

Welcome to



**Federal Aviation Administration (FAA)
Lindbergh Airport Traffic Control Tower**



**3690 Pacific Highway
San Diego, California 92101
619-299-0677**

Facility Handbook - Table of Contents

Facility Handbook Title Page	1
Table of Contents	2
FAA Values, Mission, Vision	3
Message from the Facility Manager	4
Important Phone Numbers	5
Facility Organizational Chart	6
What you can expect from FAA & ATO	7
What we expect from you	8
Information on Local Area	9
Important Employee Information	10/11
Policies and General Information	11/12

FAA Values

Safety is our Passion

Quality is our Trademark

Integrity is our Character

People are our Strength

FAA Mission

To provide the safest, most efficient
Aerospace system in the world.

FAA VISION

To improve continuously the safety and
efficiency of aviation, while being
responsive to our customers and
accountable to the public.

Welcome!

Hello and welcome to the Lindbergh Airport Traffic Control Tower (ATCT).

You will have an opportunity both professionally and personally to work with the many outstanding people that help make San Diego Lindbergh Tower an exceptional facility. In fact, you were selected based upon your knowledge, skills, abilities and positive attitude - which I'm certain will contribute toward our future success.

All of us want to make your experience here enjoyable and rewarding. Please feel free to express any questions or comments to the staff or management so that we may assist you in your transition. We also welcome your comments on making our facility a better place to work.

