

JOHNSON CONTROLS

WORK SURVEY

Visual Information and Technical Contract (VITC)

Please critique the service you received from the Johnson Controls (JCI) VITC Contractor or Subcontractor

1. YOUR WORK REQUEST: (Work Order Number) 39375

A. METHOD PROCESSED:

Through Cape Support	<input checked="" type="checkbox"/>	By Mail/Fax	_____
Through JCI Service Desk	_____	By Phone	_____
Through JCI Subcontractor	_____		

B. PROCESSED:

	YES	NO	N/A
Courteously	<input checked="" type="checkbox"/>	_____	_____
Clerk assisted in defining requirements	<input checked="" type="checkbox"/>	_____	_____
Clerk answered all questions	<input checked="" type="checkbox"/>	_____	_____

2. YOUR PHOTOGRAPHER:

	YES	NO	COMMENTS
Contacted you prior to appointment	<input checked="" type="checkbox"/>	_____	_____
On time for appointment	<input checked="" type="checkbox"/>	_____	_____
Knowledgeable of your needs	_____	_____	<u>SEE Below</u>
Courteous and professional demeanor	<input checked="" type="checkbox"/>	_____	_____

3. YOUR PRODUCT:

A. TYPE: digital

Still Photo _____

Motion Picture _____

Video _____

Studio _____

B. QUALITY:

Superior _____

Excellent _____

Adequate _____

Inferior _____ * SEE Below

COMMENTS

C. TIMELINESS:

	YES	NO	COMMENTS
Delivered on the date promised	<input checked="" type="checkbox"/>	_____	<u>Color Photos were</u>
If late, were you notified prior to due date	_____	<input checked="" type="checkbox"/>	<u>Black & white were late</u>

4. OVERALL COMMENTS/SUGGESTIONS: Quality of photo not useable. The requirement given to photographer who was shown set-up of needed shot was not followed. IT WAS TOO LATE TO reschedule the shots. Photo was to be a formal shot with flag AND SHUTTER IN BACKGROUND. FLAG AND SHUTTER were cut off!

STEVE DUTZAK
CUSTOMER NAME

[Signature]
CUSTOMER SIGNATURE

8/14/02
DATE

Send to JCI-VITC-1 (call 853- 7071 if you have questions)

Please fold, staple and return by mail (address is on the reverse side).



WORK SURVEY

Visual Information and Technical Contract (VITC)

Please critique the service you received from the Johnson Controls (JCI) VITC Contractor or Subcontractor

1. YOUR WORK REQUEST: (Work Order Number) 40244

A. METHOD PROCESSED:

Through Cape Support Through JCI Service Desk Through JCI Subcontractor By Mail/Fax By Phone

B. PROCESSED:

Courteously Clerk assisted in defining requirements Clerk answered all questions YES NO N/A

2. YOUR PHOTOGRAPHER:

Contacted you prior to appointment On time for appointment Knowledgeable of your needs Courteous and professional demeanor YES NO COMMENTS

3. YOUR PRODUCT:

A. TYPE: Still Photo Motion Picture Video Studio B. QUALITY: Superior Excellent Adequate Inferior

COMMENTS

C. TIMELINESS:

Delivered on the date promised If late, were you notified prior to due date YES NO COMMENTS

4. OVERALL COMMENTS/SUGGESTIONS:

THIS WAS THE CREW ARRIVAL OF STS-112 AT THE SLF. 5 out of 6 of the group photos are out of focus. I find this very hard to understand. The depth of field on a bright sunny day is from 10ft to infinity. The camera equipment is not being operated in a correct manner.

CUSTOMER NAME: Kendall K. Thomsley CUSTOMER SIGNATURE: PHOTO Editor NASA XA-E1 DATE: 09/23/02 Send to JCI-VITC-1 (call 853-7071 if you have questions) MEDIA SERVICES

Please fold, staple and return by mail (address is on the reverse side).

WORK SURVEY

Visual Information and Technical Contract (VITC)

Please critique the service you received from the Johnson Controls (JCI) VITC Contractor or Subcontractor

1. YOUR WORK REQUEST: (Work Order Number) 40034

A. METHOD PROCESSED:

Through Cape Support	_____	By Mail/Fax	_____
Through JCI Service Desk	_____	By Phone	_____
Through JCI Subcontractor	_____		

B. PROCESSED:

	YES	NO	N/A
Courteously	_____	_____	_____
Clerk assisted in defining requirements	_____	_____	_____
Clerk answered all questions	_____	_____	_____

2. YOUR PHOTOGRAPHER:

	YES	NO	COMMENTS
Contacted you prior to appointment	_____	_____	_____
On time for appointment	_____	_____	_____
Knowledgeable of your needs	_____	_____	_____
Courteous and professional demeanor	_____	_____	_____

3. YOUR PRODUCT:

A. TYPE:		B. QUALITY:	
Still Photo	<u>digital</u> ✓	Superior	_____
Motion Picture	_____	Excellent	_____
Video	_____	Adequate	_____
Studio	_____	Inferior	_____

COMMENTS

C. TIMELINESS:

	YES	NO	COMMENTS
Delivered on the date promised	_____	_____	_____
If late, were you notified prior to due date	_____	_____	_____

4. OVERALL COMMENTS/SUGGESTIONS:

There are many frames out of focus. This was the CEIT for STS-113. We require at least six good exposures from this. IT WAS VERY DIFFICULT TO FIND THEM. THIS WAS VERY BAD. I had to really hunt to find good exposures. PHOTO EDITOR, NASA XA-E1, MEDIA SERVICES.

Ken K. Thornalley
CUSTOMER NAME

Ken K. Thornalley
CUSTOMER SIGNATURE

09/23/02
DATE

Send to JCI-VITC-1 (call 853-7071 if you have questions)

Please fold, staple and return by mail (address is on the reverse side).

JOHNSON CONTROLS

WORK SURVEY

Visual Information and Technical Contract (VITC),

Please critique the service you received from the Johnson Controls (JCI) VITC Contractor or Subcontractor

1. YOUR WORK REQUEST: (Work Order Number) # 40731

A. METHOD PROCESSED:

Through Cape Support
 Through JCI Service Desk _____
 Through JCI Subcontractor _____

By Mail/Fax _____
 By Phone

BY KEN THORNSLEY

B. PROCESSED:

Courteously
 Clerk assisted in defining requirements
 Clerk answered all questions

YES	NO	N/A
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. YOUR PHOTOGRAPHER:

Contacted you prior to appointment _____
 On time for appointment
 Knowledgeable of your needs _____
 Courteous and professional demeanor

YES	NO	COMMENTS
<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>X</u>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	_____

3. YOUR PRODUCT:

A. TYPE:

Still Photo _____
 Motion Picture _____
 Video
 Studio _____

B. QUALITY:

Superior _____
 Excellent _____
 Adequate
 Inferior _____

COMMENTS

REFUSE Product - Do NOT CHARGE!

