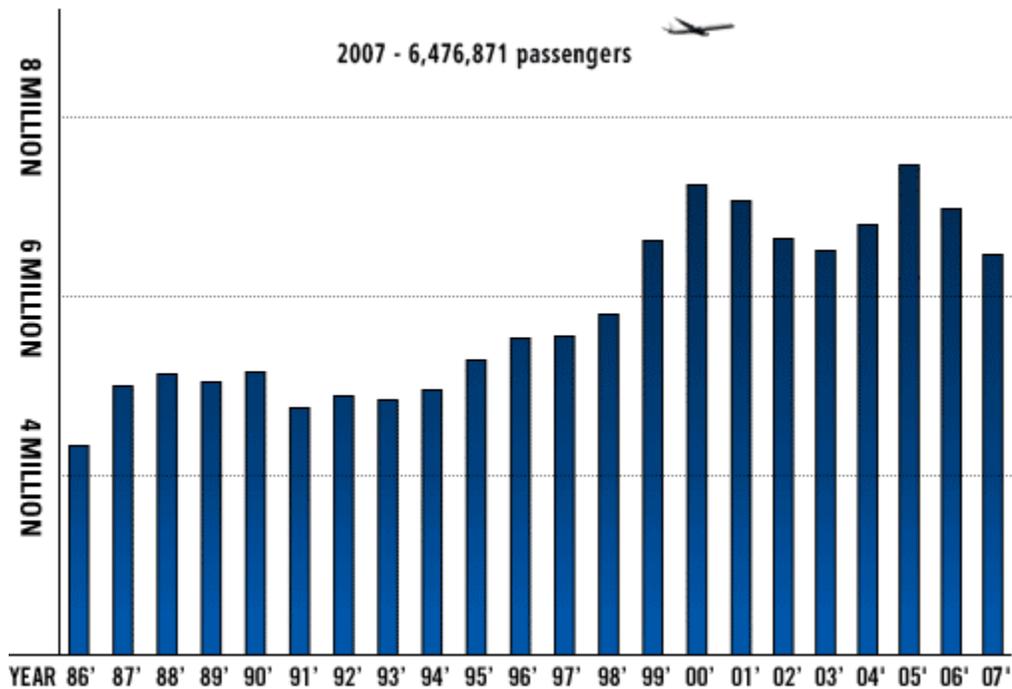
Bryan Bourgoin
Acting ATM
Bradley ATCT & Yankee TRACON
35 Perimeter Road
Windsor Locks, CT 06096
860-386-3502



Bradley Tower Today

The new, state-of-the-art Air Traffic Facility was completed in 1999. The Tower replaces its predecessor, which can still be seen above the Air Carrier Terminal. The Tower and TRACON are both adorned with the newest equipment in the FAA inventory. Such equipment includes, but is not limited to the Standard Terminal Automation Replacement System (STARS), Airport Surface Detection Equipment (ASDE-X, Ground Radar), The Weather Systems Processor (WSP), which provides wind shear and micro-burst information. There are many more, which you will have the opportunity to train upon after your arrival at Bradley.

As with other airports across the nation, Bradley International Airport was negatively impacted by the September 11, 2001 tragedy. However, there are positive signs that passengers are returning to the skies, and more and more people are turning to Bradley for convenient travel with less stress!





Currently, the Tower has 16 controllers, two being Developmentals, and two Front Line Managers (supervisors). During calendar year 2008, Bradley Tower worked 130,000 Instrument operations. The Tower is generally staffed with 3-5 people depending on traffic, complexity of the operation, runway configurations, and training requirements that must be met daily.

The Tower is responsible for airspace within 5 miles of Bradley Airport. Depending on the runway configuration, the Tower is also responsible for aircraft operating at altitudes at or below 4,000 feet within those 5 miles. The primary duty of the tower is to assist aircraft in landing and departing Bradley Airport. The tower does this by providing positive control through the issuance of headings and/or altitudes.



Bradley TRACON Today

Currently, the Terminal Radar Approach Control (TRACON) has 31 controllers, 9 being Developmentals, and three Front Line Managers (supervisors). During calendar year 2008, Bradley TRACON worked 245,000 Instrument operations. The TRACON has 5 operating radar positions. As with the Tower, staffing is based on traffic, complexity of the operation, runway configurations, and training requirements that must be met daily. It is not uncommon for all radar positions to be staffed from early spring, through late fall.

