



Federal Aviation  
Administration

# Facility Orientation Guide

Jacksonville Air Route Traffic Control Center





## TABLE OF CONTENTS

Welcome Letter	3
Jacksonville Center Leadership Team	5
Our Expectations of All Employees	17
Policies	18
Local Area Information	21
Sporting and Special Events	23
Restaurants of Note	24
Online Resources	26
Jacksonville Center Directory	30



Federal Aviation  
Administration

Dear New Employee:

Welcome to Jacksonville Center, one of the finest facilities in the National Airspace System!

Being an FAA employee at Jacksonville Center will provide you with a unique working experience, both professionally and personally. I am happy to have the privilege of welcoming you to the team. You will meet and be working with many outstanding people that help make this an exceptional facility.

All of us, regardless of your career aspirations, want to make your experiences here enjoyable and rewarding. Please feel free to express any questions or comments to us so that we may assist you in your transition. Our aim is to foster a collaborative atmosphere and involve everyone in the process of making our facility an exceptional and exciting place work.

Jacksonville Center is located in Hilliard, Florida, about 30 miles northwest of downtown Jacksonville. Hilliard is a small rural community adjacent to the St. Mary's River and the Okefenokee Swamp in Nassau County. It has one traffic light, one grocery store, and one drug store. Many of our employees commute an average of 30 to 45 minutes from the larger communities east and south of "Jax Center."

We look forward to your arrival. If there is anything we can do to help, please call Tommy Brown, Support Manager of Training and Finance at (904) 549-1526. You can also reach him via email at [tommy.brown@faa.gov](mailto:tommy.brown@faa.gov).

Welcome to Jacksonville Center, we look forward to seeing you here in the very near future!

Sincerely,

A handwritten signature in black ink, appearing to read "Miles R. Miller".

Miles R. Miller  
Air Traffic Manager



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## **VISION**

**We continue to improve the safety and efficiency of flight. We are responsive to our customers and accountable to the taxpayer and the flying public.**

## **MISSION**

**Our continuing mission is to provide the safest, most efficient aerospace system in the world.**



## Jacksonville Center Leadership Team

Rick Miller and Pepe Garcia head the Jacksonville Center Leadership Team. Their bios outline their career paths of these distinguished individuals and briefly describe their personal interests and hobbies.

Air Traffic Manager – Miles “Rick” Miller



Rick began his career with the FAA in 1974. He has worked as a controller at Miami Center, Greer ATCT and Boston Center/Manchester TRACON. His employment history also includes Quality Control Specialist, Area Supervisor and Area Manager at Boston Center; Systems Management and Operational Specialist at New England Regional Office; Area Manager at Pensacola TRACON, Assistant Air Traffic Manager at Manchester ATCT and Air Traffic Manager at Manchester ATCT.

Rick’s interest in aviation extends beyond controlling. He has worked as an aircraft mechanic and a pilot. Rick has held many pilot ratings including commercial pilot, instrument pilot and multi-engine.

Rick is described by many as being “passionate about Jacksonville Center.” He is dedicated to the facility and has high expectations of all who work here.

Rick was born in Queens, New York, and was raised in Miami, Florida. He began sailing at the age of ten and can still be found on the water almost every weekend. He also enjoys golfing, tennis, the beach, and football. He is a New England Patriots fan. Rick is a dedicated family man with a wife and children.



### Assistant Air Traffic Manager – Pepe' Garcia



Jose A. (Pepe') Garcia has been the Assistant Air Traffic Manager at Jacksonville Center since January 2005. Prior to that, Pepe' was at Kansas City Center for 11 years serving as the Support Manager for Airspace and Procedures, Operations Manager, Quality Control Manager, spent a year at the Kansas City Regional Office, and from October 2000 to January 2005, as the Assistant Air Traffic Manager.

Pepe' started his FAA career at Miami ARTCC in September of 1981. Pepe' was the first controller after the strike to reach FPL status in Miami, being fully certified in December 1982. While at Miami he was a Quality Control Specialist, Traffic Management Coordinator, and Front Line Manager.

During his FAA career, he has been a very active member of the National Hispanic Coalition, serving as Public Affairs Officer during the mid-80's, and starting the coalition magazine, "La Palabra." Pepe' was born in Havana, Cuba, and came to the United States at the age of five, growing up in Miami, Florida. He is the proud father of four children; one is a CPC at Kansas City Center, and another is currently at the Academy destined to go to Miami Center. Additionally, he has four granddaughters and one grandson.