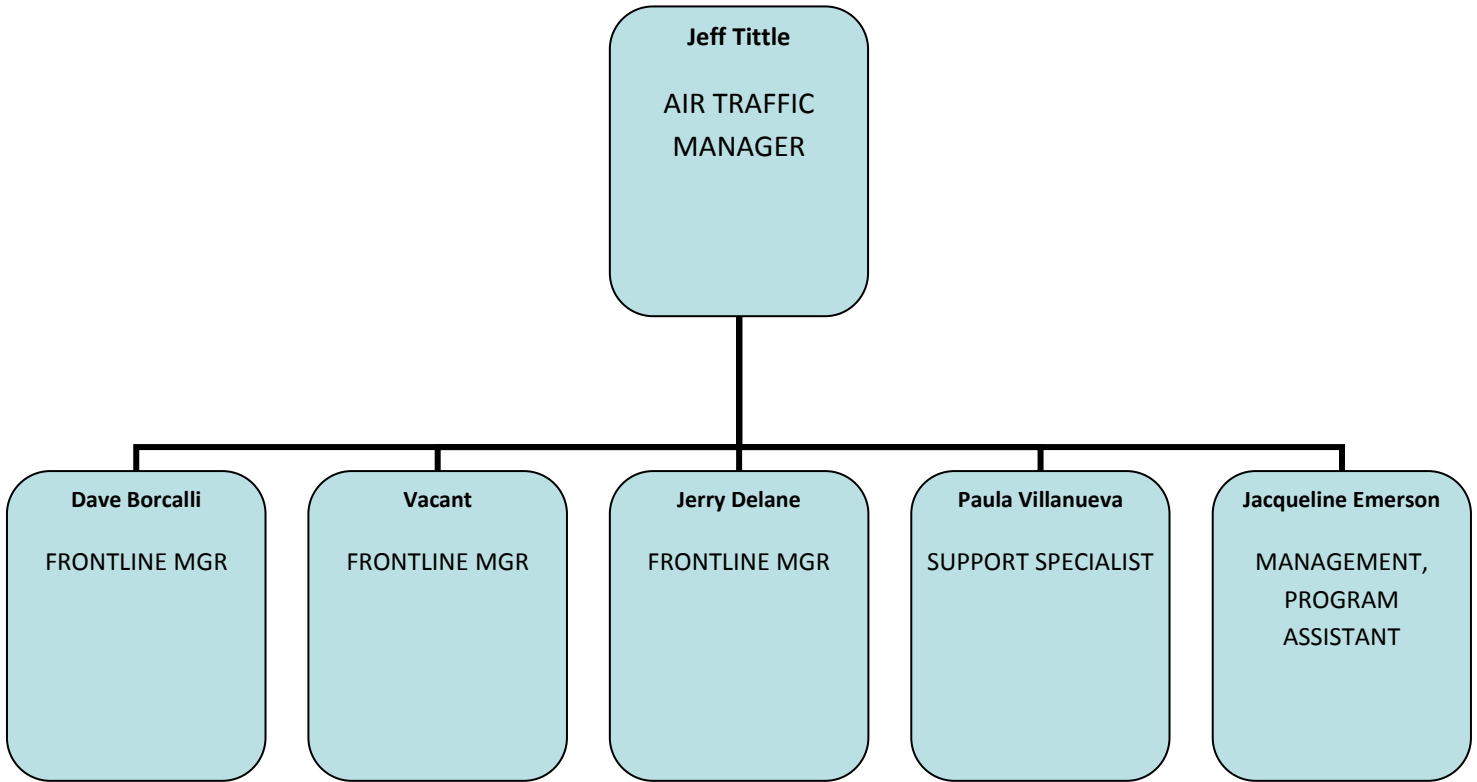
Jeffrey Tittle

Air Traffic Manager, San Diego ATCT

Important phone numbers

ADMINISTRATIVE PHONE	<i>619-299-0677 x3003</i>
FACILITY FAX	<i>619-299-1975</i>
ATCT CAB (RECORDED)	<i>619-299-0526</i>
AIR TRAFFIC MANAGER	<i>619-299-0677 x3016</i>
FRONT LINE MANAGER/CIC	<i>619-299-0526</i>
EMERGENCY CONTACT NUMBER	<i>619-299-0526</i>
SUPPORT SPECIALIST	<i>619-299-0677 x3011</i>
CONTRACT TRAINING	<i>619-299-0677 x3107</i>
NATCA OFFICE	<i>619-299-0677 x3005</i>

ORGANIZATIONAL CHART



What you can expect from FAA & ATO...

- A challenging career
- Evolving technology
- Fair compensation and benefits
- Unique opportunities for professional development
- To be treated as a valued employee
- Share in organizational success

Management's Roles & Responsibilities

Create an environment that supports and encourages the contributions of all employees and is free of inappropriate and unlawful behavior.

- Communicate openly and honestly our expectations for behavior in the workplace and accept nothing less.
- Treat all employees with dignity and respect.
- Create and maintain a positive and supportive work environment that promotes participation by all employees in work activities for the benefit of the individual and the organization.
- Assign work equitably so employees have the opportunity to grow professionally.
- Seek to assign work so that diverse views are represented in decision making.
- Communicate promotional and developmental opportunities to employees in a timely manner.
- Identify, eliminate, and prevent discrimination and harassment.
- Discipline those who create, foster, condone, or tolerate an intimidating, hostile, offensive, or abusive work environment.
- Serve as a role model for the behavior that fosters a productive and hospitable work environment.
- Identify and eliminate conditions and non-merit factors that contribute to under-representation at all organizational levels.

What We Expect From You

Employee Roles and Responsibilities

What we expect of our employees

- Come to work, be on time
- Be prepared – mentally and physically
- Manage your leave
- Be cooperative and professional, treat people with respect and dignity
- Take initiative
- Be accountable
- Lead by example – be a good role model
- Don't tolerate or engage in any form of harassment or discrimination
- Be prepared to 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

Information on Local Area

About our Community/Geographical Area/Region: The Airport is located in San Diego county adjacent to beautiful San Diego Bay, Harbor Island and downtown San Diego, CA.



Lindbergh Field was dedicated August 18, 1928. Our present Control Tower was dedicated in 1996.

Local Travel Tips: I-5, I-8, I-15 are heavily patrolled by law enforcement; speed limits are strictly enforced.

Climate: Weather is normally sunny and mild from midmorning to evening but maritime weather can rapidly bring fog and reduced visibility along the coast and inland to I-15, drive carefully.

Important Employee Information

ART/CRU-X

ART/CRU-X is accessed in the cab as well as the administrative building. Sign-in/out is normally performed at one of these two locations. While on an administrative schedule, you will be working M-F, 0700-1530. Your time and attendance will be done for you, so you will not need to sign into ART.