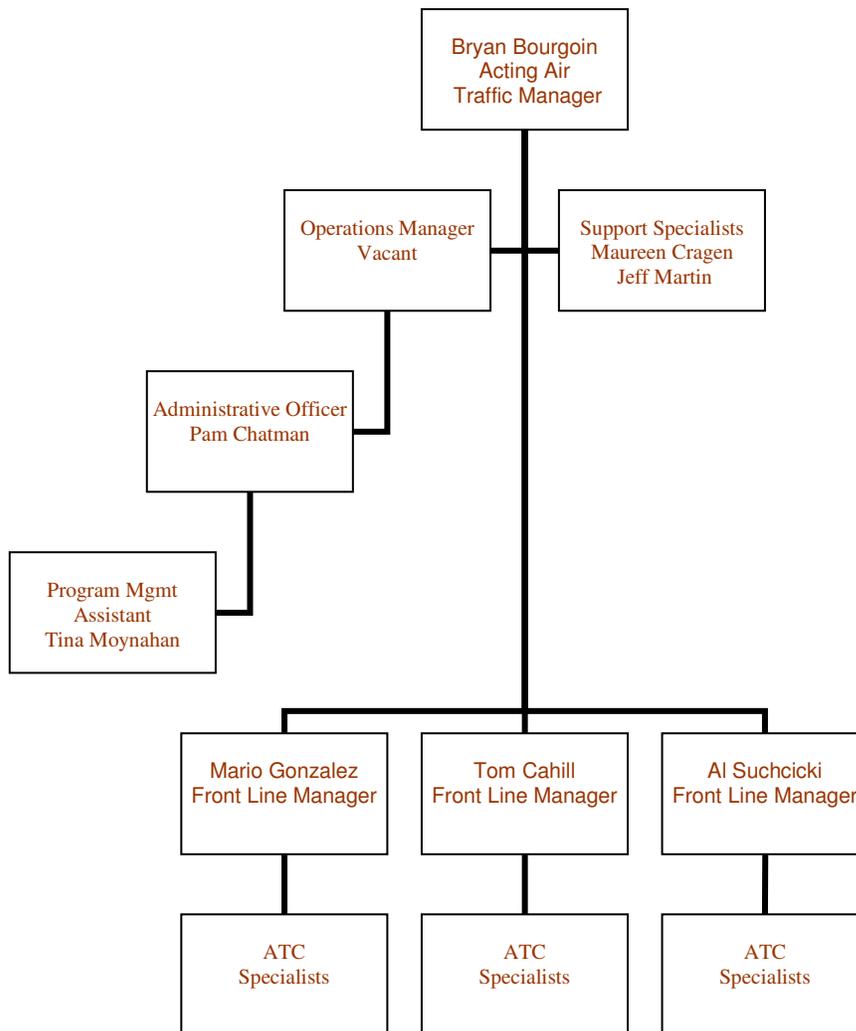
The TRACON is responsible for the airspace roughly in a 40 mile diameter about the Bradley Airport at or below 10,000 feet. The TRACON is also responsible for many satellite airports within that airspace. Some of the airports within Bradley TRACON airspace are, but are not limited to HFD, MMK, BAF, CEF, 7B2, ORH, IJD, 7B6, 7B9, 4B8, and 4B9. Many of these airports have published instrument approach procedures, of which controllers are responsible for being familiar. The TRACON uses the state-of-the art Standard Terminal Automation Replacement System (STARS).





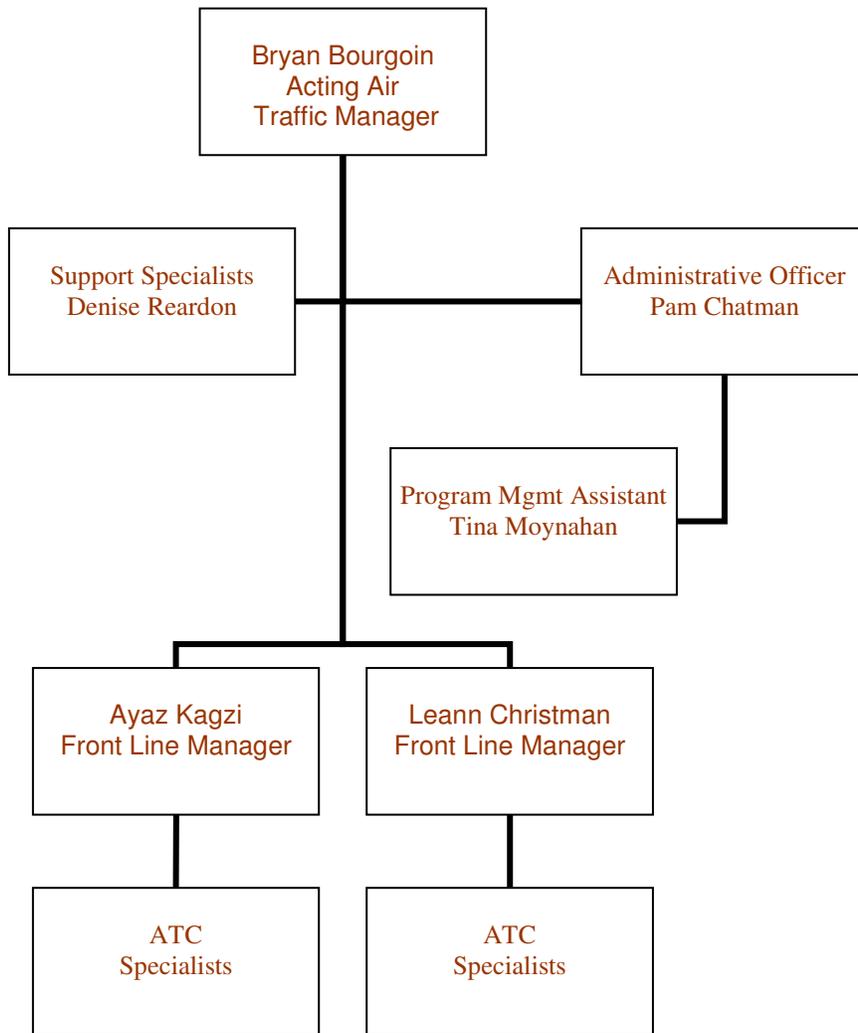
Bradley TRACON Organizational Chart

The following organizational chart depicts the structure of the Bradley TRACON Management Team.