## Support Manager Quality Control – George Leonard



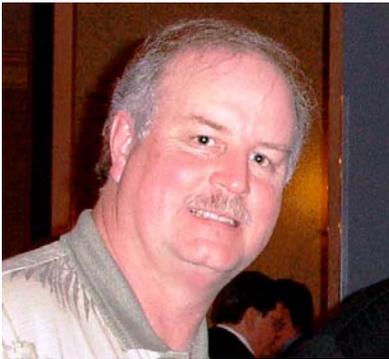
George was born in the Bronx, New York, and moved to Long Island when he was 4 years old where he grew up with his parents and younger brother. After graduating from college with a degree in Business Administration, George became a partner in an insurance firm in Babylon, NY. Following a love for aviation, George applied to become an air traffic controller with the FAA in 1986.

After attending the FAA Academy in Oklahoma City, George was assigned to the New York ARTCC where he was a Certified Professional Controller, a Quality Assurance Specialist, a Front Line Manager, an Acting Quality Assurance Manager, and an Operations Manager. Following the events of September 11, 2001, Mr. Leonard was assigned to the NY ARTCC Quality Assurance office as the Acting Manager and was responsible for the processing of the accident package on UAL175, as well as the other materials relating to the events of 9/11 at NY ARTCC, including the documentation of all the facility records relating to 9/11 into the National Archives in Washington DC.

Mr. Leonard joined us here at Jacksonville Center in October 2006, where he has worked as a Quality Assurance Supervisor and in his current role as Quality Control Manager. In addition to his wife and son here in Jacksonville, George has two sons and a daughter who live in Charlotte, North Carolina. When not at work, George likes to work on his 2001 Z06 Corvette and his golf game.



## Support Manager Airspace and Procedures – Howard Callon



Howard “Howie” Callon was born and raised in the Jacksonville, Florida, area. After a few years in college and a short stint as a wholesale food salesman, he joined the FAA in June of 1982. Howie was originally assigned to the East Area and achieved FPL status in the summer of 1985. He moved to the Central Area, staying there for the better part of 5 years, interspersed with details as a Traffic Management Coordinator, Quality Control Specialist, and temporary Front Line Manager. During this time, Howie earned a private pilot’s license.

In 1991, Howie was selected as a Front Line Manager and moved to the North Area. In 1994, he was selected as a Supervisory Traffic Management Coordinator, where he stayed until assuming his current position as Support Manager for Airspace and Procedures. He has been privileged to be able to work with some outstanding folks on several high profile projects, such as FAO, FLOWCAR, NAR, High Altitude, Redesign, DRVSM, and several ZJX redesign projects. During his tenure as Airspace Manager, six new sectors, as well as a sixth area, have been created, and numerous improvements to traffic flows have been implemented.

Howie is married to Sherrie Callon (a ZJX STMC). They live in Fleming Island and have five children between them, the youngest is a junior in high school. Howie enjoys boating, golfing, and watching the Florida Gators.



## Support Manager Training and Finance – Tommy Brown



Tommy was born in Warrenton, Virginia. He has degrees from Embry-Riddle Aeronautical University and from Frostburg State University (Maryland).

He began his career at Washington Center in 1979, where he achieved full performance controller status, and then held several staff and management positions prior to his selection as a specialist in Central Region Headquarters in 1992.

After 3 years in Kansas City, Missouri, he came to Jacksonville Center with the intention of staying for 3 years. That was nearly 15 years ago. Needless to say, he enjoys both the facility and the Fleming Island area.

Tommy currently serves as a Support Manager with Training and Finance. He is married with three children, ages 26, 20, and 12; and a two-year old grandson. His interests include family, church, boating/skiing, stand-up jet skiing, guitar, and tennis.



## Support Manager Requirements – Bill English



Bill was born in Bainbridge, Maryland. His father was career Navy and Bill spent most of his years growing up in North Carolina. Prior to joining the FAA, Bill spent 15 years with the United States Air Force as an air traffic controller. His duty stations included RAF Lakenheath, United Kingdom; Myrtle Beach AFB, South Carolina; Moody AFB, Georgia; and Eglin AFB, Florida. While stationed at Moody AFB, Bill was assigned to Jacksonville Center as an Air Force controller. During his time at the facility, he successfully certified on all the sectors in the East Area.

