



Federal Aviation
Administration



Facility Orientation Guide

OAKLAND ARTCC





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Message from the Air Traffic Manager

Dear New Employee,

Welcome to Oakland Center! Located in the eastern portion of the San Francisco Bay Area, this facility provides an excellent place to work with a great group of talented professionals. These men and women are part of a highly skilled and motivated workforce that earned the 2008 Facility of the Year award. These same individuals are here to help you succeed in your new profession. Through dedication and hard work, you have proven that you have the attitude it takes to become an air traffic controller. Now it's time to begin your journey to achieve the ultimate goal of reaching the Certified Professional Controller level, where you can truly make a positive impact on our team for years to come.

Each one of us looks forward to meeting with you to help make your transition here as enjoyable an experience as possible. When you arrive, you will be greeted by your supervisor who you are assigned to. Please feel free to ask your supervisor questions, give input, or discuss any issues you may have. It is our intent to interact with you up front and honestly, so you will have the information necessary to achieve your goals. We hope that after a very short time, you will be as proud of our facility as we are.

I look forward to working with you, and would like to welcome you again to our team!

Sincerely,

Mr. Randy Park
Air Traffic Manager
Oakland Center



Message from Support Manager of Training

Dear New Employee:

Welcome to the Oakland Center Training Department. Here, begins your field training to achieve the goal of becoming a Certified Professional Controller (CPC). It is truly one of today's most dynamic and rewarding career positions in the aviation industry.

As you proceed forward on the path to CPC status, my training staff and I are available to assist you in each and every phase of your training. Depending on your Area assignment, Domestic or Oceanic, you will encounter different phases of training. The expectation for successful completion of these phases is approximately 24-36 months.

You will be receiving classroom instruction, dynamic simulation (DYSIM), and on-the-job training (OJT) in all aspects of your training. You will be provided the best instruction available from highly experienced individuals. Take advantage of their knowledge, study hard, and enjoy the experience of becoming a Certified Professional Controller!

Please feel free to express any questions or comments you might have at any time throughout your training.

Again, welcome to Oakland Center and we look forward to the successful completion of your training curriculum.

Sincerely,

Ms. Valerie Koger
Support Manager, Training
Oakland Center



YOUR FIRST DAY!

Your first day will begin at the Main Gate. You should plan to arrive at 0645L. Inform the guards you are a new employee reporting for duty. The facility will advise them in advance of your arrival.

They will issue you a temporary ID. You will need to present a valid government issue identification card or United States Passport to receive a temporary ID.

Additionally, a temporary parking permit will be issued. These temporary parking permits are valid for 1 or 5 days maximum. Your temporary ID must be returned in the security drop box when you exit the facility.

The guard will then call the Support Manager for Training to inform him/her of your arrival. Someone from the training department will greet you at the main Gate and escort you into the building.

After a brief tour and introduction, the Support Manager for Training will then introduce you to the Contract Site Supervisor (CSS) for the Raytheon training contractor. Raytheon is contracted to provide instruction to our employees. The CSS will introduce you to the training staff and provide a brief orientation and overview of your training.



AIR TRAFFIC MANAGER – R. RANDALL PARK



Randy Park started in the FAA in 1981 as an air traffic controller at Oakland ARTCC. His short term goals are to improve the working environment, staffing levels, and workforce morale. His long term goals are to strengthen and improve the working relationships between the controller workforce and his management team.

Mr. Park believes that a good controller starts with a foundation of a good skill set. He expects all incoming trainees to be prepared to train!

Mr. Park was raised in the Bay Area, and has interests in motorcycling, and shepherding 8 children.



ASSISTANT AIR TRAFFIC MANAGER - MIKE MUHL



Mr. Muhl was born in Allentown, PA. and started his FAA career in 1982 with no prior ATC experience. Mr. Muhl's management style is adaptive and he is attentive to the controller workforce.

Mr. Muhl believes that a good controller is a team player, has good decision-making skills, and has initiative to suggest improvements. Mr. Muhl expects all trainees to apply themselves, ask for help, and build a solid foundation for a long term career in ATC.

Mr. Muhl's interests in reading, and is a loyal San Francisco Giants fan.



TRAINING SUPPORT MANAGER-VALERIE KOGER



Ms. Koger was born in Southern California and started with the FAA in 1982. Ms. Koger spent 5 years at LA Center, and 17 years on the floor at Oakland Center. She became a front line manager in 2005, and Support Manager for Training in 2007.

