

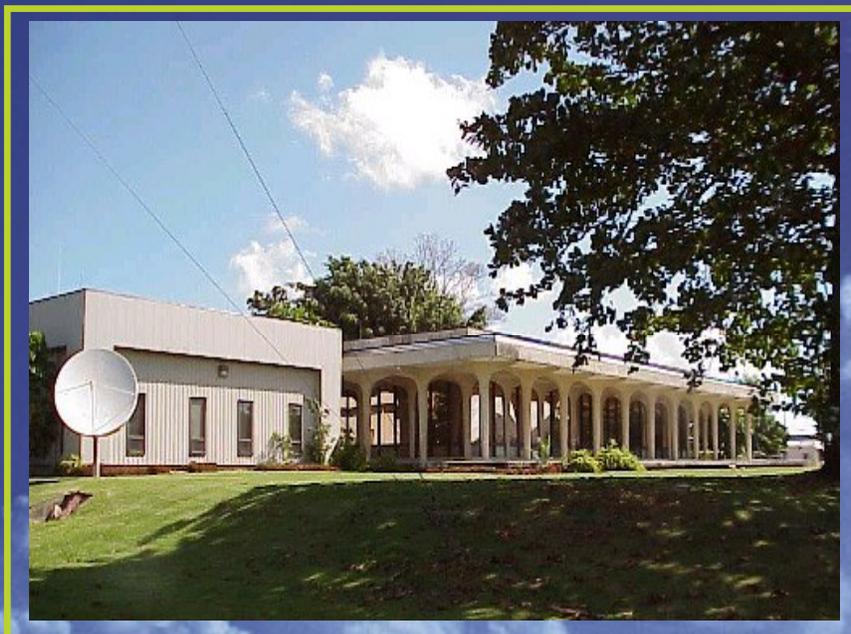


Federal Aviation
Administration



Facility Orientation Guide

San Juan CERAP





Federal Aviation
Administration

Message from the Air Traffic Manager

Dear New Employee:

Welcome to San Juan Combined En-Route Radar Approach Control (CERAP), an extraordinary Air Traffic Facility!

San Juan CERAP is in a special Air Traffic "league", being both an En-Route and Radar Approach Control facility. Nestled in the Commonwealth of Puerto Rico, San Juan CERAP has easy access to destinations in the Continental United States, as well as culturally diverse locations in the Caribbean.

Being an FAA employee at San Juan CERAP will provide you with a unique working experience, both professionally and personally. You will work with many outstanding people who help make San Juan CERAP an exceptional facility.

We are pleased to have you as a member of the San Juan CERAP team and hope that your Air Traffic career will exceed your highest expectations.

Please feel free to ask any questions or express any comments so we may assist you in your transition to San Juan CERAP.

Again, welcome aboard, and we wish you success as you begin your career in Air Traffic Control.

Sincerely,

A handwritten signature in black ink, appearing to read "Felipe Fraticelli".

Felipe Fraticelli
Air Traffic Manager
San Juan CERAP



Message from the Support Manager for Training

Dear New Employee:

Welcome to the San Juan CERAP Training Department. This is where you will begin your field training to achieve the goal of becoming a Certified Professional Controller (CPC). It is truly one of today's most dynamic and rewarding career positions in the aviation industry.

As you proceed forward on the path to CPC status, my training staff and I are available to assist you in each and every phase of your training. Depending on your Area assignment, Area 1 for En-Route or Area 2 for Terminal, you will encounter different phases of training. The expectation for successful completion of these phases is approximately 24-36 months.

You will be receiving classroom instruction, dynamic simulation (DYSIM), and on-the-job training (OJT) in all aspects of your training. You will be provided the best instruction available from highly experienced individuals. Take advantage of their knowledge, study hard, and enjoy the experience of becoming a Certified Professional Controller!

Please feel free to express any questions or comments you might have at any time throughout your training.

Again, welcome to the San Juan CERAP and we look forward to the successful completion of your training curriculum.

Sincerely,

A handwritten signature in black ink, appearing to read "Edwin Purcell".

