



Federal Aviation  
Administration



# Facility Orientation Guide

## Syracuse Tower





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## Welcome Letter

Dear New Employee,

Welcome to Syracuse Tower! Here you will have an opportunity to work with an outstanding team of professionals that help make us a great place to work and develop your skills. Your knowledge, abilities and positive attitude made you a highly regarded addition to our team, and I am certain that you will make a positive impact on our future.

All of us want to make your tenure at this facility as enjoyable and rewarding as possible. Please feel free to ask any questions and express your thoughts and ideas to the staff and senior leadership. Our aim is to create an informal atmosphere and involve everyone in the process of making our facility an exceptional place to work.

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

Sincerely,

Jim Cook  
Air Traffic Manager, Syracuse Tower



## Syracuse Tower Today

The Syracuse Tower building was completed in 1999. We still think of it as new. The tower is nearly twice as tall as its predecessor. Syracuse was one of the first facilities in the country to get STARS, the TRACON's newest system which can track as many as 1,150 airborne aircraft simultaneously.

Syracuse-Hancock International Airport is operated by the City of Syracuse. The city recently announced plans for a 60 million dollar expansion of the terminal building. USAir is the largest user of Syracuse Airport.

Syracuse is the home of the NY Air National Guard's 174<sup>th</sup> Tactical Fighter Wing. Currently the guard flies F16s but within the next few years their mission will change to unmanned predators.

Syracuse Tower is authorized 25 controllers. Currently we have 13 full performance level controllers and 15 in various stages of training. A consolidation of Griffiss Tracon into Syracuse Tower is planned for early 2010. At that time our staffing authorization will increase to 33.

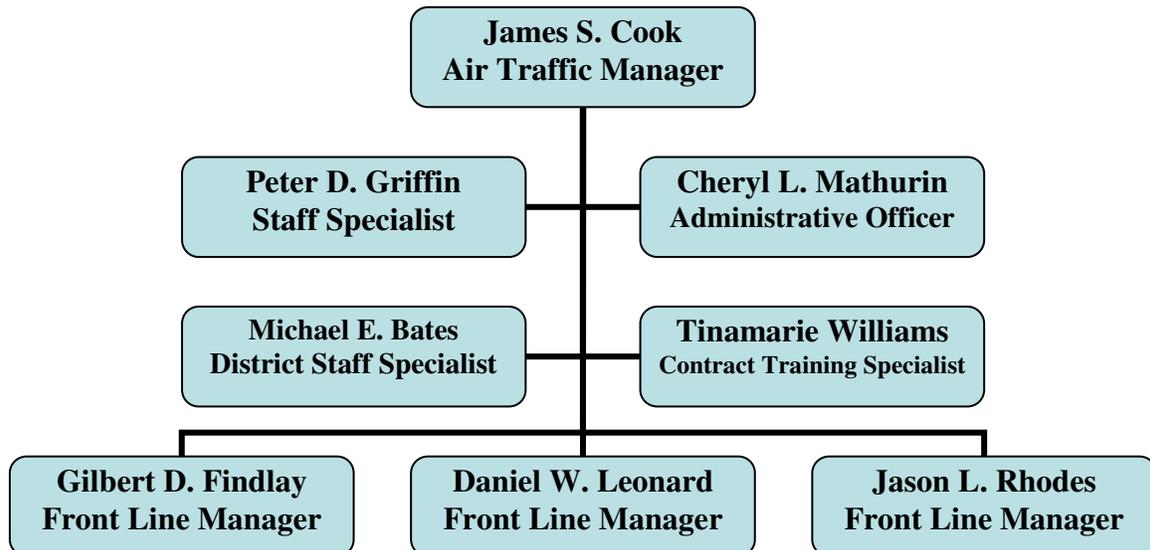
Syracuse airspace is bordered by three centers and five terminal facilities. After the consolidation, Syracuse airspace will extend from the Rochester Tower border to the Albany Tower border.

Syracuse is one of the eleven facilities in the Independence District. The District Manager is Michael Wagner and he is also the Air Traffic Manager at Philadelphia Tower.



## Syracuse Tower Organizational Chart

The following organizational chart depicts the structure of the Syracuse Tower Management Team.





## Syracuse Tower Leadership Team

James S. Cook is head of the Syracuse Tower Leadership Team. Below are their bios that outline career paths and briefly describe their personal interests and hobbies.

