



Federal Aviation  
Administration



# Facility Orientation Guide

## Los Angeles Air Route Traffic Control Center (ARTCC)





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Federal Aviation  
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Welcome to Los Angeles Center!

We are excited you have accepted a career opportunity with the Federal Aviation Administration. I trust this letter finds you mutually excited about your new employment and the opportunity to begin your career at Los Angeles Center.

You are joining a dedicated and talented team of aviation professionals committed to providing exemplary service to the American Public and aviation community. Our goal is to provide Best in Class air traffic services to the National Airspace System. As an Air Traffic Control Specialist, you are embarking upon a career which is challenging, rewarding, and provides many opportunities for advancement. There is no limit to what you can achieve.

We're expecting you for new employee orientation shortly after your academy graduation date. You will meet with me to discuss your successful integration into our facility and with Human Resources staff to learn about employment related issues. You'll also meet with several coworkers who will assist you with your employee orientation plan and introduction to our facility. Our dress code is casual.

Your new team anticipates taking you to lunch to get to know you and to make sure you meet everyone with whom you will be working. Your agenda, for the rest of your first day will involve planning your orientation and setting some initial work goals so you feel comfortable as a member of our team.

Your second day will involve a transition to our Training Department. You will meet additional coworkers who will assist you in beginning the next phase of your technical training. You'll also be afforded the opportunity to complete any additional new employee origination items remaining from day one.

Again, welcome to the team. If you have questions prior to your start date, please call upon our staff at any time, or send email if that is more convenient. We look forward to having you come onboard.

Regards,

Lisa Jones  
Acting Air Traffic Manager





Welcome to the Los Angeles Center Training Department. This is where you will begin your field training to achieve your goal of becoming a Certified Professional Controller (CPC). It is truly one of the most dynamic and rewarding career positions in the aviation industry. As you proceed on the path toward CPC status, my staff and I are available to assist you in each and every phase of your training. You will encounter three main phases of instruction: radar assistant, radar associate, and radar controller training. Successful completion of all three phases will take approximately 30-36 months.

During the course of your development, your training plan will consist of classroom instruction, laboratory simulation training, and on-the-job training (OJT), which will provide an in depth look at traffic flow and procedures for your assigned area. Our experienced team is dedicated to providing you with the highest level of instruction and all the essential tools necessary to complete the process successfully. Take advantage of their knowledge, study hard and enjoy the experience of becoming a CPC!

If you are interested in getting an early start, you may view, download, and print all of Los Angeles Center's Facility Orders, Standard Operating Procedures, and Letters of Agreement online, at the Federal Aviation Administration Facility Directives Repository. These documents are accessible from FAA computers only (including those at the Academy) at <https://loa.faa.gov/>.

Again, welcome to the Los Angeles Center and I look forward to seeing you through your successful completion of our training curriculum. Please feel free to contact me with any questions you might have at any time throughout your training.

Sincerely,

Steve Fragas  
District Manager - Training



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## Los Angeles Center









Los Angeles Center was the fifth en route center to be established in the United States back in 1937. It was originally located in Burbank, California. Operations were moved to 7<sup>th</sup> and Flower in Downtown Los Angeles in 1943 and then again to a building south of the Los Angeles Airport on Manchester Blvd. in 1946. We moved to our present location in Palmdale, in March 1963. The new DSR control room was placed in operation in 1999 and has been functioning there since that time.

Los Angeles Center employs approximately 500 employees. We are physically located on 22 acres of property jointly utilized by the U.S. Air Force.

We are responsible for air traffic control in parts of California, Utah, Nevada, and Arizona. Airspace within our jurisdiction encompasses 177,000 square miles.





## LOS ANGELES AIR ROUTE TRAFFIC CONTROL CENTER

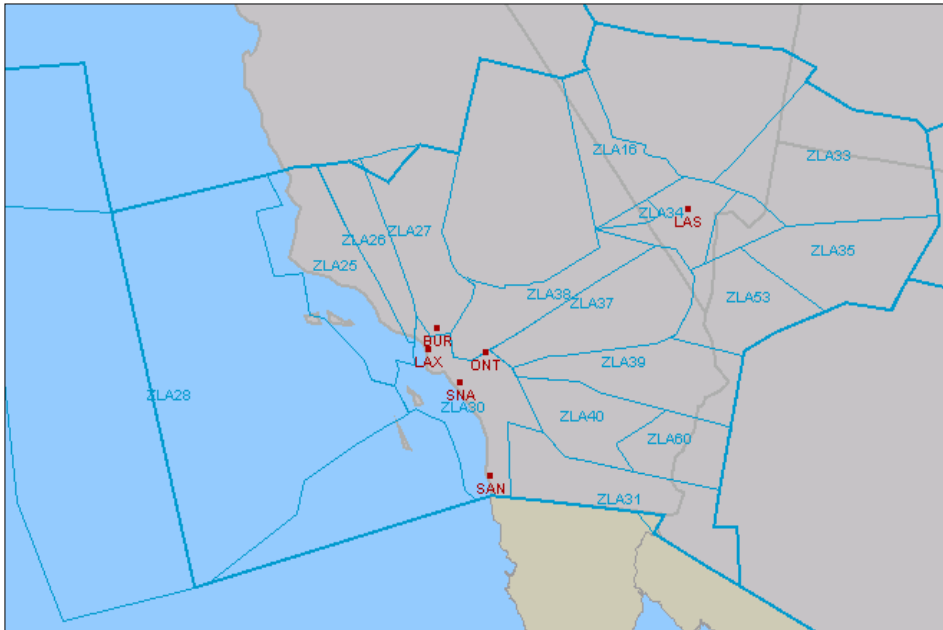
- Responsible for Air Traffic in parts of California, Arizona, Nevada, Utah
- 177,000 Square Miles of Airspace
- **Bounded by:**
  - 4 U.S. Air Route Traffic Control Centers
  - 1 International Area Control Center
  - 1 International Approach Control
  - 1 Military Air Traffic Control Facility
- **Special Use Airspace (SUA) 70,800 Square Miles**
  - 40% of Flight Information Region (FIR)
  - 40 - Restricted Areas
  - 11 - Warning Areas
  - 34 - Military Operating Areas
  - 33 - ATC Assigned Airspaces