After his enlistment ended, Bill joined the FAA and Jacksonville Center in December 1990. During his career with the FAA, he has been a controller in the East Area, a Traffic Management Coordinator, a Front Line Manager in the West, East, and South Areas, a Supervisory Traffic Management Coordinator, and an Operations Manager for the West, East, and South Areas. In 2006, Bill was selected for his present position, Support Manager for Requirements. He holds a Bachelor of Arts Degree from St. Leo University in Human Resource Management, and a Master's Degree from the University of Phoenix in Organizational Management.

Bill and his wife live in Orange Park, Florida, along with their two children. Bill is very involved in high school athletics, and in his spare time coaches high school baseball. The team that he works with has won the state's 1A baseball title for 2005, 2007, and 2008.



South Area Operations Manager – Laurie “Jack” Frye



Jack was born in Providence, Rhode Island, and lived there for 18 years. She went to Flagler College in St. Augustine, Florida. Later she joined the Army and became an Air Traffic Controller. After 4 years she took a lateral transfer to the Air Force and went overseas as an Air Traffic Controller.

All of Jack's FAA Career has been spent here at Jacksonville Center. She started in the East Area as a controller for 12 years, then a Traffic Management Coordinator for 2 years, then a Front Line Manager in the South Area for 1 year, Front Line Manager in the Central Area for 2 years, Supervisor Traffic Management Coordinator for 3 years, and then in 2006 she became an Operations Manager.

Jack is divorced with one child. Her son is married and lives in Atlanta with his wife and a new son. She has one dog and three cats. Jack has a second home in the North Georgia Mountains where she goes to relax and catch up on her reading.



## Gulf Area Operations Manager – Gene Wygal



Gene was born in Kingsport, TN. His father was career US Air Force, so Gene lived in several locations, including Germany, before settling in Satellite Beach, FL. Gene has spent the better part of his life, and career, in the State of Florida. He holds a Bachelor of Science in Journalism from the University of Florida.

Gene joined the FAA, and Jacksonville Center, in November of 1973. During his career he has been an Air Traffic Control Specialist, a Staff Specialist, a Support Manager, a Traffic Management Officer, and an Operations Manager. Gene has also enjoyed tours of duty at FAA Headquarters in Washington, DC, and as the FAA Liaison Officer to 9<sup>th</sup> Air Force Headquarters at Shaw AFB, SC.

Gene and his wife live at Jacksonville Beach. They're both avid fans of University of Florida athletics, and especially enjoy their Gator football season tickets.



### Central Area Operations Manager – Greg Bing



Greg was born and raised in Savannah Georgia. He graduated from Savannah State University with a degree in Psychology/Sociology. Greg became a government employee in 1980 while working for the Social Security Administration. Greg began his career with the FAA as a pre-developmental in 1985. He was fully certified as a South Area controller in 1989.

Greg was detailed as a Central Area Front Line Manager in 1994. He has worked as a Staff Specialist in Quality Control, a Traffic Management Coordinator, and a subject matter expert to the William J Hughes Technical Center in Atlantic City, NJ. Greg became a permanent FLM in the South Area in 1999. During this time, he was temporarily assigned to the Requirements office at headquarters in Washington, DC. He was promoted to Operational Manager in 2003.

Greg has served as former SUPCOM chair, NBCFAE president, and FAAMA president. He is currently the president of the Local High School Basketball Officials Association for the state of Florida.

Greg is very much the family man. He is married with four children. He is the father of three girls and one boy ranging from 29 to 2 years of age. His hobbies include golf, officiating, fishing, and real estate.



West Area Operations Manager: Charlie Phillips



Charlie was born in Columbia, SC, but he grew up in Chapel Hill, NC, where he attended the University of North Carolina for 2 years. He then attended Western Carolina University for 3 years prior to joining the Navy for 4 years as an Air Traffic controller, with a year in CATCC on the carrier USS America, and then 3 years as a controller and supervisor at NGU (Navy Norfolk) Tower.

His FAA career began in 1973 at Jacksonville Center, where he spent 17 years as a controller in the Central Area. During this time, he completed his BS in Business Management in Jacksonville at Jones College on the GI Bill, and also spent a year in the Airspace & Procedures Office as Central Area specialist. In 1990, he became a Supervisor in the West Area for three years before returning to the Central Area as a Supervisor. In 2000, Charlie became the West Area Operations Manager, and shortly afterward went back to the Central Area as Operations Manager. He has now returned to the West Area as Operations Manager.

