

DC-8 Instrument Team Orientation Guide 2023

Whether this is your first time with the DC-8 or you've flown your instrument with us before, this guide is intended to provide the latest information on facility access, safety, logistics, and points of contact for any questions you may have. Please scan through to ensure that your visit goes smoothly, and don't hesitate to call/email us.

Points of Contact

Name	Position	Phone	Email
Brian Hobbs	Project Manager	661-276-2557 (work) 661-221-8235 (cell)	brian.l.hobbs@nasa.gov
Kirsten Boogaard	Deputy Project Manager	661-341-7808 (cell)	kirsten.boogaard@nasa.gov
Thomas Matthews	Lead Ops Engineer	661- 369-1002 (cell)	thomas.m.matthews@nasa.gov
Jeffery Nelms	Lab Manager	661-276-2130 (Work) 661-429-1928 (cell)	jeffery.a.nelms@nasa.gov
Jasmine Tabla	ASP Admin Support	661-276-3196 (work)	jasmine.tabla@nasa.gov
Elena Aguirre	Public Affairs	661-276-7004 (work)	elena.aguirre@nasa.gov
Megan Person	Public Affairs	661-276-2094 (work)	megan.v.person@nasa.gov
AFRC Health Unit		661-276-3570	

Access to AFRC

The Armstrong Flight Research Center (AFRC) Airborne Science aircraft, including the DC-8, are located in Building 703 (B703) in Palmdale, California (at Plant 42). Maps are provided in Appendix A and B.

Before Your Arrival:

If you have a current NASA PIV badge:

- Go to IdMAX (<https://idmax.nasa.gov>) and in the NAMS section at the top of the screen, select "Get Physical Access to other NASA Facilities". Note that IdMAX requires user authentication by either Smartcard login or RSA token. AFRC must be selected before any access can be granted – click the "AFRC Physical Access" or "AFRC Foreign National Visiting Center" link as applicable. If training is required, there will be a pop-up in the "add a center" section, and you will need to follow those instructions and complete any listed training before access is granted. Once you've made this selection, it stays active so you won't need to repeat this step for future visits.
- Go to IdMAX (<https://idmax.nasa.gov/nams/user>) to request "B703 Common Access" and "B703 Hangar Floor". The former gives you access to the turnstiles to enter the facility, the latter gives you access to the hangar and labs. If these accesses are not listed under "Current Access", you must search for them and submit a new NAMS request. **Be sure to select the AFRC DC-8 Project Manager or Deputy Project Manager as the "Sponsor" for your request.** Using a sponsor from another center to request access to AFRC will cause the request to be rejected and delay your access.

For personnel without a NASA PIV badge:

- Provide visit request information (see Appendix E for list of info) to ASP Admin Support. She will use this information to input into IdMAX and send a visit request to AFRC security on your behalf.

Foreign Nationals

- Please ensure your visit information (Appendix E) is provided **at least 35 days in advance** of your visit (45 days for designated countries) in order to ensure the review and approval process can be completed prior to your arrival. **A copy of your visa and passport is required.**
- Security must be notified (using the phone located at the gate) when foreign nationals are on site on an RDO or weekend. A guard will want to come out and see the person and look at their badge prior to their working in the lab. An escort will be required even on the RDO or weekend, so please make sure that your escort is aware you will be coming and that they or another approved escort will be available.

FN Escorts

- A NASA PIV badge holder (either a NASA civil servant or an AFRC contractor) *with a FN Escort Badge* must escort Foreign Nationals **at all times**. Due to limited staff, instrument teams may be required to provide a trained escort for Foreign Nationals on their team.
- Complete **NASA Foreign National Escort Training (Module ID: AAO-ICAM-FN)** training in SATERN. At the end of the training, select the AFRC-specific slides
- Complete **AFRC Visitor and Safety Briefing** course on SATERN (15 minute video). Upon completion, send Certificate of Completion to the mission manager.

- Submit and coordinate NAMS requests through your home Center approval chain. This will allow AFRC Security folks to confirm your FN Escort Eligibility at AFRC.
- Notify AFRC Mission Manager of your arrival date at AFRC
- When arriving to AFRC:
 - Complete B703 and aircraft specific Security/Safety Orientation
 - **Obtain an AFRC Foreign National Escort Badge**, even if you have one from your home facility.