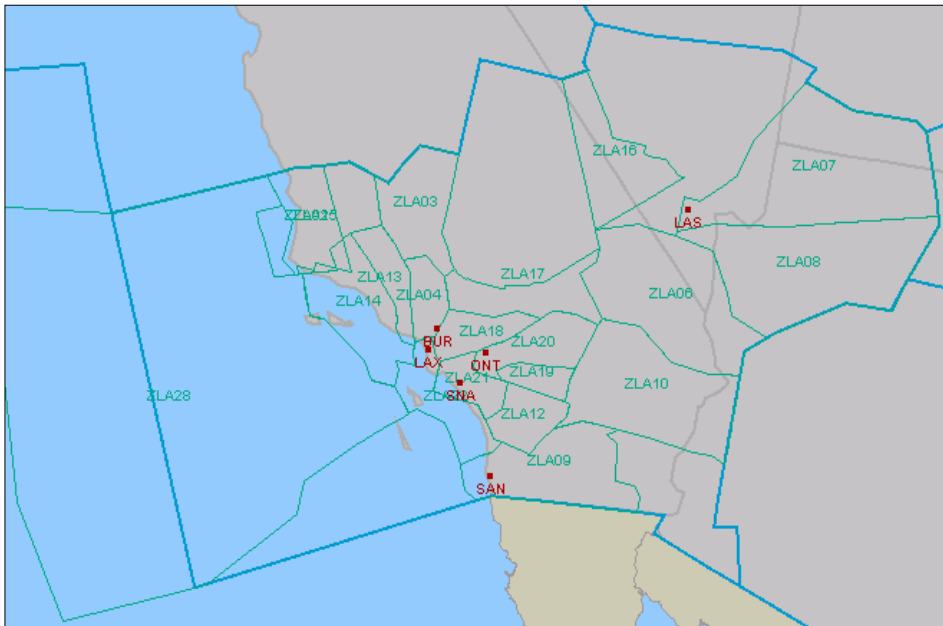


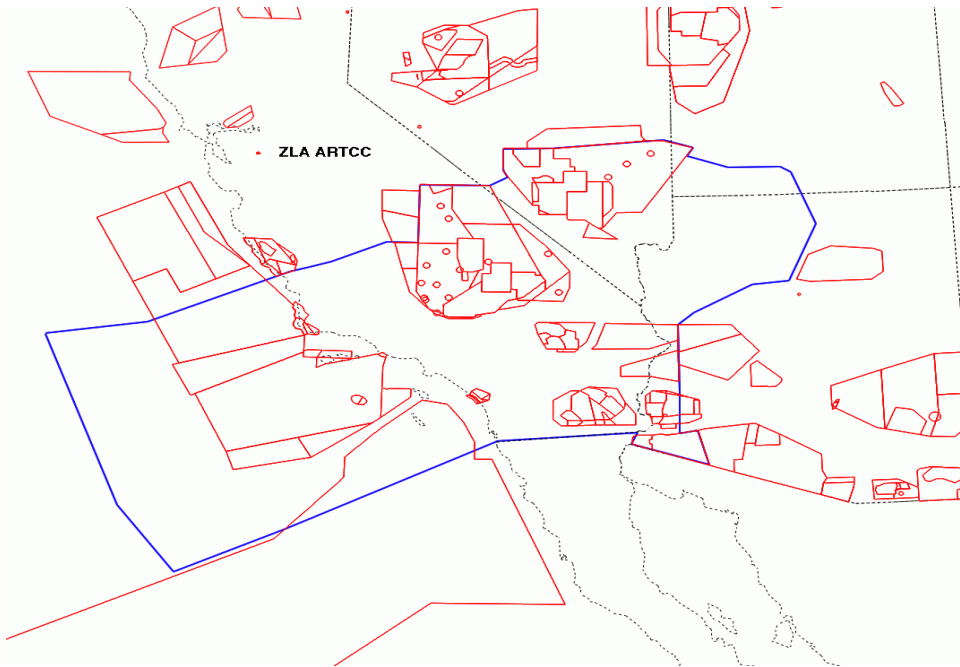


### Los Angeles Center High Altitude Sectors:

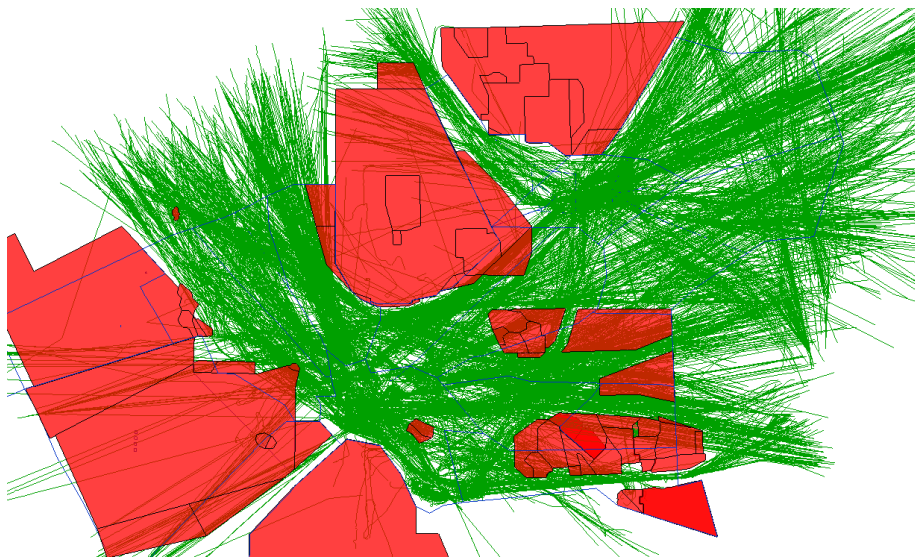


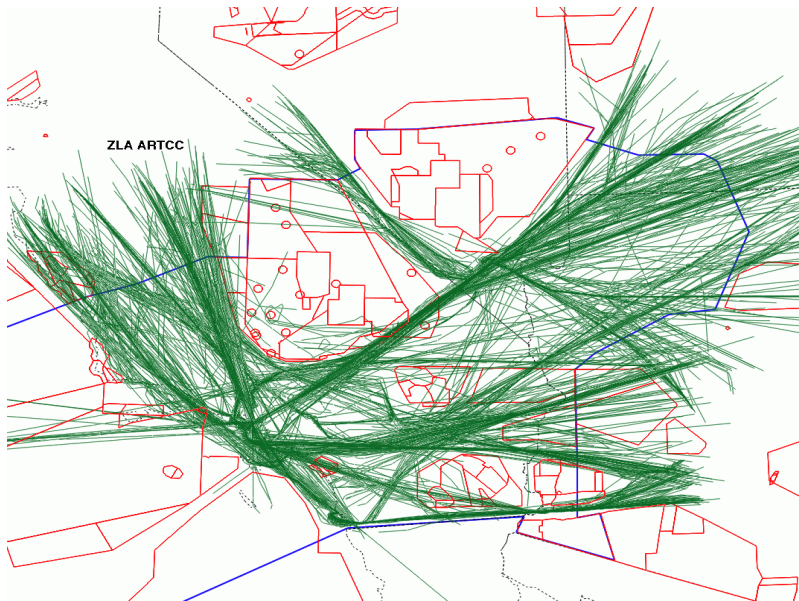
## Los Angeles Center Low Altitude Sectors:



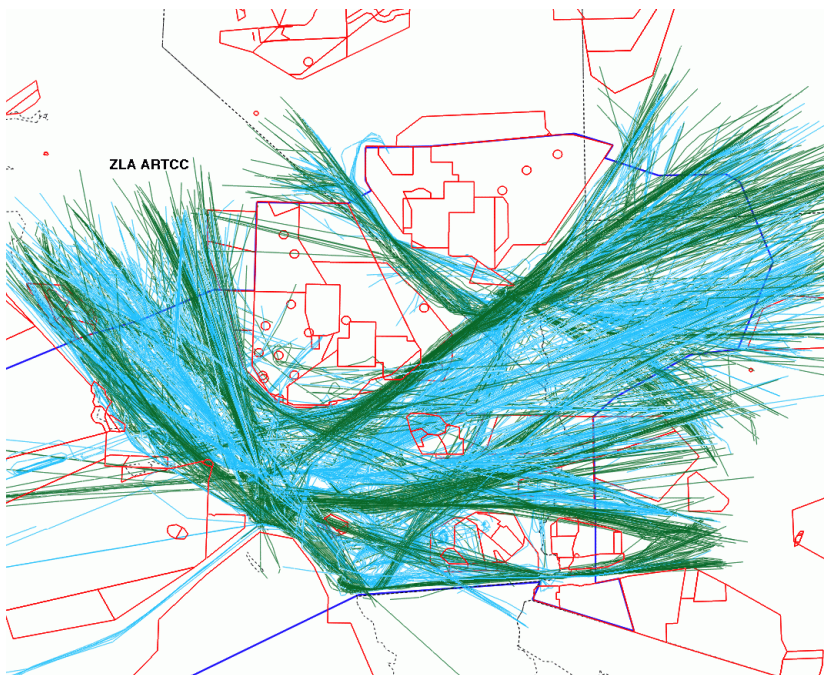


Los Angeles Center Traffic Flow Around Restricted Airspace



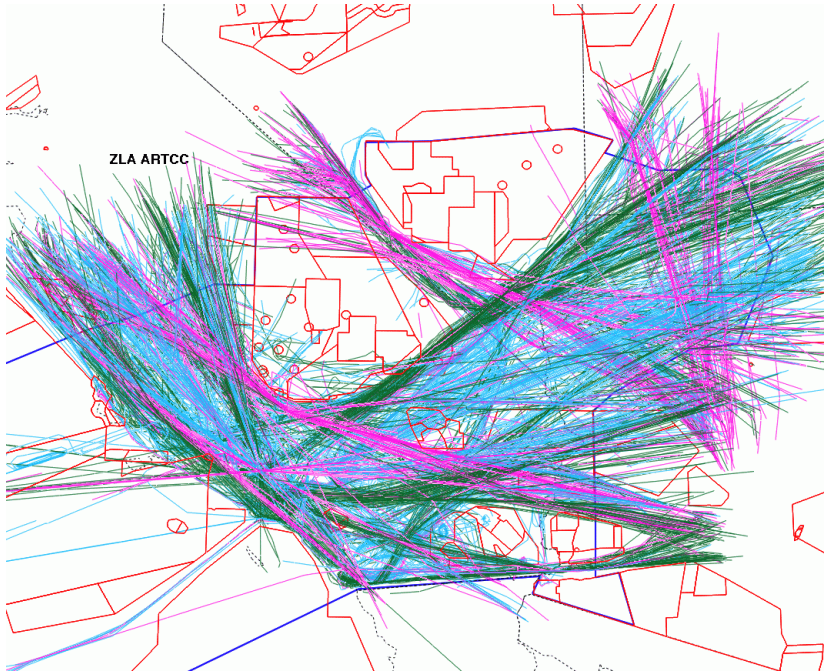


Los Angeles Center 10 Hours of Departure Traffic

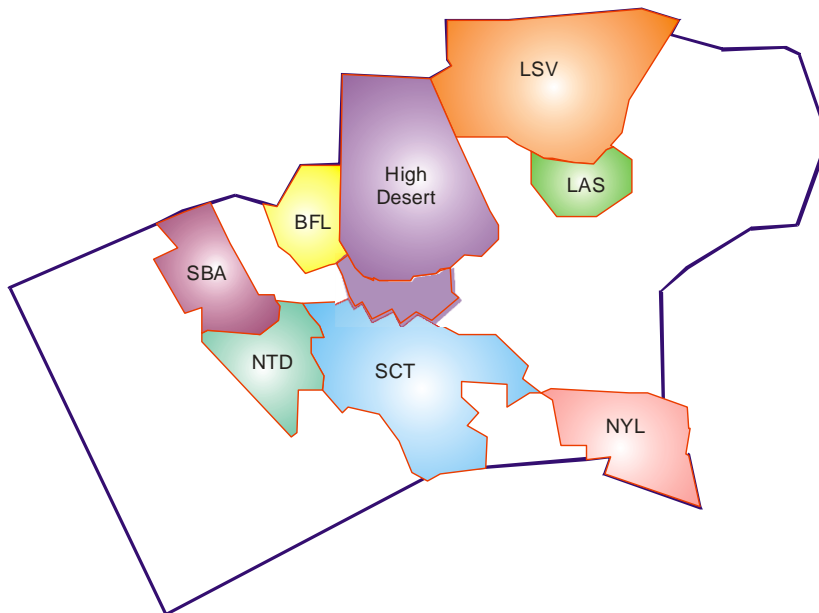


Los Angeles Center 10 Hours of Arrival Traffic





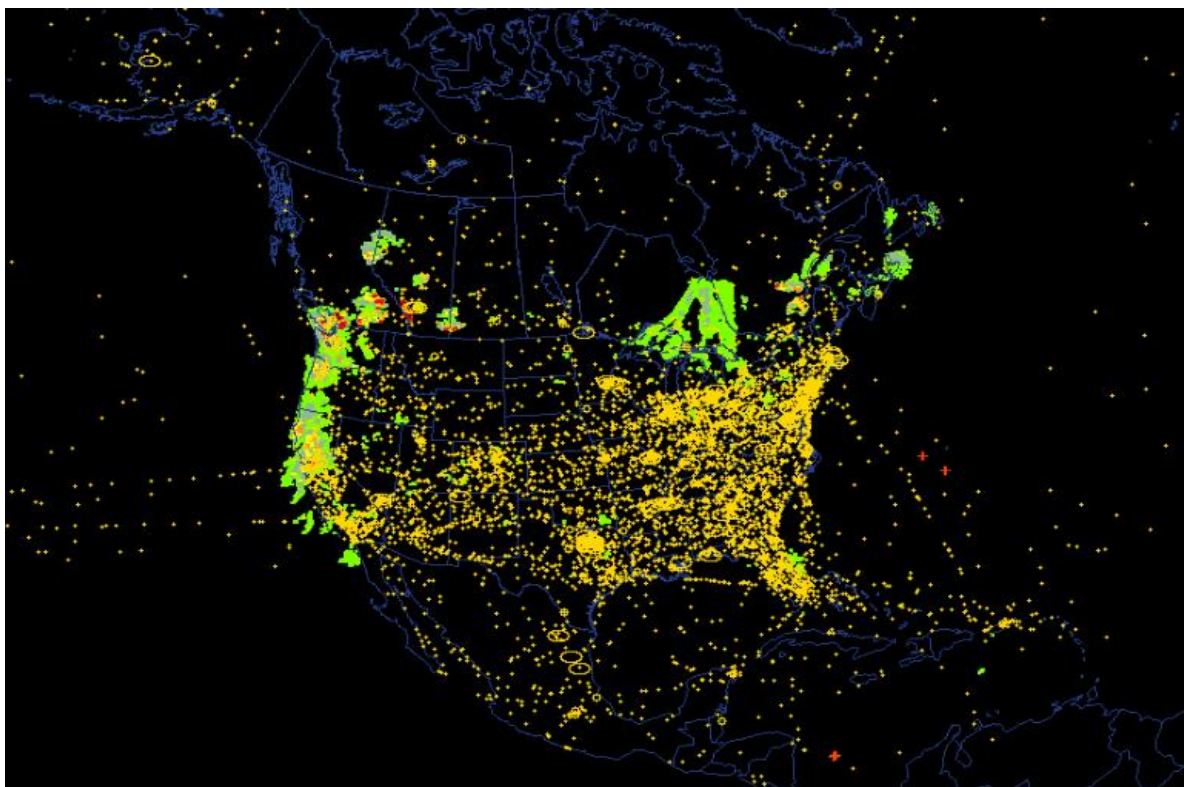
Los Angeles Center 10 Hours of Overflight Traffic