C. TIMELINESS:

Delivered on the date promised
 If late, were you notified prior to due date N/A

YES	NO	COMMENTS
<input checked="" type="checkbox"/>	<input type="checkbox"/>	_____
<u>N/A</u>	<input type="checkbox"/>	_____

4. OVERALL COMMENTS/SUGGESTIONS:

THE VIDEOGRAPHER DID NOT HAVE PROPER BADGES TO ACCESS INTERIOR OF PAD 39A. SHE DID NOT GET ANY CLOSE UP OR VIDED ANGLES THAT WE NORMALLY GET. THE VIDEO WE GOT WAS NOT GOOD! A few frames of a cloud shot no shuttle OR ground REFERENCE. A COPY WAS SENT TO BIN BENDER.

MANNY VIRATA
 CUSTOMER NAME

Manny Virata
 CUSTOMER SIGNATURE

10-15-02
 DATE

A/V LEAD

Send to JCI-VITC-1 (call 853- 7071 if you have questions)

Please fold, staple and return by mail (address is on the reverse side).

JOHNSON CONTROLS

WORK SURVEY

STS-107 Launch Film

Visual Information and Technical Contract (VITC),

Please critique the service you received from the Johnson Controls (JCI) VITC Contractor or Subcontractor

STS-107 White Room

1. YOUR WORK REQUEST: (Work Order Number) 41791, D32 ITEM

A. METHOD PROCESSED:

Through Cape Support	_____	By Mail/Fax	_____
Through JCI Service Desk	_____	By Phone	_____
Through JCI Subcontractor	_____		

B. PROCESSED:

	YES	NO	N/A
Courteously	_____	_____	_____
Clerk assisted in defining requirements	_____	_____	_____
Clerk answered all questions	_____	_____	_____

2. YOUR PHOTOGRAPHER:

	YES	NO	COMMENTS
Contacted you prior to appointment	_____	_____	_____
On time for appointment	_____	_____	_____
Knowledgeable of your needs	_____	_____	_____
Courteous and professional demeanor	_____	_____	_____

3. YOUR PRODUCT:

A. TYPE:	B. QUALITY:	
Still Photo _____	Superior _____	
Motion Picture _____	Excellent _____	
Video _____	Adequate _____	
Studio _____	Inferior _____	NOT GOOD
COMMENTS _____		

C. TIMELINESS:

	YES	NO	COMMENTS
Delivered on the date promised	_____	_____	_____
If late, were you notified prior to due date	_____	_____	_____

4. OVERALL COMMENTS/SUGGESTIONS:

*WHITE ROOM FILM
DID NOT GET PHOTOGRAPH OF MISSION COMMANDER.
FILM STARTED WITH THE PILOT WHO IS THE SECOND PERSON
TO SUIT & ENTER THE SHUTTLE.*

NASA XA-ET Media Services

CUSTOMER NAME

Ken R. Thornley

CUSTOMER SIGNATURE

02/13/03

DATE

Send to JCI-VITC-1 (call 853- 7071 if you have questions)

Please fold, staple and return by mail (address is on the reverse side).

JOHNSON CONTROLS

WORK SURVEY

Visual Information and Technical Contract (VITC),

Please critique the service you received from the Johnson Controls (JCI) VITC Contractor or Subcontractor

STS-107 Launch Film

1. YOUR WORK REQUEST: (Work Order Number) 41792 ITEM 034

A. METHOD PROCESSED:

Through Cape Support	_____	By Mail/Fax	_____
Through JCI Service Desk	_____	By Phone	_____
Through JCI Subcontractor	_____		

B. PROCESSED:

	<u>YES</u>	<u>NO</u>	<u>N/A</u>
Courteously	_____	_____	_____
Clerk assisted in defining requirements	_____	_____	_____
Clerk answered all questions	_____	_____	_____

2. YOUR PHOTOGRAPHER:

	<u>YES</u>	<u>NO</u>	<u>COMMENTS</u>
Contacted you prior to appointment	_____	_____	_____
On time for appointment	_____	_____	_____
Knowledgeable of your needs	_____	_____	_____
Courteous and professional demeanor	_____	_____	_____

3. YOUR PRODUCT:

A. TYPE:

Still Photo _____
 Motion Picture _____
 Video _____
 Studio _____

B. QUALITY:

Superior _____
 Excellent _____
 Adequate _____
 Inferior _____

COMMENTS

not good

C. TIMELINESS:

	<u>YES</u>	<u>NO</u>	<u>COMMENTS</u>
Delivered on the date promised	_____	_____	_____
If late, were you notified prior to due date	_____	_____	_____

4. OVERALL COMMENTS/SUGGESTIONS:

*THIS IS AN ITEM MOST
 Requested by News Media. OUT OF FOCUS
 NOT able to use.*

NASA XA-EI Media Service Ken K. Showalek

CUSTOMER NAME

CUSTOMER SIGNATURE

DATE

02/13/03

Send to JCI-VITC-1 (call 853- 7071 if you have questions)

Please fold, staple and return by mail (address is on the reverse side).



WORK SURVEY

Visual Information and Technical Contract (VITC)

Please critique the service you received from the Johnson Controls (JCI) VITC Contractor or Subcontractor

1. YOUR WORK REQUEST: (Work Order Number) 42969
DATE 2-13-03

A. METHOD PROCESSED:

Through Cape Support _____ By Mail/Fax _____
Through JCI Service Desk _____ By Phone _____
Through JCI Subcontractor _____

B. PROCESSED:

	YES	NO	N/A
Courteously	_____	_____	_____
Clerk assisted in defining requirements	_____	_____	_____
Clerk answered all questions	_____	_____	_____

2. YOUR PHOTOGRAPHER:

	YES	NO	COMMENTS
Contacted you prior to appointment	_____	_____	_____
On time for appointment	_____	_____	_____
Knowledgeable of your needs	_____	_____	_____
Courteous and professional demeanor	_____	_____	_____

3. YOUR PRODUCT:

A. TYPE:		B. QUALITY:	
Still Photo	<u>Digital</u> _____ <u>X</u>	Superior	_____
Motion Picture	_____	Excellent	_____
Video	_____	Adequate	_____
Studio	_____	Inferior	<u>X</u>
<u>COMMENTS</u>			

C. TIMELINESS:

	YES	NO	COMMENTS
Delivered on the date promised	_____	_____	_____
If late, were you notified prior to due date	_____	_____	_____

4. OVERALL COMMENTS/SUGGESTIONS: *many frames were not in focus All had to be worked on in order to be used These were very important photographs. Many were not used.*

NASA XA-EI Media Services Kendall R. Thomas 02/18/03
CUSTOMER NAME CUSTOMER SIGNATURE DATE

Send to JCI-VITC-1 (call 853- 7071 if you have questions)

Please fold, staple and return by mail (address is on the reverse side).

Brown-3, Charles T

From: Steel-1, Pamela
Sent: Wednesday, January 22, 2003 12:29 PM
To: Brown-3, Charles T
Subject: FW: XA Photo Support

FYI -- documentation for your files.

-----Original Message-----

From: Johnson-5, William
Sent: Wednesday, January 22, 2003 9:49 AM
To: Malone-1, Lisa
Cc: Steel-1, Pamela
Subject: XA Photo Support

Following are examples of the degradation in product and services since the inception of the IDIQ nature of the Johnson Controls (JCI) VITC.

