Dear New Employees

I would like to personally welcome you to Minneapolis Center.

Minneapolis Center (ZMP) is located 23 miles south of the Minneapolis-St. Paul International Airport and, of course, the Mall of America. ZMP has a national reputation for being a friendly, professional, and welcoming environment. In spite of our over dramatized winters, I believe you will find ZMP a very warm place – at least in terms of being a part of the team and people anxious to help you progress in your career.

We are pleased you are joining our team. Through your dedication and hard work, you have shown you have a positive attitude which is essential to succeeding as an air traffic controller. Soon you will begin your journey to attain the coveted Certified Professional Controller (CPC) level where you will have a significant impact on the ZMP team and the world's best air traffic system.

The people of Minneapolis Center look forward to meeting you and helping you transition to life as an air traffic control specialist. Initially, you will be greeted by members of Employee Services and the Training Department. You will acclimated quickly into the ZMP environment and be treated as a valued team member. We will be open and honest with you. We will clearly communicate expectations so you have the best chance possible to achieve your goals. I am certain you will very quickly be proud to be a member of the Minneapolis Center team.

We look forward to working with you and wish you the best in your pursuit of your new career.

Sincerely,

Kelly C. Nelson
Minneapolis Air Route Traffic Control Center

IMPORTANT CONTACTS AND NUMBERS

For questions about facility arrival date or training expectations contact:
Training Support Manager:
Greg Vincent
(651) 463-5530

Or one of the Training Support Specialists:
Pam Amerman              (651) 463-5591
Dave Hinze                     (651) 463-5455
Melanie Spencer           (651) 463-5593

For questions about Minneapolis Center Operations and Areas contact the Watch Desk:
(651) 463-5580

For questions about pay and benefits contact:
Admin and Employee Services Manager:
Diane Burgess
(651) 463-5521
Minneapolis Center Leadership Team

**Air Traffic Manager: (ZMP-1)**

**Air Traffic Manager – Kelly C. Nelson**

Kelly Nelson grew up in northern Wisconsin as the oldest of 3. He graduated from the University of Wisconsin-Stevens Point with a Bachelor of Science Degree in Communications in 1984.

He began his Air Traffic career as a controller at Minneapolis Center in 1985. He has served as a Front Line Manager, Operations Manager, Support Manager for Airspace/Procedures and Planning/Requirements, and acting Staff Manager.

Kelly has been married to Kerri for 27 years, and has two children, Nick, 21, and Samantha, 18.

**Staff Manager: (ZMP-2)**

This position is currently open.
ZMP - Minneapolis ARTCC Today

At Minneapolis Center we are very proud of our facility, our employees, and the awards we have earned by accomplishing the shared goal of air safety. We have provided safe and expeditious services to the aviation community for over sixty years. Minneapolis Center is a self-contained unit consisting of Air Traffic, Technical Operations, and System Operations.

Established on February 1, 1942, the Center was initially located on the second floor of the Terminal Building at Wold-Chamberlain Field in Minneapolis where it remained until July 1, 1962, when it moved to the present location in Farmington, Minnesota.

In the United States, air traffic control services are provided by a number of interrelated air traffic control facilities. Included in these are Air Route Traffic Control Centers (ARTCC’s), Air Traffic Control Towers (ATCT’s), Terminal Radar Approach Controls (TRACON’s), and Automated Flight Service Stations (AFSS’s).

There are 22 ARTCC’s located throughout the United States and Puerto Rico. The role of an ARTCC is to provide for the safe, orderly, and expeditious flow of instrument flight rules (IFR) aircraft between airports. Centers also provide departure and approach control services at airports not served by an approach control facility. Minneapolis Center is responsible for the safe progression of air traffic in an area extending over 330,000 square miles of airspace. This airspace covers all or parts of nine states; including Minnesota, Iowa, South Dakota, North Dakota, Wisconsin, Nebraska, Michigan, Kansas, and Missouri.