Approach Control/TRACON Facilities

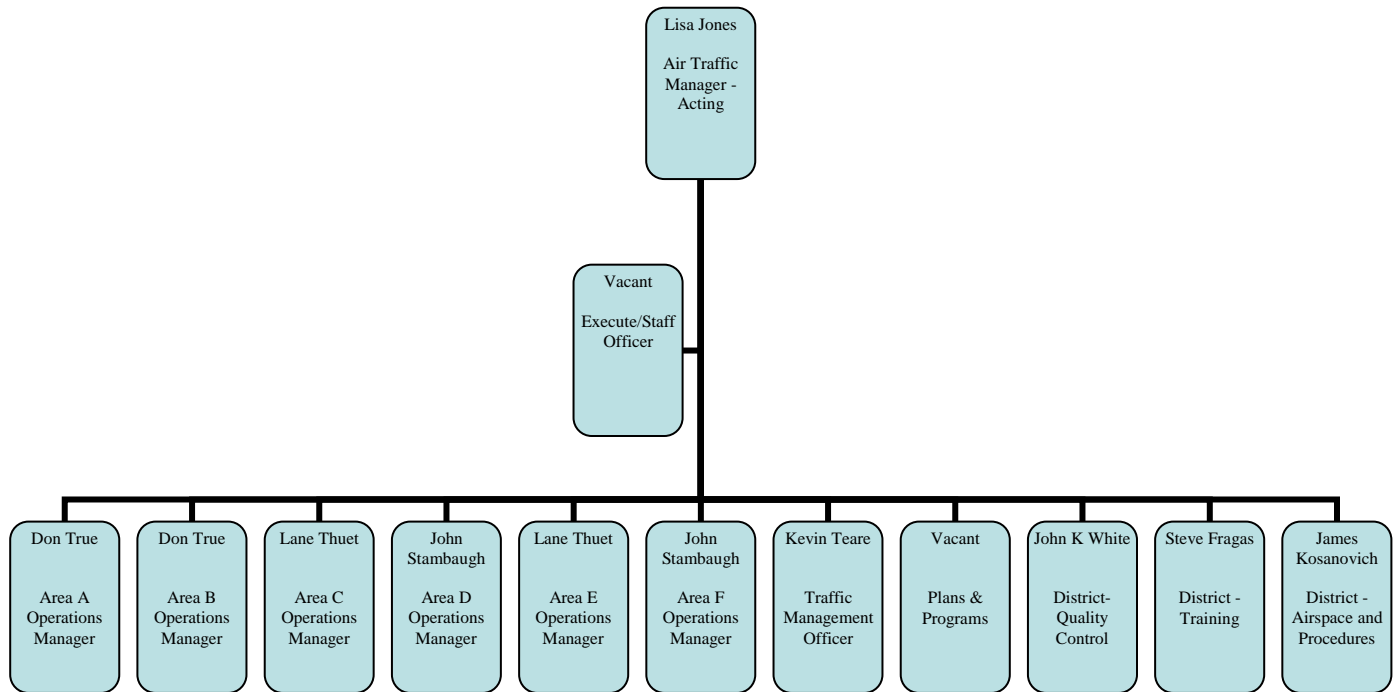


Yellow dots of traffic flow (including oceanic tracks)





## ZLA ORGANIZATION CHART 2019







## **LOS ANGELES CENTER SENIOR LEADERSHIP TEAM:**

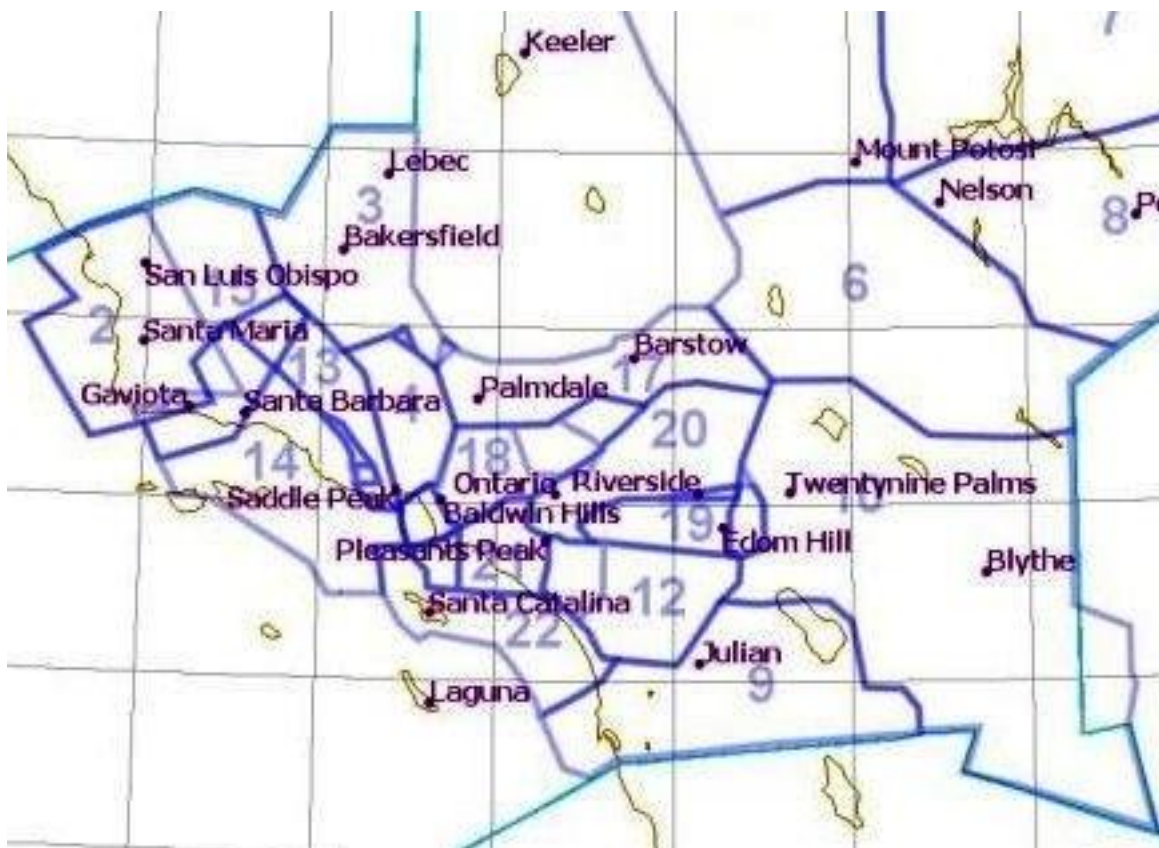
ZLA-1	Lisa Jones, Acting Air Traffic Manager
ZLA-2	Vacant, Executive/Staff Manager
ZLA-3A	Don True, Operations Manager
ZLA-3B	Don True, Operations Manager
ZLA-3C	Lane Thuet, Operations Manager
ZLA-3D	John Stambaugh, Operations Manager
ZLA-3E	Lane Thuet, Operations Manager
ZLA-3F	John Stambaugh, Operations Manager
ZLA-17	Steve Fragas, District Manager -Training
ZLA-505	John K White, District Manager - Quality Control
ZLA-510	Quintin Miles, Support Manager - Plans and Programs
ZLA-530	James Kosanovich, District Manager - Airspace and Procedures
ZLA-TMO	Kevin Teare, District Traffic Management Officer



## Los Angeles Center TODAY

Los Angeles Center is located in the northern portion of Los Angeles County, in the city of Palmdale, located 65 miles north of Los Angeles. In addition to numerous major and regional airports that we serve, we also overfly the TRACON/Approach Controls at Long Beach, Los Angeles, Burbank, Ontario, Palm Springs, San Diego, Santa Ana, Santa Barbara, Bakersfield, Joshua, and Las Vegas. Adjacent En Route Centers include Oakland, Salt Lake, Albuquerque, Denver, and Mazatlán.

A full range of sports, recreation, and leisure activities are within a short drive of the city. Additional information about the local area is included in this package.





## Los Angeles ARTCC and the Operational Areas:



Los Angeles Center is an important part of the National Airspace System (NAS), a dynamic environment working to meet user demand and national defense needs. Los Angeles ARTCC works with the busiest approach control facility (Southern California TRACON)

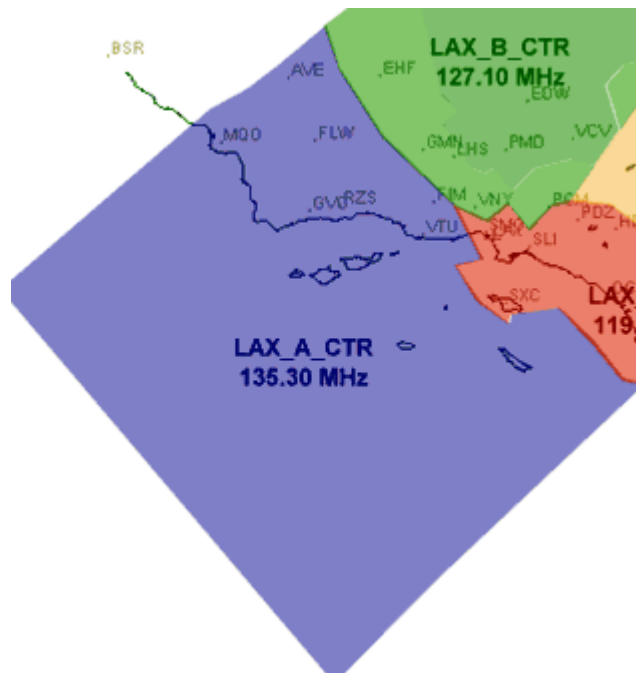
ZLA has six areas of specialization. While all areas must act as one team, each area is unique in the following ways:





## AREA A

This area ensures safety in the vicinity of Santa Barbara, the coast of California from Los Angeles to San Luis Obispo, the Ventura area, and west into the Pacific Ocean approximately 200 miles. They handle all jet traffic from the Bay Area and the Pacific Northwest landing in the Los Angeles area. They also handle the Los Angeles basin traffic departing northbound, westbound and Oceanic Departures.