- STS-113: The only images that were available to XA-E1 for launch day posting were images that we garnered from the news media. The JCI images (majority were film) were not available until two days later. The film is processed in Rockledge due to our having closed the KSC wet lab. A two to four hour turn around was promised on film. We have yet to experience that timely service. The coverage of the ***Native American*** activities was not available until ***three days*** after launch.

NOTE: The KSC wet lab was closed after JCI committed to digital imaging. Failure to live up to this commitment is part of the problem in timeliness.

- JCI utilizes "freelance" photographers for nearly all major events at KSC. In addition, freelancers are used for most XA events. Freelancers are not familiar with all KSC areas, nor do they have the special clearances to get access to controlled areas. Due to the latter, XA events have not been documented due to having no access or being unfamiliar with the subject matter to photograph. Examples: STS-113 roll-out. The photographer did not have a PACAS badge and could not get close to the roll-out activity nor could he get access to the Pad. 50 Year Canaveral Spaceport Roll-out. The photographer did not know who or what to shoot. Deputy Center Director Kennedy Reception. The photographer did not know who or what to shoot.
- Often, NASA Shuttle pre-launch events have not been documented because all available photographers are utilized in setting up the launch pad equipment.
- Often, XA events are missed or not covered properly because all available photographers are utilized in setting up photo support for Air Force and Commercial ELV launches.
- Video support (other than the videographer assigned to XA-E1) is vastly sub-par. The coverage of the Administrator's briefing for STS-112 was rejected by Code P as being unusable. XA-E1 was held accountable by Code P for the poor quality coverage.
- Due to unavailability of personnel, the photographers assigned to XA-E1 are often required to work days that are in excess of eight hours. Many times they have exceeded sixteen hours. This overtime expenditure is viewed by the TA COTR as unacceptable. In addition, when these hours are worked, JCI will often direct the photographers to take appropriate time off thereby leaving future XA-E1 photo requirements un-addressed.
- The inferior quality of product, both photo and video, has prompted criticism for the Media which reached KSC and NASA Headquarters Senior Management.

The IDIQ concept forces the contractor to minimize overhead as much as possible in order to maintain profit margin. Poor or excessive management of this concept has resulted in sub-par products and services.

Brown-3, Charles T

To: Johnson-5, William
Cc: Steel-1, Pamela
Subject: RE: STS-113 Launch photo failure to support

Bill,

There seems to be a lack of service on this mission in several areas. This is unfortunate and there is a definite negative trend that is discernable. Although I will make a point to the incumbent that the level of service is unacceptable the remedy may be a new contractor.

I will make your dissatisfaction known to the contractor and I will investigate penalty options for inadequate service. I also will present this as evidence that a change of contractors is the right thing to do.

In the mean time, I request your understanding as I attempt to get things right with what seems to be more and more like a lame duck VITC contractor.

Chuck Brown
TA-B2-C
321-867-2090

-----Original Message-----

From: Johnson-5, William
Sent: Monday, November 25, 2002 9:21 AM
To: Brown-3, Charles T
Cc: Steel-1, Pamela
Subject: STS-113 Launch photo failure to support

Chuck.....

As of this email, none of the PAO launch photos on-line are ours (JCI's). We begged the launch photos from our professional friends because we had NONE from JCI. We got film of the launch at 9 am this morning (so much for the "two hour turn around").

Chuck, as the responsibility for Media Services falls on my shoulders, I can no longer ignore the lack of sufficient support in the photo area. If it weren't for my relationship with the media photographers, we wouldn't have had anything to post on the Net.

Need I say more?

Bill.....

27 February 2003

From: NASA XA-E1, Media Services
Photo Editor/Coordinator
Ken K. Thornsley
Phone: 321-867-7819
Fax: Editing Room 321-861-5942

To: Bill Bender
Operations Manger
Johnson Controls

Enclosed you will find 4 surveys. They are dated 2/4/03, 2/6/03, 2/13/03 and 02/25/03.

42801 MER II move in PHSF 02/6/03

All frames of this digital card were bad. I had to use four of these photographs. Each one had to be color corrected and sharpened as much as possible. Although not in focus the pictures were used.

The camera did not appear to be white balanced. The lens was very close to wide open at f/3.8, which does not allow for any depth of field.

I am not sure if I am looking at camera movement or incorrect focus.

I do not know if a tripod was used. Since there was nothing in focus, this may have been a bad camera or lens.

42787 MER II move to work stand 02/4/03

Frames 5,7,8,15, & 17 were bad. I wanted to use some of these, but they could not be used. I was able to go to other frames and complete the work order.

42964 02/13/03 is a video work order.

The video was good. There was the sound of a television show somehow recorded on the audio track of this tape. This could not be handed out to the TV new channels as they require ambient sound. The video has been returned with the hope that the master is good and that a new copy with the correct sound can be produced.

43217 OSB 2 Ground Breaking Video 02/25/03

This video is very bad. Camera was not on a tripod. The white balance was not correct. Had movement throughout. Camera did not stay on any one speaker long enough to get any correct sound. There were in and out zooms that were very bad. Nothing of this video was able to be used. This video was scheduled to be noon video file on NASA Select TV. This video file was canceled because the video could not be used.


Ken K. Thornsley

Myers-1, Penny

From: Molnar-1, Laura
Sent: Wednesday, February 26, 2003 11:14 AM
To: Myers-1, Penny
Subject: FOIA

Hi Penny,

I received FOIA 10-F-2003-054 relative to Johnson Controls, Inc. (Patrick Air Force Contract F08650-98-D0018). Per my review, this office has only Blanket Delivery Order authority for supplies and services and contains no records pertaining to the contractor's performance of providing Launch Image Acquisition Services. If you have any questions, or need additional information, please let me know.

Thank you,
Laura Molnar

Brown-3, Charles T

From: KECHELEKECH@aol.com
Sent: Monday, August 26, 2002 6:29 PM
To: Charles.Brown-3@ksc.nasa.gov
Subject: PAO VIDEO SLOT.....

DEAR CHUCK,

I AM WRITING TO YOU TO THANK YOU FOR YOUR CONTINUED SUPPORT AND AS ONE BROADCAST PROFESSIONAL TO ANOTHER.

I HAVE BEEN IN BROADCASTING NOW FOR 20 YEARS WORKING AS A PRODUCER/DIRECTOR, EDITOR AND VIDEOGRAPHER. I HAVE ALWAYS TAKEN PRIDE IN MY PRODUCTS AND HAVE TRIED TO AVOID "POLITICS" AS A WAY OF CAREER ADVANCEMENT, KNOWING THAT ANYTHING GAINED THAT WAY WOULD NOT BE ETHICAL NOR EARNED BY MERIT.