Bradley TOWER Organizational Chart



Bradley Tower Air Traffic Manager

Bryan Bourgoin,
Acting Air Traffic Manager, Bradley Tower & Yankee TRACON



Our Expectations of Employees

Employee Responsibilities: All employees are responsible for conducting themselves in a manner, which will ensure that their activities do not discredit the Federal Government and the FAA. Employees must observe the following basic on-the-job rules:

1. Regular attendance, report for work on time and in a condition that will permit performance of assigned duties (i.e., in appropriate clothing and/or outfitted with required tools or equipment; free from any effects of alcohol and/or drugs that impair job performance or conduct; physically fit as needed by job requirements; and in a mentally alert condition to perform the duties of his/her position).
2. Render full and industrious service in the performance of assigned duties. **Keep manager fully apprised of the status of assignments in an effort to ensure an efficient workflow.**
3. Respond promptly to, and fully comply, with directions and instructions received from their manager or other management officials.
4. Exercise courtesy and tact at all times in dealing with fellow workers, managers, contract personnel and the public. Employees **must treat everyone with dignity and respect** and support and assist in creating a productive and hospitable work environment. **Employees are obligated to avoid disrespectful, abusive or other inappropriate behavior toward other personnel, management officials and customers.**
5. Maintain a clean and neat personal appearance to the maximum practicable extent during working hours. Employees are expected to dress appropriately **in clothing that communicates professionalism appropriate to the position held. Individual decisions related to dress should reflect sound and professional judgment.**
6. Safeguard and handle appropriately all classified information and unclassified information that should not be given general circulation as provided for in [FAA Order 1600.2, Safeguarding Controls and Procedures for Classified National Security Information and Sensitive Unclassified Information](#) (PDF).
7. Conserve, protect and assure appropriate use of Federal funds, time, property, equipment, materials, information and personnel (both Federal and contract).
8. Observe and abide by all laws, rules, regulations and other authoritative policies and guidance, written and unwritten. Employees will familiarize themselves with the Standards of Conduct contained in this Human Resources



- Policy Manual (HRPM), as well as, the Standards of Ethical Conduct for Executive Branch Employees, 5 CFR Part 2635, transmitted by [FAA Order 3750.7, Ethical Conduct and Financial Disclosure](#) (PDF).
9. **Immediately** report known or suspected violations of law, regulations or policy through appropriate channels and fully participate in inquiries. **For instance, this includes immediately reporting an operational error or deviation** or reporting any personal violation that has the possibility or appearance of impacting on the employee's position (e.g., **employees occupying safety- or security-sensitive positions reporting an arrest for an alcohol or drug-related infraction before the start of their next scheduled work shift and, in addition, safety-sensitive employees must report such an infraction within 48 hours to the Regional Flight Surgeon**).
 10. Uphold with integrity the public trust involved in the position to which assigned.
 11. **Observe and abide by prohibitions against any violent, threatening, harassing and/or confrontational behaviors towards others, as well as prohibitions on discrimination and misconduct of a sexual nature.**
 12. **Report any change in address and/or telephone number to their manager as soon as possible.**

Our Expectations of Management

Managers' Responsibilities: In addition to the responsibilities described above, managers, which includes agency management officials at all levels and team leaders, are also responsible for applying the FAA's conduct and discipline program to employees under their supervision. Managers must:

1. **Remind** employees to review the Standards of Conduct addressed in this Human Resources Policy Manual (HRPM). Also, managers must ensure that employees have reviewed, at least once, the Standards of Ethical Conduct for Executive Branch Employees, 5 CFR Part 2635, transmitted by [FAA Order 3750.7, Ethical Conduct and Financial Disclosure](#) (PDF). In addition, managers shall ensure that those employees required to complete a financial disclosure are reminded of their obligation to do so and reminded of the need to attend the mandatory annual training.
2. Provide positive leadership and serve as a role model for their subordinates by demonstrating a commitment and sense of responsibility to their job and loyalty to the organization.



3. Treat their employees with dignity, respect and in a fair and equitable manner in conformance with the FAA Model EEO Program. In addition, managers will communicate to their staff that they will not tolerate or condone discrimination, or the appearance of discrimination, on the part of any employee.
4. Promptly notify their servicing security organization and their servicing Human Resources Management Division (HRMD) Labor/Employee Relations Staff, of known or suspected criminal activity on the part of employees; and in accordance with FAA Order 1600.1(series), Personnel Security Program, report any information that would raise doubts about an employee's continued eligibility for access to classified information.
5. Embrace, fully support and comply with all DOT and FAA regulations, policies and programs. Take necessary corrective action when employees under their supervision commit offenses in violation of policies or programs.

“In A Nutshell”

Bradley Tower and TRACON personnel are expected to:

Come to work, be on time

Be prepared – mentally and physically

Understand leave policies and manage your leave appropriately

Be cooperative and professional

Treat people with respect and dignity

Take initiative

Be accountable

Lead by example – be a good role model

Do not tolerate or engage in any form of harassment or discrimination

Actively participate in training



Know your airspace and systems, know your equipment

Use prescribed phraseology/correct facility and equipment names

Follow rules and procedures

Be open to feedback – provide honest information

Be an effective team member



Policies

Mission

The mission of BDL ATCT and Y90 TRACON is to ensure the safety and integrity of the National Airspace System (NAS) as delegated to these facilities; to ensure the safe and efficient flow of air traffic within the BDL ATCT and Y90 TRACON service area; and to provide quality air traffic services for NAS customers. This includes but is not limited to managing individual and facility performance and ensuring professional and timely training in matters related to mission accomplishment, including those matters that support the personnel responsible for the mission.