Media Personnel

- Any media personnel is to go through the NASA Armstrong Public Affairs office which would be through Elena Aguirre or Megan Person.

Visitors (Family or Friends)

- If you would like to request a visitor badge for family or friends, please contact ASP Admin Support at least three business days prior.
- If a visitor will be arriving during the off hours (after 2:45 pm weekdays, RDO Fridays, Saturdays, Sundays, or Holidays) please contact ASP Admin Support three days prior to the day of arrival. Security will need to be notified in advance, and a request for a temporary badge submitted, as well as arrangements for an escort. This procedure will be required for visitors who are American citizens. If the visitor will be arriving on a Monday and the Friday before is an RDO, please submit their information prior to 12:00 noon on Thursday, and notify ASP Admin Support that it has been sent. If the visitor is a FN the information will be required at least 30 days in advance, even if they are just coming for one day.

Upon Arrival:

For those with a NASA PIV badge

- If you have not previously set up a PIN, even if you have had access to the hangar previously, you will need to first stop at the Visitor Control Center and establish a PIN on your PIV badge. The badge readers for hangar access now require a PIN.
- If you have already gone into NAMS “Get Physical Access to other NASA Locations” and added AFRC as an additional center, and received confirmation that you have access to the “B703 Hangar Floor”, your PIV badge should operate the badge readers at both the entrance turnstiles and the hangar floor entrance. Please contact ASP Admin Support if your PIV badge does not work at either of these access points.
- If you have not already done so, please go to the security office to view the brief safety/hydrazine video regarding B703.

For non-NASA personnel requiring a badge

- Upon arrival, head to the Visitor Control Center (VCC) located outside the main entrance to get your badge. An escort will be required until the request for access can be submitted. The request to authorize access on newly issued badges to the hangar floor can only be done after you have been enrolled and have your new badge in hand. Please notify ASP Admin Support that you have been badged so that she can process your “Unescorted” access into the hangar. Be aware that you will need a badge to both enter and exit this access point.

- At this initial check-in at the security office, you will watch a brief safety/hydrazine video regarding B703.

If you have any difficulty entering the security gates, please call Project Management. They will be reachable at the numbers above.

Directions:

NASA AFRC Building 703 is located near Plant 42/Palmdale Regional Airport east of Highway 14 in the City of Palmdale. It is just north of the intersection of 30th Street East and Avenue P.

From Bob Hope/Burbank Airport (BUR) - *about 1hr without traffic**

Take I-5 North to Hwy 14 North to Palmdale
Take the Avenue P (Rancho Vista) off-ramp
Turn Right on Avenue P
Follow Avenue P to 30th Street East
Turn Left on 30th Street East and follow the road to Bldg. 703

From Los Angeles International Airport (LAX) - *about 1hr 20min without traffic**

Take 405 North to I-5 North to Hwy 14 North to Palmdale
Take the Avenue P (Rancho Vista) off-ramp
Turn Right on Avenue P
Follow Avenue P to 30th Street East
Turn Left on 30th Street East and follow the road to Bldg. 703

From Ontario International Airport (ONT) - *about 1hr 20min without traffic**

Take I-10 East toward San Bernardino
Take I-15 North toward Barstow/Las Vegas
Take Hwy 138 West toward Palmdale
Turn Right on 40th Street East
Turn Left on Avenue P
Follow Avenue P West to 30th Street East
Turn Right on 30th Street East and follow the road to Bldg. 703

** Traffic is always a concern in Southern California, please check Google Maps for travel times*

Lab & Office Information

Science Lab space

Science lab space is available adjacent to the B703 hangar in room S111, and the Lab Manager is listed above. Please work with the lab manager to find the best spot to meet safety requirements for your instrument. Do you have special requirements? Examples are laser curtains or special chemical handling procedures.

There is a break room with refrigerators and microwaves. Food is **not allowed** in the lab – drinks with tops only. The lab refrigerator is CHEMICALS ONLY.

Lab space is at a premium. When your instrument has been integrated onto the aircraft, please clean up the space from crates, boxes, equipment that will not be needed for routine flights.

There is space on the North side of the hangar on the third floor that can be used for storage, especially boxes/crates not needed until after the mission. See Kevin Kraft or lab manager to have items moved there.

