Administrative Services (425) 203-4100

Manager
Joy Krison (425) 203-4101

Employee Services
Jeff Foster (A) (425) 203-4130

Management Support
Vicki Hendrickson (A) (425) 203-4135

Training & Administrative Support
Shelly Larson (425) 203-4170

Performance Analysis
Lori Andriesen (425) 203-4110

Business Services (425) 203-4200

Manager
David Epstein (425) 203-4201

En Route/Terminal Finance
Pam Hamre (425) 203-4210

F&E/Sys Ops
Russ Cooper (425) 203-4230

Materiel Management/Procurement
Doreen Boschee (425) 203-4250

Operations Support (425) 203-4500

Manager
Clark Desing (425) 203-4501

Airspace and Procedures
(North) Kevin Nolan (425) 203-4510
(South) Kathryn Higgins (425) 203-4530

Tactical Operations
William Buck (425) 203-4542

Safety Assurance (425) 203-4300

Manager
Ron Beckerdite (425) 203-4301

Operational Evaluations
Les Jackson (425) 203-4310

Organizational Evaluations
Steve Roewer (425) 203-4330

Technical Evaluations
Chuck Gilmore (425) 203-4350

Planning and Requirements (425) 203-4600

Manager
John Warner (425) 203-4601

NAS Planning & Integration
(North) Vered Lovett (425) 203-4620
(South) Jay Egbert (A) (425) 203-4610

Requirements
(Terminal) Wes Price (425) 203-4680
(En Route/Tech Ops/Sys Ops)
Susan Foster (425) 203-4670

Business Case/Sustainment
Richard Van Allman (425) 203-4775

Program Implementation Management
Terminal/Surveillance
Darby Curran (425) 203-4710
Navaids/Infrastructure/EOSH
Oral Staman (A) (425) 203-4750
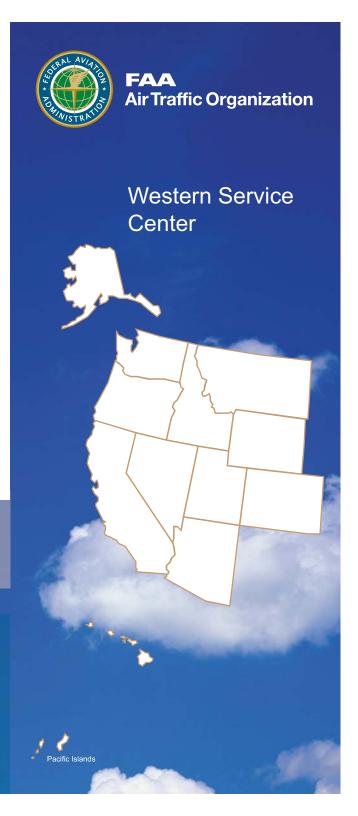En Route/Comm/Sys Ops
Stephen Collins (425) 203-4730

Resource Planning
Steve Evans (A) (425) 203-4770

Cost Estimating
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FAA
Air Traffic Organization

Western Service Center

Pacific Islands

WESTERN 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 & 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.

- Staffing Management and Reporting
- Employment Plans
- New Hire Tracking Hardship, Return Rights, and Training Failure Placement
- Age 56 Waivers
- Retirement Coordination Training Management
- Pay Administration/Labor Distribution Reporting (LDR)
- Support/Cru-X/CASTLE
- Travel, Gov Trip, and PCS Support Congressional Inquireies
- Hotline Complaints Administration
- Accountability Board (AB)
- Equal Employment Office (EEO)/ Alternative Dispute Resolution (ADR) Tracking and Support
- Vehicle Post-Accident Drug & Alcohol Testing
- Freedom of Information Act (FOIA)
- Request Administration
- Report of Investigation (ROI)
- Tracking and Support
- Strategic Management Process (SMP) Tracking and Analysis
- Employee Performance Management
- Organizational Success Increase (OSI)/ Superior Contribution Increase (SCI) Administration
- Operating Agreements (OA)
- Monitoring
- Process Support Documents (PSD)

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
- Air Traffic Audits and Evaluations
- Air Traffic Investigations
- Safety Risk Management
- EOSH Inspection Program
- Management Evaluations
- Unsatisfactory Condition Report (UCR) Tracking

FOR THE MOST CURRENT INFORMATION, PLEASE VISIT OUR WEBSITE:

http://servicearea.ato.faa.gov