### **Jim Cook, Air Traffic Manager, Syracuse Tower**



Jim joined the FAA in 1976 as an Air Traffic Controller at Utica Tower in Oriskany, NY. Starting in 1977 his career took him to Syracuse as a controller, Automation Specialist, Front Line Manager, Operations Manager and Air Traffic Manager. Along the way he has also been the Air Traffic Manager at Utica Tower, Griffiss RAPCON and Rochester Tower.

Jim is a native of suburban Syracuse, growing up in Fayetteville. He received his undergraduate degree in Business Administration from the University of Oklahoma and a Master of Aviation Management from Embry-Riddle Aeronautical University. While going to college in Oklahoma, Jim received his Private Pilot License.

Jim is married with three grown girls. Jim enjoys reading, traveling, Syracuse University basketball, riding his Harley, and especially golf.

### **Gilbert D. Findlay, Front Line Manager, Syracuse Tower**

Gil joined the FAA in 1982 as an Air Traffic Controller at Syracuse Tower. Career progression took him to the Automation Specialist position at Syracuse and to Ithaca Tower as the Air Traffic Manager. In 1994 he was selected as the Syracuse Hub Quality Assurance Specialist and later as a Front Line Manager at Syracuse Tower.





Gil received his Bachelor's Degree in Aviation Management from Daniel Webster College in 1982 and his Masters Degree in Aviation Management from Embry-Riddle Aeronautical University in 1986.

Gil is married with three children. He enjoys being involved in his children's activities. If there is any time remaining, he enjoys woodworking and finds himself very proficient at slicing and hooking a golf ball.

### **Daniel W. Leonard, Front Line Manager, Syracuse Tower**



Dan joined the FAA in 1989. He has spent his entire career at Syracuse Tower. Dan started as an Air Traffic Control Specialist, then Staff Specialist and now Front Line Manager.

Dan has an Associate Degree in Social Science from Erie Community College, a Private Pilot License and an Aircraft Mechanic Certificate. Aviation is his passion.

Dan and his wife are from Buffalo, NY, but have lived in the Syracuse area with their daughter for the past 20 years.

### **Jason L Rhodes, Front Line Manager, Syracuse Tower**

Jason joined the FAA in 1997 as an air traffic controller at Syracuse Tower. In 2008, Jason was promoted to the position of Front Line Manager at Syracuse Tower.

Jason is originally from Ford City, Pennsylvania. He has earned an Associate's Degree in Air Traffic Control from the Community College





of Beaver County. Jason also possesses a Private Pilot Certificate with an Instrument Rating. Prior to FAA employment, Jason worked as an Air Traffic Controller at McAllen Tower in McAllen, Texas.

Jason and his wife have a young son. Together as a family they like to go on vacations often and enjoy spending time with family back in Pennsylvania.

## Syracuse Tower Staff

Below are their bios that outline career paths and briefly describe their personal interests and hobbies.

### **Peter D. Griffin, Staff Specialist, Syracuse Tower**



Pete is responsible for Quality Assurance, Plans and Procedures and Automation. Pete is also responsible for ATCoach simulation scenario development.

Pete joined the FAA in 1983 as an Air Traffic Control Specialist at Washington ARTCC in Leesburg, Virginia. Pete transferred to Syracuse Tower in 1986 as an operational controller. In 1999, Pete became a Support Specialist at Syracuse Tower.

Pete is also a Navy veteran, having a rating of Air Traffic Controller. While in the Navy, Pete was stationed at NAS Brunswick, Maine, and aboard the aircraft carrier USS Saratoga CV-60.

Pete is a native of North Syracuse, NY, and presently resides southwest of the Syracuse metropolitan area in Marcellus, NY. Pete has two grown children, enjoys as much golf as our seasons allow, and is an avid fan of Syracuse University athletics.



**Tinamarie Williams, Contract Training Specialist with Raytheon Corp.**

Tina's responsibilities include preparing new employees in all aspects of training before they are assigned to an air traffic team. She maintains all training records and monitors progress of developmental controllers as they work towards CPC status at Syracuse ATCT. Tina also works closely with the Staff Specialist as required to develop ATC Coach scenarios and mandatory briefing items.



Tina joined the FAA as an Air Traffic Controller at Syracuse Tower in September 1981. Her FAA career assignments also included Automation Specialist and Front Line Manager. She earned her Bachelor of Science degree in Aviation Management from the Embry-Riddle International Campus in 1990. Tina retired from the FAA in August 2008, and just two weeks later was hired by Raytheon Technical Services as the Contract Training Specialist at Syracuse ATCT.