New Employee Orientation

New employees must complete the following orientation requirements:

- 1). Facility access card/keys.
- 2). FAA Identification. Check or process new.
- 3). Tax and health information.
- 4). Parking (include parking restrictions, i.e. snow removal).
- 5). Restrooms (up and down).
- 6). Locker room/break room.
- 7). Offices.
 - a. Facility Tour
 - b. Payroll Information. (T & A etc.)
 - c. Fire/Emergency Action Plans.
 - d. Hours of operation versus hours of work.
 - e. Phone numbers.
 - f. Internet access.
 - g. eLms Logon & Training.
 - h. CBI Logon & Training.
 - i. Conduct & Discipline Training/Review.
 - j. Ethics Training/Review.
 - k. Accountability Board Training/Review.
 - l. Constitution Training.

Note: This list may not be all inclusive.



Jury Duty and Court Leave.

When an employee receives notification for court appearance, he/she shall provide his/her immediate supervisor or the OM with a copy of that notice for the purpose of scheduling. Upon completion of jury duty, employees must provide a certificate of attendance.

SF-71 Leave Requests

Bradley TRACON personnel shall submit an SF-71 for all leave requests encompassing the entire shift. When not present to complete the SF-71, the employee shall submit the SF-71 within three (3) days of returning to duty. Bradley Tower personnel shall record leave used on either the Personnel Log, BDL Form 7230-4.2 or by using an SF-71.

Facility Tours

In order to reduce the possibility of distractions in the operating quarters, facility tours will be conducted in the following manner, except when approved by the ATM:

- a.** All tours will be conducted by staff personnel or volunteers from the controller workforce between the hours of 7:30 a.m. & 4:00 p.m. Monday through Friday, excluding holidays.
- b.** Tours will be normally limited to groups of ten (10) or less and be of high school age or above. Groups will be further broken down to five (5) or less when actually visiting the operating quarters. All visitors shall be escorted by an FAA employee.
- c.** Visits should normally be limited to fifteen (15) minutes in the operating quarters and shall be coordinated with the OS/CIC on duty prior to entering the operational quarters. The OS/CIC on duty shall terminate any visit if critical or emergency situations become a factor.
- d.** Control personnel receiving tour requests shall forward the information to the Secretary in order to coordinate and schedule the tour.
- e.** Requests made by pilots, flight crews, and aviation oriented individuals may be approved at any time, when security levels permit, provided an employee is available to conduct the tour.



f. Media personnel, advertising agencies, and the use of camera or recording equipment require advance approval of the ATM.

PROCEDURES FOR WATCH MANAGEMENT

Front Line Managers will normally be assigned watch management responsibility for day and evening watches. In the event only one Front Line Manager is available on a particular day, that Front Line Manager must work a tour of duty that provides overlapping coverage for both day and evening watches. A Controller-In Charge will normally be scheduled for mid-night shifts, and for portions of the watch during which the Front Line Manager is either not available or is not on duty.

Watch Managers and CIC's must ensure that the provisions of BDL Order 7110.3 paragraphs 2-15 for BDL and 3-26 for Y90 have been met. Additionally, the following tasks are required for maintaining a safe and efficient operation:

- a. **Shift Guidance and Goals.** Front Line Managers must plan ahead and post guidance and goals for each shift assigned to them prior to the start of the shift.
- b. **Monitoring/Managing Traffic Volume and Flow.** Watch Managers/CIC's will utilize available automated tools and situational awareness to anticipate traffic flows and staff positions in advance of traffic volume. This includes but is not limited to Web TSD, tab lists, printed and posted flight strips, volume of transmissions on staffed positions, numbers and location of VFR targets in the BDL/Y90 service area, weather displays and forecasts, and pi-lot reports. Actions must be preplanned so to avoid the need for having to split off a position *after* it gets busy. Front Line Managers/CIC's must not normally work combined with an operational position unless it is required to avoid a CPC working in excess of 2 hours on position.
- c. **Position Assignments.** Watch Managers/CIC's must ensure that the majority of available operational personnel are staffed to operational positions at all times. For Y90, a minimum of three radar positions will normally be staffed during day and evening watches. During slow periods of traffic when sector volume indicates only two sectors are needed, Final Vector will normally be staffed as a third radar position. For BDL, a minimum of LC, GC and CD/FD combined will normally be staffed. Position assignments will be rotated equitably between CPC's to the extent circumstances and shift requirements allow. When assigning breaks, Watch Managers/CIC's must assign "be back"



times. Non-meal breaks will normally be 15 minutes in duration. Meal breaks will normally be 30 minutes in duration.

d. Position Relief. All position relief briefings must be conducted in accordance with FAA Order 7210.3 Paragraph 2-2-4 DUTY FAMILIARIZATION AND THE TRANSFER OF POSITION RESPONSIBILITY. Additionally, at the completion of the position relief, the relieved specialist must remain at the position (for control positions with headset plugged in) for a minimum of one minute and review all aspects of transfer of position responsibility as an additional precaution against inadvertent omission of information pertinent to the position transfer. This will occur regardless of the volume of traffic. All position relief briefings must be recorded.

e. Training Assignments. Training assignments are a critical part of the operational mission. Watch Managers/CIC's must plan for training assignments to occur during their watch as soon as practical after assuming responsibility for the watch and will orchestrate the management of resources to ensure training assignments are accomplished.

f. Processing Leave Requests/Schedule Changes. Processing leave requests and requests for schedule changes will only occur after all mission requirements are met. If mission requirements prevent processing such requests in a timely manner, the request will be denied but re-corded in the order in which received so that it may be subsequently reconsidered when mission needs allow. Requests must be handled as follows:

(1) **Prior to the watch schedule being posted** non-vacation leave requests may be submitted to a Front Line Manager or the Operations Manager only. The management team member originally receiving the request will record the date and time the request was submitted and if other than the Operations Manager, forward the request to the Operations Manager.

