

# FAA Center for Management and Executive Leadership Facility Amenities and Services

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## Accommodations

Upon check-in, you will be issued a **room key** that also provides access to the exterior doors of the facility and a **parking permit**, allowing you to park in the permit-only lots.

### Residence Wings and Parking Facilities

While you are at the Center, you will live on campus in one of the two residence guest wings. The residence wings are adjacent to the main building and can accommodate 200 guests. Parking facilities for guests are conveniently located outside each residence wing in permit only lots. When the facility is at full capacity, overflow parking is designated in several outer grassy areas. **Park only in specifically designated areas.**

You are assigned your own private guestroom with private bath and shower. **Smoking is not permitted** in any CMEL buildings, including your guestroom. Several outside areas have been designated as smoking areas, including the patio outside the Horizons Café.

Your linens and towels, as well as housekeeping services, are provided on a daily basis. If you have special housekeeping requirements, please contact the receptionist at the Front Desk. Guestroom furnishings and other amenities include soap, shampoo, and conditioner as well as:

- queen size bed
- desk and desk chair
- night table
- lounge chair and ottoman
- iron and ironing board
- interior corridors
- alarm clock
- telephone with voice mail
- free local calls
- public internet service
- LAN access in the "C" building
- guest use FAX machine
- cable television with remote
- hair dryer
- coin-operated laundry facilities (1<sup>st</sup> floor – rooms A-103 and B-103)
- ice machine (1<sup>st</sup> floor across from room 161)
- 24-hour security

For your safety, please familiarize yourself with CMEL's emergency procedures upon your arrival. Emergency exits are posted throughout the building and in each guestroom of the residence wings. Emergency procedures are posted on the door of each guestroom. Additional information can be found in the Guest Handbook in your guestroom when you arrive. Look under Section 2: EMERGENCY / MEDICAL / HEALTH SERVICES.

### Facility Amenities

Diagrams of the facility layout are found in your guestroom's Guest Handbook, with copies for your personal use available at the Front Desk. This will help you locate your classroom/meeting room, and direct you to other facilities and services available at CMEL. CMEL offers a wide range of fitness opportunities for your after-class hours. These include a swimming pool; exercise facilities; areas for basketball, racquetball, volleyball; a multi-station health trail, and bicycles. Upon your arrival, the receptionist at the Front Desk can provide further information or assistance.

# **FAA Center for Management and Executive Leadership Facility Amenities and Services**

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## **Reasonable Accommodations**

CMEL staff will assist guests in making necessary arrangements to accommodate any special needs. Contact the Front Desk or FAA Student Services as far in advance of your arrival as possible. This will help us to obtain the appropriate services, equipment, etc. you have requested.

Service animals used to guide or assist those with special needs are welcomed at CMEL. Upon your arrival, please confirm with the Front Desk that you are visiting the facility with a service animal in order that we may assist you in making arrangements for its care.

## **Guest Lounges**

If you want to relax and visit with your fellow guests, a lounge is located in each residence wing. The lounges have cable television, game tables, puzzles, cards, etc. for your enjoyment. Sometimes the lounges are used for overflow meeting space during certain peak periods at the CMEL. The receptionist at the Front Desk can advise you if the lounges are reserved for this purpose during your stay.

## **Laundry Facilities**

The first floor of each residence wing contains coin-operated washers and dryers and coin-operated vending machines with detergents. If needed, change can be obtained from the vending machines in the dining area. An iron and ironing board are also furnished. The laundry rooms are open 24 hours a day.

Several dry cleaners are located throughout the business district of Palm Coast in the Old Kings Commons Shopping Center, Palm Harbor Shopping Village, and St. Joe Plaza. An area map is available in your room's Guest Handbook to direct you to these local shopping areas.

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## Computers and Network Access

### Email Access

While at CMEL, you can access your Lotus Notes mail using the computers located in the Library Resource Center (room C-235) or CoLab (room C-145). You are required to sign the access log in both facilities prior to using a computer. You should contact your facility's in-house computer support staff to obtain the URL or Web address to access your web-based Lotus Notes mail. Also confirm your web mail password, as it may not be the same as your Lotus Notes desktop client password.

### CoLab Access

In the main training building's CoLab facility (room C-145), computers are available for guest use during times when staff or class use has not been specifically reserved. They are also available throughout after-class and overnight hours. Specific login and password information is posted beside each computer.