Edwin Purcell
Support Manager, Training & Quality Assurance
San Juan CERAP



YOUR FIRST DAY!

Your first day will begin at the Main Gate. You should plan to arrive at 0700L. Inform the guards you are a new employee reporting for duty. The facility will advise them in advance of your arrival.

They will issue you a temporary ID and Security System Access Card. The Security System Access Card will unlock the appropriate doors. To use it, simply present the card within 2 inches of the card reader located next to each door. The red light will turn green allowing you to open the door.

Additionally, a temporary parking permit will be issued. These temporary cards and permits must be returned to the guard at the end of the day when you leave the facility.

The guard will then call the Support Manager for Training to inform him/her of your arrival. The Support Manager for Training will greet you at the Main Lobby entrance of the building and then begin with your training.

After a brief tour and introduction, the Support Manager for Training will then introduce you to the Contract Site Supervisor (CSS) for the Raytheon training contractor. Raytheon is contracted to provide training to our employees. The CSS will introduce you to the training staff and provide a brief orientation and overview of your training.



AIR TRAFFIC MANAGER FELIPE FRATICELLI



As the Air Traffic Manager of the San Juan Control En-Route and Approach Control (CERAP), Felipe Fraticelli is responsible for the leadership, direction, and guidance for the safe and efficient flow and continuity of operations for national and international air traffic control in the Eastern Caribbean Area.

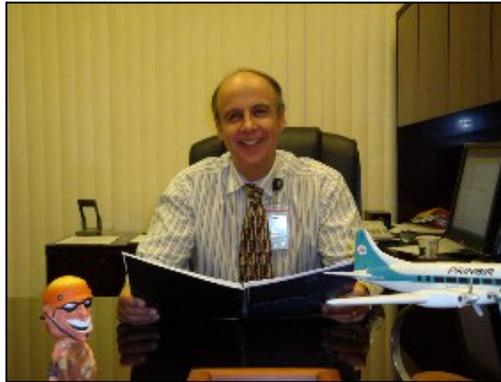
Felipe was born in New York and raised in Ponce, Puerto Rico; he is the second of five brothers.

Felipe began his career in 1980 as an air traffic controller in the United States Air Force, Sheppard AFB. In 1985, he joined the Federal Aviation Administration (FAA) as an air traffic control specialist at Jacksonville ARTCC. Five years later, he transferred to San Juan CERAP, where he diversified his career in the air traffic field. He served as an air traffic controller, staff support specialist, area manager, support manager, and in 2006 was selected and still holds the position as the Air Traffic Manager of the San Juan CERAP.

Felipe currently resides in San Juan with his wife Jacqueline, and their two sons, Felipe J. and Fernando A.



QUALITY ASSURANCE & TRAINING SUPPORT MANAGER EDWIN PURCELL



As Support Manager of Quality Assurance and Training in the San Juan CERAP, Edwin Purcell is responsible for the leadership, direction, and guidance for the safe and efficient flow and continuity of operations for national and international air traffic control systems in the Eastern Caribbean Area. He is also responsible for the quality assurance and oversight of the San Juan CERAP training. Edwin is known as a strong force in ensuring our air traffic safety culture.

Edwin, better known as Ed, began his career in aviation as a pilot in 1970 and flew for several commuter airlines until 1984. During that time, Ed accumulated more than 10,000 hours flying time.

Ed began his career with the FAA in 1984 as an air traffic controller at the San Juan Tower in Puerto Rico. Later on, he moved in the ranks at San Juan Tower as a quality assurance and training specialist and then as a supervisor. In 1998, Ed was selected as a support specialist at San Juan CERAP. He was then selected in 2005 as the Quality Assurance and Training Support Manager, position which he currently holds.

Ed currently resides in the San Juan area of Hato Rey with his wife Milly and both are avid rock climbers.