## AREA B

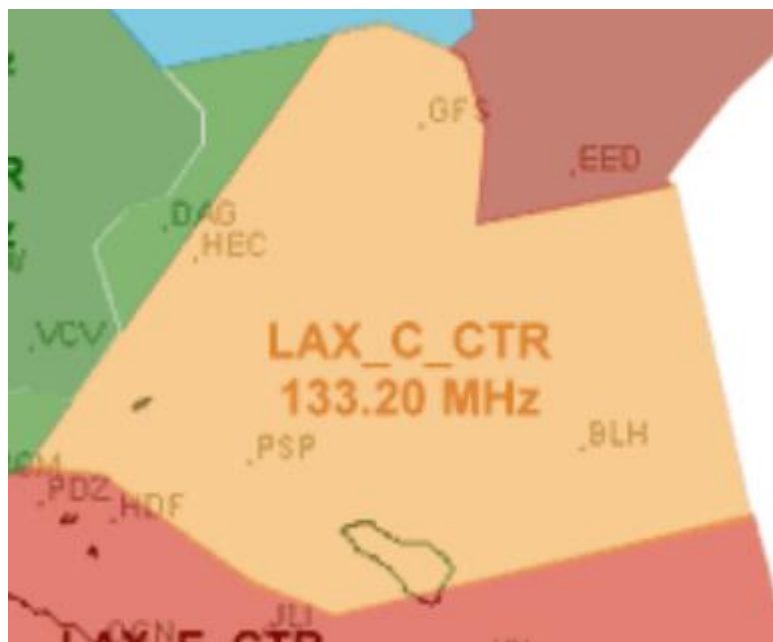
Area B has a complex traffic flow, with substantial opposite direction traffic situations. They have the responsibility for separating the Los Angeles basin arrival and departure traffic proceeding over Palmdale, along with the sequencing of the Ontario and Palm Springs arrivals from the northwest. They also handle all of the Las Vegas traffic coming from the Los Angeles basin and San Diego area. Aircraft departing Los Angeles and Ontario for the northeast sections of the US are also worked by this area.





## AREA C

This area is concerned mainly with aircraft coming to the Los Angeles airport from the east. Sectors in this area assure not only safety, but an efficient and orderly traffic flow into one of the busiest airports in the country. They sequence these arrivals with traffic landing the coast complex. This includes the airports of Ontario, Long Beach and Santa Ana.







## AREA D

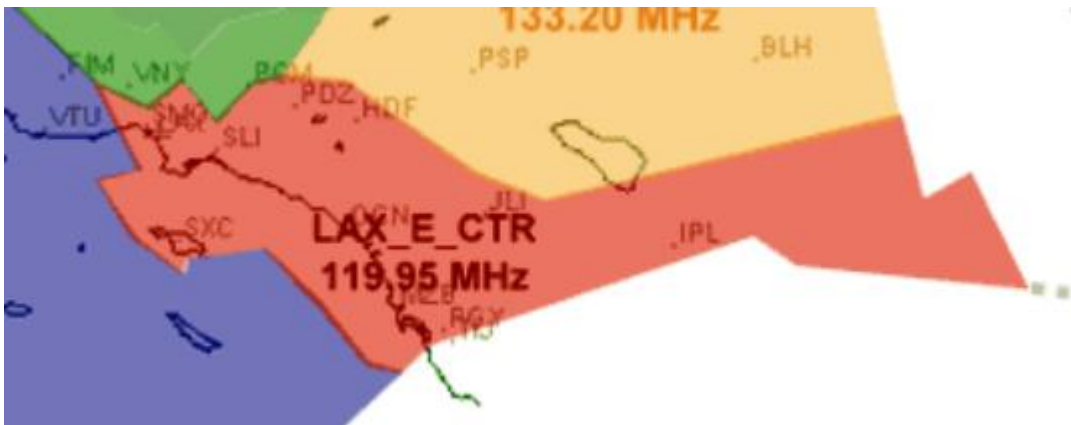
This area of specialization insures the safety of aircraft arriving and departing Las Vegas International airport which has become the sixth busiest airport in the nation. They also provide approach control service for Laughlin, Nevada and Needles, California airports. The area also handles many military training missions departing Nellis AFB departing to the southwest deserts. Approximately half of the aircraft bound for the northern and eastern United States transit this areas airspace.





## AREA E

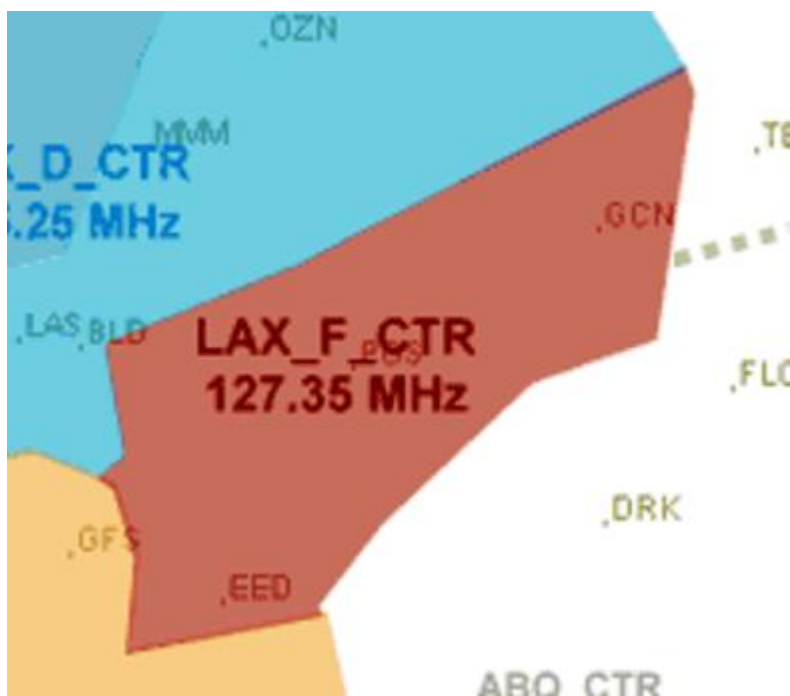
Area E has a wide variety of traffic, starting with all aircraft arriving and departing the San Diego complex, which includes San Diego Lindbergh, Brown Field, Montgomery, Gillespie and Carlsbad. This area also handles all arrivals and departures from the southeast into the Los Angeles basin airports, including LAX, Long Beach, Ontario, and Santa Ana. Additionally, Area E works all Palm Springs area arrivals and departures from the east. There are large amounts of military activity in this area, chiefly working operations in and out of MCAS Miramar, MCAS Yuma, NAS North Island and Navy Blue Angels practice facility, NAS El Centro as well as aircraft carrier operations off the coast of San Diego. Aircraft departing to and arriving from Mexico with Mazatlan Center and Tijuana Approach are also handled by Area E.





## AREA F

In this area of control, they handle traffic into the Grand Canyon, Las Vegas departures and arrivals to airports in the Southwest US. Las Vegas and Los Angeles basin departures and arrivals to and from the east and northeast. They handle Approach Control service for Grand Canyon, Kingman and St George airports. They coordinate with Salt Lake, Denver and Albuquerque centers.