### Personal Computers

Personal computers may be connected to the internet utilizing the wired high-speed public internet service in the guestrooms or the wireless public internet service. Connection in your guestroom is available using a standard network cable (RJ45 connectors), plugged into the wall receptacle found under the desk. We encourage you to bring this cable with you.

**BE ADVISED:** You should not connect your personal computer to the network outlets in the "C" building. The "C" building includes: classrooms, breakout rooms, and the CoLab (C-145).

### Network Access

Only government-owned computers will be authorized to connect to the CMEL network. You **MUST** register your computer (laptop) at the Front Desk **prior** to accessing the INTERNET, INTRANET, or FTI system (FAA wide area network -- WAN).

If your computer is not DHCP configured (Dynamic Host Configuration Protocol), you will not be able to use the LAN connection. You may opt to contact your home technical support for assistance in configuring your computer.

Scanning software is in use at CMEL, Southern Region, and Headquarters. It scans all computers in the agency for viruses, software updates, hot fixes, and patches. If these are not installed on your laptop, the likelihood of infection is quite high. If this scan process shows your computer to be infected, you will be disconnected from the LAN.

CMEL also supports remote network access through the FAA Intranet using Winframe/Metaframe (Citrix) via a TCP/IP connection. Contact your administrator for any configuration information required to make this type of connection **prior to arrival** or **prior to attempting to make the connection**.

### Computer Registration

Personal computers may be connected to the internet utilizing the high-speed public internet service in your assigned guestroom or the wireless public internet service. Only government-owned computers will be authorized to connect to the CMEL network. Prior to connecting to the CMEL network, you **MUST** register your computer (laptop) at the Front Desk.

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**BE ADVISED:** You should not connect your personal computer to the network outlets in the “C” building. The “C” building includes: classrooms, breakout rooms, and the CoLab (C-145).

## Usage Rules

The practices below are designed to minimize security risks for CMEL and the computer user. All users will be held accountable for their actions associated with the access and intended use of the CMEL server and network, whether using their own government-issued computers or CMEL supplied computers.

**Access to CMEL Trusted Network.** The user is granted access to network for the purposes of conducting business with the FAA and all activities are to be beneficial for FAA.

**Protection of Copyright Licenses (Software).** Users shall not install unlicensed software on any device.

### **Authorized Use –FAA Internet resources shall be used:**

- a. For valid work requirements (e.g., exchange of information that supports the FAA mission, goals, and objectives; job-related professional development for FAA management and staff; access to scientific, technical, and other information that has relevance to FAA; and business-related communications with colleagues in government agencies, academia, and industry).
- b. For limited personal use (e.g., brief communication or Internet searches), provided such use does not:
  1. Interfere directly or indirectly with FAA computer or networking services;
  2. Burden FAA with additional incremental costs;
  3. Interfere with an FAA user’s employment or other obligations to the Government;
  4. Reflect negatively on the FAA or its employees; or
  5. Violate any Federal or FAA rules, regulations, or policies.

**System Privileges.** Users may have access to certain servers by virtue of their connection to the CMEL network. These servers are provided in trust that the user will not misuse the access or harm the FAA with this trust. Users are to work within the confines of the access allowed and are not to attempt access to systems or applications to which access has not been authorized.

**Virus Protection.** Users must have current anti-virus software enabled and active on their computer.

**Security Patches.** Users will certify that the operating system of their personal computer is patched with the latest security service packs or patches available and will be accountable to any security breaches encountered on their system.

**Inappropriate Use of Access.** Users will not activate on their desktop any type of Packet Capture application without prior approval. The user will not transmit packets for the purpose of assessing vulnerabilities of the network without prior approval. The user will not attempt to gain unauthorized access to any resources within FAA or any networks connected to FAA including the internet.

**Permission of Inspection.** The user will permit the inspection of their equipment connecting to the CMEL LAN for the purposes of compliance to these guidelines and as needed for resolution of any technical issue that may arise.

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## Horizons Café

**Horizons Café** is an updated cafeteria-style dining facility offering a wide variety of tasty and healthful food choices. Meals are prepared on the premises with choice cuts of meat, fish, fresh produce, and fresh-baked goods. The Horizons Café chef also provides a *Lite Choice* option at all meals. If you have special dietary requirements, please contact the Food Services Manager (386-446-7106) to make arrangements.