PLANS AND PROGRAMS SUPPORT MANAGER JOSÉ M. ARCADIA



As Support Manager for Plans and Programs of San Juan CERAP, José M. Arcadia is responsible for the leadership, direction, and guidance for the safe and efficient flow and continuity of operations for national and international air traffic control systems in the Eastern Caribbean area. He is also responsible for the plans, programs, airspace and procedures, military and oceanic operations.

Arcadia, also known as Manolo, or ZZ, was born and raised in San Juan, Puerto Rico. In 1986, when he was finishing his B.S. in Chemistry at Inter American University Metropolitan Campus, he read a notice on a bulletin board that said "ATC exam to be administered." So he thought to himself "That's got to be pretty cool" and he was right! Next thing he knows, he was being interviewed, and started at this facility in January 1987 as part of the COOP student program.

He graduated and in 1988 went to The Mike Monroney Aeronautical Center for an unforgettable experience. That same year he came back to San Juan to start training, and by 1990 he was a facility rated FPL (Areas 1 & 2), CPC nowadays. In 1994 he worked as support specialist in the same department he now manages. In 1995 he was promoted to supervisor (Front Line Manager), position which he held for 11+ years and enjoyed every minute of it.

Manolo was selected for his current position in October of 2006, and still resides in San Juan with his wife Mari, and their two children.



OPERATIONS MANAGER SAM MESTRE



As Operations Manager of San Juan CERAP, Samuel Mestre is responsible for the leadership, direction, and guidance for the safe and efficient flow and continuity of operations for national and international air traffic control systems in the Eastern Caribbean area.

Sam began working with the FAA in 1980 for the New England Region, at the Hartford Air Traffic Control Tower. In 1985, he transferred on a contract to San Juan CERAP, and left for Daytona Beach in 1988. After two years, he returned to San Juan CERAP until today.

Sam enjoys golfing, skiing, working out, listening to music, and reading. He also enjoys eating quite a bit. He has lived in Puerto Rico, California, Pennsylvania, New Hampshire, Connecticut, New York, New Jersey and Florida. He went to school in New York.



San Juan CERAP – Airspace Information

With our airspace being strategically located at the Caribbean, we are involved in a major part of the international route structure and volume for the Eastern Caribbean Area. Through strategic Letters of Agreement (LOA), procedures and tactical Traffic Management Initiatives (TMI) we assist in the safe, orderly, and expeditious flow of aircraft to many airports in our airspace as well as adjacent ARTCC's and ACC's (Foreign Facilities).

Our airspace is one of the most complex in the nation because we have a combination of ICAO procedures, oceanic and domestic airspace. Since we are a Combined En-Route Radar Approach Control Facility (CERAP) we provide Terminal, En-Route and Oceanic services to every aircraft that depart or fly through our airspace. San Juan International Airport (TJSJ) is one of the busiest airports in our airspace, as well as St. Thomas (TIST) and St. Marteen (TNCM). Our traffic increases to these airports in the winter season. San Juan CERAP had 620,523 operations in 2007; we were ranked 18th under the 50 busiest approach control facilities.

AREA 1

In this area we focus in the En-Route and Oceanic Services. We coordinate non-radar every aircraft that goes to a foreign facility; we work with eight adjacent foreign facilities. In addition, we separate and sequence all aircraft that goes to every major airport in our airspace.

AREA 2

In this area we provide terminal services to five airports that have an air traffic control tower and three airports without control tower. We provide Class C services with San Juan Tower and St. Thomas Tower. Our primary responsibility is to separate and sequence aircraft into these airports.



San Juan, Puerto Rico – Information



San Juan, the capital and largest city of Puerto Rico, is located on the northern coast of the island. The climate is tropical, but not unbearably hot; the sun is tempered by the prevailing easterly trade winds. The average temperature along the coast is about 80 degrees in the winter and the low 90's in the summer. The island

enjoys a climate which permits water sport activities throughout the year. The tropical environment, scenic beauty, and beaches less than an hour's drive away makes for unique recreational opportunities.