UNFORTUNATELY I NOW FIND MYSELF IN THE POSITION OF HAVING TO DEFEND MYSELF FROM SOME UNKNOWN ADVERSARY " ON THE FORTH FLOOR" WITHOUT THE BENEFIT OF DUE PROCESS. I TESTIFY TO YOU NOW THAT I HAVE NEVER DONE NOR SAID ANYTHING INAPPROPRIATE TO ANYONE WITHIN NASA, LET ALONE SOMEONE ON THE FORTH FLOOR. I BELIEVE THAT THE FACTS WILL REVEAL A CLOSE WORKING RELATIONSHIP WITH GEN. BRIDGES SINCE HE WAS IN THE AIR FORCE. INDEED I HAVE DONE HUNDREDS OF JOBS AT HEADQUARTERS AND HAVE NEVER HAD ONE COMPLAINT OR PROBLEM. I WOULD CERTAINLY REQUEST THAT ANYONE WITH CONCERNS ABOUT THE QUALITY OF MY WORK OR WORK ETHICS ALLOW ME TO PRESENT MY SIDE OF STORY.

ALSO I WILL BRIEFLY DESCRIBE MY CAREER IN THE TELEVISION AND MOTION PICTURE INDUSTRY.

GRADUATED WITH "HONORS" FROM BROOKS INSTITUTE OF PHOTOGRAPHY WITH A DEGREE IN MOTION PICTURE AND TELEVISION PRODUCTION.

SERVED ONE YEAR AS CHIEF PHOTOGRAPHER AT WKEF-TV DAYTON ON A DAILY MAGAZINE SHOW. WON A REGIONAL EMMY.

WORKED ONE YEAR AS CHIEF EDITOR, WFLA-TV TAMPA FLA., 2 YEARS AS SPECIAL INVESTIGATIVE VIDEOGRAPHER.

ONE YEAR AT WTVT-TV, TAMPA, FLA. INVESTIGATIVE VIDEOGRAPHER, ASSIGNMENT FLORIDA VIDEOGRAPHER, AWARDED A REGIONAL EMMY...

I BELIEVE IT SAYS SOMETHING THAT IN FOUR SHORT YEARS...I WORKED MY WAY UP FROM THE AFFILIATES... TO A NETWORK STAFF POSITION..BASED SOLELY ON HARD WORK AND HIGH QUALITY PROFESSIONAL VIDEO PRODUCTS...

WORKED 6 YEARS NBC NIGHTLY NEWS, NEW YORK, NEW YORK, INVESTIGATIVE JOURNALIST, COMBAT CAMERAMAN, PRODUCER/DIRECTOR.

14 YEARS MOTION PICTURE, VIDEOGRAPHY AND STILL PHOTOGRAPHY FOR NASA AND THE AIR FORCE ON THE VITC PROJECT.

I BELIEVE THAT ANY FAIR EXAMINATION OF MY RESUME REEL, EDUCATION AND EXPERIENCE WOULD PUT ME HANDS AND ABOVE ANYONE ELSE PRESENTLY INVOLVED IN IMAGE ACQUISITION ON THIS CONTRACT. INDEED, IN AN EFFORT TO IMPROVE THE QUALITY OF OUR VIDEO PRODUCTS I HAVE TRAINED THE VERY PEOPLE THAT NOW ARE STATING THAT THEY ARE MORE QUALIFIED THAN MYSELF. AGAIN I BELIEVE AN IMPARTIAL INVESTIGATION INTO THE FACTS WILL REVEAL THAT I AM THE MOST QUALIFIED PERSON FOR NASA/PAO VIDEOGRAPHER. THE STATEMENT THAT I MIGHT NEED FURTHER TRAINING IS TOTALLY WITHOUT MERIT...I CAN SHOOT AND EDIT IN THE CAMERA WITH THE BEST OF THEM.....AND I HAVE SHOT FOR PAO ON THOUSANDS OF OCCASIONS....

I ALSO BELIEVE THAT BASED UPON MY CREDENTIALS AND EXPERIENCE AS A PRODUCER/DIRECTOR/EDITOR/VIDEOGRAPHER THAT I CAN GIVE YOU A LOT MORE "BANG FOR YOUR BUCK"...IN TERMS OF PRODUCING BROADCAST PRODUCTS FOR THE MEDIA OR THE WEB IN THE FUTURE....AFTER ALL I HAVE THE TRACK RECORD AND I AM DOING THE JOB NOW....EVERYONE SAYS THEY ARE VERY PLEASED WITH MY EFFORTS, MY QUALITY

PRODUCTS AND MY ABILITY TO KEEP TRACK OF THE LAUNCH FLOW....I HAVE MASTERED ADOBE NON LINEAR EDITING AND ALL OF THE EDITING EQUIPMENT INVOLVED AND AGAIN I HAVE THE PRODUCTS TO PROVE IT.....

IF ANYONE HAS KNOWLEDGE OF ALL THE VITC VIDEOGRAPHER"S PRODUCTS AND QUALITY IT WOULD BE DAVID BRAND, ASK HIM ABOUT THE QUALITY OF MY WORK....AND THAT OF OTHERS.,

BASICALLY...WHAT I AM ASKING FOR IS A LEVEL PLAYING FIELD AND A FAIR ANALYSIS OF THE FACTS BEHIND THIS EFFORT TO DENY ME ANY DUE PROCESS...AND AN OPPORTUNITY TO FACE MY ACCUSERS....

I FIRMLY BELIEVE IN NASA"S SPACE LAUNCH EFFORTS...AND MY FAMILY AND I HAVE WORKED IN THE AEROSPACE LAUNCH BUSINESS FOR THE LAST 42 YEARS.

ALSO...I MIGHT ADD...DO WE REALLY WANT TO ENCOURAGE THE KIND OF UNETHICAL,UNPROFESSIONAL BEHAVIOUR THAT WE HAVE WITNESSED SINCE THE LAY OFF NOTICES WENT OUT???

I BELIEVE THAT IN THE LONG RUN MY REQUEST FOR YOUR CONTINUED SUPPORT AND FAIRPLAY WILL BENEFIT NASA"S NETWORK BROADCAST PRODUCTS SIGNIFICANTLY.

THANK YOU VERY

MUCH CHUCK.....

JOHN

KECHELE

I WOULD WELCOME AN OPPORTUNITY TO SPEAK TO YOU "OFF THE RECORD" AND WOULD KEEP ANY SUCH CONVERSATIONS STRICTLY CONFIDENTAL.....ITS JUST A TOUGH POSITION TO BE IN FOR ME RIGHT NOW...BUT I GUARANTEE THAT I WILL CONTINUE TO PRODUCE FIRST RATE PRODUCTS...IRREGARDLESS OF THE OUTCOME OF THIS CHALLENGE TO MY PROFESSIONALISM.....I ALSO KNOW THAT ALL OF THIS MIGHT BE WELL OUT OF YOUR CONTROL AND I CAN ACCEPT THAT...BUT PLEASE PUT YOURSELF IN POSITION....WHAT WOULD YOU DO...???