He is married and has two children and four grandchildren. Charlie is an avid fan of the Tarheels and Jaguars, and tolerates the Gators and Seminoles.



### East Area Operations Manager – Mario Bosque



Mario Bosque was born in Naperville, Illinois, and grew up in Jacksonville FL. Mr. Bosque holds an AA degree in Airway Science degree from the Florida Junior College at Jacksonville.

Mr. Bosque started his FAA career at age 20 in 1985 at Jacksonville Center. During his time as an ATCS, he served as president of the EEO advisory council, and as Hispanic coalition representative of Jacksonville Center. In 1992, Mario accepted a detail in Quality Assurance and Traffic Management. He became a Front Line Manager in 1994. Mr. Bosque was active in SUPCOM and became SUPCOM chair from 2004-2006. In 2006, Mr. Bosque became a Operations Manager and serves as East Area Operations Manager at this time.

Mr. Bosque has been married for 25 years and has three boys in college and high school.

Mr. Bosque's primary hobby is his family. He also enjoys collecting, rebuilding and trading Corvettes and Trans Ams.



### North Area Operations Manager – Billy Robertson



Billy was born in Ft. Smith Arkansas. He has a soft spot in his heart for the Razorbacks and still owns a small piece of heaven on Beaver Lake in the Ozark Mountains.

In August 1979, Billy decided to pursue his ATC career by getting training and experience in the military. He chose the Navy because it “Wasn’t just a job, it was an adventure” and it didn’t hurt that he would “See the World” in the process. After leaving active duty to pursue a career in ATC with the FAA, Billy remained in the Navy Reserve and got his chance to live the adventure and see the world, including a one-year, all expense paid trip to the Middle East in support of Operation Iraqi Freedom!

In November 1983, Billy was hired by the FAA, starting his career in the shadow of the Rocky Mountains, at Denver ARTCC gaining experience as first an Air Traffic Control Specialist and then a Traffic Management Coordinator. In January 1992, Billy moved to the FAA Academy in Oklahoma City where he was a Traffic Management Instructor. While there, he attended Southern Nazarene Univ. and completed his Bachelor’s degree in Management. In April 1997, and it was on to the Great Plains, this time; Kansas City ARTCC, where he got his first Air Traffic Operations Supervisor position.

In June 2005, Billy and his wife Lisa (sans kids, now grown) came to his present duty location in the sunshine State of Florida at Jacksonville ARTCC where he is the Operations Manager of the North Area.

Billy and Lisa (now grandparents!) live in Fernandina Beach on Amelia Island and enjoy fishing, sailing, kayaking, golf, and just being here!



## **Our Expectations of All Employees**

The Jacksonville Center Management Team expects all employees to:

Come to work; be on time

Be prepared – mentally and physically

Understand leave policy 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 Actively promote a working safety culture



## **Jacksonville Center Policies**

### **Reporting for Duty**

Your initial shift will be 0730-1600. If you need annual leave to allow you to get moved to Jacksonville, contact Tommy Brown, Training Manager, AFTER you have finished your PV at 904-549-1526 (Monday-Friday, 0730-1600 EST). Our guards at the entrance will need to know that your point of contact is the Training Department, extension 1524 or 1519.

### **Requesting Leave**

Personnel will request leave from the appropriate supervisor, which may be the employee's first level supervisor, the Front Line Manager-in-Charge, or the Operations Manager-in-Charge. Developmentals whose annual leave request(s) conflict with a class date will have the option to either pass to the next class or cancel their leave. Upon completion of classroom training, any leave cancelled as a result of the class, will be offered in equal numbers.

### **Hours of Duty**

Jacksonville Center is a 24-hour facility. We work rotating shifts with permanent days off. Your area assignment, days off, and shifts will be confirmed upon arrival.

A basic watch schedule will be based on any combination of night, day and midnight shifts. Examples are, but not limited to, as follows:

1. E(1500), E(1300), D(0900), D(0615), M(MID)
2. E(1530), E(1400), MD(1000), D(0800), D(0700)
3. A week of days and a week of nights

All developmentals, until becoming certified for their particular stage of training, will be assigned a combination of shifts that will maximize their training. These shifts will usually be in conjunction with members of their Training team



## **Parking**

ZJX-510 office issues parking decals to employees and for parking privileges at ZJX. Decals will be issued only after those requesting a decal have been briefed on the requirements set forth in this section.