Network

- The prior guest wireless network “NASA GUEST” has been decommissioned.
- Wired firewalled networks are available, please contact the Lab manager for access.
- NASA-Connect has replaced the prior guest wireless network and will be the wireless guest option for a wireless network connection. The sponsored guest account will accommodate most non-NASA wireless assets with one login (Non-NASA email).

PERSONAL DEVICE/ GUEST ACCESS/ NON-ENTERPRISE-MANAGED DEVICE

If you are using a company device that does not hold or process NASA data, a personal device, or are a badged visitor needing wireless access, you will use the new wireless option labeled “NASA-Connect”.

ACCESSING “NASA-Connect”

- Please contact the lab manager or NASA sponsor to provide a NASA connect sponsored account.
- You must have an Active NASA Identity
- Device cannot be currently registered
- The device is not a NASA owned device
- Must know the Mac address for the device (Optional if sponsored)
- To access “NASA-Connect” for your personal device please visit id.nasa.gov or ask to be sponsored.
- Select “Register My Non-NASA Device” under the “Popular Actions” menu
- [Detailed Instructions for this process can be found in this job aid.](#)

ENTERPRISE-MANAGED DEVICE

If you are using an enterprise-managed device provided by NASA, you will automatically connect to the NASA network.

Any IT issues in the lab can be resolved by the lab manager who is the IT manager.

For NASA EUSO services: Any IT issues when onsite contact the Enterprise Service Desk at:
Website: <https://esd.nasa.gov/esdportal>
Telephone: 1-877-677-2123, Option 2

Note that **no RF transmitters** or **wired network switches** (e.g., Wi-Fi hubs) are allowed in the hangar.

Lab Equipment

Phones in the lab are restricted to domestic calls (dial 9 to get an outside line, no need to dial 1, just the area code and number). A printer is available and is currently configured for plug in and WiFi direct access. NASA networked printers are also available.

Shipping/Storage Information

B703 Shipping Address

NASA ARMSTRONG FLIGHT RESEARCH CENTER
ATTN: Jeff Nelms / 661-276-7447
Your team name / AEROMMA
2825 East Avenue P
Palmdale, CA 93550

For RDO/Weekend and Holiday deliveries:

1. The US Postal service deliveries must be received by AFRC main base, and they may not be delivered on the RDO Friday, Weekends or Holidays. B703 is not allowed to accept any US Postal deliveries at any time. Various FedEx services (FedEx Ground, FedEx Express) and UPS deliver to B703 address. FedEx Express comes every day and FedEx Ground comes every day they have a package to deliver or there is a scheduled pickup. If you prefer to have your small packages delivered to your hotel you can do that as well.
2. No delivery requiring a forklift will be accepted on the RDO Friday, Weekends or Holidays. Any deliveries made on the off days, need to be small enough to be carried by one person. The same will hold true of any fuel cylinders. If the cylinder is not small enough to be carried by one person, and it requires a forklift, it will need to be delivered Monday through Friday during regular working hours (excluding RDO Fridays).
3. A spreadsheet will be maintained and forwarded to Security by Thursday afternoon, for any deliveries expected during the office hours. Reflected on this spreadsheet will be the name of what is to be delivered, courier company name, expected delivery date, and name and cell numbers of (2) people who can accept delivery. Security cannot accept delivery of any packages. They will contact the POC and that person will need to go out to Security and pick the package up. If you know you will be receiving a delivery during the week and especially on one of the off days, be sure that you do not leave the building until that delivery has been made.

