

**John Klinkenberg**

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**From:** Patricia M. Jones [pmjones@mail.arc.nasa.gov]  
**Sent:** Wednesday, December 19, 2001 5:15 PM  
**To:** jay.dombrowski@nwa.com; john.klinkenberg@nwa.com  
**Cc:** pmjones@mail.arc.nasa.gov; thinke@mail.arc.nasa.gov; jmelton@mail.arc.nasa.gov;  
 mark.schwabacher@arc.nasa.gov  
**Subject:** Training manuals/site visit?

Dear Jay and John,

It was great to meet you all at NWA on Dec 10-11.  
I am following up with a request related to human factors  
issues for aviation security that I briefly discussed with  
Jay during our visit:

I would like to get copies of training and/or user  
manuals for CAPPs and any other related passenger screening systems  
-- e.g., examples of the kinds of text that CAPPs provides as well as  
other relevant things. My contact info is in my sig file below.  
If I could also get a contact at NWA out here at SFO or SJC  
so I could see a real facility and/or real training scenario,  
that would be extra super cool!

I'm also slowly writing up notes from our visit and will  
distribute them to all of us by email when I'm done.....

cheers and best wishes and thanks so much for your help,  
patty

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