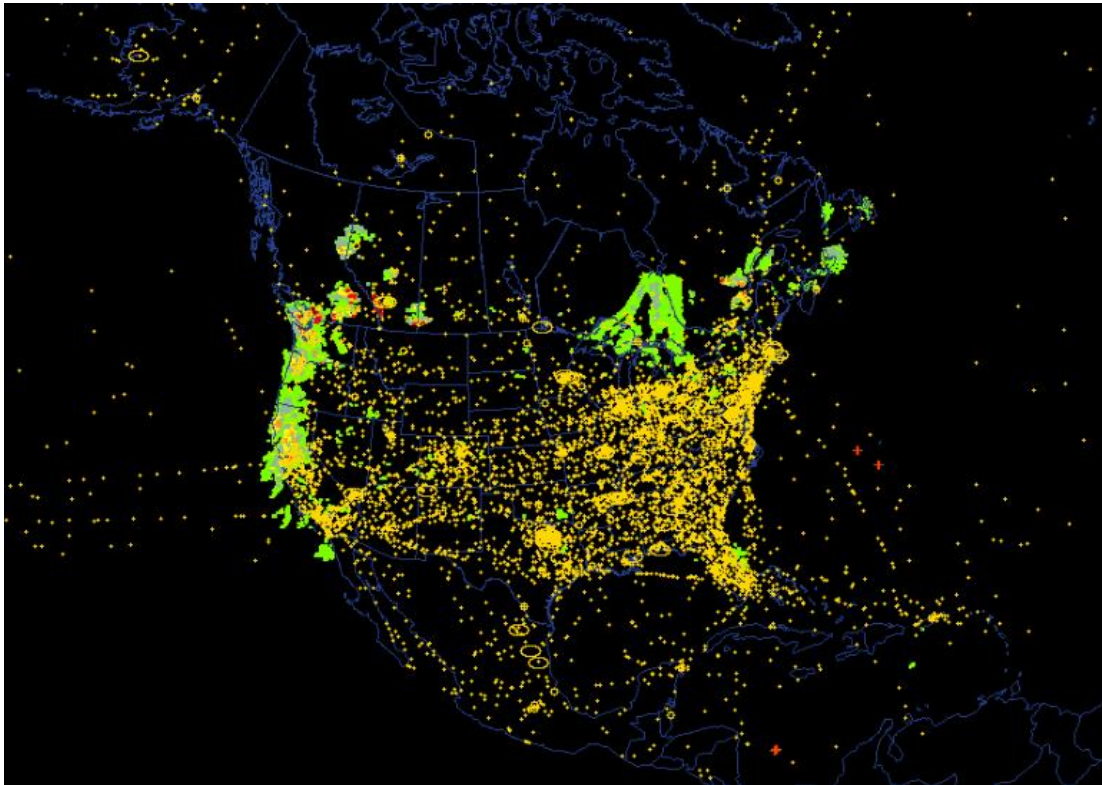






## TRAFFIC MANAGEMENT UNIT

The Los Angeles Center Traffic Management Unit is a component of the Air Traffic Organization. They are responsible for aircraft flow and metering throughout the center. It is their responsibility to monitor sector traffic volume and to reroute aircraft based on that volume. Each sector has a specified number of aircraft which it can safely accommodate at any given time. When that number is reached or exceeded TMU will reroute aircraft to a sector or area that is not as congested. They also reroute aircraft based on weather activity across the country. Additionally they monitor arrival rates at major airports within the centers jurisdiction and adjust traffic flows accordingly. TMU positions are normally bid on after acquiring several years experience as a Certified Professional Controller.





## Our Expectations of All Employees

### **Los Angeles CENTER 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

Follow rules and procedures

Be open to feedback – provide honest information



## Policies

### **Reporting for Duty**

It is your responsibility to report to work on time and in a condition that will permit performance of assigned duties (i.e. in appropriate clothing, free from any effects of drugs or alcohol, physically fit and mentally prepared to perform all of the duties of your position).

### **Hours of Duty**

Stage II, III and IV training phases are conducted under an administrative work schedule (0700 to 1530). Swing (1530-2200). Once assigned to the control room, the operational duty schedule will apply.

### **Parking**

Parking permits are required for all personal vehicles utilizing facility parking. These will be assigned to you on your first day at LA Center.

### **Security**

24 hour security is provided by Homeland Security. They control gate ingress/egress and maintain a regular patrol schedule. A current permanent or temporary ID badge is required to enter the facility. While on the facility grounds, all personnel are responsible for due diligence in reporting any possible security violation.

### **Building Access**

Building access is achieved through the use of the magnetic swipe strip on your FAA ID badge. Should you forget your permanent ID badge, a temporary badge must be obtained at the guard shack prior to entering the facility.

### **Guests and Visitors**

Los Angeles Center is a secured government facility. All guests and visitors must be pre-approved by either the Operations Manager or the training department prior to the date of the proposed visit. All visitors must be accompanied by an escort while on the facility grounds.



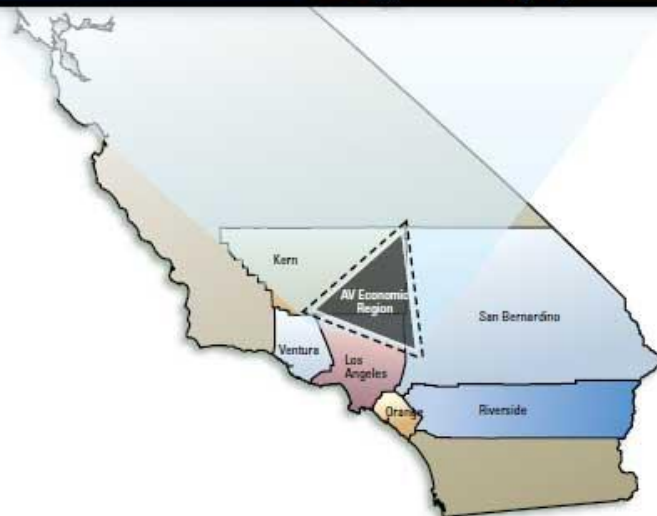


## **FAA ID Cards**

Picture ID Badges are required to be worn in plain sight, above the waist, at all times, while on premises.

## **Cell Phones**

Cell phones must be kept off (while on the operational floor), and may not be answered while in the operational areas. The use of camera phones, for the purpose of photography, is strictly prohibited.





The Antelope Valley region encompasses over 3,000 square-miles and includes both Northern Los Angeles County and Eastern Kern County. Home to over 513,000 residents, the Antelope Valley has quickly become a destination of choice for individuals, families, and companies seeking prosperity and a high quality of life.

The Antelope Valley provides a thriving environment for economic growth and offers a wide range of benefits to businesses seeking to relocate or expand into our area. Our region is unique to California in that it offers a business friendly climate through the cooperation of our residents, cities, and elected officials. By reducing taxes to businesses and offering them more incentives to expand, the outcome is increased job growth and an increase in private sector capital. The tax savings and incentives provided within our Enterprise and Foreign Trade Zones together with an abundance of affordable commercial land and facilities help lessen the impact associated with start-up/relocation costs and allow businesses to increase their profit margins.

Unlike most regions, we also offer an educated, skilled workforce along with clean air and a quality of life that is hard to duplicate elsewhere.