Minneapolis Center employs close to 400 Air Traffic employees. There are approximately 300 operational controllers, the remaining personnel are managers, front line managers, and support personnel.
**Air Traffic Operations:**

Minneapolis Center services 18 separate approach control facilities and 210 airports with authorized instrument approach procedures.

Nationally, there are:
- 22 Air Route Traffic Control Center's
- 476 Air Traffic Control Towers
- 58 Automated Flight Service Stations
- 5,389 Public Airports
- 12,903 Private Airports
- 18,292 Total Airports

Minneapolis Center's airspace is divided into six areas, and then further divided into 43 sectors. Each sector has a main display monitor (MDM) with an associated manual controller position. Each area has a color weather radar monitor and a traffic management display.
Area 1

Area 1 is one of the most complex and unique airspaces in ZMP. It encompasses 4 low alt sectors and 2 high alt sectors. It borders or overlies 9 different approach control facilities, and borders 4 different en route centers. Geographically it is located over the northern Great Lakes. Area 1 provides sequencing into MSP on the EAU8 arrival and ORD sequencing on the PAITN arrival. The area also works with and around multiple military complexes. There are 3 class D towers that operate with the confines of Area 1. Area 1 is very seasonal in traffic, and airport control techniques, along with non-radar procedures are essential in the low sectors.

OPERATIONS MANAGER: Tony Postiglione

Tony was born in Saint Paul Minnesota but spent some unfortunate years in River Falls Wisconsin surrounded by Packer fans. After innumerable years of suffering the phrase “The Pack is back” his family finally returned to the quiet confines of Saint Paul. Tony was hired by the FAA in 1989 and assigned to Minneapolis ARTCC. He has been a controller, traffic management coordinator, front line manager, supervisor traffic management coordinator and is currently the temporary operations manager for Area 1.
Area 2

Area 2 is a terminal arrival/departure area located to the north and mostly with commercial aviation into and out of MSP; traffic flow is consistent throughout the year, with low altitude general aviation traffic increasing during the summer months. Being the smallest area geographically, complexity is increased in this area due to the majority of aircraft being in the climb or descent phase of flight. Area 2 controllers perform all aspects of air traffic control, from non-radar approach control to high altitude enroute spacing, and everything in between.

OPERATIONS MANAGER: Greg Smith

Greg grew up in St. Paul, Minnesota. After High School he joined the United States Air Force and became an air traffic controller. Greg currently has 28 years of military service and is still in the Minnesota Air National Guard, at the rank of Chief Master Sergeant. He graduated from the University of Minnesota (Duluth) with a B.A. in Economics and minors in Geography and Political Science. Hired by the FAA for Minneapolis Center in 1991, he has served as CPC, Traffic Management Coordinator, Military Specialist, Front Line Manager, and his current position as Operations Manager. Greg has been married 11 years to Kris who is an RN. They have 3 boys; Lucas 9, Breandan 5, and Rory 5. He enjoys coaching youth sports, sporting events, camping, fishing, and traveling.
Area Three controllers are responsible for air traffic west and south of Minneapolis. Our airspace overlies southern Minnesota, northern Iowa and eastern South Dakota. We work with Minneapolis and Rochester approach as well as providing radar and non-radar services to aircraft arriving and departing numerous secondary airports. Additionally we space and sequence overflying aircraft every day for many major airports such as JFK, EWR, DEN and DFW along with working an arrival stream into ORD. The mix of this traffic along with multiple arrival and departure streams climbing out of and descending into MSP make for a dynamic and complex mix of air traffic.