The culture and language of this area are predominantly Spanish. While most of the local population is bilingual to varied extents, the majority of communication in daily life takes place in Spanish. The ability to converse in Spanish greatly simplifies adjustment to the environment and a basic knowledge of Spanish would be very helpful to new families coming to the island. There are numerous language schools in the San Juan area, such as Berlitz, Benedict, and the University of Puerto Rico.



The San Juan metropolitan area has a dense population estimated to be over one million inhabitants, which naturally causes heavy traffic and congestion, especially during the early morning and late afternoon hours. Public transportation is not dependable. The crime rate in Puerto Rico compares to any large metropolitan city in the Continental U.S. (CONUS).

Buying a house in Puerto Rico presents the buyer with a variety of interest rates. The closing on a home can take anywhere from three weeks to four months. Also, there is no government housing available. In general, most homes in Puerto Rico have less living space (three and four bedrooms - 1,000 to 1,200 square feet) compared to homes in CONUS, and yards are very small.



San Juan, Puerto Rico – Continued

Federal employees receive a 13% cost-of-living allowance (COLA) which is subject to change without notice by the Office of Personnel Management (OPM). COLA is not taxable. While residing in Puerto Rico, you must file a Puerto Rico and a Federal income tax return, claiming a foreign tax credit for Puerto Rico tax paid. Depending upon your present locality, Puerto Rico taxes may equal or exceed your Federal and state income tax.



Most medical facilities are bilingual in San Juan. Health and dental plans are accepted at most hospitals, doctors' office, pharmacies, and laboratories. There are various major shopping malls in the San Juan metropolitan area. Churches of all denominations are also found throughout the island. There is an English language newspaper and at least two English language radio stations (one AM and one FM), as well as two television stations broadcasting in English. Cable television service is available in most parts of San Juan and throughout the island.

There are two airports located in the metropolitan area: Luis Munoz Marín International Airport and Isla Grande Airport, located adjacent to the Puerto Rico Convention Center.

You can access the Internet for more specific information regarding Puerto Rico. Included in this handbook you will find a list of some web sites where you can navigate and find photos and educational information about The Island of Enchantment.



LINKS OF INTEREST

Puerto Rico Electrical Power Authority: www.aeepr.com / www.prepa.com

Puerto Rico Water Authority: www.acueductospr.com

Cable TV / Internet (Cable Modem)

- www.onelinkpr.com
- www.libertypr.com

Puerto Rico Telephone Company: www.telefonicapr.com

Internet (DSL / Modem / Wireless)

- www.coqui.net
- www.dmaxpr.com
- www.bivapr.net
- www.caribe.net

Satellite TV

- www.dishnetwork.com
- www.directv.com

Shopping

- www.plazalasamericas.com
- www.sanpatricio.com
- www.belz.com/shopping/canovanas.aspx
- www.primeoutlets.com/cntrdefault.asp?cntrid=1040
- www.costco.com
- www.samsclub.com/shopping/index.jsp
- www.montehiedratowncenter.com



LINKS OF INTEREST – Continued

Chamber of Commerce: www.camarapr.org (Spanish)

Tourism / Outdoors

- www.aventuraspr.com
- www.gotopuertorico.com
- welcome.topuertorico.org
- escape.topuertorico.com
- www.prwow.com

Local News

- www.endi.com
- www.puertorico-herald.org
- www.caribbeanbusinesspr.com

Local Government: www.gobierno.pr

Puerto Rico Department of Internal Revenue: www.hacienda.gobierno.pr

Online Classifieds: www.clasificadosonline.com

Banks

- www.bancopopular.com
- www.doralbank.com
- www.santanderpr.com
- www.wbpr.com
- www.firstbankpr.com