### Hours of Operation Monday-Friday

Breakfast	6:30 a.m.	-	8:00 a.m.
Morning Refreshments	8:30 a.m.	-	10:30 a.m.
Lunch	11:30 a.m.	-	1:00 p.m.
Afternoon Refreshments	2:00 p.m.	-	4:00 p.m.
Dinner	5:30 p.m.	-	7:00 p.m.

Weekend and Holiday hours vary.  
Please check the posted hours upon your arrival.

If you are attending a centrally funded course, meals are provided at no cost to you. Meal tickets are issued during the check-in process. Snacks and beverages, available during class breaks and between meals, are covered for guests on the “3-meal-per-day” plan. All other guests must purchase refreshments separately. Please note that Horizons Café accepts cash only – no credit cards.

Guests attending a hosted function (conference/meeting) are also welcome to use the Horizons Café facilities to purchase their meals. Some events have made special arrangements and have meal tickets provided to attendees. Check with your conference/meeting coordinator for further information.

Box lunches are available after 10:00 a.m. on your departure date and should be requested at least two hours prior to your departure. Family members or guests with a VISITOR PASS may use the dining room services while visiting you on campus. They may purchase their own daily meals or snacks at reasonable rates.

**-- Please Note --**  
**FAA issued meal tickets are non-transferable**  
**and are not to be shared.**

## Snacks

Horizons Café has various refreshments and beverages available to you during class breaks and between meals. These snacks are covered for guests with a meal ticket on the “3-meal-per-day” plan. All other guests must purchase the refreshments separately. A microwave oven and vending machines for juices, soft drinks, coffee, and snacks are also available 24 hours a day in the dining area.

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## Mailing and Shipping Services

Your mailing address while you are at the Center is:

Attn: **Guest Name**  
FAA Center for Management and Executive Leadership  
4500 Palm Coast Parkway S.E.  
Palm Coast, Florida 32137

Your mail will be delivered to the Front Desk and the message light on your guestroom telephone will alert you for pickup.

During your stay, you may purchase Individual postage stamps in the CMEL Mail Room (room C-144). You may also deposit outgoing mail at this location for an 11:00 a.m. pickup each weekday.

For shipping of packages, the U.S. Postal Service has two facilities in Palm Coast to serve you. The main full-service branch is located approximately three miles west of the Center. A limited service site is located approximately one-half mile to the west of CMEL.

If you wish to use United Parcel Service (UPS), Federal Express (FEDEX), etc., information may be obtained in the CMEL Mail Room (room C-144) during normal business hours.

## Mailing Course Materials Back To Your Facility

At the conclusion of your stay at CMEL, guests may choose to mail course-related materials back to their facility work location. For Core-Funded classes, this service is provided at no charge to the guest. For Non-Core class deliveries and hosted events, guests wishing to use this service must complete the carrier airbill, including their organization's Federal Express account number. Guests wishing to ship personal items may use the on-site services upon providing a credit card and completing the airbill for Federal Express billing purposes. Cash is not accepted. Obtain the appropriate address forms from your classroom instructor or see the Logistics staff for airbill forms and other shipping materials.

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## Telephone Communications

**Main Facility Number  
386-446-7000**

### Guestroom Telephone Service

If someone needs to reach you, they can call the main facility number above. Upon your registration, you will receive a direct-dial number for your guestroom. Your guestroom telephone is equipped with Voice Mail to allow messages when you are unavailable. The light on the phone will alert you when you have received a call. You can then access the Voice Mail system and retrieve your messages.

During class hours, **emergency messages only** should be directed to FAA Student Services at **386-446-7223**. A representative will contact you in your classroom. Non-emergency messages should be directed to the individual phone in your guestroom and left on Voice Mail.

### Courtesy Phones

In the main building, a courtesy phone for guest use is available for local access, operator-assisted calls, credit and calling card access, and toll-free access. Detailed instructions for dialing are posted next to this phone.

In addition, there are three telephones with FTS access in the lobby area. Guidelines for the use of the FTS phones are provided in the room's Guest Handbook.

### Facsimile (FAX) Service – 386-446-7101

CMEL provides a facsimile machine (FAX) for guest use with the incoming number of **386-446-7101**. This equipment is located in the lobby near the elevator. Ask the receptionist if you need help sending a FAX. All incoming faxes are held at the Front Desk and you will be notified by telephone or Voice Mail that a FAX has arrived.