PH.867-4375/783-8469..CELL 431-4931

JOHNSON CONTROLS

WORK SURVEY

Visual Information and Technical Contract (VITC)

Please critique the service you received from the Johnson Controls (JCI) VITC Contractor or Subcontractor

1. YOUR WORK REQUEST: (Work Order Number) 43217 ^{05B II} Ground Breaking
 A. METHOD PROCESSED: 02/25/03 Video
 Through Cape Support _____ By Mail/Fax _____
 Through JCI Service Desk _____ By Phone _____
 Through JCI Subcontractor _____

B. PROCESSED:

	YES	NO	N/A
Courteously	_____	_____	_____
Clerk assisted in defining requirements	_____	_____	_____
Clerk answered all questions	_____	_____	_____

2. YOUR PHOTOGRAPHER:

	YES	NO	COMMENTS
Contacted you prior to appointment	_____	_____	_____
On time for appointment	_____	_____	_____
Knowledgeable of your needs	_____	_____	_____
Courteous and professional demeanor	_____	_____	_____

3. YOUR PRODUCT:

A. TYPE:	B. QUALITY:
Still Photo _____	Superior _____
Motion Picture _____	Excellent _____
Video _____	Adequate _____
Studio _____	Inferior _____
COMMENTS _____	

C. TIMELINESS:

	YES	NO	COMMENTS
Delivered on the date promised	_____	_____	_____
If late, were you notified prior to due date	_____	_____	_____

4. OVERALL COMMENTS/SUGGESTIONS: Video BAD. NOT ON TRIPOD
POOR WHITE BALANCE. VERY JUMPY, DID NOT STAY ON
SPEAKER LONG ENOUGH TO GET ANY GOOD SOUND. THIS WAS
TO BE USED AS NOON VIDEO FILE ON NASA SELECT. COULD
NOT BE USED

CUSTOMER NAME NASA XA-E1 CUSTOMER SIGNATURE Ken K. Thornely DATE 02/26/03
media SERVICES

Please fold, staple and return by mail (address is on the reverse side).

TO MANY ZOOMS THAT WERE NOT SMOOTH.



WORK SURVEY

Visual Information and Technical Contract (VITC),

Please critique the service you received from the Johnson Controls (JCI) VITC Contractor or Subcontractor

2/4/03

1. YOUR WORK REQUEST: (Work Order Number) 42787 MERIF MODR PH5F

A. METHOD PROCESSED:

Through Cape Support	_____	By Mail/Fax	_____
Through JCI Service Desk	_____	By Phone	_____
Through JCI Subcontractor	_____		

B. PROCESSED:

	<u>YES</u>	<u>NO</u>	<u>N/A</u>
Courteously	_____	_____	_____
Clerk assisted in defining requirements	_____	_____	_____
Clerk answered all questions	_____	_____	_____

2. YOUR PHOTOGRAPHER:

	<u>YES</u>	<u>NO</u>	<u>COMMENTS</u>
Contacted you prior to appointment	_____	_____	_____
On time for appointment	_____	_____	_____
Knowledgeable of your needs	_____	_____	_____
Courteous and professional demeanor	_____	_____	_____

3. YOUR PRODUCT:

A. TYPE:		B. QUALITY:	
Still Photo	_____	Superior	_____
Motion Picture	_____	Excellent	_____
Video	_____	Adequate	_____
Studio	_____	Inferior	_____
<u>COMMENTS</u>			

C. TIMELINESS:

	<u>YES</u>	<u>NO</u>	<u>COMMENTS</u>
Delivered on the date promised	_____	_____	_____
If late, were you notified prior to due date	_____	_____	_____

4. OVERALL COMMENTS/SUGGESTIONS: FR # 5, 7, 8, 15 + 17 were bad.

MASA XA-EI Media Service Ken K. Thornalley 02/24/03
 CUSTOMER NAME CUSTOMER SIGNATURE DATE

Send to JCI-VITC-1 (call 853- 7071 if you have questions)

Please fold, staple and return by mail (address is on the reverse side).



WORK SURVEY

Visual Information and Technical Contract (VITC)

Please critique the service you received from the Johnson Controls (JCI) VITC Contractor or Subcontractor

1. YOUR WORK REQUEST: (Work Order Number) 42964 2/13/03
Video Sound BAD

A. METHOD PROCESSED:
Through Cape Support _____ By Mail/Fax _____
Through JCI Service Desk _____ By Phone _____
Through JCI Subcontractor _____

B. PROCESSED: YES NO N/A
Courteously _____
Clerk assisted in defining requirements _____
Clerk answered all questions _____

2. YOUR PHOTOGRAPHER: YES NO COMMENTS
Contacted you prior to appointment _____
On time for appointment _____
Knowledgeable of your needs _____
Courteous and professional demeanor _____

3. YOUR PRODUCT:
A. TYPE: B. QUALITY:
Still Photo _____ Superior _____
Motion Picture _____ Excellent _____
Video _____ Adequate _____
Studio _____ Inferior _____
COMMENTS _____

C. TIMELINESS: YES NO COMMENTS
Delivered on the date promised _____
If late, were you notified prior to due date _____

4. OVERALL COMMENTS/SUGGESTIONS: Video was O.K.
Some how there is the sound of a TV show
on the audio portion. This could not be handed
out to the television stations. They want ambient
sound

CUSTOMER NAME: XA-EI NASA CUSTOMER SIGNATURE: Ken H. Shornely DATE: 02/26/03
media Services Send to JCI-VITC-1 (call 853- 7071 if you have questions)

Please fold, staple and return by mail (address is on the reverse side).

JOHNSON CONTROLS

WORK SURVEY

Visual Information and Technical Contract (VITC),

Please critique the service you received from the Johnson Controls (JCI) VITC Contractor or Subcontractor

2/6/03

1. YOUR WORK REQUEST: (Work Order Number)

42801 MER II MOVE PHSE

A. METHOD PROCESSED:

Through Cape Support	_____	By Mail/Fax	_____
Through JCI Service Desk	_____	By Phone	_____
Through JCI Subcontractor	_____		

B. PROCESSED:

	YES	NO	N/A
Courteously	_____	_____	_____
Clerk assisted in defining requirements	_____	_____	_____
Clerk answered all questions	_____	_____	_____

2. YOUR PHOTOGRAPHER:

	YES	NO	COMMENTS
Contacted you prior to appointment	_____	_____	_____
On time for appointment	_____	_____	_____
Knowledgeable of your needs	_____	_____	_____
Courteous and professional demeanor	_____	_____	_____

3. YOUR PRODUCT:

A. TYPE:	B. QUALITY:
Still Photo _____	Superior _____
Motion Picture _____	Excellent _____
Video _____	Adequate _____
Studio _____	Inferior _____
COMMENTS _____	

C. TIMELINESS:

	YES	NO	COMMENTS
Delivered on the date promised	_____	_____	_____
If late, were you notified prior to due date	_____	_____	_____

4. OVERALL COMMENTS/SUGGESTIONS: ALL FRAMES WERE BAD ON THIS CARD. PICTURES HAD TO BE USED. TOOK 30 MIN. EACH TO COLOR CORRECT AND ATTEMPT TO SHARPEN. ALL FRAMES OUT OF FOCUS. CAMERA NOT WHITE BALANCED. LENS WIDE OPEN OR CLOSE SO NO DEPTH OF FIELD. NOT SURE IF THIS IS MOVEMENT OR BAD FOCUS. WAS A TRIPOD USED.