(2) **After the watch schedule is posted but prior to the shift**, only the Watch Manager for the effected shift may approve spot leave requests and shift/RDO changes for that shift, and only for the portion of the request that falls within the Watch Manager's shift assignment. If the approval of a request would impact more than one shift, the approval of both Watch Managers is required. A Front Line Manager assigned to an overlapping day/evening shift has Watch Manager responsibility for both shifts. The Watch Manager assigned for the evening shift will



handle any requests for the subsequent midnight shift. If a CIC is assigned for an entire shift, the same authority for midnight shift consideration is extended to the CIC.

- (3) **During the shift**, changes, including leave requests, may be approved only for the portion of the shift for which the Watch Manager/CIC has responsibility and only if all mission requirements can be satisfied with remaining resources.
- (4) **All requests must be recorded** other than those received during the shift for which the request is made must be entered in the electronic leave tracking sheet by a member of the management team as either approved or denied to include the date and time the re-quest was received and the operating initials of the Watch Manager making the entry.
- (5) **Credit hours** will only be approved for the shift or portion thereof that the Watch Manager or CIC is responsible for. All approvals of credit hours by Watch Managers or CIC's must occur only when there is a demonstrated direct operational need. All such approvals will be reviewed by the facility Air Traffic Manager.
- (6) **Overtime** will only be approved by CIC's when it involves the shift they are actively providing watch management for. For instance, a CIC could hold over a CPC from a previous shift for two hours of overtime

if the watch for which they have signed on has a direct operational need for the overtime (an example of this would be a CIC on a 15x23 shift holding a CPC on a 8X16 shift over for two hours). They cannot approve overtime for a shift for which they will not have watch responsibility. A member of the management team must approve overtime needed for a shift other than the watch for which the CIC is signed on. In the very rare occurrence that a member of the management team cannot be contacted to approve the overtime, the CIC must use their best judgment to determine the need for overtime. When in doubt, the decision should err on the side of protecting the integrity of the mission.



Situational Awareness

Watch Managers and CICs must know what is going on in the operating quarters at all times. Watch Managers and CICs must position themselves so as to ensure they have the greatest perspective of all aspects of the operation and employee performance and conduct. The need for assistance is best served when anticipated by the Watch Manager or CIC rather than after a request for assistance is made. All Watch Managers and CICs must make every effort to anticipate and be proactive in supporting operational personnel.

Personnel Responsibilities

Effective Watch Management is a critical component in ensuring the integrity of the NAS mission at BDL ATCT and Y90 TRACON. To provide the highest level of support for this function, the following responsibilities are assigned:

- a. Air Traffic Manager.** The Air Traffic Manager must ensure that all Operational Front Line Managers, Support Specialists, and Administrative personnel are briefed on the contents and requirements of this directive, and will take reasonable measures to ensure that this directive is being adhered to.
- b. Front Line Manager.** Front Line Managers must ensure that all CICs assigned to them are briefed on the contents and requirements of this directive, and will take reasonable measures to ensure that this directive is being adhered to.
- c. Watch Manager/CIC.** All Watch Managers and CICs must ensure that this directive is complied with at all times during their watch. In the event that any portion of this directive cannot be adhered to during their watch, they must notify the Air Traffic Manager immediately.
- d. CPC.** CPC's are the backbone of a safe and effective mission. All controllers must bring to the attention of the Watch Manager or CIC anything that undermines or brings into question the ability to successfully fulfill our BDL and Y90 mission.
- e. Support Specialist.** Support Specialists are resourced by the ATO to provide administrative support to operational mission needs. Support Specialists must respond to requests for assistance by Watch Managers and CICs so as to ensure their success in effective watch management. Should a conflict result between an operational request and a routine work assignment and the



Support Specialist cannot resolve the conflict, the Support Specialist will request assistance from the Air Traffic Manager.

f. Administrative Support. Administrative support provides essential service in ensuring the correct and timely administration of pay and benefits for operational personnel. This helps to minimize distracting concerns and assists in keeping operational personnel focused on the mission. Requests for assistance by operational personnel must be handled promptly so as to ensure needs are met and time away from the operation is minimized. This assists the Watch Manager or CIC in balancing operational and non-operational requirements during the shift.

Photography Restrictions

Photography will not be permitted on or within an FAA facility without permission of the Facility Manager. The only exception is reserved for the SSE when conducting assessments, inspections, investigations, or other official duties.

Security

All FAA Managers. With respect to personnel security, general management responsibilities include:

- (1) Ensuring that persons under their jurisdiction fully understand and are complying with personnel security standards, criteria, and procedures, thus appropriately protecting the interests of national security, the FAA and our employees, and promoting the efficiency of the service.
- (2) Obtaining authorization from their SSE prior to processing personnel actions to place persons in public trust and sensitive positions.
- (3) Identifying and reporting to their SSE any significant deviation from personnel security standards, criteria, or procedures.
- (4) Sharing responsibility with the appointing or approving official for ensuring completion of the required forms for personnel security investigations.

Employees. Employees are responsible for:

- (1) Familiarizing themselves with pertinent security regulations pertaining to their assigned duties, and the standards of conduct required for persons holding positions of trust. Recognizing and avoiding the kind of personal behavior that could result in rendering them ineligible for continued assignment in such a



position. Maintaining continued eligibility for these positions.

(2) Reporting to their SSE any information that raises doubts as to whether another employee's continued eligibility for access to classified information is clearly consistent with the national security, as required by E.O. 12968.