Safety

Lab & Ramp Safety

- Completely closed-toe and closed-heel shoes are required in the hangar and on the ramp. **No high heels, sandals, open-toed, or open-heel shoes.**
- *Tool Control* – In general, only aircraft crew provided tools should be used with your instrument activity when the instrument is mounted on the airplane. There can be no tools in any aircraft hangar that are not part of tool control. This means that, if you need a tool on the hangar floor, you must use tools in accordance with AFRC tool control procedures. AFRC provides dedicated toolboxes that are tracked and must be returned by the end of the day or prior to the aircraft leaving the hangar. When your shipments arrive, they are placed in the hangar floor. **DO NOT** open your tool kits on the hangar floor. Bring your toolboxes into the lab before you open them and use them in the lab only. If a science team wants to use their own toolbox on the hangar floor, it must be inventoried and maintained in accordance to AFRC tool control procedures.
- 24/7 access - last one out must turn off the lights.
- **NO equipment can be left running in the hangar bay overnight** (this includes charging computers or phones) if the hangar bay is unmanned.
- **NO RF transmitters** (Wi-Fi hubs, walkie-talkies, etc.).
- Any electrical cords outlets in the hangar must be at least 18” above the ground. If the lab roll-up doors are open, the lab technically becomes part of the hangar so be aware of the hangar rules such as this one.
- **No smoking** allowed in or near the hangar bay. Smoking is only allowed in outside areas where designated. Be aware that there are fuels, liquid oxygen, and other hazards nearby. Smoke in designated areas only.
- Boxes of hearing protection plugs can be found in the lab area.
- If you bring hazardous materials into the lab/hangar, you need to provide the lab manager with a copy of the Safety Data Sheet (SDS) **at least one week in advance of your arrival**. Also, provide notice if a hazardous materials cabinet will be needed. All hazardous materials will need to be stored in designated lockers.
- Use proper protective clothing when you are handling hazardous products/materials or performing tasks that would require additional protection (like LN2 refilling).
- Always make sure someone in your group knows your whereabouts in case of an emergency. If you come in during off hours, the buddy system is recommended.

Emergencies and Medical Care

- For all emergencies, dial 911 from lab/office phones or 661-947-4803 from a cell phone at B703.
- There are two First Aid kits located in the science lab (see diagram in Appendix D).

Mission Information

RDO Fridays

AFRC has an RDO (Regular Day Off) every other Friday. Be aware of these dates because, although the aircraft might be open and supported by the crew, the local support is not at work. Therefore, new badges cannot be issued, delivery companies are often turned away and other standard services are not available. See the Shipping instructions listed above for deliveries on RDO Fridays.

Flights on RDO Fridays, weekends, holidays require advance notice and justification for upper management review. Approvals are only received for unique circumstances.

Cameras/Pictures

You can take pictures of the NASA aircraft and our lab/hangar spaces, but **do not** take pictures toward the flight line. For pictures on/towards the flight line, request for AFRC Photo Lab support through Project Management, and they will coordinate.

Mission Schedule

A flight notification email will be sent out the day prior to flight. Please contact the Project Management to be added to the distribution list. This email will include times for aircraft access (hands on/hands off), crew brief (& telecon #), and takeoff/landing.

Flight Tracking

You can track the location of the airplane on the NASA Airborne Science website at <https://airbornescience.nasa.gov/tracker/#view=map>.

Lodging

ESPO has set up room blocks at the Courtyard and Residence Inn Palmdale by Marriott both within a 10 min drive to AFRC. Please book asap to ensure rooms at the group rate and note that late reservations, if available, will be offered at the standard rate.

Courtyard by Marriott Palmdale

530 W Rancho Vista Blvd, Palmdale, CA 93551

(661) 947-4100

Last day to book: **April 17, 2023** for 4/30-6/30 dates and **August 1, 2023** for 8/22-8/31 dates

[Click here to book your group rate for AEROMMA STAQS](#)

