

## Our Mission

- Our mission is to provide the safest, most efficient aerospace system in the world.

## Our Vision

- We continue to improve the safety and efficiency of flight. We are responsive to our customers and are accountable to the taxpayer and the flying public.

## Our Values

- Safety is our passion. We are world leaders in aerospace safety.
- Quality is our trademark. We serve our country, our customers, and each other.
- Integrity is our character. We do the right thing, even if no one is looking.
- People are our strength. We treat each other as we want to be treated.

## Ongoing Activities

- Runway Safety Warning System at Boston Logan
- Potential Expansion and Improvements at RI's T.F. Green State Airport
- Maintaining Essential Air Service to Maine by supporting Augusta and Bar Harbor airports
- Coordinating Regional Activities with 10 Federally-recognized Tribal Nations

# New England Region Contacts

Regional Administrator	781-238-7020
Regional Executive Manager	781-238-7022
Executive Operations	781-238-7382
Congressional Liaison	781-238-7025
Runway Safety Office	781-238-7781
Regional Counsel	781-238-7040
Civil Rights Officer	781-238-7068
Human Resources Division	781-238-7287
Eastern Logistics Service Area	
- New England Office	781-238-7650
Engine and Propeller Directorate	781-238-7100
Flight Standards Division	
- New England Area Office	781-238-7200
Aerospace Medicine Division	781-238-7300
Air Traffic Organization	
- Eastern Service Area	
Technical Operations	781-238-7850
ARTCC Technical Operations	603-879-6969
TRACON Technical Operations	603-594-5401
En route/Oceanic Area Operations	603-879-6636
Terminal Operations	603-594-5501
Service Area Service Center	404-305-6220
System Operations	603-879-6644
Airports Division	781-238-7600
Security and Hazardous Materials Division	781-238-7700
Aviation and Space Education	781-238-7389
Public Affairs	718-553-3010

**Regional Operations Center (Open 24/7)**  
**FAA Safety Hotline**  
**Airline Service Complaints (Non-Safety)**

781-238-7001  
866-835-5322  
202-366-2220



[www.faa.gov](http://www.faa.gov)

Federal Aviation Administration  
New England Region  
12 New England Executive Park  
Burlington, MA 01803



# Federal Aviation Administration

## NEW ENGLAND REGION



# Our Facts



## Airports

- We work with 109 international, regional, state, municipal, and executive airports, the largest being Logan International Airport in Boston, MA. Logan is also the busiest airport in New England, and the 17th busiest in the country.

## Aviation Safety

- We certify and inspect the products and manufacture of 10 airframe and engine manufacturers in our region, who manufacture over 5,300 products a year, for use in commercial and general aviation operations.
- We oversee these products and their maintenance and operation in service.
- We oversee 29,424 active pilots, 20,695 aviation maintenance technicians, and 125 aviation medical examiners.

## Air Traffic

- Regional airspace includes:
- En Route/Oceanic Operations – aircraft flying over, but not landing in, New England.
- Terminal Radar Approach Control (TRACON) – coordinating aircraft landing or taking off in New England.
- Airport Tower Control – managing the flights landing at or departing from a specific airport.

# Our Business

**Air Traffic Organization (ATO)** - primarily serves to move air traffic safely and efficiently. Its customers are commercial and private aviation and the military. Its employees are the service providers – a number of controllers, technicians, engineers, and support personnel whose daily efforts keep the airplanes moving.

**Runway Safety Office** - focusing on outreach, awareness, improved infrastructure and technology to address the errors on the runway surface involving pilots, air traffic controllers and airport-authorized vehicle operators and pedestrians.

**Aviation Safety** - is responsible for the certification, production approval, and continued airworthiness of aircraft; and certification of pilots, mechanics, and others in safety-related positions. The specific organizations are the Engine and Propeller Directorate, Flight Standards Division, and Aerospace Medicine.

**Airports Division** - provides leadership in planning and developing a safe and efficient national airport system, taking into account economics, environmental compatibility, local proprietary rights, and safeguarding the public investment.

**Regions and Center Operations (ARC)** - ensures integration across FAA lines of business and outside organizations for major regional activities, and provides executive services to the region.

**Regional Operations Center** - provides command, control, and communications support for the region by collecting, summarizing and distributing information. It serves as the region's communication hub during emergencies and crises, and provides aircraft accident and incident notification to the FAA and National Transportation Safety Board officials.

**Office of Regional Counsel** - the office provides "in-house" legal advice to all other offices and serves as the agency's prosecutor for regulatory enforcement matters.

**Aviation and Space Education** - responsible for increasing the general public's knowledge of the dynamics of aviation and the key role air transportation plays in improving the economic and social life of all Americans. The program also acquaints young people with the full potential of finding careers in the aerospace industry.

**Human Resources** - advises on and supports FAA's people. HR makes the organization more effective with stronger leadership, increased commitment of individuals to fulfill organization-wide goals and a better prepared, better trained workforce.

**Security and Hazardous Materials** - ensures the integrity of those who work in or support the National Airspace System. It protects FAA employees and facilities from criminal and terrorist acts, and strives to increase safety in air transportation by preventing hazardous materials accidents and incidents aboard aircraft.

# Our People



## Regional Office

The Boston suburb of Burlington, Massachusetts, is home to our regional headquarters. Additionally, we have several other facilities throughout the region that support our mission.

Led by our Regional Administrator, over 1,700 employees work for FAA in the six New England states.

## Throughout the Region

The FAA's diverse workforce includes air traffic control specialists, safety inspectors, engineers, planners, technicians and administrative support staff, among others.

## Responsibilities

The New England regional office staff handles such broad activities as:

- Aircraft Safety Inspections
- Aircraft and Engine Certification
- Engine and Propeller Rulemaking
- Airport Planning and Design Assistance
- Air Traffic Control Operations
- Incident/Accident Response and Airmen Certification
- Regional Counsel
- Human Resources
- Civil Rights
- Logistical Support