1. Individuals desiring to park on the premises of ZJX must present a valid driver's license, vehicle registration, and proof of insurance.
2. Employees must sign a statement acknowledging they have been briefed on policies and procedures concerning vehicle parking. Policies include information about parking decals, designated parking, and procedures for towing vehicles that are improperly parked.
3. One vehicle parking decal will be issued per employee, if requested, a second decal must be issued. The issued parking decal is to be used by the employee for any vehicle operated by that employee while on ZJX facility grounds.
4. Parking at ZJX will be restricted to designated parking areas. Parking off the paved surfaces and parallel curb parking is not authorized.

## **Security**

FAA employees must comply with all established rules, regulations, and FAA Orders regarding the proper display of ID media, vehicular ID, and access controls. FAA employees must not knowingly and/or willingly interfere with the responsibilities or duties of the FAA contract security guard.

## **Building Access**

You will be given a personal access code which will allow you access to the facility and the control room. Buildings within this facility are not public access buildings. All exterior doors are to be kept locked at all times. Only authorized personnel must be allowed entry into critical areas. At a minimum, these areas must be secured when assigned personnel are not present; all visitors must be escorted.



## **FAA ID Cards**

On your first day you will need to bring your Social Security Card and your driver's license (or a passport) to process your ID card. A picture will be taken for your photo ID Card. You will be issued a temporary badge to wear until your permanent card arrives. All persons entering FAA facilities will have in their possession and will conspicuously wear issued identification badges on their outer clothing above the waist and below the neck.

## **Guests and Visitors**

The ATM or designated OM must approve all visitors to ZJX. Visitors must provide one form of photo identification, preferably a driver's license, identifying current residence. All visitors must display the self-expiring FAA visitor badges at all times while on FAA property and must be escorted at all times while in the facility. Under no circumstances are visitors permitted between the hours of 11:00 p.m. until 07:00 a.m. daily, without the express written consent of the Facility Manager.

## **Cell Phones**

Cell phones and pagers must be off anytime you are in the control room to preclude interference with communications equipment.

## **Smoking policy**

You may not smoke in any interior areas or exterior areas that are within 20 feet of any doorway, entryway, air intake louver or grille. You may smoke in the smoking shelter located on the northwest side of the main building near the microwave tower at any time. From 11:30 p.m. to 6:30 a.m. only, you may smoke outside the west entry to room 1001 (locker room door near the NATCA office), provided the door remains closed.



## Local Area Information

Jacksonville, the largest geographical city in the continental United States, is a rapidly growing metropolitan city in Northeast Florida, with approximately 850,000 residents. Due to its convenient location, mild climate, reasonable cost of living, high quality of life and a business-friendly government, Jacksonville is a popular location for corporate expansions and relocations.



The hub of Jacksonville's growing entertainment district in the Downtown area, The Jacksonville Landing, is a cool place to dine and shop on the St. Johns River. From North Florida and around the United States, millions of people enjoy the Jacksonville Landing's festive mix of shops, restaurants and eateries and its hundreds of entertainment events annually. The Landing is one of the most popular visitor attractions in the city, attracting a large share of the 5.18 million visitors that come to Jacksonville.

One of Jacksonville's many natural assets is one of the largest urban park systems in the country. The active and passive parks and preservation lands are a key part of Jacksonville's quality of life. So are the miles of beaches and waterways, a major symphony orchestra, a sports and entertainment complex downtown and a myriad of special events that this sports-loving city hosts each year. With a growing population, a strong economy, diverse cultural and recreational opportunities and abundant natural resources, Jacksonville continues to distinguish itself as one of the nation's most dynamic and progressive cities.



The Jacksonville Zoo, north of downtown, is a natural wonderland growing and changing daily, with more than 1,000 rare and exotic creatures. Covering about 70 acres along the St. Johns River, the zoo has the only walking safari in Northeast Florida. The zoo features elephants, lions, and, of course, jaguars (with an exhibit, *Range of the Jaguar*, hosted by the owners of the Jacksonville Jaguars, Delores and Wayne Weaver), as well as a multitude of reptile houses, free flight aviaries, and many other animals. A true family adventure, the Jacksonville Zoo offers an entertaining and educational experience for visitors and residents of Florida's First Coast.