CUSTOMER NAME: NASA X-LET services Media
 CUSTOMER SIGNATURE: Ken K. Johnsonley
 DATE: 02/26/03
 Send to JCI-VITC-1 (call 853- 7071 if you have questions)

Please fold, staple and return by mail (address is on the reverse side).

* SINCE ALL IS OUT OF FOCUS THIS MAY BE A BAD CAMERA OR LENS.

Brown-3, Charles T

From: Thornsley-1, Ken
nt: Wednesday, August 07, 2002 5:09 PM
Subject: Letter George & Glenn

Hello,



Letter George &
Glenn.doc

Here are some thoughts and facts that I have gathered.

Hello, 12:27 PM 9/24/02

I wanted to send you a memo to let you know that I have sent three work survey reports to Johnson Controls about the recent job orders that were taken by Cannon. I have put a comment on each one.

Job order 40244 was the STS-112 crew arrival. There were 5 out of 6 of the group shots out of focus. Its good that 1 was O.K. This is coming very close to not having a good photograph.

The job order 40034 which was the CEIT for crew STS-113 was very bad. I went through 28 frames before finding any that could be used.

Job order 39922 was the TCDT at the 195' level of Pad39B. This was very hard to explain. There were exposures taken out side in the bright sunlight that were out of focus. The exposures taken inside the white room were good. I have been taking photographs for many years and I cannot figure out what He is doing wrong. I have talked to the Nikon Rep., Scott Andrews and He says the camera is very easy to use. He will try to talk to Cannon when He is down here for launch. This has got to be an operator problem. Kim Shiflett is using the very same equipment and getting excellent results. I don't know how this can be accomplished, but I would prefer not to have Cannon do any more jobs for NASA Media Services.

Jobs taken by Cannon take at least 3 times as long to edit because every frame must be looked at very closely. Before I went on leave Cannon filmed the NASA Planned Rollout at Cape Canaveral Pier. This was with our Center Director, the General from CCAFS, Mr. Weldon and Mr. Nelson, plus many others. This job took about three hours to edit. There were many more bad photos, than good. To find 5 good photos I had to look at 100 pictures. There were many photos of Mr. Weldon and Mr. Nelson that I would have used, but all are out of focus. All of the above mentioned items are in file and can be looked at, should you so desire.

Thank you,
Ken K. Thornsley
Photo Editor
NASA XA-E1, Media Services

8/07/2002

The personnel who will be assigned to the NASA Press Site do not have knowledge or the expertise to accomplish the assigned tasks that are required. The personnel assigned here need to have very good knowledge of all the various departments and buildings where they are assigned. They are also required to know the Astronauts, know the correct terminology and have a good understanding of all the payload build up activities pertaining to Shuttle operations.

George Shelton and Glenn Benson have the experience and expertise to complete the assigned tasks in the professional manner that is required. They know the Astronauts and have made many contacts, which allowed them to obtain video and photography that will not be available without them.

I am aware that the Astronaut Office is very unhappy about George and Glenn's schedule to be terminated on the 9th of August 2002.

Since 9/11, security awareness has become very much more evident, as it should be. I have been working with and scheduling George and Glenn for assignments for more than five years. I know that they have all the correct numbers and badges with clearances to be able to enter all the many areas that are required. They also have correct Health Stabilization Badge, which requires a physical and paper work sent from JSC. The heightened security at the present time makes this a very inappropriate time to attempt to experiment with new personnel.

Glenn Benson has trained with NASA, on the first High Definition television cameras when became available. He is very good and rated as either the best or one of the best HDTV cameramen in this field. He has already been offered a position.

George Shelton has been working for NASA Public Affairs for ten years. He is operating the latest state of the art Nikon D1 digital cameras. George Shelton's photographs are used all over the world in many publications. His photographs are on the web site by the 1000's. He has a portfolio of photographs at his fingertips.

The people at Marshall who control the HDTV camera have said that this camera will not be sent to KSC without the proper person here to operate it. Glenn Benson is the only fully trained person that we have.

All equipment used by George and Glenn was handled very carefully and in a professional manner. There wasn't any worry about the way they dress or how they would act when they came in contact with various dignitaries they have encountered. The situation will no longer be the same.

The contractor will need to have the below listed equipment to correctly fulfill the requirements.

Panasonic 720P variable frame rate high definition television camera

1 Canon HD normal angle video lens, 1 Canon wide angle video lens to fit the 4 batteries for the HDTV camera with 2 chargers

1 Sony Beta camera with recorder

1 Fujinon 8.5 to 153mm lens for Sony camera

Sony battery charger with four NP-1B batteries

1 Sony ECM-672 microphone

1 Universal mini-mount for fish pole

1 Sony WRR-810 wireless microphone

1 Sony WRT-805A wireless microphone

- 1 Frezzi mini fill light
- 2 microphone cables
- 1 Sony WRT handheld microphone
- 2 Nikon D-1, 35 mm digital cameras
- 2 SB 28X flash units
- 1 Nikon F-5 35mm film camera
- 2 SB26 flash units
- 2 8008 Nikon 35 mm cameras
- 1 N90S 35 mm camera
- 1 Nikon F-4 camera
- 2 80 to 200 mm Nikon f/2.8 zoom lens
- 1 35mm Nikon f/1.2 lens
- 1 24 to 120 f/3.5 Nikon zoom lens
- 1 20 to 35 f/2.8 Nikon zoom lens
- 2 24 to 50 Nikon f/3.3 zoom lens
- 1 300mm Nikon f4.0 lens
- 1 500mm Nikon f2.8 lens
- 2 35 to 70mm Nikon f2.8 lens
- 1 16mm Nikon distortion free f3.5 lens
- 1 180mm f2.8 Nikon lens
- 2 Nikon MC-12 remote triggers
- 1 Nikon MC-20 Digital remote trigger
- 1 TC-301 Nikon 2x extender
- 1 TC 14B Nikon 1.4X extender
- 1 Cabellas window mount for wildlife photography
- 10 64mb digital cards
 - 2 128mb digital cards
 - 1 96mb digital card
- 4 EN-4 digital batteries
- 1 digital camera bag
- 2 Nikon MH-16 Quick chargers
- 1 pair Tasco 10x50 Binoculars

Ken. K. Thornsley,
Photo Editor/Coordinator
NASA XA-E1 Media Services
Phone 321-867-7824
Fax 321- 861-5942

Brown-3, Charles T

From: Haddad-1, Samuel
Sent: Thursday, August 08, 2002 10:01 AM
To: Brown-3, Charles T; Johnson-5, William
Subject: Here We Go Again

Chuck, Bill,

I know you guys hate it when you hear from me but remember, like NASA HQ, I'm here to help! OK maybe it's not a good idea to put it like that, but, I have received a call from IATSE about some things you guys have been doing and saying publicly about the Johnson Controls layoff tomorrow. Rather than deal with half facts as is in the past, I would like to meet with both of you tomorrow if possible, your choice for the location. My only meeting is at 9:30 here in HQ but other than that I'm available.

Please let me know when we can talk.

Samuel G. Haddad (Sam)

Manager, Industry Relations Office

NASA, Kennedy Space Center, Fl.