AV Economic Region



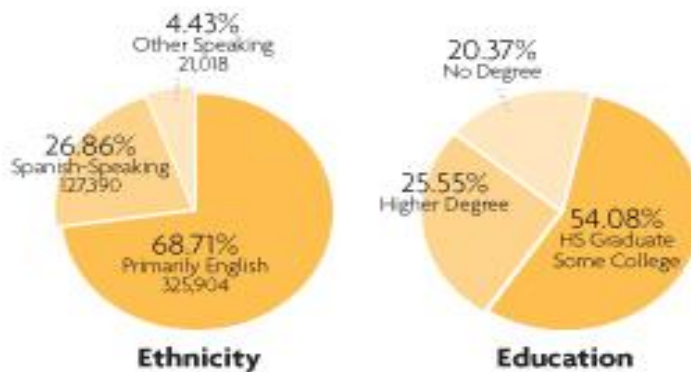


## AREA PROFILE

**TOTAL POPULATION OF GREATER ANTELOPE VALLEY REGION**      **507,220**

### REGIONAL HOUSING

Average Household Income	\$66,022
Per Capita Income	\$21,170
Housing Units	156,816
Persons per Household	3
Owner Occupied	65.99%
Average Length of Residence (yrs.)	13



Source: GAVEA Economic Roundtable Report 2013



#### ANTELOPE VALLEY POPULATION FORECAST

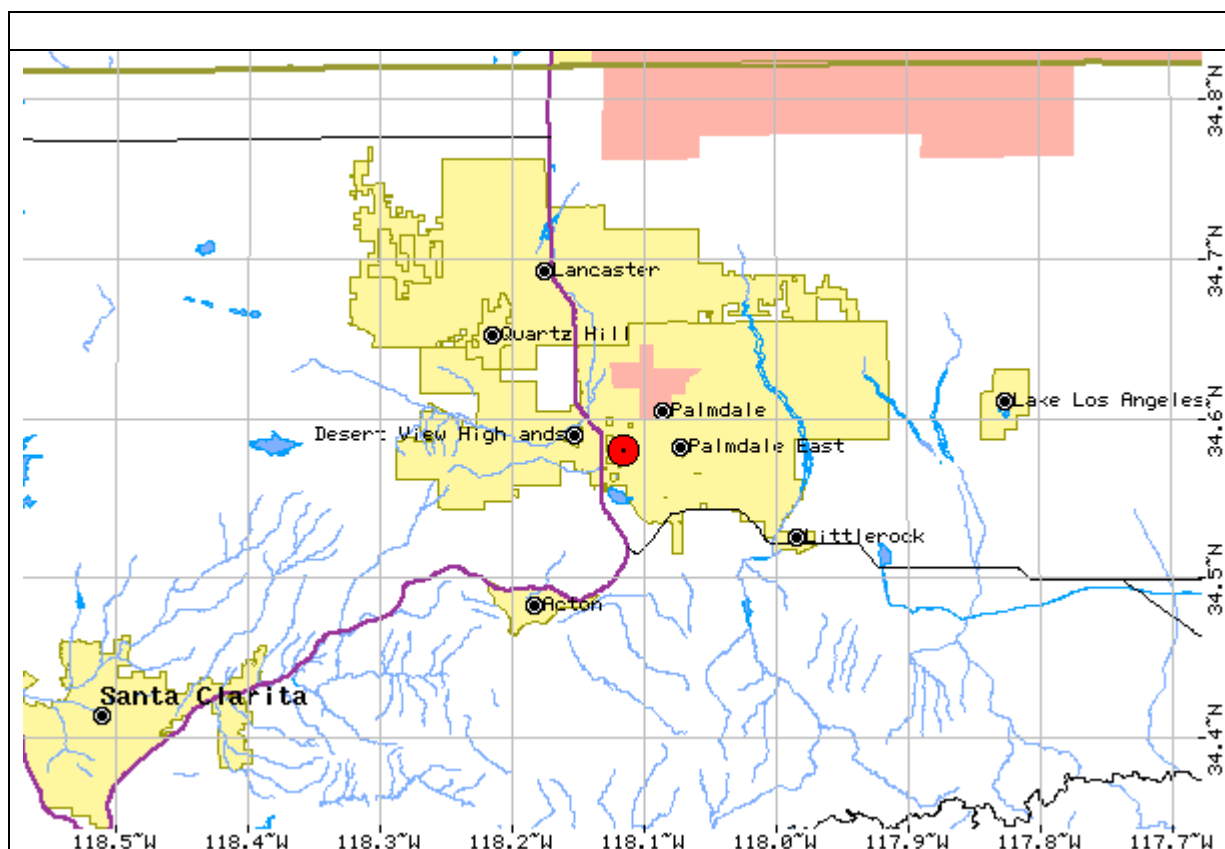
	2020	2035
Lancaster	174,807	201,310
Palmdale	179,274	206,143
Unincorporated -LA County	232,250	302,005
Greater California City/Mojave	32,509	39,641
Greater Ridgecrest	39,442	41,737
Greater Rosamond	31,805	40,245
Greater Tehachapi	47,691	57,632
<b>Antelope Valley</b>	<b>737,778</b>	<b>888,713</b>





## Local Area Information: Palmdale California

The City of Palmdale encompasses 104 square miles and is located in the southern region of the Antelope Valley. Palmdale is 65 miles from Los Angeles, off State Highway 14.

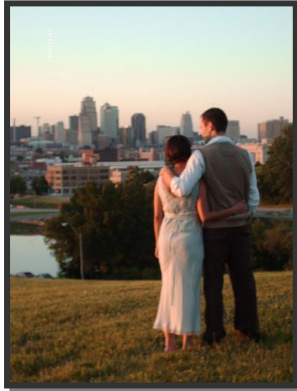




### *Antelope Valley Profile*

Over the past 105 years the Antelope Valley has evolved from a farming community to one of the premier aviation research and development sites in the nation.

The Antelope Valley now boasts a population of more than 400,000 and has a lot to offer as a home for business and as a community. The Antelope Valley's business-friendly attitude, available work force, clean air and affordable housing will continue to attract growth in the years to come.



Although Los Angeles is just over the hill, there is a dramatic difference in the weather. The Antelope Valley experiences a moderate semiarid, four season climate with low humidity and annual average precipitation of 4 inches. Winters are colder and summers are hotter and drier. Spring weather can be blustery as the breezes race down the mountain slopes, while autumn is clear and crisp with fall colors blanketing the Valley. Blue skies and starry nights are the norm and Valley residents welcome the winds to keep the skies free of smog. Weather patterns are dictated mainly by the mountain ranges that surround the Valley.



Geographically the Antelope Valley is a triangular-shaped plain encompassing approximately 3,000 square miles and ranging from 2,100 to 3,000 feet in elevation. With the Tehachapi Mountains due north and the San Gabriel Mountains to the south it is the gateway to the Greater Mojave Desert, home of the Joshua Trees. The Average monthly temperature is 61 degrees however winters can be cold with a low of 2 degrees recorded in 1984. Summer temperatures can reach 110 degrees with July, August and September being the warmest months. However because of the altitude nights are generally cool with a 30 degree difference between daytime and night time. October 31 generally signals the beginning of winter with a daily drop in average temperature.



### *Attractions abound in the Antelope Valley*

The Antelope Valley boasts a professional minor league baseball team, the Lancaster Jet Hawks who are affiliated with the Houston Astros of the National Baseball League. Clear Channel Stadium, the home of the Jet Hawks is located on the North of Lancaster near the Antelope Valley Fairgrounds.



One of the premier attractions the valley is the California State Poppy Reserve. Located

approximately 15 miles west of the city of Lancaster this 1,760 acre reserves is home to one of the largest concentrations of California poppies in the state. From February through May



the reserves rolling hills are blanketed with a profusion of color from poppies, Oaks Clover, Lupine, and Gold Field wild flowers. Eight miles of hiking trails allows the visitor to view the colorful display up close and personal. The preserve is open to visitors year round but is most frequently visited during the spring bloom.

Other recommended natural attractions are the Arthur P. Ripley Desert Woodland Park, Saddle Back Butte Park and Red Rock Canyon State Park.