Tina is married with two adult sons and two stepchildren. She and her husband enjoy hiking and boating in the Adirondacks in the summer, and also enjoy traveling and attending sports events.



## Independence District Staff Located At Syracuse Tower

### Michael E. Bates, Support Specialist, Independence District



Mike joined the FAA in 1982 and was a Controller, Staff Specialist, FACREP, and Air Traffic Manager at Griffiss Radar Approach Control, before moving on to Syracuse Tower and his current position.

Mike earned his Bachelor's Degree in Professional Aeronautics from the Embry Riddle International Campus while working as a controller at Griffiss.

He handles training, quality assurance, procedures, and airspace issues, for various facilities in the district from Atlantic City and Philadelphia, through Pennsylvania, to Binghamton, Elmira, Syracuse and Griffiss in New York.

One of the most enjoyable things that Mike has done in the FAA is teaching the OJTI class. He has been doing that for almost 20 years and estimates that he has taught about 400 controllers in that time.

Mike has been married for nearly 29 years and has 2 sons. He is active with the Boy Scouts Of America serving by training adult leaders. He is an amateur historian and an avid reader. His wife, Linda, and he are from the Washington, DC suburbs but have been transplanted to the snow belt in Upstate New York.



## **Our Expectations of All Employees**

**The Syracuse Tower Leadership 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**

**Take advantage of free time to get in the books**

**Follow rules and procedures**

**Be open to feedback – provide honest information**

**Be an effective team member**



## Policies

### Reporting for Duty

All personnel are expected to report for duty on time. Your fellow controllers are dependent on you so they can leave on time and not have to be concerned about required rest periods.

### Hours of Duty

On your first day, you will be expected at 8:00 AM and will work until 4:30 with a 30-minute meal break. Thereafter you will work 7:00 to 3:30 while in classroom training. When you start on-the-job training you will work rotating shifts (day and evening) with your trainers. The shifts are only eight hours, meal break included. Days off will also rotate.

### Parking/Building Access

Parking is available in a gated lot surrounding the tower. You will be issued a proximity card your first day which may be used to access the gate and outside doors. You will also be issued a key in the event of a problem with proximity card access.

### Security/FAA ID Cards

Security is everyone's responsibility. All personnel must display their FAA Identification clearly visible between their waist and neck. All suspicious activity must be reported to management immediately. If you lose your FAA ID or it is stolen, you must report it as soon as possible.

### Guests and Visitors

All visitors and guests must be approved prior to the visit. They must be US citizens and have a government issued picture ID. This is usually a driver's license issued by the state or local government.



## Cell Phones

Cell phones may be brought to work. You may not enter any operational work areas with your cell phone unless it is turned completely off.

## Local Area Information

### *SYRACUSE, NEW YORK*

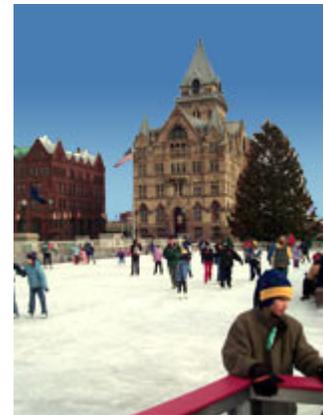
Welcome to Syracuse, NY, located in the center of New York State and on the southern shore of Lake Ontario. We are within 350 miles of all major cities in the Northeast, and conveniently situated at the intersection of Interstate Highways 81 and 90 (New York State Thruway). The Syracuse area is a region of rolling hills, flat plains, lakes, and streams. The City of Syracuse is located on a rise at the southern end of Onondaga Lake. The gently rolling terrain stretches north of the city for 30 miles, where it meets Lake Ontario. The Finger Lakes begin 20 miles to the southwest, and Oneida Lake is eight miles northeast. Syracuse enjoys a four-season continental climate with marked seasonal changes.

There is no doubt about it, Syracuse is a great city to live and work in! In fact, according to the latest edition of the Places Rated Almanac, Syracuse ranks in the top 10% of Best Places to live.



Our strategic location at the crossroads of New York State puts us within only five hours of nearly every major eastern metropolitan area, including New York City, Boston, Toronto, Washington D.C., and Philadelphia.

