

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
WESTERN-PACIFIC REGION

WP AT 1770.1G

12-22-99

SUBJ: REGIONAL AIR TRAFFIC DIVISION COMMUNICATIONS NETWORK

1. **PURPOSE.** This order defines procedures for use of the Air Traffic Division Communications and cascade network. This network includes telephone conferences, facsimile, electronic mail (Lotus CCMail), and Internet access.

2. **DISTRIBUTION.** This order is distributed to branch and staff levels in the Air Traffic Division, all Air Traffic field facilities in the Western-Pacific Region, and the Regional Operations Center.

3. **CANCELLATION.** Orders WP AT 1770.1F, same subject, dated February 11, 1998, and September 4, 1998, are canceled.

4. **BACKGROUND.** This order defines the network for rapid dissemination of information to the field by the Air Traffic Division and receipt from the facilities of data that require a timely response. On occasion, selected field facilities will transmit this information through a cascade system, normally based in the administrative Hubs.

5. **ACTION.**

a. Division Teleconferences (TELECON's) will normally be held weekly on Thursday at 1330 Pacific Time. These TELECON's will be "Meet Me" TELECON's. The intent of the TELECON is to transmit information from the national level and discuss items of mutual concern within the Western-Pacific Region.

(1) Where Hubs exist, it is the Hub manager's responsibility, when appropriate, to tape and cascade TELECON information to all facilities within the Hub.

(2) Cascade System Chart. (See Appendix 1.)

(3) Hub and Stand Alone facilities will be made aware of appropriate dial codes for weekly field division TELECON's. The dial codes will be changed periodically to ensure security.

(4) There may be times when field facilities have a need to confer with more than one facility; i.e., to exchange procedural, training or other technical data. When a field facility conference is desired, the Regional Operations Center should be contacted for assistance.

b. The Lotus CCMail (Electronic Mail) system is an official means of communications within the FAA and the Western-Pacific Air Traffic Division.

(1) The Information Resource Manager, AWP-503.1, is responsible for ensuring that the division's branches, staffs, and field facilities have appropriate equipment, training, and appropriate operational guidelines when necessary.

(2) Lotus CCMail has been designated as the agency's messaging tool. Each employee, who has access to the electronic mail system, is required to comply with CCMail communications protocol. CCMail users include, but are not limited to, employees who are involved with administrative functions, staff specialists, or individuals assigned to special projects that require them to communicate via CCMail and/or do research. It also includes employees who are involved with regional or national working groups and have a need to communicate with specific group lists.

(3) Each user of the system has an identification and password available to access Lotus CCMail and may use this system to send messages and transfer documents or files. Facility, branch, staff, and individual mailboxes shall be checked on a daily basis, with local procedures developed to assure appropriate dissemination of mail. Individual and facility back-up arrangements are necessary to ensure continuity of Lotus CCMail distribution.

CCMail messages shall be routed to the appropriate group mail lists from a focal point at the Regional Office (RO). This will eliminate duplication and/or multiple copies of messages being sent to facilities.

When routing CCMail messages to the RO, messages should be addressed to the appropriate focal associated with the subject matter. Messages should also be addressed to the appropriate focals in the branches and staffs, instead of AWP-500 and AWP-501.

(4) CCMail – Urgent Communications. Information of a sensitive nature should be communicated by means other than CCMail transmittal. However, information requiring immediate attention may be sent via CCMail. For best results, notify the addressees by telephone of a CCMail message in progress. Also, the urgency of the message should be identified in the subject line.

If a message needs to be viewed immediately and has a quick response time, it should be indicated in the subject line with the word "ACTION." This type of message needs to be clear, concise, and to the point. Attachments should be no larger than 1 mb in size for fast transmission; preferably below 500 kb for facilities that have modems slower than 56k.

If the message is for informational purposes and does not require immediate attention, it should be identified with the word "INFORMATION."

(5) CCMail - Routine Communications. Unnecessary messages and layers should be eliminated or reduced when communicating via CCMail. Messages should be sent to the appropriate point-of-contact.

If information needs to be viewed by others, it is the individual's responsibility to disseminate the information by appropriate means (through group sessions, telephone, fax, newsletters, or other written documentation).

CCMail message replies should be sent to the appropriate addressees. In instances where messages are sent to group addressees, the response that is intended for the sender should be marked and returned to that person only.