Residence Inn by Marriott Palmdale

514 West Avenue P/Rancho Vista Blvd, Palmdale, California 93551 USA

(661) 947-4204

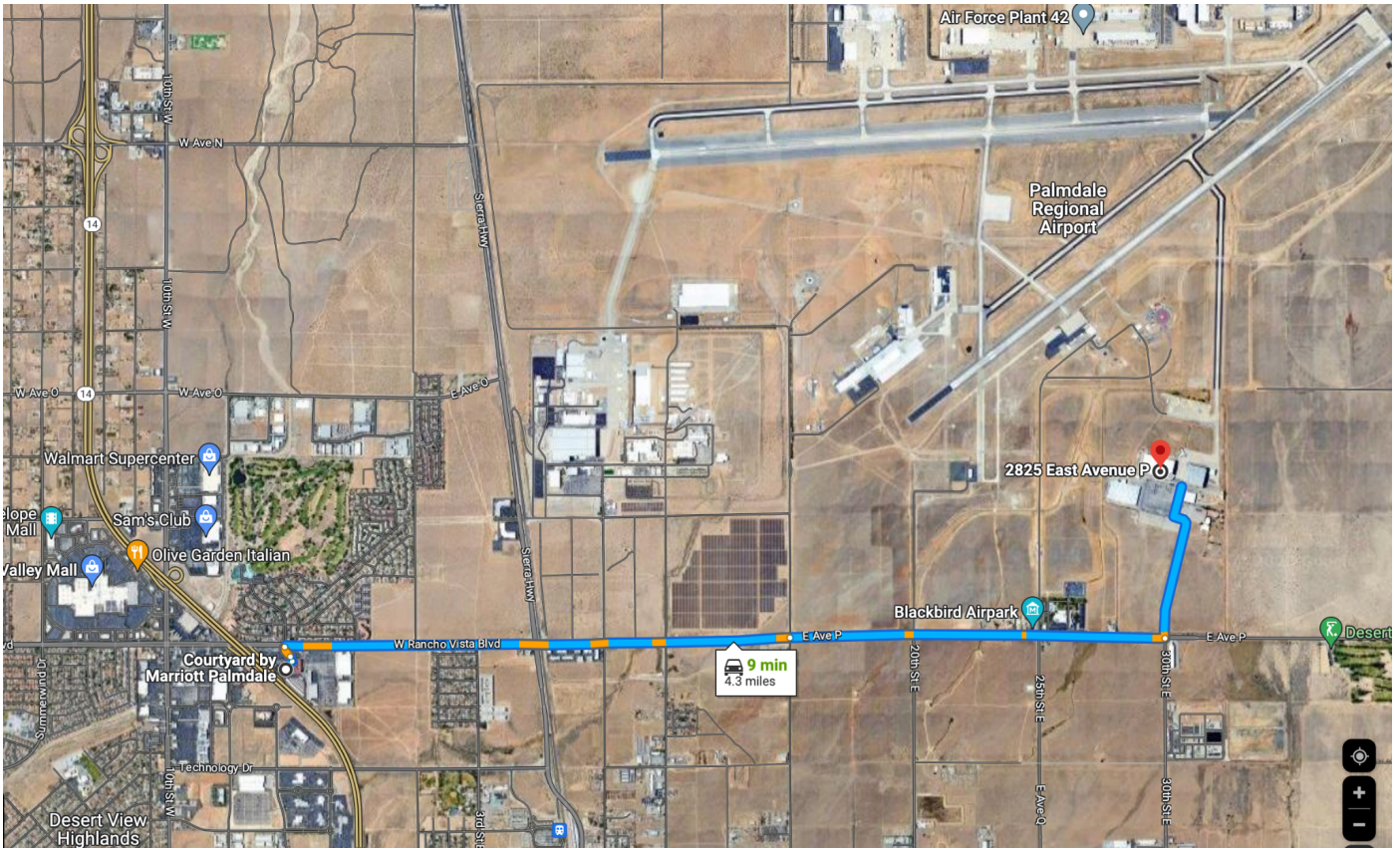
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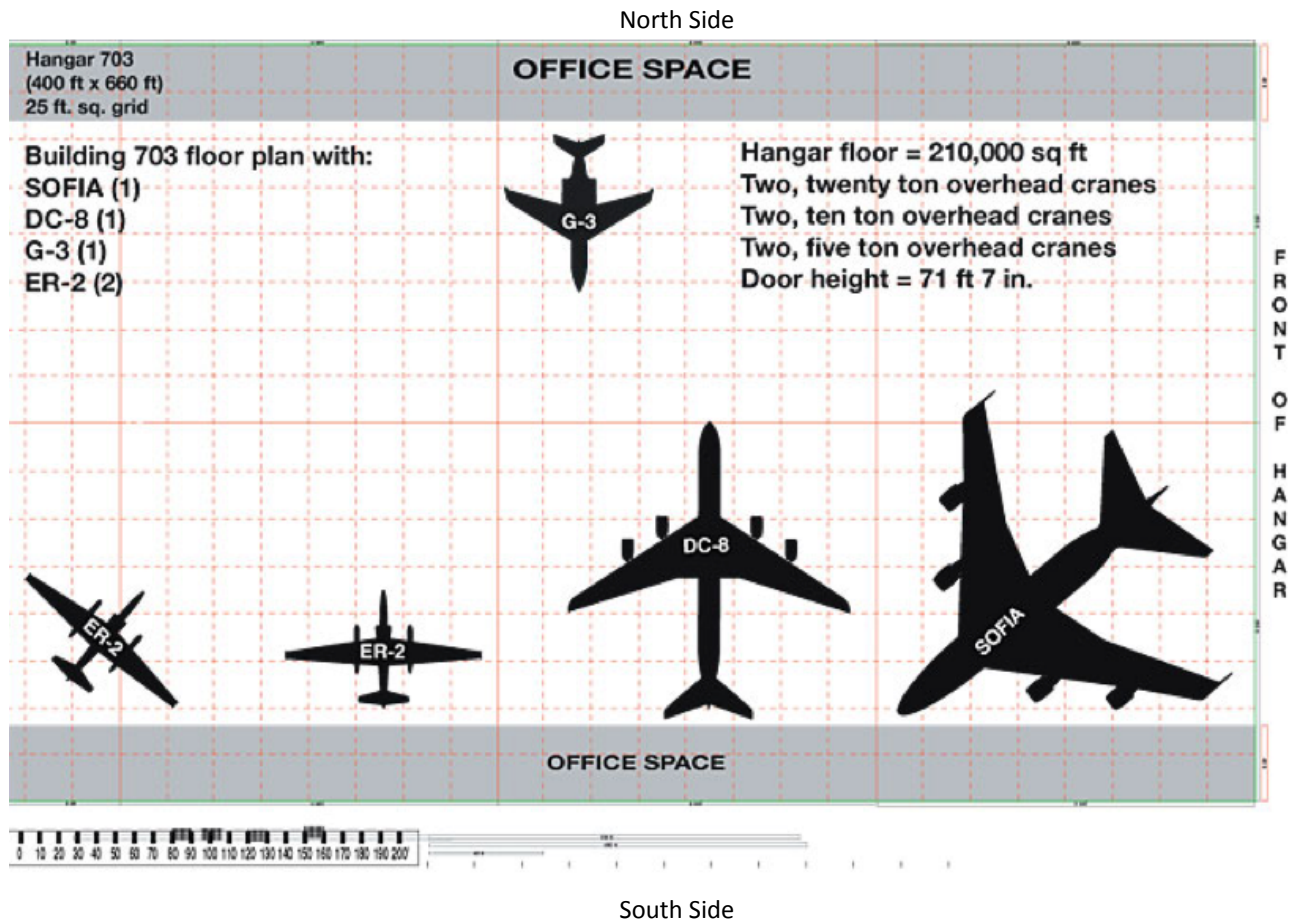
APPENDIX B – Map to NASA AFRC Building 703 in Palmdale, CA