Ms. Koger's tips for new controllers:

1. Safety is the #1 priority in ATC
2. Your heart is as important as your mind.

Ms. Koger thinks that some good qualities of a controller are good communication skills, memory and processing speed, and work integrity. Ms. Koger expects commitment, responsibility, professionalism, and motivation from all incoming trainees.

Ms. Koger's interests are flying, architectural design, current events, and being a Doula (Labor and Birth Assistant).



OAKLAND CENTER AIRSPACE

Oakland Center is the owner of the largest airspace in the world, 9.7% of the world's surface. Our airspace is composed of 140,000 square miles domestically, and 18.7 billion square miles Oceanic. Oakland Center domestic controllers interface and dialog with many domestic centers, approach controls, and towers on a routine basis. Oakland Oceanic Controllers interface with 21 different foreign and domestic facilities.

Controllers provide air traffic control service to aircraft operating on IFR flight plans within controlled airspace and principally during the en route phase of flight. When equipment capabilities and controller workload permit, certain advisory/assistance services may be provided to VFR aircraft.





Oakland Center Airspace (Domestic and Oceanic)

AREA BREAKDOWN IN ZOA

Domestic AREA

Area North

Operation Manager- Dean Edmonds

The area extends from the eastern San Francisco Bay and Delta across the center of the Sacramento Valley to the Sierra Nevada Mountains and Lake Tahoe Basin. The area is designed to climb the large volume of eastbound turbojet departure traffic from the San Francisco Bay Area and the Sacramento Metropolitan complex airports through the north-south traffic between the Los Angeles Basin and the Pacific Northwest.

Area South

Operation Manager- John Fisher

The area overlies the southern portion of the San Joaquin Valley and the western Sierra Nevada Mountains. Kings Canyon and Sequoia National Parks lie along the eastern side of the area and Yosemite National Park is just to the north, generating a variety of aircraft requesting deviations to view portions of the parks.

Area East

Operation Manager- Sam Gross

The area overlies the eastern portion of Northern California Tracon and handles traffic for San Francisco Bay Area and Sacramento complex to and from the east and southeast. Depending on the status of restricted areas, north-south traffic to and from the Los Angeles Basin could also transit the area.



Oceanic Area

Area Pacific North

Operation Manager- Melissa Holmes

The Pacific North contains two radar sectors overlying the northern portion of California between San Francisco and the Oregon border, and from the coastline to inland over a portion of the Sacramento Valley. Traffic flows through the radar sectors generally run north and south with a major portion being Bay Area arrivals and departures. En route traffic to and from Los Angeles Basin airports and the Seattle and Portland areas are intermixed with Bay Area and Sacramento complex arrivals and departures.

The Pacific North Area also contains four non-radar sectors extending over the ocean from the west coast to Japan's oceanic airspace. Traffic in the non-radar sectors is primarily on the PACOT route system between North America and the Far East. Additional traffic includes flights between Alaska and the Hawaiian Islands which occasionally cross the PACOTS tracks, and the northern portion of the Central East and Pacific Route System between North America and Hawaii.

Area Pacific South

Operation Manager- Dennis Sullivan

The Pacific South Area contains two radar sectors extending from the Oregon Border to Big Sur, primarily sequencing turbojet flights to and from the Los Angeles Basin, the ocean, and southwestern United States into San Francisco International, San Jose International, and Monterey Peninsula airports. Military aircraft make up a significant portion of traffic transitioning to and from warning areas and aerial refueling tracks.

The Pacific South Area also contains four non-radar sectors extending over the ocean from the west coast to the Philippines. Traffic consists of daily north/south flows of flights between Australia/New Zealand and Japan/Korea and flights in and out of the Guam area airports, and the Eastern portion of the PACOT route system between Hawaii and the Japan. The many island airports also generate traffic with scheduled air carrier and military traffic. Additional Traffic is comprised of the southern portion of the Central East and Pacific (CEP) route system between the Hawaiian Islands and Southern California. Occasional flights between Northern California and the South Pacific cross the CEP.



Welcome to San Francisco Bay Area!



The San Francisco Bay Area, commonly known as the Bay Area, or the Bay, is a metropolitan region that surrounds the San Francisco and San Pablo Bays in Northern California.