WEB SCHEDULE

Web Schedule may be accessed at home, in the cab, or in the administrative building.

Annual leave, sick leave, and other pay status requests may be made via web schedule. It is a joint effort between you and your Frontline manager to address the requests.

If unable to report for an assigned shift, you must call 619-299-0526.

If on administrative time, call 619-299-0526 to speak with the FLM or CIC.

Accessing the schedule: <https://wmtscheduler.faa.gov>

MEDICAL SERVICES FOR EMPLOYEES

First aid kits are located in the cab and in the administrative building.

Scripps Mercy Hospital, UCSD Medical Center and Sharp Memorial Hospital are located nearby. Patients are seen on either an appointment or emergency walk-in basis. You can reach these hospitals by calling:

Scripps: 619-294-8111

UCSD: 619-543-6222

Sharp: 858-939-3400

In an emergency, EMT services can be summoned by calling 911.

MAIL

Mail of a personal nature should not be sent to the facility. Outgoing mail may be placed on the table at the front door of the administrative building. An internal mail slot will be assigned to you for FAA job related use.

SMOKING

Smoking is not permitted inside the main building. Smoking is allowed outside the building.

FOOD SERVICES

Microwaves and refrigerators are available for employee use in the kitchen, the copy room and the 7th floor break room. .

Vending machines are available in the kitchen area also.

A Coffee Club is available for tower employees. Please see Bill Verhoeven.

Policies and General Information

REPORTING FOR DUTY

Employees are to report for their assigned shift on time. If a situation arises that will prevent you from reporting on time, call the Tower at 619-299-0526. If on administrative time, call 619-299-0526 to speak with a FLM or CIC. Traffic conditions vary from day-shift to swing-shift, and coastal traffic is very seasonal, so plan accordingly.

HOURS OF DUTY

DAY (D) 0600-1400, 0615-1415, 0700-1500; SWING (S) 1330-2130, 1430-2230, 1530-2330, 1600-2400; Mid (M) 2300-0700 or 2400-0800. Optional 1000-1800*, 1100-1900, 1200-2000*.

* May be requested after schedule is published. Any shift may be assigned; the employee is responsible to know assigned shifts)

Shifts at Lindbergh Tower will be the normal rotation: S, S, S/D, D, D or S, S, D, D, M. rotations should be assigned only after all other scheduling alternatives have been exhausted. When this occurs, the affected employee will be advised as soon as possible. All shifts will be equitably distributed among CPC controllers on each set of days off.

PARKING

Employees will be issued an airport Washington Gate ID card allowing access through the airport operations area (AOA) gate. This must be used in addition to an FAA ID card issued for access to the Tower building. Employee parking is at the base of the control tower. Loaning someone either of these cards is a serious breach of security. A replacement cost of \$25 is required by the airport to replace a lost/stolen Washington Gate access card.

AIRPORT SECURITY

Employees are required to enter the Airport Operations Area each day. FAA security restrictions include No Weapons (knives or guns) in vehicles. The same restrictions apply to all FAA buildings and parking areas.

FAA SECURITY

Always challenge anyone not displaying an FAA badge, report any suspicious events, and never attempt to detain anyone who appears not to belong. Report the event and try to keep them under surveillance. When escorting a visitor, it is important to stay close at all times.

BUILDING ACCESS

Building access is provided to employees and contractors with an FAA badge.

FAA ID CARDS

FAA photo ID cards must be worn and visible at all times when on any FAA property.

GUESTS

Family and friends are welcome to visit the facility. Guests must be escorted at all times. Coordinate with facility management if you want to set up a tour for anyone that is normally not allowed access to the building.

CELL PHONES

These are NOT authorized to be turned on in the Tower Cab.

LOCKERS AND MAIL BOXES

Mail boxes are assigned and are located at the base of the elevator for each employee. One small locker and one full size locker will be assigned in the Administrative building near the kitchen. A headset box is available in the Tower Cab.