**OPERATIONS MANAGER: Kathy Regan**

Kathy Regan grew up in Richfield, MN at the end of runway 30, which may explain her attraction to Air Traffic Control. After working several years for a local commuter airline, Kathy was hired by the FAA in 1988 and assigned to MSP ARTCC where she has been contently stationed ever since. Kathy has been a Controller, Traffic Management Coordinator, Front Line Manager, and is currently a Temporary Operations Manager.
Area 4

A combination of low and high altitude sectors, Area 4 provides initial sequence of MSP arrivals from the west; manages MSP outbound west gate departures; sequences ORD arrivals over JVL; and applies traffic management initiatives for traffic landing in the northeast portion of the country. This airspace contains significant portions of non-radar, works with 6 approach controls, and provides services to over 100 uncontrolled airports. The area facilitates a wide variety of military operations including aerial refueling, UAV reconnaissance, and the release of special use airspace for training missions.

OPERATIONS MANAGER: Glen Hansmann

Mr. Hansmann grew up in central Minnesota. One of four children, he also has a brother and sister-in-law that are controllers. He is married and has a daughter and son. His wife is a second grade teacher.

Glen is a pilot and holds Commercial Certificate SEL and SES, CFI and ME ratings. He currently owns a share of a C172XP on floats that he enjoys flying to his lake home in central Minnesota. Glen is an avid outdoorsman who loves to hunt, fish, water ski and boat whenever possible.

Glen started his career with the FAA on an internship in 1987 while attending the University of North Dakota in Grand Forks. Upon graduation he continued on with the FAA at Minneapolis Center were he has been ever since. Glen has worked as a CPC, Military Specialist, Traffic Management Coordinator and Front Line Manager in multiple areas within ZMP. He was promoted to Operations Manager in August of 2005.
Area 5

Area 5 covers eastern Nebraska and western Iowa. The low altitude sectors work with multiple approach controls, a VFR tower, numerous local airports and a large amount of military training airspace. The high altitude sectors of Area 5 are uniquely positioned to facilitate Traffic Management flow initiatives to alleviate congestion at various airports. On any given day Area 5 may space aircraft to DEN, MSP, ORD or JFK. Working in Area 5 can mean low altitude non-radar work or high altitude vectoring, a sometimes challenging change of pace.

Area 6

Area 6 is primarily a high altitude, high volume, eastbound and westbound jet traffic area between Kearney, NE and Des Moines, IA. The area is approximately 250 miles long and 100 miles wide. When all sectors are operational the area consists of five high altitude sectors which are stratified between 24,000 ft to infinity and one low altitude sector between Omaha and Des Moines which controls the surface to 23,000 ft. Area 6 is bordered on the north by Minneapolis Center's Area 5, on the east by Chicago Center, on the south by Kansas City Center and on the west by Denver Center. Traffic complexity in Area 6 is increased by arrivals and departures at Lincoln, Omaha, Des Moines and Kansas City, as well as crossing northbound and southbound traffic mainly generated from the Minneapolis and Kansas City terminal areas. Area 6 handles sequencing for aircraft en route to Denver, Newark, Midway, Detroit and the ski country airports during the winter months.
OPERATIONS MANAGER AREAS 5 & 6: Patrick Sullivan

Pat Sullivan grew up on a farm about 50 miles from Farmington and farmed for about twelve years there after high school. He started his FAA career at Minneapolis Center in 1987. He has been a CPC in Area 4 and Area 6, a Traffic Management Coordinator, a Front Line Manager in Area 2, a Supervisory Traffic Management Coordinator, an Operations Manager in Areas 2 and 3, the ZMP Training Manager, and is presently the Operations Manager for Areas 5 & 6. Pat lives in New Prague with his wife of thirty plus wonderful years. They have three married children, another one in college, and the one more in high school.
Admin and Employee Services: (ZMP-10)

Employee Services department handles; employee benefits, compensation, pay, worker’s compensation, conduct and discipline, and leave issues.