It encompasses large cities such as San Francisco, Oakland, and San Jose, along with smaller urban and rural areas. Overall, the Bay Area consists of nine counties, 101 cities, and 7,000 square miles. The nine counties are Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, and Sonoma.

The Bay Area is home to approximately 7.2 million people. The Bay Area hosts many cities, towns, military bases, airports, and associated regional, state, and national parks, connected by a massive network of roads, highways, railroads, bridges, tunnels and commuter rail. The combined urban area of San Francisco-Oakland-San Jose is the 49th largest urban area in the world.

San Francisco is the financial center of the Bay Area (and is the second most densely populated city in the nation after New York City), while San Jose is the largest city in terms of total population and area. In addition to having the highest median household income in the nation, the Bay Area is renowned for its natural beauty, liberal politics, affluence and its new age reputation.



Links of Interest

City Links

City of Fremont- www.ci.fremont.ca.us/default.htm

City of Newark- www.newark.org

City of Union City- www.ci.union-city.ca.us

City of Milpitas- www.ci.milpitas.ca.gov

City of Hayward- www.ci.hayward.ca.us

City of San Jose- www.sanjoseca.gov

Banks

Bank of America- www.bankofamerica.com

Wells Fargo Bank- www.wellsfargo.com

Bank of the West- www.bankofthewest.com/BOW/home

Citibank- www.citibank.com/us/index.htm

Pacific National Bank- www.pacificnational.com/personal-banking

United Central Bank- www.unitedcentralbank.com

Fremont Bank- www.fremontbank.com

Wachovia- www.wachovia.com

California Bank & Trust- www.calbanktrust.com

Patelco Credit Union- www.patelco.org

United States Postal Service

Fremont Branch-37010 Dusterberry Way, Fremont (800)ASK-USPS

Newark Branch-6655 Clark Ave., Newark (800) ASK-USPS

Irvington Branch-41041 Trimboli Way, Fremont (800) ASK-USPS

Niles Branch-160 J St., Fremont, CA (800) ASK-USPS

Local Apartments and Hotels

Apartment Finder- www.apartmentfinder.com

Hotels, Motels- www.hotels.com

Schools Elementary and Secondary

High School [American](#) [Irvington](#) [Kennedy](#) [Mission San Jose](#) [Washington](#)

Jr. High Thornton Horner Walters Hopkins Centerville

Elementary	Ardenwood	Green	Azevada	Chadbourne	Cabrillo
	Brookvale	Grimmer	Blacow	Gomes	Glenmoor
	Forest Park	Hirsch	Brier	Mission San Jose	Maloney
	Oliveira	Leitch	Durham	Mission Valley	Niles
	Patterson	Warm Springs	Mattos		Parkmont
	Warwick	Weibel	Millard		Vallejo Mill



Child Care

Child Care Subsidy Program

Applications available at: www.childcaresubsidymatters.com

FAA Human Resource Management Offices (800) 250-3754

For other FAA Work Life Programs, contact Christina Kominoth
(202) 267-9651 email Christina.Kominoth@faa.gov