The Museum of Science & History is the most visited museum in Jacksonville. The MOSH features interactive, award-winning exhibitions such as the *Currents of Time*, which explores 12,000 years of Northeast Florida history, and *Atlantic Tails*, an exhibit that features the mammals that inhabit First Coast waterways. The Museum's latest additions include the state-of-the-art, multimillion-dollar physical science exhibition, the *Universe of Science*, and the *Florida Naturalist's Center*, which houses turtles, birds, owls, snakes, baby alligators, and other animals native to the region. MOSH offers daily public science and planetarium programs, camps, workshops, rental space, birthday party packages, and more.

From the Konica Minolta Gator Bowl Classic festivities on New Years Eve and New Years Day to the Jacksonville Jazz Festival in April to the Mayor's Holiday Open House at city hall in December, the city's Special Events Office produces a variety of musical, cultural and festive events throughout the year. The Cultural Council of Jacksonville offers an online calendar of a wide variety of events happening around the area at [www.ExperienceJax.com](http://www.ExperienceJax.com).



## Sporting and Special Events

When it comes to spectator sports in Jacksonville, there's no question that football is king. And the king's throne is Jacksonville Municipal Stadium, which opened in August 1995, and is home to the Jacksonville Jaguars of the National Football League. The completely revised stadium was built in less than 20 months, faster than any major-league stadium has ever been built in North America. That

allowed the Jaguars to be the first expansion team in sports history to play its first home game in its first season in a new stadium or arena.



The Baseball Grounds of Jacksonville is one of the premier minor league ballparks in North America featuring an old-fashioned design, brick facade and a grass seating berm. The vivid sightlines capture the action up-close while providing fans with comfortable seating and easy access to concessions and restrooms. Thousands of baseball fans came out to celebrate the completion of the Baseball Grounds on April 4, 2003. Located northeast of the intersection of East Adams Street and A. Philip Randolph Boulevard in the Sports Complex, the ballpark has a seating capacity of 10,000 and is home to the Jacksonville Suns.



## Restaurants of Note

### Matthew's

- **Address:** 2107 Hendricks Ave, Jacksonville, FL 32207-3370
- **Phone:** (904) 396-9922
- **Website:** <http://www.matthewsrestaurant.com/>
- **Cuisines:** American, Eclectic, International
- **Price range\*:** \$10-\$80
- **Recommended For:** Romantic, Outdoor seating

### Ruth's Chris Steak House

- **Address:** 1201 Riverplace Blvd., Jacksonville, FL 32207
- **Phone:** (904) 396-6200
- **Cuisines:** American, Steakhouse
- **Price range\*:** \$41-\$80
- **Recommended For:** Romantic, Business, Child-friendly

### Bbs

- **Address:** 1019 Hendricks Ave, Jacksonville, FL 32207-8307
- **Phone:** (904) 306-0100
- **Cuisines:** American, Eclectic
- **Price range\*:** \$20-\$35

### 1171

- **Address:** 1171 Edgewood Ave., Jacksonville, FL 32205
- **Phone:** (904) 384-3160
- **Cuisines:** American



## Morton's Steakhouse

- **Address:** 1510 Riverplace Blvd, Jacksonville, FL 32207
- **Phone:** (904) 399-3933
- **Website:** [http://www.mortons.com/location\\_detail.php?pageid...](http://www.mortons.com/location_detail.php?pageid...)
- **Cuisines:** Steakhouse
- **Price range\*:** \$21-\$80

## Green Papaya

- **Address:** 13141 City Station D149, River City Marketplace, Jacksonville, FL
- **Phone:** (904) 696-8886
- **Cuisines:** Asian, Asian fusion

## Clark's Fish Camp

- **Address:** 12903 Hood Landing Rd., Jacksonville, FL 32258
- **Phone:** (904) 268-3474
- **Website:** <http://www.clarksfishcamp.com/>
- **Cuisines:** Seafood
- **Price range\*:** \$15-\$20
- **Recommended For:** Child-friendly, Outdoor seating, Local cuisine