Admin and Employee Services Manager: Diane Burgess

Diane Burgess had 6 ½ years working for the Department of the Navy in exciting places like, Alaska, Spain, and Iceland. In 1989, her family came to Minnesota, as her husband reported to his final military assignment. In February 1991, Diane was reinstated by the FAA at Minneapolis Center and worked in the Training Department. She was promoted in 1993 to Personnel Assistant, a new position within the Human Resource Management (HRM) office. Diane has continued to work and hold other positions in HR. She is currently the supervisor for Admin and Employee Services
Operational Support: (ZMP-510/530)

Airspace and Procedures is responsible and accountable for Letters of Agreement (LOA), airway structures, airspace usage, airspace actions, cartographic activities, and analyzing/evaluating national and regional policies and regulations. Planning and Requirements is in charge of coordinating and instituting changes to equipment, new projects, frequencies, and communications.

Operational Support Manager: Larry Tighe

Welcome to ZMP! My name is Larry Tighe and I am the Acting Airspace and Procedures, Planning and Requirements Manager here at Minneapolis Center. Since 1998, I have held a number of management positions at ZMP including, Front Line Manager in Area 5, Operations Manager in Areas 1, 3, 5 and Acting Support Manager in the Training Department. My history includes ATC experience with the military and the Australian government. Our goal here at ZMP is to provide the safest, most efficient service possible to our stakeholders, while providing an enjoyable work environment for our fellow employees. I enjoy golfing, reading, and time up north on my days off.
**Training Department : (ZMP-540)**

The Training Department conducts the training program beginning with the time an individual enters the building until completion of training. This department is also responsible for refresher training, supplemental training, required reading materials, and the Computer Based Instruction (CBI) lab. Working closely with this department is Chenega Tech Service Group, contractors that assist with most aspects of training.

**Training Department Manager: Greg Vincent**

Greg Vincent is the Acting Support Manager for Training. Hired by the FAA in 1988, just out of college, Minneapolis ARTCC is his first and only duty station. Greg has worked in 3 of the 6 operations areas in one capacity or another as Controller, Front Line Manager, Operations Manager, or Support Manager. He also has time on multiple national and local work groups, and as a bargaining unit representative and specialist. Greg feels getting involved in wherever your interests lie is very important and says through all my travels around the FAA I feel Minneapolis ARTCC is far and away the best place to work.
**Quality Assurance: (ZMP-505)**

Quality Assurance is responsible for the facility's internal evaluation program and administering the National Operational Error/Deviation Program. This office serves as the focal point for initiatives to reinforce and enhance facility operations. They investigate operational errors, operational deviations, pilot deviations and accidents.

**Quality Assurance Manager: Ted Thomas**

My name is Ted Thomas and I am currently the Acting Support Manager for Quality Assurance. I grew up in Saginaw, Michigan and married my high school sweetheart. I entered the U.S. Air Force in 1979 and have been associated with Air Traffic Control ever since. Now with 22 years in the FAA, from a Controller, to a Front Line Manager and an Operations Manager; from working directly with a FAA Administrator to developing the future Next Generation Air Traffic Control System, this is truly an outstanding career and a chance to have an active part in developing the new Air Traffic Organization.

You are about to launch into one of the most identified rewarding and prestigious career. From this point forward, when you introduce yourself to another individual and they ask, "What do you do for a living?" I guarantee, yes guarantee, when you tell them "I'm an Air Traffic Controller at Minneapolis ARTCC", there will always be another question to follow. You are now in an elite profession, live it, love it, enjoy your new career and welcome to Minneapolis ART
Traffic Management : ( TMU)

The Minneapolis Traffic Management Unit is tasked with managing the volume and complexity of traffic within the facility. We are responsible for maintaining the highest levels of efficiency and safety. We accomplish this by interfacing with all Operational Areas within ZMP, as well as surrounding facilities, the Air Traffic Control Systems Command Center, and the commercial, business, military and general aviation users of the National Airspace System. We coordinate the major flows of traffic, as well as helping to keep the overall complexities manageable. During periods of adverse weather (snow, thunderstorms) we are responsible for mitigating the impacts on the Operational Areas as well as the flying public.

TMU Manager: Mike Benson

Mike Benson is the Acting Manager of System Operations (TMU) at Minneapolis ARTCC. Mike was born in Austin, Minnesota and grew up in the Twin Cities.

