



Support for the Aviation Community

By Vicky Falcón

The deck of an aircraft carrier is a colorful place. Aircraft-handling crew members wear blue helmets and blue vests, green helmets and green vests for arresting gear, white helmets and blue vests for elevator operators, and myriad other combinations. Every color combination signals a specific billet and responsibility, and each Sailor plays a crucial role in safety on deck.

For Cpl. Frankie Williams of Marine Wing Support Squadron 373, stationed at Marine Corps Air Station Miramar, Calif., the Navy's "colors table" was complex and unfamiliar. "We needed to get a group of Marines outfitted before deploying [on a Navy vessel]," said Williams. "We needed to get the correct supplies ordered, but we had no access to NavAir instructions and manuals."

Williams went through his chain of command, only to discover the manual in question was not in his unit's technical-publications library. "I then did what Marines do best," said Williams. "We adapt and overcome."

Using his computer's search engine, Williams eventually came across the NavAir Response Center (NRC). Once he made contact with them, Williams explained his problem to

one of the customer service representatives and was pleased to receive the publications he was looking for that same day.

"The NavAir Response Center's mission is to coordinate and to resolve naval aviation-related questions and issues," said Phillip Behrman, program manager for the NRC. "We assist customers who couldn't find answers to problems by putting them in touch with the experts across the naval-aviation team. Our goal is to ensure the customer gets (via the NRC or directly by the subject matter expert) the most current, comprehensive and accurate responses." He added, "Our warfighters have the right to expect timely, accurate answers to their questions – and that's what we provide."

As part of the Navy's Distance Support program the NRC can support fleet, government and contract customers from afar. The NRC works around-the-

NAVAL AVIATION SUPPORT LINKS

Toll Free "One Touch" Support for the Fleet:
1-877-4-1-TOUCH or 1-877-418-6824 (then press option 2 for aviation support)

NOTE: This number is provided for U.S. Navy Sailors and Marines to receive "One-Touch" support via a single toll free number. No more hassling with voicemails or wondering whether you're calling the right person. Try "One-Touch" support - you'll be glad you did!

[SUBMIT A REQUEST](#)

- AIP - Avionics Installation Plan
- AV-3M & NALCOMIS Support
- COMNAVAIRLANT - Commander Naval Air Forces, Atlantic Fleet
- COMNAVAIRPAC - Commander Naval Air Force, U. S. Pacific Fleet
- DISTANCESUPPORT - Distance Support Anchor Desk
- E.I. - Engineering Investigations
- FSCAP - Flight Safety Critical Aviation Parts
- IMC - Integrated Maintenance Concept
- JATDI - Joint Aviation TechnicalData Integration
- LOGISTIC TOOLBOX - Logistics Toolbox
- NATEC - Naval Air Technical Data and Engineering Service Command
- NAVAIR - Aircraft Division
- NAVAIR - Naval Air Systems Command

- NAVAIR 3.0 - Logistics Competency
- NAVAIR 6.0 - Industrial Competency
- NAVAL Safety Center - Naval Safety Center
- NAVAIR - Weapons Division
- NAVAIR - Environmental Team
- NAVCP - Naval Inventory Control
- NCCA - Naval Center for Cost Analysis
- NRF - Naval Reserve Force
- NSLC - Naval Sea Logistics Center
- PMA-202 Navy Aircrew Systems
- PMA 260 - Aviation Common Support Equipment
- REDSHIRT - The CNO Redshirt Web Site
- SPAWAR - Space and Naval Warfare Systems Command

**Flight, Flight-Related, and Ground
Class A Mishaps
02/07/2003 to 05/18/2003**

clock and across traditional organizational boundaries to answer fleet questions.

The year-old NRC links the aviation-technology experts at NavAir with the customer, resolving thousands of aviation questions and issues.

“When we stood-up the NRC last year, we received about a dozen calls during our first month of operation,” said Behrman. “Now we receive approximately 150 per month, and those numbers are growing.”

According to Behrman, a customer calls the Navy Integrated Call Center (NICC) at 877-41TOUCH (press option 2) and asks our customer-service representative a question. That NavAir employee enters the request into a database and assigns a tracking number.

All aviation-related questions then are forwarded to the NRC for action. After clarifying any issues with the customer, a representative routes the question to the appropriate subject-matter expert. That SME then researches the issue and responds directly to the customer—usually within two to 48 hours. Finally, the NRC follows up with all parties to make sure the response was satisfactory.

“Not only did I have the paperwork within a couple of hours, but they also told me how to find and download NavAir manuals on line,” said Williams.

NavAir provides advanced warfare technology through the efforts of a seamless, integrated, worldwide network of aviation-technology experts. From professional training to carrier launch and recovery, from sensor data to precision targeting and real-time communications, from aircraft and weapons development to successful deployment and sustainment, NavAir’s response center works to provide appropriate support to the American warfighter.

Ms. Falcón works in the public affairs office at the Naval Air Systems Command.

To find out more about the NRC and their one-touch service, visit their website at <http://nrc.navair.navy.mil>. While you’re online, visit the NavAir website at www.navair.navy.mil.—Ed.

Aircraft	Command	Date	Fatalities
EA-6B	VAQ-129	02/11/2003	0
Aircraft lost at sea following arrestment.			
FA-18C	VFA-147	02/18/2003	0
Hornet departed controlled flight during a BFM sortie.			
C-2A	VAW-120	03/12/2003	0
During touch-and-go landings, the aircraft departed runway, the landing gear and wings collapsed, and a fire ensued.			
CH-46E	HMM-268	03/21/20	12
Helo crashed in the desert.			
UH-1N	HMLA-169	03/30/2003	3
Huey struck the ground on takeoff during NVG operations.			
S-3B	VS-38	04/01/2003	0
Aircraft fell from flight deck after landing.			
AV-8B	HMM-263	04/01/2003	0
Harrier crashed into water while on a CCA final.			
F-14A	VF-154	04/01/2003	0
Aircrew ejected and was rescued following in-flight mechanical problems.			
HH-60H	HCS-5	04/08/2003	0
UH-60A		04/08/2003	
During an operational mission, a helo hit the ground and a parked aircraft. The mishap helo then rolled over on its side.			
F-5E	VFC-13	04/18/2003	1
Aircraft hit terrain on return from a local training flight.			
E-2C+	VAW-112	04/29/2003	0
A Hawkeye’s starboard main mount collapsed following an arrested field landing.			
HH-1N	NAS Fallon	05/01/2003	0
Helo skidded and rolled over after hitting runway during a practice autorotation.			
FA-18D	VFA-106	05/06/2003	0
A dual bleed-air warning evolved into dual-engine fire before touchdown.			

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Naval Safety Center data
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