(6) CCMail - Broadcast Messages. Administrator broadcast messages may contain timely information, such as unscheduled holidays, videoconferences, etc. In instances like this, the messages should be disseminated as quickly as possible to all employees. Employees are requested to check their mailboxes on a daily basis to assure appropriate receipt of CCMail. However, it is highly recommended that CCMail be checked more than once a day due to the increase of usage throughout the agency, and time delays.

Broadcast messages that are of a routine nature, and not time critical, may be directed to the Air Traffic CCMail Bulletin Board for viewing. It is the employee's responsibility to read messages that are distributed to them via CCMail, including CCMail Bulletin Boards.

Specific types of CCMail messages are listed in Appendix 2 of this order.

(7) CCMail transmittals via Internet. The agency has Internet resources which are used as a method of communicating with the public. This means of communication must be restricted to "official use only."

The Internet may be used as a vehicle to communicate outside the agency. However, in order to protect the sensitive electronic information and to comply with applicable policies and directives, each employee must receive authorization to access and use the Internet for performing their official duties and responsibilities.

It is imperative that employees, as well as FAA contractors, fully understand that misuse of the Internet is a serious matter. The unauthorized use of the Internet may lead to the revocation of system privileges, disciplinary action, and in extreme cases, may result in judicial proceedings.

Division managers must ensure that the resources from the Internet are used in conjunction with the performance of job duties, consistent with regulatory parameters, and the business interests of the organization. Misuse of the electronic mail system is prohibited by FAA Order 1370.81, Electronic Mail Policy, dated August 12, 1998.

The FAA electronic mail and Internet systems are monitored, and disciplinary actions are applied in accordance with Chapter 2, FAPM Letter 2635, Conduct and Discipline, dated November 16, 1989, for misuse and/or violations.

(8) CCMail – Sensitive Information. The system is designed to transmit information of a routine nature. However, if information is non-routine and of a more critical nature, caution should be taken when distributing material via CCMail to persons on a distribution list "who do not have a need to know." Special precaution needs to be taken to ensure that information is not distributed inappropriately.

Note: The electronic mail system is subject to Freedom of Information Act (FOIA) requests.

c. Facsimile (Telefax or Fax) machine use is authorized for transmission of data of a time-critical nature when Lotus CCMail is inappropriate. (See Western-Pacific Region Telephone Directory for fax data).

(1) Sensitive material should not be routinely transmitted until coordination is affected to ensure an authorized person is available to receive fax transmissions upon arrival.

(2) Because of the cost of the long distance and FTS calls, only time-critical material should be faxed. Routine correspondence, reports, and coordination will be processed by mail. Transmissions of large or lengthy documents may exceed the cost of overnight mail. If the data is urgent, consider whether overnight mail might meet the needs of the situation.

Information Requests. Any requests for information regarding this policy may be sent to the Information Resource Manager, AWP-503.1.


John Clancy
Manager, Air Traffic Division

APPENDIX 1. AWP HUB ORGANIZATION**VAN NUYS ATCT (VNY)**

Burbank ATCT (BUR)
 Santa Monica ATCT (SMO)
 Mojave ATCT (MHV) (NFCT)
 Palmdale ATCT (PMD) (FCT)
 William J. Fox ATCT (WJF) (FCT)
 Whiteman ATCT (WHP) (FCT)

HONOLULU ATCT (HNL)

Guam CERAP (ZUA)
 Hilo ATCT (ITO)
 Honolulu AFSS (HNL)
 Honolulu CERAP (ZHN)
 Kona ATCT (KOA)
 Kwajalein ATCT (KWA)
 Maui ATCT (OGG)
 Pago Pago ATCT (PPG)
 Agana ATCT (PGUM) (FCT)
 Lihue ATCT (LIH) (FCT)
 Molokai ATCT (MKK) (FCT)
 Saipan ATCT (GSN) (NFCT)

JOHN WAYNE ATCT (SNA)

Long Beach ATCT (LGB)
 Torrance ATCT (TOA)
 Fullerton ATCT (FUL) (FCT)
 Hawthorne ATCT (HHR) (FCT)

LAS VEGAS TRACON (L30)

Grand Canyon ATCT (GCN)
 Las Vegas ATCT (LAS)
 North Las Vegas ATCT (VGT)
 Henderson Executive ATCT (L15)
 (NFCT)