Our community boasts a quality of life that is the envy of the nation. Residents enjoy an abundance of natural resources, an impressive range of recreational and cultural amenities, a reasonable cost of living, a depth of educational opportunities and numerous quality services found in major metropolitan areas today.





## Attractions Abound in Syracuse

Distinctive Armory and Hanover Squares are always abuzz with excitement. Shops, restaurants, cafes and nightspots fill architecturally impressive and culturally important brick and stone buildings. Not-to-miss areas also include the beautifully updated Marshall Street area of Syracuse University, where you can munch pizza or falafel while absorbing the bohemian student atmosphere. You'll also want to linger in Clinton Square where ice-skating is popular in winter and lunching by the reflecting pool in summer. The North Salina Street corridor is enjoying a renaissance into "Little Italy", honoring the heritage of early immigrants. Tipperary Hill on the West Side boasts the world's only upside-down traffic light in honor of our many Irish settlers.

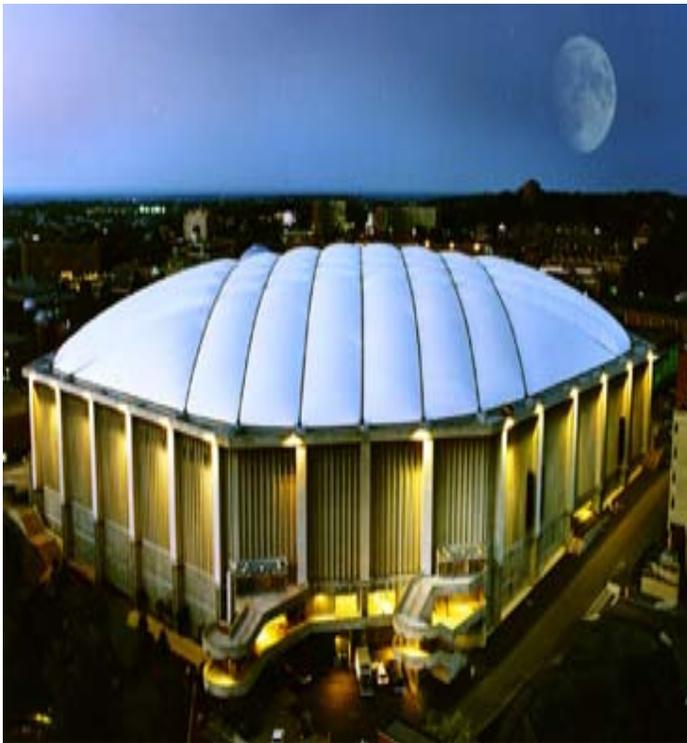
Families enjoy the Rosamond Gifford Zoo at Burnet Park, The Milton J. Rubenstein Museum of Science and Technology, the Erie Canal recreation trail, and Onondaga Lake Park. Shopping is always a favorite at specialty boutiques and shopping centers like Carousel Center and Shoppingtown Mall. If you like music, theater, and performing arts, consider attending Syracuse Symphony, Syracuse Stage, Syracuse Opera, or other productions. Music and cultural festivals like Jazz Fest, Taste of Syracuse, or Oktoberfest happen throughout the year.

The Erie Canal Museum, the Onondaga Historical Association Museum, and the Salt Museum give a glimpse into our ties with the early Industrial Age, Abolitionist Movement, Women's Rights, and westward expansion.

Syracuse is also the home to the New York State Fair, the Carrier Dome, Alliance Bank Stadium, and Landmark Theater.



## Sporting and Special Events



Sports enthusiasts can catch a game at the Carrier Dome (aka, “The Loud House”), home to Syracuse University’s nationally recognized basketball, football, and lacrosse teams. The Syracuse Crunch hockey team, American Hockey League’s affiliate to the NHL’s Columbus Blue Jackets, and the Syracuse Chiefs baseball team, a Triple-A Affiliate to MLB’s Washington Nationals, are also very popular here in the ‘Cuse! Syracuse also hosts a Professional Bassmasters Elite Tournament each August at Oneida Lake.