Phone: 321-867-4346

Cell: 321-431-4979

Pager: 1-877-901-9550



Johnson Controls, Inc.
Visual Information Technical Contract Project
Cape Canaveral Air Station
Post Office Box 1029
Cape Canaveral, FL 32920-1029

JOHNSON
CONTROLS

22 January, 2003

NASA
Mr. Charles T. Brown, TA-B2-C
Communications Division
Kennedy Space Center, FL 32899

**SUBJECT: CONTRACT NUMBER FO8650-98-D-0018; CLIN 0006 (CDRL POST
OPERATION CRITIQUE)**

In response to CDRL requirements, Operation F1120, Shuttle COLUMBIA, STS 107 launch, please see the T+2 working day report attached. The report consists of the Console Log, Post Operation Critique Report and Discrepancy/Malfunction Summary

If further coordination is required, please contact this office at 853-2108.



William Bender
Operations Manager

WB

Cc: Chas Abell

Post Operation Critique Report

CDRL A004

Operation: F1120 STS-107 Orbiter: Columbia
16 January 2003

1. MILESTONE SUPPORT EVENTS:

- | | |
|---------------------------------|------------------------------|
| a. Planning Document completed: | June 20, 2002 |
| b. Rough set of equipment: | January 10, 2003 |
| c. Final Greenline checkout: | January 15, 2003 |
| d. Launch | January 16, 2003; 1039 Local |
| e. Film retrieval | January 16, 2003 |
| f. Product delivery: | January 17, 2003 |
| g. Equipment recovery: | January 17, 2003 |

2. CAMERA COVERAGE

<u>CATEGORY:</u>	<u>MO.PIC.</u>	<u>STILL</u>	<u>VIDEO</u>	<u>TOTAL</u>
a. Documentary	4	28	18	50
b. Engineering	63	7	15	85
c. Digital	0	19	0	19
TOTAL	67	54	33	154

3. CONDUCT OF OPERATION

a. Overview:

- The launch of STS-107 occurred 16 January 2003, at 1039 Local, or at 16 January 2003, 1539Z.

Category	Committed Items	Successful Items	Percent Success	Goal
a. Engineering items:	85	85	100%	
b. Documentary items:	50	50	100%	
c. Digital items:	19	19	100%	
Total:	154	154	100%	100%

b. Emergency Camera Coverage:

- Emergency cameras were not activated

c. Documentary Coverage:

- All contracted documentary cameras ran according to plan.

d. Engineering Coverage

- Recovery of items indicate all items ran as projected.
- Composite metric video for satellite uplink was delivered ½ hour beyond scheduled delivery. High demands for editing support at PAO caused editor to run late.

e. Digital Coverage

- All digital coverage ran according to plan.

f. Lateral Support

- In an attempt to provide High Definition (HD) television coverage from Playalinda DOAMS (Item 207) focus was transferred to a manual setting. Since both film and video are driven from the same source, the manual focus adjustment for the HD also effected the film camera (Item 207) causing out of focus results.
- Radio G net briefly lost contact with POCS and pad crew on January 14. A loss of communications would seriously impede operational support. All VITC radios have undergone maintenance and repair cycle.
- Due to a contamination of processing chemicals at our off-site still processing facility (Protecol) there was an unexpected delay in the delivery of the still documentary images to the NASA PAO. The delay was conveyed to PAO and an acceptable delivery time was established.

4. EQUIPMENT PROBLEMS/MALFUNCTIONS

- a. Lack of starts receipts: All starts were received.
- b. Procedural errors: No problems encountered as of this report.
- c. System damages: None

5. LABORATORY SUPPORT

- Still photo lab support: All requirements were met
- Motion picture lab support: All requirements were met.

6. DATA SHIPMENT STATUS

- Contract requirements were met.

T+2WD

DISCREPANCY/MALFUNCTION SUMMARY
 COLUMBIA, STS-107 LAUNCH, F1120
 16 January, 2003

NO.	CAR #	ITEM #	EQUIPMENT/ECN	SITE	DISCREPANCY	CAUSE	ACTION AGENCY	FORM 1998 ECD	CAR STATUS	TEST STATUS
1.	03-01	208 204	35 MM Mitchell	CB DOAMS PIGOR	Soft focus	<p>Under investigation. CB DOAMS was focused, knife edged, and star calibrated prior to STS-113 (November 7, 2002.) Another focus determination is scheduled for January 23, 2003.</p> <p>PIGOR can no longer be star calibrated, however; a focus examination and focus drive determination will be conducted after CB DOAMS is completed.</p>	Maintenance	03-04-03	Open	Launch 16 Jan 03

Johnson Controls, Inc.
Visual Information Technical Contract Project
Cape Canaveral Air Station
Post Office Box 1029
Cape Canaveral, FL 32920-1029



8 January, 2003

NASA
Mr. Charles T. Brown, TA-B2-C
Communications Division
Kennedy Space Center, FL 32899

SUBJECT: CONTRACT NUMBER FO8650-98-D-0018; CLIN 0006 (CDRL POST OPERATION CRITIQUE)

In response to CDRL requirements, Operation F3195, Shuttle ENDEAVOUR, STS 113 Post Operation Critique follow-up report (T+30WD), as of this report cycle, two (2) items remain open. These items require follow-up launch support to determine proposed effectiveness. A follow-up report will be issued independently after the open CAR's are closed. Please refer to the matrix for more detailed information. Matrix is attached.

If further coordination is required, please contact this office at 853-2108.

A handwritten signature in black ink, appearing to read "William Bender". The signature is fluid and cursive, written over a light blue horizontal line.

William Bender
Operations Manager

WB

Cc: Chas Abell

T+30WD

DISCREPANCY/MALFUNCTION SUMMARY
ENDEAVOUR, STS-113 LAUNCH, F3195
23 November, 2002

NO.	CAR #	ITEM #	EQUIPMENT/ECN	SITE	DISCREPANCY	CAUSE	ACTION AGENCY	Form 1998 ECD	CAR STATUS	TEST STATUS
1.	02-08	DD001 DD002 DD003	Nikon Digital Cameras	Outlying	Batteries were drained prior to launch	Replication of error did not occur consistently. New batteries were ordered and attempts will be made to provide heat in cold weather. CAR will remain open until fix is fully documented.	Maintenance Camera Ops	01-08-03	Open	Launch 23 Nov 02
2.	02-09	ET220 39A1- OA00	N/A	Metric tracking sites	Composite Metric Video not ready for satellite up- link	Disconnect during a change of support personnel from Nov 22 launch attempt to Nov 23 launch. Relief editor was unaware of timetable for delivery. Relief editor has been briefed and is fully aware of requirements in support of operations.	Video Productions	01-08-03	Open	Launch 23 Nov 02
3.		E57 E60 E62	35 photosonic	perimeter	Images inverted	After processing, outside film lab inverted film on reel. No data loss occurred, but it made for disoriented viewing during film review. The lab has been advised to review their procedures prior to handling launch prints	VITC/ Continental Labs	01-08-03		Launch 23 Nov 02

