



Federal Aviation
Administration



Facility Orientation Guide

Juneau Air Traffic Control Tower





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TABLE OF CONTENTS

Welcome Letter	4
Juneau Tower	5
Juneau Tower Leadership Team	6
Our Expectations of All Employees	8
Policies	9
Juneau Tower Profile	11
Sporting and Special Events	12
Restaurants of Note	13
Local Area Resources	14
Juneau Tower and Airport Area Map	15
Juneau Tower Directory	17



Welcome Letter

Dear New Employee,

Welcome to Juneau Tower! Here you will have an opportunity to work with an outstanding team of professionals that help make us a great place to work and develop your skills. Your knowledge, abilities and positive attitude made you a highly regarded addition to our team, and I am certain that you will make a positive impact on our future.

All of us want to make your tenure at this facility as enjoyable and rewarding as possible. Please feel free to ask any questions and express your thoughts and ideas to the staff and senior leadership. Our aim is to create an informal atmosphere and involve everyone in the process of making our facility an exceptional place to work.

I look forward to working with you, and would like to welcome you again to our team!

Sincerely,

A handwritten signature in black ink, appearing to read "Steven D. Turner".

Steven D. Turner
Juneau ATCT Air Traffic Manager





Juneau Tower

Initially constructed in the 1930s, Juneau International is a public airport located 7 miles northwest of downtown Juneau. The airport serves as a regional hub for the outlying cities, towns, and villages throughout southeast Alaska. Juneau Airport has one runway, designated 8/26 with 8450 X 150 ft of asphalt pavement, a seaplane waterlane, and during the summer tourist season, Juneau hosts a vast number of helicopter operations.

The mountains that tightly encircle Juneau Airport restrict air traffic patterns and also set up a complex wind-flow pattern. The Taku Wind, a strong, gusty, east-northeast wind occurring primarily between October and March that sometimes attains hurricane force, can impact the arrival and departure routes of aircraft.

To address the challenges faced operating at Juneau Airport, Alaska Airlines began a program in 1996 implementing the use of Required Navigation Performance (RNP) procedures. With the success of RNP in Juneau, RNP spread throughout Alaska and in more recent years throughout both the United States National Airspace System and Countries around the world, such as Australia, Canada, China, and New Zealand.

The last major renovation at the airport was in 1984, and parts of the airport date back to 1948. Significant renovation began the summer of 2009. The airport will be adding about 8,000 square feet of usable area to the east end of the terminal and installing a Geothermal Field, along with other airport improvements.





Juneau Tower Leadership Team

Steven D. Turner and Amber McClanahan head the Juneau Tower Leadership Team. Below are their bios that outline career paths of these distinguished individuals and briefly describe their personal interests and hobbies.

Steve Turner, Air Traffic Manager, Juneau Tower



Mr. Turner began his career in 1978 in the Co-Op program at Anchorage FSS/IFSS. In 1981, he transferred to Anchorage ATCT, which at that time was an up/down Terminal facility, as an Air Traffic Controller. Mr. Turner was promoted to Team Supervisor in 1988, and in 1991, he became Air Traffic Manager for Juneau International Airport where Mr. Turner's leadership and professionalism have a positive influence on the facility to this day.

While not a native born Alaskan, Mr. Turner has called Alaska home for nearly 33 years. He is an active runner and competes in the Klondike Road Relay with his wife of nearly 30 years. He enjoys hiking on the over 200 miles of trails in the Juneau area as well as all the outdoor amenities Juneau has to offer.



Amber McClanahan, Front Line Manager, Juneau Tower



The FAA hired Amber in 2001. After attending the Academy in Oklahoma City, she arrived at Juneau International Airport. She worked five years as an Air Traffic Controller at Juneau ATCT before moving on to the Great Falls International Airport in Montana, a Terminal Up/Down facility. A year and a half later, Amber returned to the Juneau Airport as the Front Line Manager. Amber's goal as a Supervisor is to balance her experience as a Controller with Management perspective to meet the needs of both the Controllers and the Agency.

Aside from the eighteen months she spent in Montana, Amber has resided in Alaska for the past fifteen years. Amber moved to Kodiak from Washington State after high school. After two years in Kodiak, she moved to Anchorage to attend the University of Alaska for her Air Traffic Control degree. After completing her degree, Amber has made Juneau her home. She, with her husband and children, enjoy the local outdoor recreations such as fishing and hiking. Additionally, Amber completed her first half marathon in the summer of 2009.



Our Expectations of All Employees

Juneau Tower 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
 - Be an effective team member



Policies

Reporting for Duty

All new employees are expected to report to work at Juneau ATCT on the first business day following completion of the academy or the last day assigned to a prior facility (for transfer employees) at 8:00 a.m. local time unless otherwise coordinated with and/or directed by Juneau management. Current employees are to report to work for their assigned shift on time. If a situation arises that will prevent you from reporting on time, call the Front Line Manager at 907-586-7446. Please ensure you allow enough time to report for work on time.