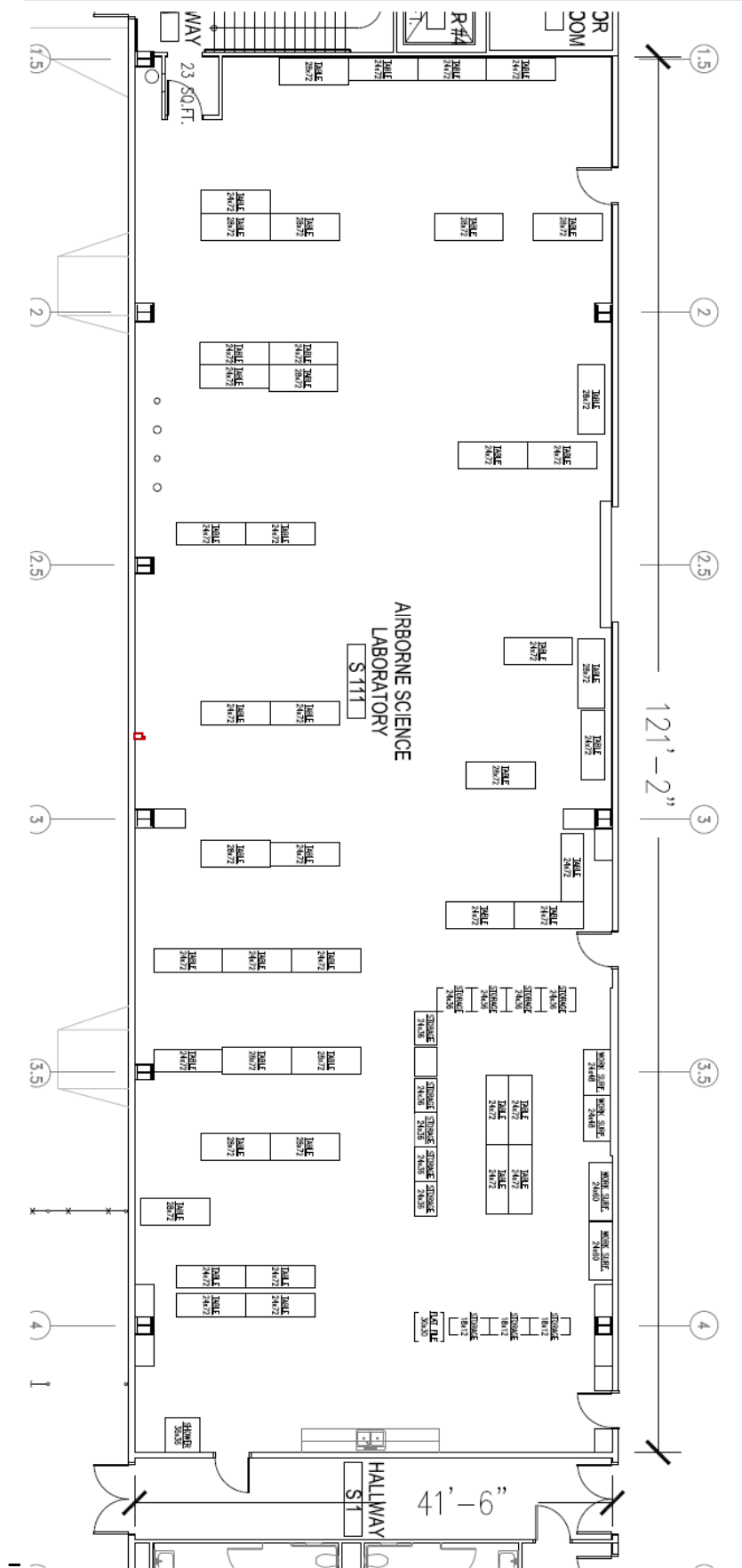
Driving directions to B703 from Courtyard/Residence Inn Palmdale