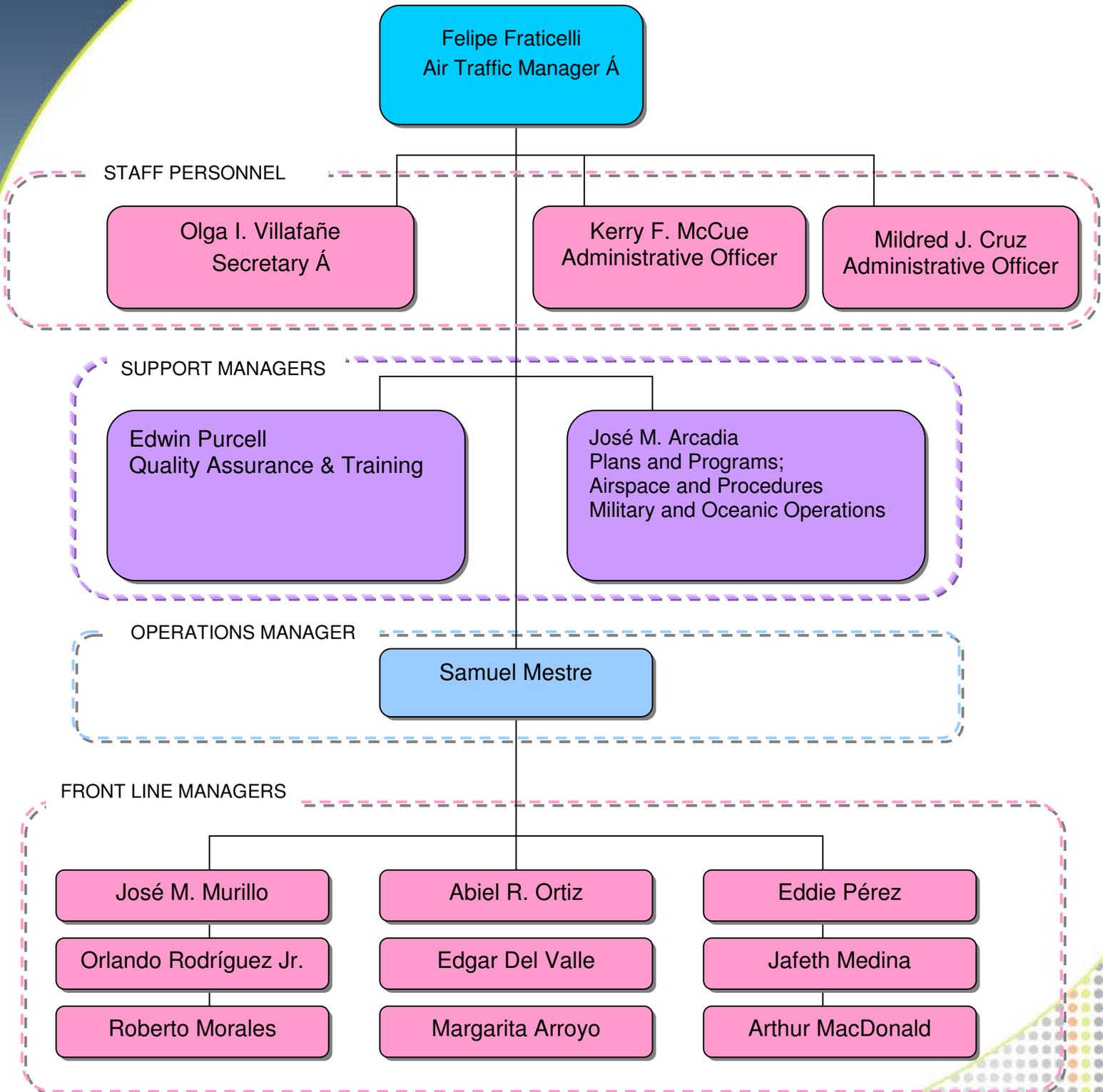
Puerto Rico Yellow Pages: www.superpagespr.com