(3) Protecting all classified information from unauthorized disclosure and reporting all contacts with persons, including foreign nationals, seeking a way to obtain unauthorized access to such information.

(4) Reporting all violations of security regulations to their SSE.

Building Access

Managers are to ensure that only those individuals that require access to secured/restricted areas will be issued keys and/or cards. Ensure retrieval of keys/cards from employees who no longer require access, have transferred to another organization, or no longer work at the facility.

PIV ID Cards

The Office Security and Hazardous Materials (ASH) is responsible for FAA's phased transition to the Personal Identity Verification (PIV) card, the new employee and contractor identification card. This effort is part of the federal government's move toward compliance with the President's Homeland Security Presidential Directive 12 (HSPD-12), Common Identification Standard for Federal Employees and Contractors. This initiative will help standardize ID cards and processes across the federal government. All employees and contractors must obtain the new ID card by 2009.

We began issuing PIV Cards at headquarters in Washington, DC, in February 2008. Since then, Southern, Northwest Mountain, Southwest, Central, Western Pacific, and Great Lakes Regions have been brought online with the new ID cards. The implementation of enrollment stations at other regional offices across the U.S. will be executed in phases over the coming months, with plans to move operations into satellite offices soon thereafter.

Guests and Visitors

In order to reduce the possibility of distractions in the operating quarters, facility tours will be conducted in the following manner, except when approved by the ATM:



- a.** All tours will be conducted by staff personnel or volunteers from the controller workforce between the hours of 7:30 a.m. & 4:00 p.m. Monday through Friday, excluding holidays.
- b.** Tours will be normally limited to groups of ten (10) or less and be of high school age or above. Groups will be further broken down to five (5) or less when actually visiting the operating quarters. All visitors shall be escorted by an FAA employee.
- c.** Visits should normally be limited to fifteen (15) minutes in the operating quarters and shall be coordinated with the OS/CIC on duty prior to entering the operational quarters. The OS/CIC on duty shall terminate any visit if critical or emergency situations become a factor.
- d.** Control personnel receiving tour requests shall forward the information to the Secretary in order to coordinate and schedule the tour.
- e.** Requests made by pilots, flight crews, and aviation oriented individuals may be approved at any time, when security levels permit, provided an employee is available to conduct the tour.
- f.** Media personnel, advertising agencies, and the use of camera or recording equipment require advance approval of the ATM.

Cell Phones

Cellular telephones can cause audio rectification interference to air traffic controller headsets. This harmful interference has the possibility of seriously degrading, obstructing, or interrupting radio transmissions.

Due to the safety implications related to this issue, cellular phones shall be powered off in all operational areas, at any facility where ground-to-ground or ground-to-air communication is conducted.



Bradley Airport History

Bradley International Airport is a public [airport](#) located in [Windsor Locks](#) on the border with [East Granby](#), in [Hartford County](#), [Connecticut](#), [United States](#). It is owned by the State of Connecticut.

The airport is situated in the towns of Windsor Locks, [Suffield](#) and [East Granby](#), about halfway between [Hartford](#) and [Springfield](#). It is Connecticut's busiest commercial airport, with 390 daily operations, and the second-busiest airport in New England after Boston's [Logan International Airport](#). [Delta Air Lines](#) is currently the largest carrier at Bradley, with several morning and evening departures to Atlanta and several Florida destinations.

The airport is home to the [New England Air Museum](#).

(Source: www.wikipedia.com)

History

Bradley has its origins in the 1940 acquisition of 1700 acres (7 km²) of land in Windsor Locks by the State of Connecticut. In 1941, this land was turned over to the [U. S. Army](#), as the country began its preparations for the impending war.

Less than a year after the Army assumed control, the field at Windsor Locks had its first fatality. Among those assigned to duty in Windsor Locks was the young Lt. Eugene M. Bradley of [Antlers, Oklahoma](#). While participating in a training drill, Lt. Bradley's [P-40](#) crashed on [August 21, 1941](#). Following a funeral at Talarski Funeral Home in Hartford, Lt. Bradley's remains were interred in the national cemetery in [San Antonio, Texas](#).

After a groundswell of sentiment in favor of naming the airfield in Windsor Locks in honor of the airman, the airfield was renamed Army Air Base, Bradley Field, Connecticut on [January 20, 1942](#).

In 1971, the International Arrivals building opened, followed by the installation of [instrument landing systems](#) on two of the runways in 1977.



In 1979, a [tornado](#) ripped through Windsor Locks, wreaking destruction along the eastern portions of the airport. The [New England Air Museum](#) sustained some of the worst damage. It reopened in 1982.

In 2001, construction commenced on a new parking garage. When it was completed, it initially could not be used; the intervening attacks of [9/11](#) had led to a regulation that would have required it to be set back further from the airport. For some time it was open but every vehicle had to be individually inspected, which severely reduced its value. Bradley eventually received a waiver for it from the [Department of Homeland Security](#).

2001 also saw the commencement of the Terminal Improvement Project- an ambitious project to add a new terminal and gates to the airport and centralize passenger screening. The new terminal built by [The Tomasso Group](#) opened in 2003. The terminal improvement was part of a larger project to enhance the reputation of the City of Hartford as a destination for business and vacation travel.

On October 2–3, 2007, the [Airbus A380](#) visited Bradley as part of its world tour, stopping in Hartford to showcase the aircraft to Connecticut workers for [Pratt and Whitney](#) and [Hamilton Sundstrand](#), both divisions of [United Technologies](#), who helped build the [GP7000](#) TurboFan engines which is an option to power the aircraft.

