

# Service Center

## Operations Support

Provides effective oversight and support for procedures, changes to the National Airspace System (NAS) affecting operations, NAS effectiveness and efficiency, and special activities within the NAS for ATO service Units, and other FAA organizations as requested, to align with and support FAA's NAS objectives.

- Aeronautical Charting
- Airspace Development
- Development and Review of AT Procedures
- Airspace Management (formerly NAR)
- Document Change Proposals (DCP)
- NAS Impact Analysis
- Environmental Studies
- International/Oceanic Airspace Issues
- Contingency Planning and Emergency Preparedness
- Special Use Airspace
- Event Planning and National Security Special Events (NSSE)
- Notices to Airmen (NOTAM)/General Notices (GENOT)
- Temporary Flight Restrictions and VIP Movements
- Unmanned Aerial Systems (UAS)
- FAA Approval/ Acknowledgement Activities
- System Operations Data Review
- Traffic Management Program Support

## Planning and Requirements

Provides integrated planning, requirements management, and program implementation management support to assist ATO Service Units, and other FAA organizations, as requested, with implementing and managing ATO services and infrastructure within the Service Areas.

- Tactical Planning
- Reimbursable Agreements
- Strategic Planning
- Cross Functional Work Group Participation
- Needs Identification
- Requirements Development
- Requirements Management
- Manage Implementation of Service Area Programs
- Develop/Change Project Scope Agreements
- Setup/Closeout/Capitalization of Projects
- Environmental, Occupational Safety and Health (EOSH) – Hazard identification and Mitigation
- Environmental, Occupational Safety and Health (EOSH) – Incident Response
- Federal Contract Towers
- Contract Weather Observer Program
- Implementation of Non-Federal Facilities
- Administer Corporate Work Plan at Service Area Level
- Resource Planning Execution
- Initial Resource Planning
- Cost Estimating
- Administer Configuration Management Process

## Administrative Services

Provides standardized administrative support service required to effectively manage the appropriate Service Area's administrative responsibilities. The Administrative Services Group also serves as a liaison to other ATO entities and FAA lines of business to support the Agency's Flight Plan.

- Position Management
- Congressional Inquiries
- Training Management
- Hotline Complaints
- Pay Administration/Labor Distribution Reporting (LDR) Support/Cru-X/CASTLE
- Accountability Board (AB)/Equal Employment Office (EEO)/Alternative Dispute Resolution (ADR) Tracking and Support
- Strategic Management Process (SMP) Tracking and Analysis
- Employee Performance Management: Organizational Success Increase (OSI)/Superior Contribution Increase (SCI)
- Operating Agreements Monitoring
- Freedom of Information Act (FOIA) Request

## Business Services

Provides financial, material, procurement, and logistical support services to ATO Service Units, and other FAA organizations as requested, while ensuring proper stewardship of allocated resources through internal control programs.

- Budget Analysis & Reconciliation
- Budget Reviews/Forecasting
- Reimbursable Agreements
- Materiel Tracking & Management
- Personal Property Management
- Real Property Management
- Facility, Service, and Equipment Profile (FSEP) Management
- Lease and Service Contract Management
- Purchase Card Program Oversight
- Procurement
- Travel Card Oversight

## Safety Assurance

Provides inspections, evaluations, safety risk management, accident and incident information gathering and reporting, and safety initiatives to ATO Service Units, and other FAA organizations as requested, to align with and support FAA safety objectives.

- Notification, Review, and Validation of Accident Packages
- Notification, Review, and Validation of Incident Packages
- Safety Initiative Development
- Management Evaluations
- Unsatisfactory Condition Report (UCR) Tracking
- Safety Risk Management
- Air Traffic Audits and Evaluations
- Annual Safety Inspections
- Air Traffic Investigations

## **Administrative Services** (404) 305-5501

### **Manager:**

Judy Nauman (404) 305-5502

### **Employee Services:**

Gladys DePadilla (404) 305-5512

### **Management Support:**

Lamon Grier (404) 305-5542

### **Training & Administrative Support:**

Carol Thompson (404) 305-5538

### **Performance Analysis:**

Shaun Sanders (404)-305-5562

## **Business Services** (404) 305-5630

### **Manager:**

Larry Barts (404) 305-5632

### **F&E Finance:**

Sandra Googe (404) 305-5670

### **Ops Finance:**

Jane Nix (404) 305-5690

### **Procurement:**

Robert Williams (404) 305-5663

## **Operations Support** (404) 305-5601

### **Manager:**

Mark Ward (404) 305-5571

### **Airspace and Procedures:**

(North) Barry Knight (404) 305-5582

(South) Kathy Swann (404) 305-5605

### **Tactical Operations:**

Michael Vermuth (404) 305-5585

## **Safety Assurance** (404) 305-7467

### **Manager:**

Mack Alexander (404) 305-7452

### **Operations Evaluations:**

(North) Steve Kimsey (404) 305-7465

(South) Jeff Hall (Acting) (404) 305-7437

### **Organizational Evaluations:**

Jim Garrett (404) 305-7466

### **Technical Evaluations:**

Angela Clements (404) 305-7482

## **Planning and Requirements** (404) 305-7071

### **Manager:**

Kip Johns (404) 305-7063

### **NAS Planning & Integration:**

(South) Glenn Beaupre (404) 305-7049

(North) Denise Knight (404) 305-7062

### **Requirements:**

(Terminal) Richard Hastings (404) 305-7180

(En Route/Tech Ops)

Curtis Lineberry (404) 305-7175

### **Business Case/Sustainment:**

Maria James (404) 305-7453

### **Program Implementation**

#### **Management:**

**Terminal/Surveillance–**

Chuck Murphy (404) 305-7120

**Nav aids/Infrastructure/EOSH –**

Jeff Granier (404) 305-7103

**En Route/Comm/SysOps –**

John Lukaszewicz (404) 305-7080

#### **Resource Planning:**

Tony Jenkins (404) 305-7417

### **Cost Estimating:**

Christopher Chin-Young (404) 305-7077



### **Felix Enriquez**

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Revised 6/24/2008



FAA  
Air Traffic Organization

# Eastern Service Center

### **ATO Mission:**

To improve continuously  
the safety and efficiency  
of aviation, while being  
responsive to our  
customers and  
accountable to the public