APPENDIX C – Layout of AFRC Building 703 Hangar



APPENDIX D – AFRC Building 703 Lab Layout



APPENDIX E – VISITOR INFORMATION NEEDED FOR BADGING/ACCESS

AMERICAN CITIZENS – ESCORTED

Visitor to be escorted by someone with an unescorted badge.

Full Name:
Date of Birth:
Place of Birth:
Citizenship:
Affiliation/Employer:
Drivers License and State:
Dates of Visit:
Reason for Visit:
Job Title/Job Description
E-mail Address & Cell:

AMERICAN CITIZENS – UNESCORTED

Information is recorded in a NASA Security Database. Rule of thumb is any visit over 2 weeks, an unescorted badge is advised.

Full Name:
Date of Birth:
Place of Birth:
Affiliation/Employer:
Citizenship:
Drivers License and State:
Full Social Security No:
Dates of Visit:
Reason for Visit:
E-Mail Address:
Home Address:
Cell Phone No:
Contract Number or Space Act Agreement No:
Job Title/Job Description:

GREEN CARD HOLDERS: NUMBER:

EXPIRATION:

FOREIGN NATIONALS

Must always be escorted. Need info at least 35 days in advance of visit (45 days for designated countries).

Full Name:
Date of Birth:
Place of Birth:
Affiliation/Employer:
Citizenship: Dual Citizenship with:
Driver's License and State:
Full Social Security No:
Dates of Visit:
Job Title/Job Description:
Reason for Visit:
E-Mail Address:
Home Address:
Cell Phone No:
Contract Number or Space Act Agreement No:
Passport No, Country Issued, Expiration Date:
VISA No., Country Issued and Expiration Date or ESTA:

NOTE: FOR ALL OF THE ABOVE VISITORS, IF A CONTRACT NUMBER OR SPACE ACT AGREEMENT NUMBER HAS NOT BEEN ISSUED, WE WILL NEED TO KNOW WHICH MISSION OR PROJECT THE VISITOR WILL BE WORKING ON.