On [October 18, 2007](#), Bradley International Airport was named as one of the top five small airports in the North American Airport Satisfaction Study by J.D. Powers.

Following the end of [World War II](#) in 1945, the airfield was returned to the State of Connecticut in 1946. The land was formally deeded to the State of Connecticut for public and commercial use in 1948.

As it returned to civilian use, the airfield in Windsor Locks became known as Bradley International Airport. With the arrival of [Eastern Air Lines](#) Flight 624 in 1947, civilian air travel at the airport commenced. International shipping operations at the airport began during the same year. It eventually came to replace the older, smaller [Hartford-Brainard Airport](#) as Hartford's primary airport.

In 1960, Bradley passed the 500,000 mark, handling 500,238 passengers.



(Source:) www.bradleyairport.com

The new section of Bradley International Airport's Terminal A has been open for business since April 2003. The Airport now provides a modern facility sized to handle current and future scheduled passenger service.

This newer portion of Terminal A and concourse totals 260,000 square feet. This modernized part of Terminal A is connected to existing/older Terminal A, creating a single, unified complex east of the Sheraton Hotel. Passengers are screened through the terminal's primary security checkpoint located adjacent to Delta Air Lines' check-in area. Most concessions, with the exception of a coffee/snack bar, are located beyond the security checkpoint.

The new concourse in Terminal A provides 12 aircraft gate positions with passenger jet bridges. Airline operations and maintenance areas are located on the lower level. Airlines at Gates 1-12 are Continental, Delta, Northwest and Southwest.

The main floor, or departure level, includes airlines ticket counters and waiting areas, an extensive concession area facing the aircraft parking apron, restroom facilities and other amenities. The ticketing and concession lobbies feature spacious high ceilings and glass facades offering dramatic views of the aircraft parking areas and airfield beyond.

The lower level, or arrival area, includes a passenger baggage claim area with four baggage carousels, a ground transportation area, various aviation-related kiosks and the airline baggage makeup areas. The new terminal and concourse include state-of-the-art security and communications systems featuring a unified flight and baggage information display system.



Future



Terminal B

Airport officials are continuing their efforts towards completing the airports master-plan, which includes demolishing the Murphy Terminal, or Terminal B, and replacing it with an entirely new terminal. It will be double its current size with 22 passenger gates and also contain international arrivals downstairs with customs and immigration for the entire terminal. Some plans show that it will be connected with the current IAB, but other plans leave it separated. It would make sense if International arrivals capability will be put in then it should be connected. This plan depends on the demand for air travel, which has been declining due to reductions in flights and the rise in airline tickets, all resulting from the rising cost of oil. However if international service is gained then it will still happen. A new parking garage is also planned. These plans may come to fruition after the full completion of Terminal A, which includes renovating the United check-in areas and adding more concessions. The Sheraton Hotel is also undergoing extensive renovations.

[Embraer](#), an aerospace company based in Brazil, has selected Bradley as its future Northeast service center in the United States. An \$11 million project is in place with support from teams of the Connecticut Department of Transportation and Connecticut's Economic and Community Development. Embraer will build and operate a full maintenance and repair facility for its line of business jets, employing up to 60 highly skilled aircraft technicians over the next 5 years. The opening ceremony for the new facility was October 7, 2008.



[Virgin America](#) lists Hartford as one of thirty cities it might serve within the next five years.

[JetBlue](#) has expressed interest in serving BDL in the future to Florida destinations

[Delta](#) / [Northwest](#) will restart service between Hartford, CT and Amsterdam on June 2, 2009^[7]. This service will run five times each week - no service on Tuesdays or Fridays. The flight will depart BDL at 5:40 pm and arrive at AMS at 6:50 am.

Sporting and Special Events

Connecticut hosts a number of sporting venues. By far, the most well known being the UCONN Men's and Women's Basketball Programs.

Follow the link to find UCONN Basket ball, and much, much, more. Click [here](#).

UCONN HUSKIES



Other professional teams to be found in the state are the [Bridgeport Bluefish](#) (baseball), the [Hartford Wolf Pack](#) (hockey), the [New Britain RockCats](#) (baseball), the [New Haven Ravens](#) (baseball), the [Connecticut Defenders](#) (baseball), and the [Connecticut Crush](#).(women's football).



Restaurants of Note

Hot Tomato's – 1 Union Place, Hartford, CT 06103 (860) 249-5100

<http://www.hottomatos.net/> **Price range:** \$15-40

For over twenty years, Hot Tomato's has been the premier dining destination in the Hartford Area. Offering our signature garlic bread, unique pasta dishes, as well as C.A.B. steaks and fresh fish from around the globe, Hot Tomato's uses only the best ingredients to make each experience a memorable one.

Federal Cafe – 84 Union Place, Hartford, CT 06103 (860) 527-0394

www.federalcafe.net

Located at 84 Union Place - Hartford, CT at the corner of Union Place and Church Street. Just steps away from the Ample Parking and Church Street entrance to the Civic Center.

Carbones – 588 Franklin Street, Hartford, CT 06114 (860)-296-9646

<http://www.carbonesct.com/> **Price range*:** \$31-\$40

Carbone's has become known as the premier gourmet Italian restaurant in Connecticut — famous for its fabulous menu, its tableside preparations and its excellent blend of relaxation and elegance.

Today, with Vincent Carbone at the helm, the third generation is in charge and the restaurant continues the tradition of greatness — the best menu matched by the best service — into the 21st century.