LINDBERGH ATCT (SAN)

Brown ATCT (SDM)
 Gillespie ATCT (SEE)
 Montgomery ATCT (MYF)
 Palomar-Carlsbad ATCT (CRQ)

LOS ANGELES ARTCC (ZLA)

High Desert TRACON (E10)

ONTARIO ATCT (ONT)

Brackett ATCT (POC)
 Chino ATCT (CNO)
 El Monte ATCT (EMT)
 Palm Springs ATCT (PSP)
 Riverside ATCT (RAL) (FCT)
 So. Calif. Int'l. ATCT (VCV) (NFCT)

PHOENIX TRACON (P50)

Phoenix ATCT (PHX)
 Scottsdale ATCT (SDL)
 Deer Valley (DVT)
 Falcon Field (FFZ)

TUCSON TRACON (U90)

Deer Valley ATCT (DVT)
 Falcon Field-Mesa ATCT (FFZ)
 Prescott ATCT (PRC)
 Tucson ATCT (TUS)
 Chandler ATCT (CHD) (FCT)
 Flagstaff ATCT (FLG) (FCT)
 Glendale ATCT (GEU) (FCT)
 Goodyear ATCT (GYR) (FCT)
 Laughlin/Bullhead City ATCT (IFP)
 (NFCT)
 Ryan ATCT (RYN) (FCT)
 Williams-Gateway ATCT (IWA) (FCT)

SACRAMENTO TRACON (MCC)

Chico ATCT (CIC)
 Redding ATCT (RDD)
 Reno ATCT (RNO)
 Sac Metropolitan ATCT (SMF)

 Stockton ATCT (SCK)
 Elko ATCT (EKO) (FCT)
 Modesto ATCT (MOD) (FCT)
 Sacramento ATCT (SAC) (FCT)
 South Lake Tahoe ATCT (TVL) (NFCT)

SAN FRANCISCO ATCT (SFO)

Monterey ATCT (MRY)
 Palo Alto ATCT (PAO)
 Reid-Hillview ATCT (RHV)
 San Jose ATCT (SJC)
 Santa Rosa ATCT (STS)
 Moffet Airfield ATCT (NFCT)
 Salinas ATCT (SNS) (FCT)
 San Carlos ATCT (SQL) (FCT)

OAKLAND ATCT (OAK)

Concord ATCT (CCR)
Hayward ATCT (HWD)
Livermore ATCT (LVK)
Napa ATCT (APC)

SANTA BARBARA ATCT (SBA)

Camarillo ATCT (CMA)
Fresno ATCT (FAT)
Bakersfield ATCT (BFL)
Oxnard ATCT (OXR) (FCT)
San Luis Obispo ATCT (SBP) (FCT)
Santa Maria ATCT (SMX) (FCT)

STAND ALONES

Bay TRACON (O90)
Los Angeles ATCT (LAX)
Oakland ARTCC (ZOA)
So. Calif. TRACON (SCT)

**STAND ALONES AUTOMATED FLIGHT
SERVICE STATIONS**

HAWTHORNE AFSS (HHR)
OAKLAND AFSS (OAK)
PRESCOTT AFSS (PRC)
RANCHO MURIETA AFSS (RIU)
RIVERSIDE AFSS (RAL)
RENO AFSS (RNO)
SAN DIEGO AFSS (SAN)

APPENDIX 2. CCMail BULLETIN BOARD INDEX

Check the below CCMail Bulletin Boards for broadcast messages and other informational material. The Bulletin Boards (BB's) are located in your CCMail inbox.

Air Traffic BB:

Federal News Broadcast Bulletins
Air Traffic Division Newsletter
Broadcast Messages from Headquarters(currently going to individual addresses)

Air Traffic Restructure

National Re-engineering Bulletins
Air Traffic Business Improvement Committee Bulletins

ATS Reforms:

PRIB's (Personnel Reform Information Bulletins) from the ATS organization.

Aviation Daily BBS6:

Daily aviation bulletins

HRNEWS:

PRIB's (Personnel Reform Information Bulletins) from the Human Resource Management Office.

QA:

Quality Assurance GENOT's and other bulletins.

Western-Pacific BBS:

Regional office informational bulletins.