Hospitals

Kaiser Permanente- www.kaiserpermanente.org

39400 Paseo Padre Parkway Fremont (510) 248-3000

Washington Hospital- www.whhs.com

39120 Argonaut Way Fremont (510) 791-3428

St. Rose Hospital- www.strosehospital.org

27200 Calaroga Ave. Hayward (510) 264-4000

Stanford Medical Center- www.stanfordhospital.com

300 Pasteur Drive Stanford, CA 94305 (650)723-4000

Alameda County Hospital- www.acmedctr.org

1411 East 31st St. Oakland, CA 94602 (510) 437-4800

Department of Motor Vehicles

DMV- www.dmv.ca.gov

Shopping Malls

Newpark Mall- www.newparkmall.com/html/index2.asp

Great Mall- www.simon.com/mall/default.aspx?ID=1250

Southland Mall- www.southlandmall.com

Stoneridge Mall- <http://www.simon.com/mall/default.aspx?ID=1242>

Valley Fair Mall- <http://westfield.com/valleyfair/>

Athletic Clubs

24 Hour Fitness- www.24hourfitness.com

Bally Total Fitness- www.ballyfitness.com

ClubSport of Fremont- www.clubsports.com

Places of interest

East Bay Regional Park District- www.ebparks.org

California State Parks- www.parks.ca.gov

San Francisco Visitors Guide- www.onlyinsanfrancisco.com

Oakland Zoo- www.oaklandzoo.org

San Francisco Zoo- www.sfzoo.org

Golden gate Park- www.golden-gate-park.com

San Francisco Ballet- www.sfballet.org

Monterey Bay Aquarium- www.montereybayaquarium.org



Bay Area Sport Teams

Baseball

San Francisco Giants- www.sfgiants.com

Oakland A's- www.oaklandathletics.com

Football

San Francisco 49ers- www.sf49ers.com

Oakland Raiders- www.raiders.com

Soccer

San Jose Earthquakes- www.sjearthquakes.mlsnet.com/t110/index.jsp

Hockey

San Jose Sharks- www.sharks.nhl.com

Local Airports

Oakland International Airport- www.oaklandairport.com

San Francisco International Airport- www.flysfo.com

San Jose International Airport- www.airport-san-jose.com



Building Policies

Reporting for Duty

Training is scheduled to begin promptly at 07:00 AM

You are required to call your FAA Supervisor to excuse your Absence, or the OMIC, there are no exceptions. Reach one of the following personnel verbally, if you will be absent.

- Training Support Manager: Valerie Koger (510)745-3307
- Section Supervisor Training: Daniel S. Hine (510) 745-3728
- Operations Manager In Charge (OMIC): (510) 745-3331

Training Hours of Duty

Monday through Friday 7:00 AM – 03:30PM Except Federal Holidays

30 Minute Lunch.

Parking

On your first day, park in the visitor area and enter the facility security gate building. Have one piece of government issued photo identification to obtain a temporary badge and parking permit. To obtain a permanent parking permit, bring a copy of your vehicle registration and insurance to Ms. Kathryn Dean, Facility Secretary (510) 745-3303.

Security

A FAA ID Badge must be worn at all times, above the waist on Federal Property. To obtain a temporary permit on your first day, you must bring a U.S. Government issued photo ID. You are not allowed to leave the facility, unless you on lunch or on “annual leave” status.

Building Access

You will be escorted into the building on your first day. If you need access codes to the building, call the OMIC at (510) 745-3331. Do not follow another employee into the building.

Guests and Visitors

Visitors to Oakland ARTCC must be approved 24 hours before their arrival. To acquire a list of personnel that may approve such a visit, contact your training supervisor.

Cell Phones

Cell phones, iPods, or similar communication devices shall be shut off in control spaces. If you are anticipating an emergency call, the device may be allowed in the classroom, but shall be set to silent or vibrate.



Frequently Asked Questions

1) Can newly hired temporary employees receive 64 hours of excused absence for pre- and post-moving arrangements?

No. Only permanent employees can be granted this benefit. See HRP M LWS 8.8, Excused Absence, paragraph 3(c) (4)
https://employees.faa.gov/org/staffoffices/ahr/policy_guidance/hr_policies/hrpm/lws/lws-8-8/#3

2) When do the Academy students become permanent?

Newly hired ATC Students are hired on a temporary appointment. They are converted to a permanent appointment upon arriving at their new facility. They are granted one travel day to report to the new facility.

3) Can any of the 64 hours be used for the time spent traveling to the new facility?

No. The 64 hours of excused leave can only be used for pre- or post-moving arrangements.

4) What is considered pre- and post-moving arrangements?

Examples include:

- Contacting utility companies and service providers to arrange to have your appliances/services disconnected from the old residence and reconnected at the new residence.
- Packing and unpacking essential items, getting major appliances ready for use.
- Relocating your family.
- Registering to vote, for school, and for any other local government purposed.
- As required, changing your driver's license, registering your car, etc.

5) How long is the newly hired student allowed to utilize up to 64 hours of excused absence?

These hours may be granted up to years after the effective date of reporting to the first post of duty.

6) What if the newly hired student previously took annual leave or leave without pay to make pre- and post-moving arrangements?



The time sheets may amended from annual leave or leave without pay to excused absence for any period of leave used for this purpose within the 2 years of reporting to the first post of duty.

7) Is house-hunting included in pre-moving arrangements for any of the 64 hours of excused leave?

No, house-hunting is related to Permanent Change of Station (PCS) orders under relocation. Academy students are not receiving PCS orders under the FAATP.