Mike became interested in Air Traffic Control while earning his private pilot license at Flying Cloud Airport (FCM).

He started in the FAA in 1985 and has served as a CPC at both Minneapolis ARTCC and Minneapolis TRACON. He feels fortunate to have held various positions in his 25 years with the FAA. Those positions have included Quality Assurance Specialist, Traffic Management Coordinator, Front Line Manager, and Supervisory Traffic Management Coordinator. Mike has enjoyed building friendships around the country while serving on several workgroups and committees throughout his career. Mike has a degree in Political Science/Law Enforcement and is a licensed police officer. He is married and has two sons and a daughter. Mike enjoys spending time at a lake cabin in northern Minnesota, riding motorcycles, and baseball.
**System Operations:**

The equipment necessary to operate the Center includes radar, computers, and communications equipment. Radar is provided from radar installations strategically located throughout the facility’s area of responsibility. Radar data is transmitted via landlines from these sites to the Center. The information is then presented to the control room at each position’s radar screen. These radar displays are one of the tools used to ensure the safe and efficient utilization of the Nation's airspace.

The Composite Flight Data Processing service provides flight strips and data transfer to remote flight data equipment at air traffic control towers and approach controls. It also communicates with the Computer Update Equipment allowing hand-offs, quick-looks, arrival/departure information and other features.

Radar and weather data are also fed to the Clear Display Channel equipment, which provides the display of this data on Main Display Modules. The back-up Direct Access Radar Channel system communicates with the National Airspace System providing the Air Traffic controller with the ability to switch between these radar system displays thereby assuring active control of aircraft at all times.

The EnRoute Information Display System (ERIDS) is a web based information system developed for the FAA and is now part of the Enroute Modernization Program (ERAM). It is designed to get current information to controllers and other users automatically. The goals of ERIDS are to move to a paperless environment with ready access to important operational and provide the automated delivery of NOTAMs to individual sectors and a flexible ATC information environment customizable to the needs of the facility and the controller.
First Day Reporting for Duty

Check with your facility point of contact for your first day reporting time. Plan to arrive 10 minutes before your scheduled start to allow time for sign in. Park your vehicle in the lot to the left of the guard house, just outside the chain link fence. Enter the guard house where they will issue you a temporary employee badge and call someone to escort you in. ID badges must be displayed above the waist at all times while on the premises.

Dress Code:

You are expected to report to work in clothing that reflects your position as a professional. The mode of attire for the workplace is business casual. For further details or questions, please contact your Manager.

Expectations for all employees
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
Use prescribed phraseology/correct facility and equipment names
Follow rules and procedures
Be open to feedback – provide honest information
Be an effective team member
**Cafeteria**

Minneapolis Center has a great full service on site cafeteria. Open daily from 0600 – 1900, the café offers daily specials and made to order requests. Employees also have 24 hour access to refrigerators, freezer, vending machines and microwaves.

**Cell Phones and Personal Digital Assistants:**

It has been determined that 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 frequency transmissions.

Cellular phones shall be completely powered off, not left on vibrate or in silent mode, while in operational areas. At Minneapolis ARTCC this includes the entire DSR control room. Prior to leaving the ramp and turning into the main aisle of the control room (by Flight Data and the weather unit) cellular phones must be turned OFF.

**Child Care Center**

The ZMP Child Care Board oversees the FAA owned but privately operated child care facility located adjacent to the center. This facility offers extended hours and priority placement for Minneapolis Center employees' children.
Parking
Handicap and Special Consideration spots are available in the parking lot for permanent and temporary disabilities. Should you find yourself in need of one of these spots, contact Admin and Employee Services for a pass.

During the winter, when the temperature is 10° Fahrenheit or less, you can plug-in to one of the various electrical outlets available in the lot.

Radar detectors interfere with the weather radar here at ZMP, so please turn off your radar detector prior to entering the parking lot.