Hours of Duty

Juneau ATCT operates 365 days a year including holidays, but it is not a 24-hour facility: Hours of operations from October 1st through April 30th are 7:00 a.m. to 8:00 p.m. and hours of operation from May 1st through September 30th are 6:00 a.m. to 11:00 p.m. Operational personnel are assigned to work an 8 hour shift and are subject to immediate recall. Personnel may not leave the facility, during their shift, unless they obtain management approval. Operation personnel are subject to shift work assignment throughout operational hours.

Parking

Parking is available in the employee lot at Juneau International Airport. Parking is a secured area and requires an access card. New employees can park in short term parking until an access card can be processed (Fees for parking in the airports paid parking areas are the responsibility of the employee).



Security

Security is everyone's responsibility. An access card and a key will be provided to allow entrance into secured areas. All employees are required to challenge anyone not displaying valid identification, trying to obtain access to an unauthorized area, or suspicious behavior. Any suspected violation shall be reported to management immediately.

Building Access

Juneau ATCT areas of operations are located in the airport terminal. Management's offices and towercab access are on the second floor of the terminal.

FAA ID Cards

A valid FAA employee badge shall be displayed at all times in a visible area of the front upper body and shall be available for visual inspection upon request.

Guests and Visitors

Employees may have family members visit the facility after obtaining approval from management. After obtaining approval, the employee must escort their guest at all times.

Cell Phones

Although cell phone use is not prohibited in the administrative and general areas, it is prohibited in the Air Traffic operation areas. Personnel reading material and electronic devices are not permitted in operational areas



Juneau Profile

The City and Borough of Juneau is a unified municipality located on the Gastineau Channel in the panhandle of the U.S. state of Alaska. It has been the capital of Alaska since 1906. The area of Juneau is larger than that of Rhode Island and Delaware individually and almost as large as the two states combined. Downtown Juneau is nestled at the base of Mount Juneau and across the channel from Douglas Island. The U.S. Census Bureau's 2008 population estimate for the City and Borough was 30,988.

Downtown Juneau sits at sea level, with tides averaging 16 feet (4.9 m), below steep mountains about 3,500 to 4,000 feet (1,200 m) high. Atop these mountains is the Juneau Icefield, a large ice mass from which about 30 glaciers flow; two of these, the Mendenhall Glacier and the Lemon Creek Glacier, are visible from the local road system.

Juneau is accessible only via sea or air. Cars and trucks are transported to and from Juneau by barge or ferry. The State-owned ferry is called the Alaska Marine Highway System (AMHS). Juneau is one of only five state capitals not served by an interstate highway and has fewer than 200 miles (320 km) of paved road. Local government operates a bus service under the name Capital Transit. There are also several taxicab companies.





Attractions Abound in Juneau!

There's an awful lot to do in Juneau. Chances are, you'll have trouble figuring out exactly where to start.

The obvious, must-do activity is checking out the glaciers. Mendenhall Glacier is our most popular attraction, and when you see this thing you'll know why. At its widest point, the glacier is about a half mile wide, with ice 300 to 1,800 feet deep. The fact that something that big can still move is pretty magnificent.

The Alaska State Museums identify, collect, preserve and exhibit Alaska's material and natural history and provide public access to services and collections of the Museums. The Alaska State Museums interpret and disseminate knowledge of the history of the state, its people, and its resources, and support others in these efforts. The Museums also assist and advise in the growth, development, and excellence of other museums within Alaska.



Tour 50 acres of Southeast Alaska's lush rainforest, offering landscaping, floral design and scenic vistas. Glacier Gardens Rainforest Adventure is a botanical garden located in Juneau, Alaska. Tour the gardens to view the trademark upside down trees!

Sporting and Special Events



Alaska Canopy Adventures: A zip line tour (or as some call it “canopy tour”) is a unique adventure tour that involves being clipped into gear (consisting of a harness, lanyards, carabiners, and zip pulleys on heavy duty steel cables) and gliding from one tree-based platform to the next.



Eaglecrest Ski Area is a community-owned winter recreation area and a year-round destination for outdoor recreation and education, providing a wide range of affordable winter and summer outdoor recreational activities.

Perseverance Theater was born as a grassroots organization firmly planted in our community and state. We occupy a unique place in the heart of Juneau's artistic, cultural and social life and we are committed to developing artists, volunteers, audiences and programming reflective of the Alaskan community.