Schools & Universities Directory:

http://www.caribbeanbusinesspr.com/puerto_rico/education/eng/index.php



SAN JUAN CERAP ORGANIZATIONAL CHART





FROM LUIS MUÑOZ MARÍN INTERNATIONAL AIRPORT TO SAN JUAN CERAP

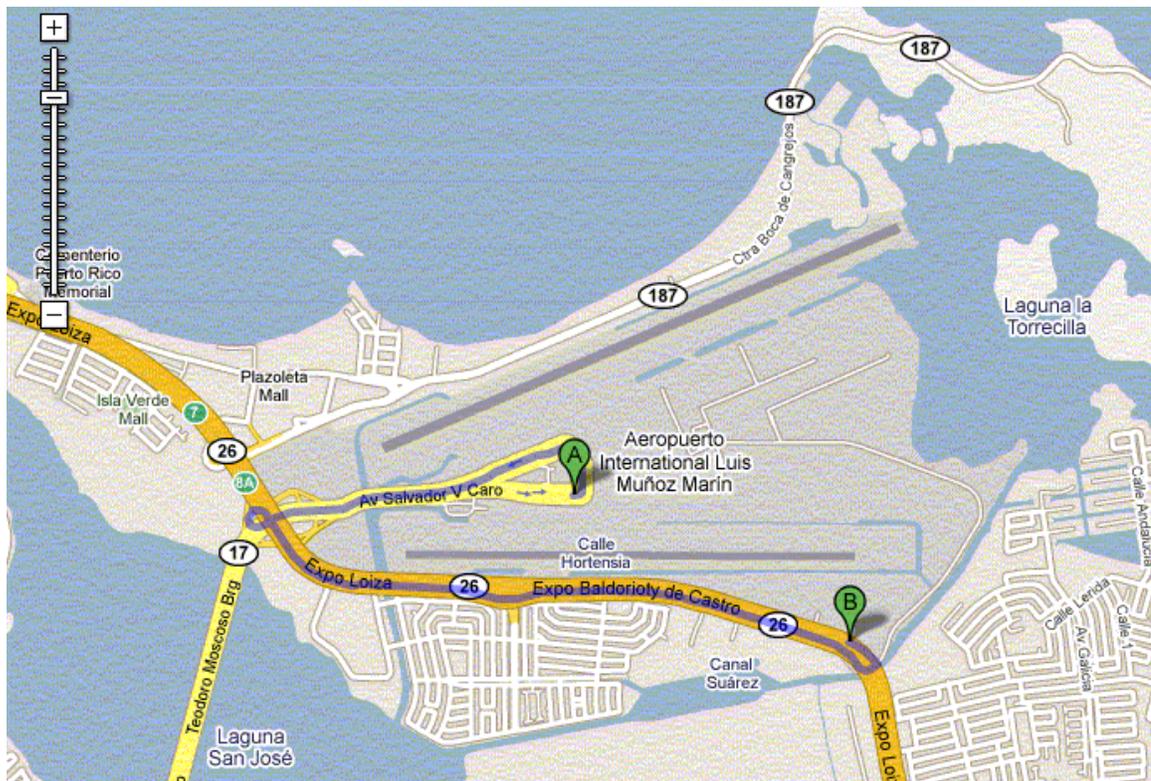
Driving directions to Carretera 190, Carolina 00979, Puerto Rico
6.1 km – about 6 minutes

 Luis Munoz Marin Airport
Puerto Rico

1. Take Carolina Exit to join Baldorioty de Castro Avenue (**Route 26**). Continue on Route 26 for approximately 2 mi
2. Take third Exit to the right. It is Vistamar/Muñiz Airbase Exit. There is a ten-story condominium (Intersuites) immediately to the right of the Exit.
3. Stay of the left lane and turn left under the bridge.
4. On the underpass, turn left at the traffic light (Burger King will be on your right after you turn) as if going back to airport. Continue ¼ mile.
5. Turn right to National Weather Service. San Juan CERAP is the first gate on the left.

 Carretera 190
Carolina 00979, Puerto Rico





You can get more information on Google Maps (Click Here):

<http://maps.google.com/maps?f=d&saddr=Luis+Munoz+Marin+International,+Puerto+Rico&daddr=Carretera+190,+Carolina,+Carolina+00979,+Puerto+Rico&hl=en&geocode=&mra=cc&sl=18.437436,-66.001568&sspn=0.059603,0.076904&ie=UTF8&z=14&pw=2>