Security
Armed security guards are stationed at the entrance to the facility. Each vehicle is required to display the appropriate tag, and each individual is required to display an FAA ID badge prior to entering the property.
Minnesota

The great Mississippi River starts its long winding journey in northern Minnesota.

Although Minnesota is known as the "Land of 10,000 Lakes," there are actually a total of 11,842 lakes found all over the state. Minnesota has 66 state parks, 58 state forests, and 4,378 campsites, distributed geographically covering more than 3.5 million acres of land.

What you have heard about the cold winters is probably true. As the state with the most northern border besides Alaska, the months between December and March yield frigid temperatures and heavy snowfall. Don’t let that scare you off though—Minnesotans never let a little snow get in their way; of great winter recreational opportunities such as ice fishing, skating, and sledding.

Experience the wonders of winter: take a trek on snowshoes, drop your line for some relaxed ice fishing, try the adventure of a dogsled trip or enjoy the beauty of a peaceful cross-country ski trail. Minnesota has a vast network of more than 15,000 miles of meticulously groomed snowmobile trails. Downhill ski areas feature snowmaking for great conditions and exciting terrain parks for snowboarders.
Summers are reasonably mild, but we still experience heat waves and humidity; generally one can expect a few days in August to hover around the 100 degree mark.

It should come as no surprise that the land that gave birth to water skiing would know how to turn water into a playground. Sailing, Wakeboards, Windsurfing, Jet Skiing, Boating, Scuba Diving, Minnesota is also host to the world's largest tub of fresh water—Lake Superior—a great location for adventure kayaking. And don't forget world-class canoeing in the million-acre Boundary Waters Canoe Area Wilderness.

Fall and spring are breezy and comfortable, and exceptionally gorgeous in areas such as Duluth or the eastern Minnesota bluffs.

Minnesota hunting offers black bear, moose, turkey, and whitetail deer on over 3 million acres of state forest land alone. They also offer national wildlife refuges, national forests and county land open to public hunting.
The Minnesota Landscape Arboretum features 1,137 acres of beautiful public gardens designed to inspire ideas for visitors' own backyards. With 32 display and specialty gardens, 48 plant collections and more than 5,000 plant species and varieties, the Arboretum has become one of the premier horticultural field laboratories and public display areas in the country. From its interactive displays of Minnesota's natural environment to the scores of plant labels designed to allow visitors to replicate favorite gardens at home, the Arboretum is a kinetic wellspring of education, research and inspiration. **Minnesota Landscape Arboretum**

Metro MSP consistently takes top national honors for livability. *Forbes* singled it out as "the most affordable place to live well" in America in 2007 – based on affordable housing, high quality of life, and access to choice arts, leisure and entertainment offerings. *Expansion Magazine* ranked it among the "eight best places to live and work" in the country. *Kiplinger's* named it among the most family-friendly cities in the U.S. – giving it top marks for a "clean, progressive metro area that’s studded with architectural gems, and laced with lakes, rivers and parks." In fact, the 11-county region is routinely recognized as one of the most literate, cultural, green, clean, healthy, family-friendly, cool, livable metro areas in the country. On almost every barometer of community vitality, Metro MSP shoots to the top.
Sporting and Special Events

From sporting events to special events, Minnesota hosts all kinds. Minnesota is home to several professional teams in most major sports, including basketball, football, hockey, baseball and soccer.

University of Minnesota Sports
Minnesota Lynx, WNBA
Minnesota Thunder, Soccer
Minnesota Timberwolves, NBA
Minnesota Twins, Major League Baseball
Minnesota Vikings, NFL
Minnesota Wild, NHL
St. Paul Saints, Minor League Baseball

Online Resources

EXPLORE MINNESOTA

For information on Climate, Culture, Education, Geography, Government, History, Transportation and much more

http://en.wikipedia.org/wiki/Minnesota

Local News

www.wcco.com
www.kstp.com
www.kare11.com
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