## Moon River Pizza

- **Address:** 1176 Edgewood Ave S, Jacksonville, FL 32205
- **Phone:** (904) 389-4442
- **Cuisines:** Pizza
- **Price range\*:** \$5-\$10



## Online Resources

### *Local Area Resources*

<http://www.coj.net/>  
<http://www.nassaucountyfl.com/>  
[www.claycountygov.com](http://www.claycountygov.com)  
[www.city-data.com/](http://www.city-data.com/)  
<http://www.co.st-johns.fl.us/>  
<http://www.city-data.com>  
<http://www.myflorida.com/>

### *Community Volunteering*

<http://www.volunteernassau.org/>  
<http://www.volunteerjacksonville.org/>

### *Chamber of Commerce*

<http://www.myjaxchamber.com/>  
<http://www.islandchamber.com>  
<http://www.visitjacksonville.com/>

### *Local News*

<http://www.jacksonville.com/>  
<http://www.fbnewsleader.com>



### *Banking*

Jacksonville Federal Credit Union [www.jaxfcu.org](http://www.jaxfcu.org) (on-site)  
FAA Employees Credit Union [www.faafcu.org](http://www.faafcu.org)  
Navy Federal Credit Union [www.navyfcu.org](http://www.navyfcu.org)

### *Local Area Schools/Childcare*

<http://www.duvalschools.org/>  
[https://www.edline.net/pages/Nassau\\_County\\_School\\_District](https://www.edline.net/pages/Nassau_County_School_District)  
<http://www.greatschools.net/modperl/go/FL>  
<http://www.fldoe.org/>  
[www.thecityofjacksonville.com/childcare/index.html](http://www.thecityofjacksonville.com/childcare/index.html)  
[www.jaxkids.org](http://www.jaxkids.org)  
[www.educationguide.net](http://www.educationguide.net)  
\*Jumping Jax Child Development Center (on-site) (904) 845-1898.

### *Housing and Relocating Assistance*

<http://www.hellojacksonville.com/>  
<http://www.moving.com/jacksonville-fl-moving-companies.asp>

### *Apartment Guides*

<a href="http://www.rentclicks.com">www.rentclicks.com</a>	<a href="http://www.fcamonline.com">www.fcamonline.com</a>
<a href="http://www.gmcpropertymanagement.com">www.gmcpropertymanagement.com</a>	<a href="http://www.apart-guide.com">www.apart-guide.com</a>
<a href="http://www.jaxguide.com">www.jaxguide.com</a>	<a href="http://www.downtownjacksonville.org">www.downtownjacksonville.org</a>
<a href="http://www.rent.com">www.rent.com</a>	<a href="http://www.rentals.com">www.rentals.com</a>
<a href="http://www.apartment.com">www.apartment.com</a>	<a href="http://www.apartmentselector.com/jacksonville">www.apartmentselector.com/jacksonville</a>



*Local Sports Teams:*

Baseball: Jacksonville Suns <http://web.minorleaguebaseball.com/index.jsp?sid=t564>

Football: Jacksonville Jaguars <http://www.jaguars.com/>

Hockey: The Jacksonville Barracudas <http://www.jaxcudas.com/>

Offshore Fishing: <http://www.jaxfish.com/sections/home/A2homepage.cfm>

Local Events and venues: <http://www.jaxevents.com/>

North Florida Bicycle Club: <http://www.nfbc.us/>

*Other Stuff:*

[www.nassaufishing.org](http://www.nassaufishing.org)

[www.shrimpfestival.com](http://www.shrimpfestival.com)

[www.fccjartistseries.com](http://www.fccjartistseries.com)

[www.jaxparks.com](http://www.jaxparks.com)