Restaurants of Note

Hamburgers, Seafood, and more

The Hanger – 2 Marine Way #106, 907-586-5018

info@hangaronthewharf.com

The Broiler – 8745 Glacier Hwy, 907-789-3555

Mexican

El Sombrero – 157 S Franklin St, 907-586-6770

Olivias' De Mexico Mexican – 222 Seward St, 907-586-6870

Oriental

Kenny's Wok & Teriyaki Sushi Bar – 124 Front St, 907-586-1226

Dragon Inn Chinese Cuisine – 5000 Glacier Hwy, 907-586-4888

Diner

Donna's Restaurant – 9131 Glacier Hwy, 907-789-8033

Gourmet Dining

Gold Room Restaurant – 127 North Franklin St, 907-586-2660



Local Area Resources

www.juneau.org

www.juneau.com

Community Volunteering

www.juneaucf.org

Chamber of Commerce

www.juneauchamber.com

Housing and Relocating Assistance

www.ahfc.state.ak.us/home/index.cfm

www.city-data.com/city/Juneau-Alaska.html

Local News

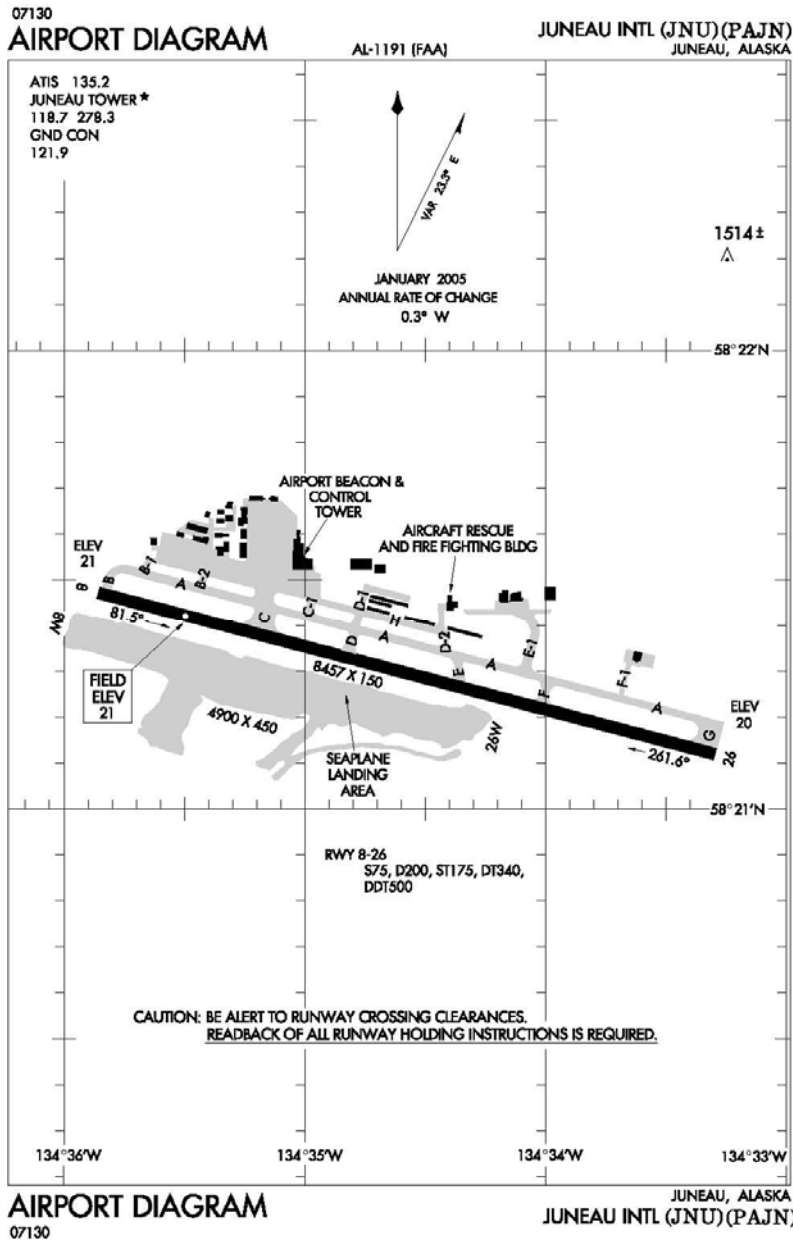
www.juneauempire.com

Schools

www.jsd.k12.ak.us/newdistrict/index.php



Juneau Tower and Airport Area Map





Photos of the Airport



1. Alaska Airlines is the only commercial passenger air carrier operating at Juneau



2. Juneau Airport from the south



3. Aerial View



Juneau Tower Directory

The following list provides phone numbers within the Juneau Tower facility:

- | | |
|-----------------------|----------------|
| >> Tower Cab | (907) 586-7446 |
| >> Manager's Office | (907) 586-7411 |
| >> Facility Fax (ATM) | (907) 586-7457 |





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