8) What if my release dates from the academy changes? --- The academy is responsible to coordinate your last day of class with the facility. You are granted one work-day to travel and are expected to be at the facility the day after your travel day. No coordination is required between you and the facility unless you are requesting any leave that would adjust the date of your expected arrival.

9) What area will I be assigned to? --- In general, we provide the students this information before you are due to finish your classes.

10) What should I study before I get to the facility? --- Your #1 focus while at the academy is to successfully complete all class requirements and pass the Performance Verification (PV). There is no need to distract yourself from your academy studies focusing on Oakland Center information. There are various websites that provide LOA/SOP information (<https://loa.faa.gov>) and airport and approach plate information (www.airnav.com), but if you arrive at the facility with no facility information this will be just fine. Once you arrive at the facility you will be given the necessary information to self-study Oakland Center and your area's detailed information.

11) How long does it take to become a CPC? --- At this time with no delays the facility average is 2.5 years. However, Oakland Center is currently undergoing ERAM implementation. This is a replacement of the main frame computer hardware and software, requiring much training for the current controller workforce. This may impact on the amount of training needed to move the new hires into a position to receive training on the operational floor. However, the facility is looking at all options to move everyone's training along with out too much delay.

12) How much leave do I accrue? --- Annual Leave is accrued at a rate of 4 hours per pay period (104 total hours per year) for the first 3 years of service. Between your 3rd and 15th year of service you earn 160 hours per year (6 hours per pay period with 4 additional hours added to the final pay period). After 15 years of service you earn