<http://www.dep.state.fl.us/parks/>

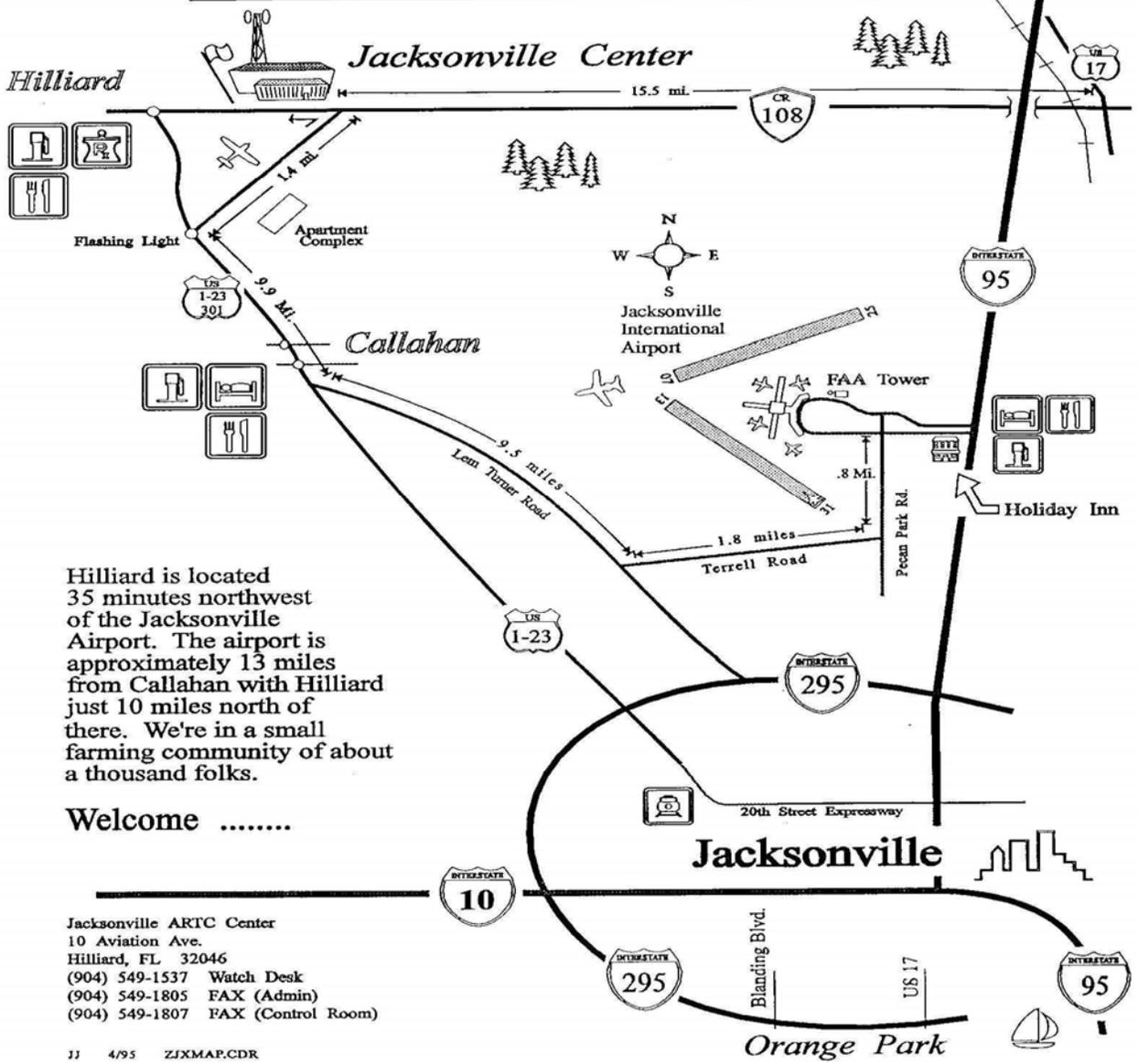
<http://www.greaterjacksonville.worldweb.com/ToursActivitiesAdventures/>

*State of Florida:*

Official website: [www.myflorida.com](http://www.myflorida.com)



### Jacksonville ARTC Center From Jacksonville International Airport And Other Locations Around the World



Hilliard is located 35 minutes northwest of the Jacksonville Airport. The airport is approximately 13 miles from Callahan with Hilliard just 10 miles north of there. We're in a small farming community of about a thousand folks.

Welcome .....

Jacksonville ARTC Center  
 10 Aviation Ave.  
 Hilliard, FL 32046  
 (904) 549-1537 Watch Desk  
 (904) 549-1805 FAX (Admin)  
 (904) 549-1807 FAX (Control Room)



## Jacksonville Center Phone Directory

>> Air Traffic Manager	(904) 549-1503
>> Human Resources Manager	(904) 549-1410
>> Watch Desk	(904) 549-1537
>> Training Manager	(904) 549-1526
>> Quality Control Manager	(904) 549-1554
>> Airspace/Procedures Manager	(904) 549-1574
>> Requirements Manager	(904) 549-1560