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***Palmdale Statistics:***

**Date of incorporation**  
**Population**

**August 24, 1962**  
**152,551**





### *Climate*

Average Temperature (January)

56 degrees

Average Temperature (July)

98 degrees

Average Rainfall

8 inches

Average Snowfall

4 inches

Winds

Average 7-10 mph

Elevation

2600 feet

*Average Temperatures:*

**Comparison with Southwestern Communities**

	JUNE		JULY		AUGUST		SEPTEMBER	
	HIGH	LOW	HIGH	LOW	HIGH	LOW	HIGH	LOW
Bakersfield	92	64	98	69	96	68	91	63
California City	91	62	97	67	96	66	90	59
Fresno	91	60	98	65	96	63	90	59
Henderson	91	63	97	70	95	69	87	59
Lancaster	89	60	95	66	95	64	89	58
Las Vegas	99	69	104	76	102	74	94	66
Palmdale	90	57	98	65	97	64	91	57
Palm Springs	102	64	108	73	106	71	102	66
Phoenix	103	72	105	80	106	71	102	66
Ridgecrest	96	64	103	70	101	68	95	61
San Bernardino	84	53	93	60	93	60	89	57
Santa Clarita	86	50	94	56	94	56	90	52
Tehachapi	80	50	89	56	87	53	82	47
Tucson	100	68	99	74	97	72	94	67



## 2018 LARGEST EMPLOYERS

Company	# of Employees
Edwards Air Force Base	12,515
China Lake Navel Weapons	6,080
County of Los Angeles	3,953
Lockheed Martin	3,757
Palmdale School District	3,320
Antelope Valley Hospital	2,619
Northrop Grumman	2,300
AV Union High School District	2,106
Wal-Mart (5)	2,150
California Correctional Institute – Tehachapi	1,915
Bank of America	1,863
Antelope Valley Mall	1,800
California State Prison-Los Angeles County	1,622
Lancaster School District	1,420
Antelope Valley College	1,304
Kaiser Permanente	929
Jacobs Technology	920
Rio Tinto	817
Westside School District	800
Palmdale Regional Hospital	782
Boeing (2)	650
Rite Aid Distribution Center	640
City of Lancaster	627
Home Depot (4)	605
Sierra Sands School District	575
City of Palmdale	559
Starwood	530
Ridgecrest Regional Hospital	503
High Desert Health System	499
Tehachapi Unified School District	487
High Desert Medical Group	385
Lowe's (3)	347
Scaled Composites	344
South Kern School District	325
Calif. City Corrections	322
Keppel School District	308
Eastside School District	300
Deluxe Checks	290
Cerro Coso College	290



Costco	271
Mojave Unified School District	259
Southern California Edison	256
Michael's Distribution Center	250
Lance Campers	244
Sigma	242
Muroc School District	218
Acton-Agua Dulce School District	171
Antelope Valley Press	170
Sam's Club	168
U.S. Pole	155
Wilsona School District	150
Wells Fargo	143
Delta Scientific	140
BAE-Mojave	140
Senior Systems Technologies	125
Best Buy	123





### ***PALMDALE WEB SITES***

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

[get.palmdalelibrary.org](http://get.palmdalelibrary.org)

[www.globalindex.com/comindex/comm\\_cal/p/palmdale.shtml](http://www.globalindex.com/comindex/comm_cal/p/palmdale.shtml)

[www.cityofpalmdale.org](http://www.cityofpalmdale.org)

[www.carealestatehomes.com/citytour/CA/Palmdale.php](http://www.carealestatehomes.com/citytour/CA/Palmdale.php)

[www.cityofpalmdale.org/community/utilities.htm](http://www.cityofpalmdale.org/community/utilities.htm)

[www.jethawks.com](http://www.jethawks.com) Lancaster Jet Hawks Baseball

### **UTILITIES**

Electricity

**Southern California Edison**

800/684-8123 • [www.sce.com](http://www.sce.com)

Natural Gas

**The Gas Company**

Sempra Energy

800/427-2200 • [www.socalgas.com](http://www.socalgas.com)

Cable Television

**Time Warner Cable**

888/TW.CABLE • [www.timewarner.com](http://www.timewarner.com)

Water

**Palmdale Water District**

947-4111 • [www.palmdalewater.org](http://www.palmdalewater.org)

Trash

**Waste Management**

661/947-7197



## ***PUBLIC SCHOOLS***

**Acton-Agua Dulce  
Unified District (K-12)**  
32248 Crown Valley Road  
Acton, CA 93510  
661/269-5999

**Antelope Valley Union  
High School District**  
44811 Sierra Highway  
Lancaster, CA 93534  
661/948-7655

**Eastside Union School District (K-8)**  
6742 East Avenue H  
Lancaster, CA 93535  
661/946-2813

**Hughes-Elizabeth Lake  
Union School District (K-8)**  
16633 Elizabeth Lake Road  
Lakes Hughes, CA 93532  
661/724-1231

**Keppel Union School District (K-8)**  
34004 128th Street East  
Pearblossom, CA 93553  
661/944-2155

**Lancaster Elementary School District (K-8)**  
44711 N. Cedar Avenue  
Lancaster, CA 93534  
661/948-4661

**Palmdale School District (K-8)**  
39149 10th Street East  
Palmdale, CA 93550  
661/947-7191



*THINGS TO DO IN PALMDALE*

Chimboloe Cultural Center  
(661) 267-5656

Community Arts Center  
(661) 267-5684

Palmdale Playhouse  
(661) 267-5684

Blackbird Airpark Museum  
(661) 277-8050

Antelope Valley Country Club  
(661) 947-3400

Antelope Valley Mall  
(661) 266-9150

Desert Aire Golf Course  
(661) 267-5666

Rancho Vista Golf Course  
(661) 272-9903

Los Angeles County Raceway  
(661) 533-2224

City Of Lancaster Museum & Gallery  
(661) 723-6250



Western Hotel Museum

(661) 723-6260

Lancaster Performing Arts Center

(661) 723-5950

Kids Time Childrens Museum

(661) 729-1070

Lancaster Marketplace

(661) 942-7897

BLVD Farmers' Market

(661) 723-6077

Every Thursday from 3 to 8 p.m.

Fox Airfield & Museum

(661) 942-4022

Rancho Sierra Golf Club

(661) 946-1080

Antelope Valley Indian Museum

(661) 946-3055

Crystallaire Country Club

(661) 944-2111





### *Los Angeles ARTCC Directory*

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

>> Facility [recorded]	(661) 265-8200
>> Facility Night & Weekend (Operations Manager Desk)	(661) 265-8205
>> Air Traffic Manager's Office	(661) 265-8201
>> Staff Manager	(661) 265-8203
>> Executive Officer	(661) 265-8202
>> Office Manager	(661) 265-8210
>> Training Manager	(661) 265-8310
>> Facility Fax	(661) 265-8219



Since you are just joining the ATO this is a new and exciting time for you. It will take you some time to adjust to the operations and the environment of the ZLA. To assist you during this period we compiled a list of actions that will help guide you and bring up to speed with the new processes and procedures.

We believe that employees should take an active role managing and advancing their career. We hope that our recommendations will help manage your career during your first year of employment with the ATO.

Immerse yourself in your new position. By studying the required reading materials and reviewing your training materials you will stand the greatest chance of success. Insure that you schedule an informal meeting with your sponsor during your first month at the facility.

Take time to observe the actions of the veteran controllers during periods of heavy traffic and seek out a mentor to help you develop and guide you on your career path.

Prepare a list of motivations about your career and discuss these and their challenges with you Frontline Manager. Also check if you can schedule local visits to other FAA facilities to gain a greater knowledge and understanding of the National Airspace System.



Remember...

It is your career – take care of it.

Focus on your current position – be the best you can be.

Develop a plan for achieving your future goals.

Training is an important part of your development – use it to your advantage.

Do not be afraid to seek out counsel and advice from co-workers and leaders.

We hope that this booklet has been helpful to you in making your transition to a new and exciting endeavor. We welcome any thoughts or suggestions on how we can improve on its content. Most importantly we hope you enjoy your career with LA Center.



– END –

*[Please do not delete the “end page” section, as it is required to maintain section definitions within the document. You may discard this page once the document is printed.]*