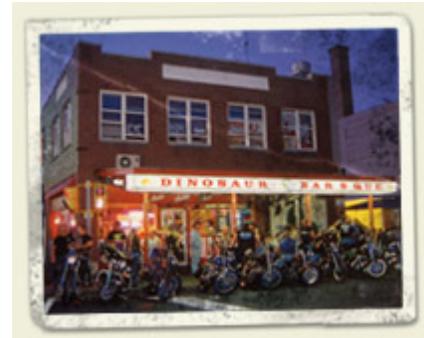


## Restaurants of Note

**Dinosaur Bar B Que, 246 W. Willow Street, 315-476-4937**

<http://www.dinosaurbarbque.com/>

A honky-tonk BBQ joint, the Bar-B-Q has been nationally acclaimed, as well as their blues club, as one of the best in the country.



**Santangelos Restaurant - 673 Old Liverpool Road, 315-457-4447**

<http://www.santangelosrestaurant.com/>

Founded in 1986, Santangelo's Italian Dining is always a local favorite.

**Empire Brewing Company - Armory Square, 120 Walton Street, 315-475-BEER**

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

A contemporary downtown bar and grill with a focus on moderately priced eclectic menu complemented by a diverse selection of freshly brewed premium beer.



**Coleman's Authentic Irish Pub – 100 S.**

**Lowell Avenue, 315-476-1933**

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

Established as a working man's saloon in 1933 on historic Tipperary Hill, Coleman's offers authentic Irish dishes along with traditional American dishes and is considered Syracuse's premiere Irish pub.



**The Clam Bar – 3914 Brewerton Road, N. Syracuse 315-458-1662**

The Clam Bar has been serving great seafood at reasonable prices for decades. It is located at the entrance to Syracuse Hancock Int'l. Airport in North Syracuse. Expect a casual atmosphere and a packed house.

**Tully's – 4 Locations Serving Syracuse (Fairmount, Syracuse, Liverpool, North Syracuse)**

<http://www.tullysgoodtimes.com/>

A sport-themed, casual dining restaurant boasting more than 70 TV's showing all the sports all the time.

**Cobble Stone Ale House - 400 1st St, Liverpool, 315-461-8806**

The Cobble Stone is a neighborhood tavern in the Village of Liverpool frequented by young people and, in particular, developmentals.



## Lodging Near Syracuse Hancock Int'l. Airport

### **Best Western Syracuse Airport Inn**

For Reservations, Call 1-800-528-1234

### **Candlewood Suites Syracuse Airport**

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

For Reservations, Call (315) 454-8999

### **Holiday Inn Express Hancock Airport**

[www.hiexpress.com/syracusenyc](http://www.hiexpress.com/syracusenyc)

For Reservations, Call (315) 454-0999

### **Extended Stay America Syracuse-Dewitt**

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

For Reservations, Call 1-800-804-3724



## Syracuse Area Online Resources

<http://www.syraairport.org/contact.cfm>

<http://www.syracusechamber.com>

<http://www.visitsyracuse.org/>

[http://www.syracusechamber.com/chamber\\_info/facts\\_relocation/media/Guide.pdf](http://www.syracusechamber.com/chamber_info/facts_relocation/media/Guide.pdf)

[http://www.syracusechamber.com/chamber\\_info/facts\\_relocation/media/SyracuseFacts.pdf](http://www.syracusechamber.com/chamber_info/facts_relocation/media/SyracuseFacts.pdf)

<http://www.ongov.net/>

### *Housing and Relocating Assistance*

<http://syracuse.craigslist.org>

<http://apartmentfinder.com>

<http://realestate.syracuse.com>

### *Local News*

<http://www.syracuse.com>

<http://www.9wsyr.com/Default.aspx>

<http://www.cnycentral.com/>

<http://www.wtvh.com/>

<http://news10now.com/>



### *Local Weather*

<http://www.wunderground.com/cgi-bin/findweather/getForecast?query=syracuse,%20ny&wuSelect=WEATHER>

### *Local Sports Teams*

Baseball: Syracuse Chiefs [www.syracusechiefs.com](http://www.syracusechiefs.com)

Hockey: Syracuse Crunch <http://syracusecrunch.com/>

Syracuse University Athletics <http://suathletics.com/>



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## Syracuse Airport Aerial





## Syracuse Tower Directory

The following list provides the most commonly used phone numbers within the Syracuse Tower facility:

Main Office	(315) 455-3800
Manager's Office	(315) 455-3801
Front Line Managers	(315) 455-3840
Pete Griffin, Training Dept.	(315) 455-3810
Tina Williams, Training Dept.	(315) 455-3811
Cheryl Mathurin, Administrative Officer	(315) 455-3803
Mike Bates, District Support Specialist	(315) 455-3802
Facility Fax	(315) 455-2643



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