Morton's Steakhouse – 30 State House Square, Hartford, CT 06103 (860)-724-0044

www.mortons.com **Price range*:** \$41-\$80

USDA prime-aged steak is just part of the Morton's story. Behind each of the 80 worldwide locations is a thriving team of people whose commitment, passion and loyalty create the foundation for success. From coast-to-coast, Morton's The Steakhouse is the talk... and the toast... of town.

City Steam Brewery – 942 Main Street, Hartford, CT 06103 (860) 525-1600

<http://www.citysteambrewerycafe.com/> **Price range:** \$21-30

Brewery & Multi-floor dining, historic building, Billiards, Large lounge area, Live Music, Patio, People Watching, Live Comedy. Nice Bar Menu. What more could you ask for?



Online Resources

Local Area Resources

[State of Connecticut](#)

[Town of Windsor Locks](#)

Community Volunteering

[Volunteering in Connecticut](#)

Chamber of Commerce

[Windsor Locks Chamber of Commerce](#)

Housing and Relocating Assistance

www.realtor.com

Newspapers

[The Hartford Courant](#)

[The Journal Inquirer](#)

[The Springfield Republican](#)

Windsor Locks Schools

[Windsor Locks Public Schools](#)

Bradley Airport

[Bradley Airport News](#)

[Bradley Airport Homepage](#)



Connecticut Public Utilities

Northeast Utilities – CL&P (Electric)

Toll-Free 800-286-2000

Hartford Area 860-947-2000

Connecticut Natural Gas

860-727-3000

Metropolitan District Commission (Water)

860 278-7850

AT & T Telephone

800-205-6268

Comcast Cable Television

800-COMCAST

Cox Communications

800-955-9515

Massachusetts Public Utilities

National Grid (Electric)

800-322-3223

Baystate Gas

800-677-5052

Springfield Water Department

860 278-7850

Verizon Telephone

800-870-9999

Charter Cable Television

888-438-2427

The airport diagram has been redacted for posting on the web.
This page will be available in the guide you will receive from your facility.



Aerial Photo of Bradley Airport

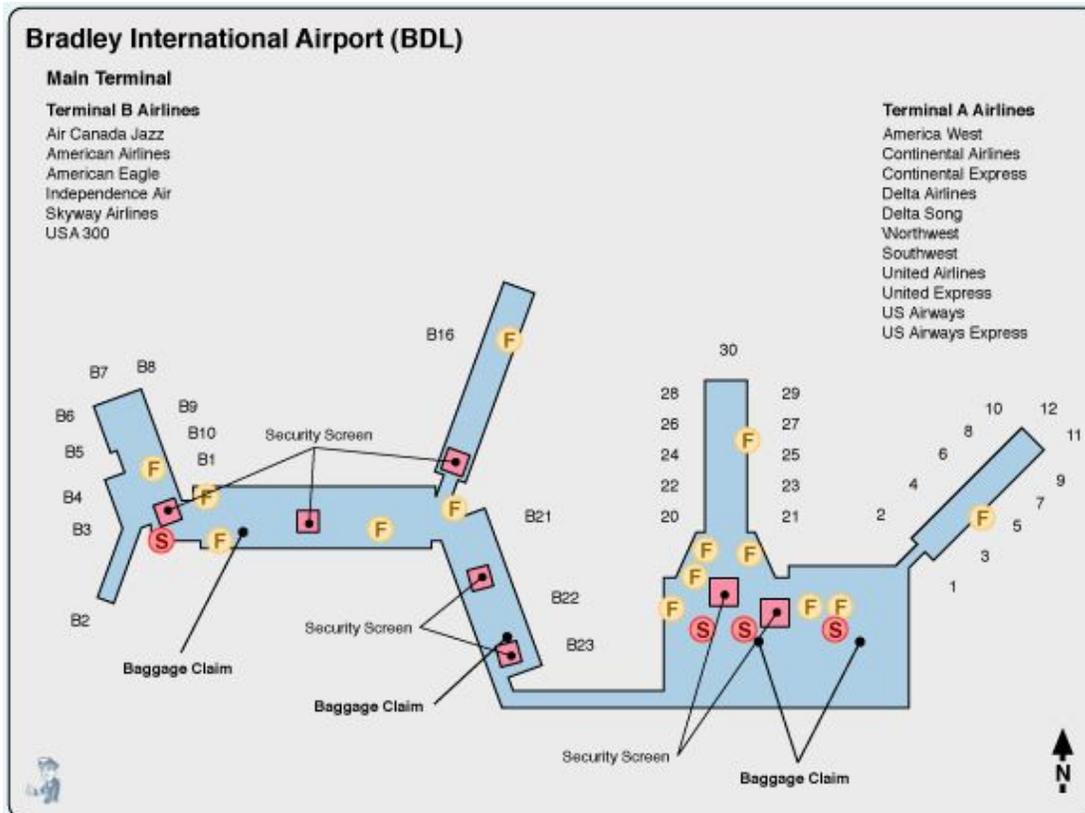
Below is a selection of photos of runways, facilities and a main airport terminal.



Bradley Airport Aerial Map



Bradley Airport Terminal



¹: Bradley Airport Terminal



Bradley Tower Directory

The following list provides the most commonly used Air Traffic phone numbers within the Bradley Tower/TRACON facility:

>> Front Desk	(860) 386-3500
>> Facility [recorded-TRACON]	(860) 386-3580
>> Facility [recorded-Tower]	(860) 386-3581
>> Manager's Office	(860) 386-3502
>> Training Department [TRACON]	(860) 386-3542
>> Training Department [Tower]	(860) 386-3543
>> Airspace & Procedures	(860) 386-3541
>> Facility Fax	(860) 386-3515