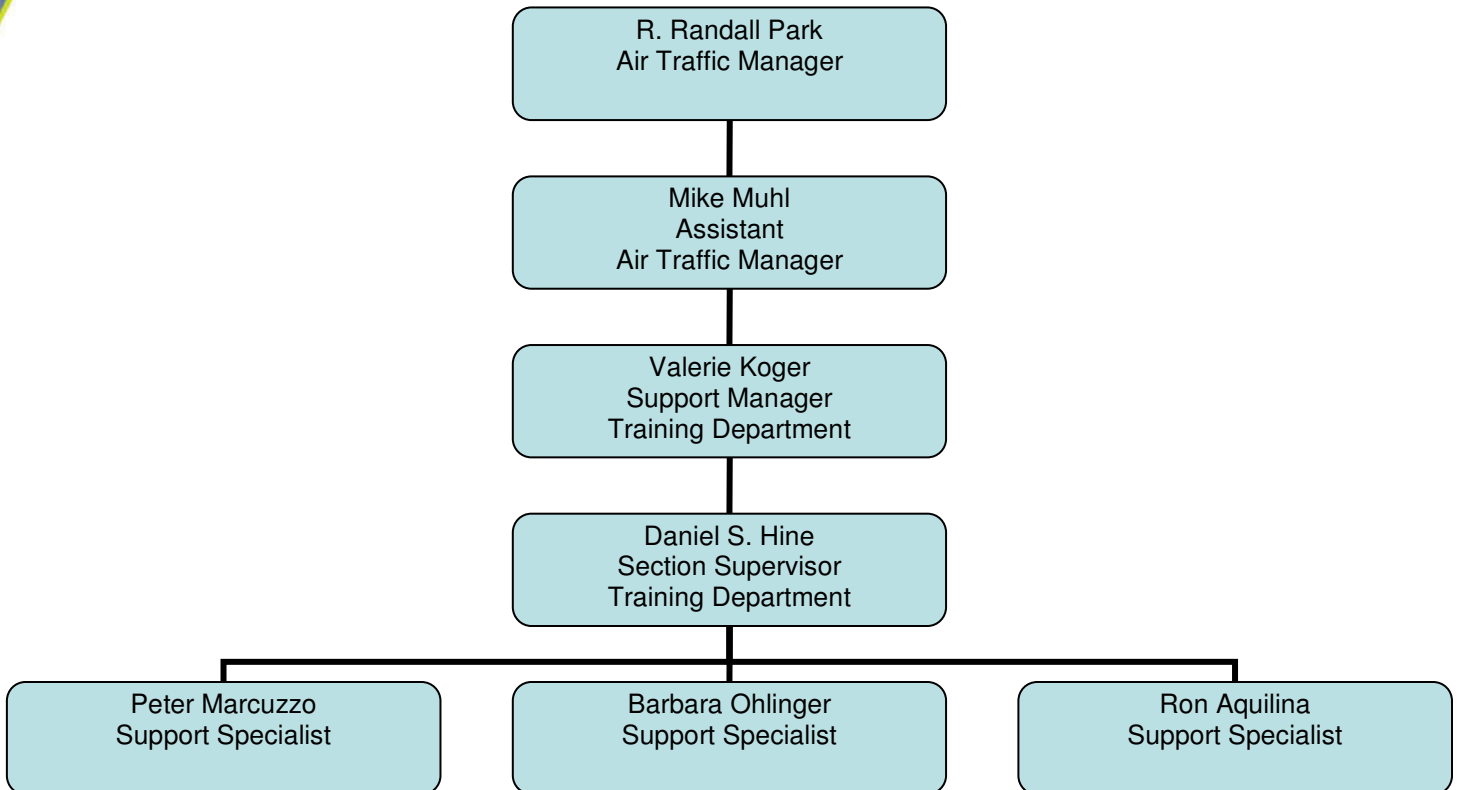


208 hours per year (8 hours per pay period). You may carry over 240 hours from the previous year and can use what you will have accrued and/or will earn for the year. Therefore, your annual leave balance may go below zero as long as you are at zero or above at the end of the leave year. Sick Leave is accrued at a rate of 4 hours per pay period for your entire career. This leave may be carried over from year to year with no maximum balance restrictions. You may only use the amount of leave you have earned. You can make a written request for advanced sick leave to the Air Traffic Manager.

- a. Note that the Leave Year (the time frame that your earned leave starts and stops), the Pay Year (the 26 or 27 pay periods that determine taxable earnings), the Bid Year (the dates used to bid days-off and guaranteed leave), and the Calendar Year may all be different.)



Organizational Chart





Driving Directions

From San Francisco International Airport:

1. Head East 0.7mi
2. Merge onto US-101 S via the ramp to San Jose 6.9mi.
3. Take the exit 414B for Fashion Island Blvd/State Hwy 92 E toward State Hwy 92 W/ Hayward 486 ft.
4. Keep left at the fork to continue toward CA-92 E 0.2mi.
5. Keep left at the fork to continue toward CA-92 E and merge onto CA-92 E 13.1mi.
6. Take the exit onto I-880 S toward San Jose 7.7mi.
7. Take the Thorton Ave/ State Hwy 84 E exit 0.3mi.
8. Turn left at CA-84/ Thorton Ave. 0.2mi.
9. Turn right at Blacow Rd.0.5mi.
10. Turn right at Central Ave. Destination will be on your right. 0.1mi.

From Norman Y Mineta San Jose International Airport:

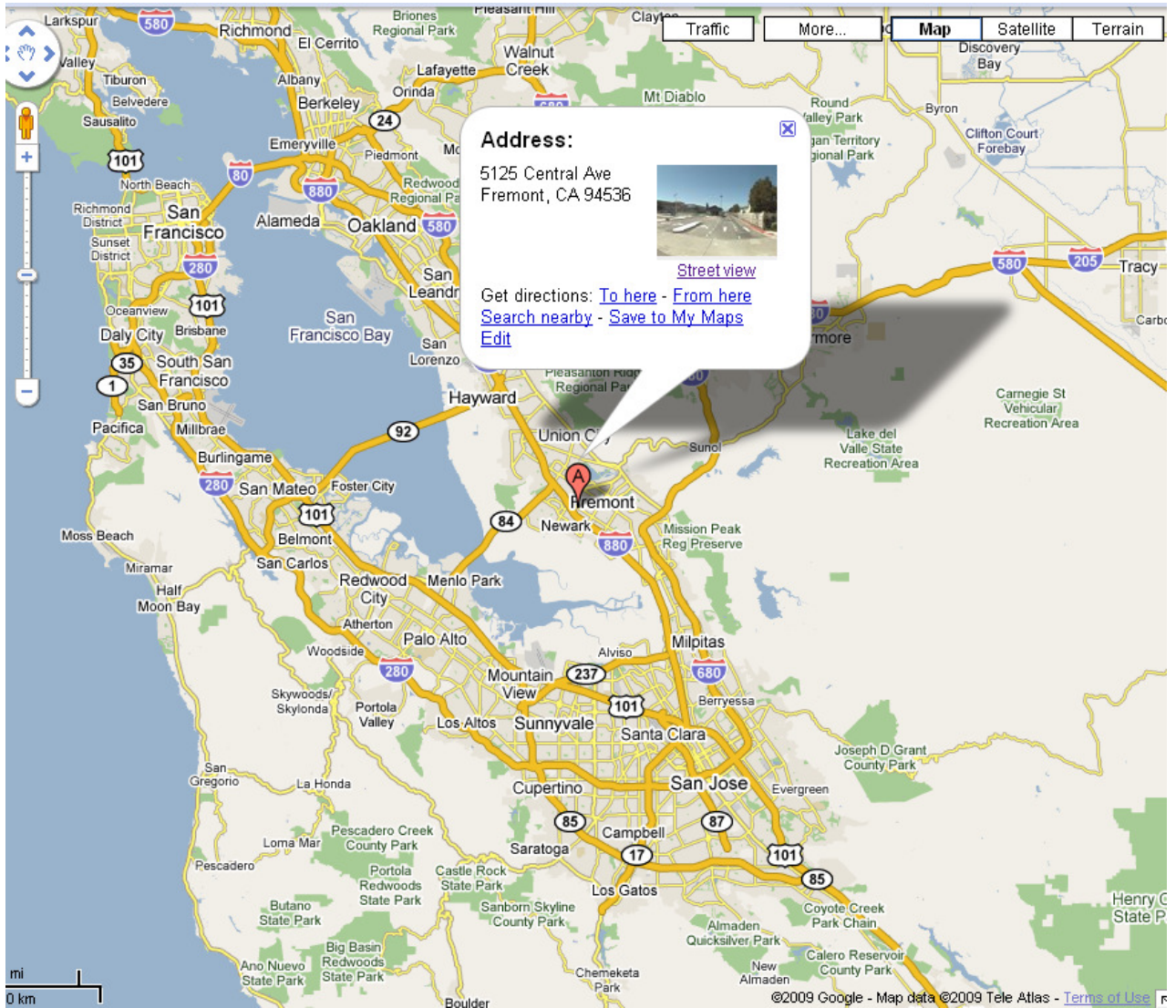
1. Head southeast on Airport Blvd. 0.4mi.
2. Slight right to stay on Airport Blvd. 59ft.
3. Continue on Skyport Dr. 299ft.
4. Slight right to stay on Skyport Dr. 0.4mi.
5. Turn right at N 1st St. 0.7mi.
6. Slight right to merge onto I-880 N toward Oakland 13.8mi.
7. Take the Mowry Ave. 0.3mi.
8. Slight right at Mowry Ave. 0.4mi.
9. Turn left at Blacow Rd. 1.0mi.
10. Turn left at Central Ave. 0.1mi.

From Oakland International Airport:

1. Head southeast on Airport Dr. 0.5mi.
2. Slight right to stay on Airport Dr. 0.7mi.
3. Continue on 98th Ave. 0.8mi.
4. Merge onto I-880 S via the ramp to San Jose 15.8mi.
5. Take the Thorton Ave./State Hwy 84 E exit 0.3mi.
6. Turn left at CA-84/Thorton Ave. 0.2mi.
7. Turn right at Blacow Rd. 0.5mi.
8. Turn right at Central Ave. 0.1mi.



San Francisco Bay Area Map



You can get more information on Google Maps by using the following link:
http://maps.google.com/maps?hl=en&q=5125+central+ave.+fremont,+ca&um=1&i=UTF-8&split=0&gl=us&ei=a6atSYiaCIS6nQfW5tzCBg&sa=X&oi=geocode_result&resnum=1&ct=title



Important Contacts and Numbers

For questions about pay and benefits contact:

Personnel Support Specialist: Rebecca Harrison

Rebecca.Harrison@faa.gov
(510) 745-3304

For questions about facility arrival date or training expectations contact

Support Manager of Training: Ms. Valerie Koger

Valerie.Koger@faa.gov
(510) 745-3307

Or

Training Support Specialist: Mr. Peter Marcuzzo

Peter.Marcuzzo@faa.gov
(510) 745 3474

For questions about Oakland Center Operations and Areas contact:

Administration Office Manager: Mr. Brad Bachman

Brad.Bachman@faa.gov
(510) 745-3229



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