NO.	CAR #	ITEM #	EQUIPMENT/ECN	SITE	DISCREPANCY	CAUSE	ACTION AGENCY	Form 1998 ECD	CAR STATUS	TEST STATUS
4.		E1 E2 E3 E4 E7 E8 E10 E11 E12 E13 E14 E15 E16 E33 E34 E39 E41 E42	16 photosonic	MLP FSS	Images printed too dark	Images were printed dark. Little to no detail is visible prior to ignition. No data loss resulted, however; we are accustomed to greater quality from this facility. If necessary reprinting could be available. The lab has been advised to review their procedures prior to processing launch prints.	VITC/ Continental Labs	01-08-03		Launch 23 Nov 02
5.		E213	35 photosonic	MOTS	Control Failure	Operator experienced communications line failures on camera start circuit (late start) and iris control line (light bloom.) A poor track and unusable data resulted.	Cam Ops/ CSR	01-08-03		Launch 23 Nov 02

Johnson Controls, Inc.
Visual Information Technical Contract Project
Cape Canaveral Air Station
Post Office Box 1029
Cape Canaveral, FL 32920-1029



23 January, 2003

NASA
Mr. Charles T. Brown, TA-B2-C
Communications Division
Kennedy Space Center, FL 32899

SUBJECT: CONTRACT NUMBER FO8650-98-D-0018; CLIN 0006 (CDRL POST OPERATION CRITIQUE)

In response to CDRL requirements, Operation L3196, Shuttle ENDEAVOUR, STS 113, landing on 7 December 2002. The Post Operation Critique follow-up report (T+30WD), as of this report cycle, no items were opened nor were any additional items included since the operation. This is the final report for this operation; there is no additional information to provide

If further coordination is required, please contact this office at 853-2108.

A handwritten signature in black ink that reads "William Bender". The signature is written in a cursive, flowing style.

William Bender
Operations Manager

WB

Cc: Chas Abell

d. Digital Coverage

- Four digital cameras, three Nikons and one on loan from Olympus were used in support of this landing.

•

e. Lateral Support

- Communications on G-net are improving. VITC will have all radios undergo a maintenance cycle.
- The Pilot Point of View (PPV) video feed from LCC was provided on this landing. This view has become the best source to determine the correct moment to activate cameras.
- POCS no longer uses RF to start runway cameras. Hard wire lines have been put in place. All starts from POCS were received.

4. EQUIPMENT PROBLEMS/MALFUNCTIONS

- | | |
|----------------------------|-------|
| a. Lack of start receipts: | None |
| b. Procedural errors: | None. |
| c. System damage: | None. |

5. LABORATORY SUPPORT

- | | |
|--------------------------------|------------|
| a. Still photo lab support: | Excellent. |
| b. Motion picture lab support: | Excellent. |

c. DATA SHIPMENT STATUS

- a. Requirements were met in normal sequence.
- b. Items were FED-EXed from Miami to customers

1707

JOHNSON CONTROLS

1-05724

VISUAL INFORMATION TECHNICAL CONTRACT
(VITC)
SHUTTLE CONSOLE OPERATION
SUPPORT LOG -- JPHO

77826

Operation Number	L 2196	Date	12/3/02
Activity	Greenline		

12/3/02	1000 Greenline SLF
12/4/02	EOM 1st 1547 2nd 1726
	VCS 9
	Site B
	Site A
	VCS-15
	N Tower
	S Tower
1430	1st opportunity waived - will attempt 2nd personnel advised to adjust exposure for sunset - near dark.
	2nd waived
12/6/02	Both waived
12/7/02	1332 Deorbit boom okay given TD 1437
	all personnel on site for EOM
	press site - til midnite 2330
	1438 Touchdown

778232

ELIS

33
1437

242

1232
1432

309
413

Moine
1700

JOHNSON CONTROLS

VISUAL INFORMATION TECHNICAL CONTRACT
(VITC)
SHUTTLE CONSOLE OPERATION
SUPPORT LOG -- JPHO

Operation Number	F1120 315107	Date	15 Jan 03
Activity	Greenline		

0900	Green line progressing
1115	GNet went down with all field tests. TT 015 - 018. -
1140	GNet back. Comm will keep TT open for a couple of hours.
1600	All items Green.
16 Jan 03	0430 On console - all items green
0700	all personnel on site
1039	Launch
1600	Day 1 films in route to airport
1600	MIP retrieval delayed 2 hours due to shift change. MIP retrieval finally in work
1800	Retrieval complete.

Johnson Controls, Inc.
Visual Information Technical Contract Project
Cape Canaveral Air Station
Post Office Box 1029
Cape Canaveral, FL 32920-1029



6 February, 2003

NASA
Mr. Charles T. Brown, TA-B2-C
Communications Division
Kennedy Space Center, FL 32899

SUBJECT: CONTRACT NUMBER FO8650-98-D-0018; CLIN 0006 (CDRL POST OPERATION CRITIQUE)

In response to CDRL requirements, Operation F1120, Shuttle COLUMBIA, STS 107 Post Operation Critique follow-up report (T+12WD), as of this report cycle, one (1) additional item has been added and all matrix items remain open. Please refer to the matrix for more detailed information. Matrix is attached.

If further coordination is required, please contact this office at 853-2108.

A handwritten signature in black ink, appearing to read "William Bender".

William Bender
Operations Manager

WB

Cc: Chas Abell

T+12WD

DISCREPANCY/MALFUNCTION SUMMARY

COLUMBIA, STS-107 LAUNCH, F1120

6 February, 2003

NO.	CAR #	ITEM #	EQUIPMENT/ECN	SITE	DISCREPANCY	CAUSE	ACTION AGENCY	Form 1998 ECD	CAR STATUS	TEST STATUS
1.	03-01	E208 E204	35 MM Mitchell	CB DOAMS PIGOR	Soft focus	<p>Under investigation.</p> <p>CB DOAMS was focused, knife edged, and star calibrated prior to STS-113 (November 6, 2002.) Another focus determination is scheduled for January 23, 2003.</p> <p>Addition: 2-7-03</p> <p>The knife-edge focus of Cocoa Beach DOAMS sows no discernable difference from the focus check of Nov. 6, 2002. Another focus estimation will be conducted February 12, 2003 with the doubler removed. The image will be as it comes from the DOAMS tube to determine internal instrument condition.</p> <p>PIGOR can no longer be star calibrated, however; a focus examination and focus drive determination will be conducted after CB DOAMS is completed.</p>	Maintenance	03-04-03	Open	Launch 16 Jan 03

NO.	CAR #	ITEM #	EQUIPMENT/ECN	SITE	DISCREPANCY	CAUSE	ACTION AGENCY	Form 1998 ECD	CAR STATUS	TEST STATUS
2		E207	35 Photosonic	Playalinda DOAMS	Out of Focus	<p>Prior to the operation a High Definition video camera replaced the original video camera at Playalinda DOAMS. During the launch the video camera was not correctly secured to the image plane. As a result, an operational decision was made to change from computer drive focus to manual focus. Since the DOAMS focus drive controls both the film and video system, the manual focus adjustment attempt to correct the video camera created an out of focus condition for the film camera as well.</p>	CSR	03-04-03	Open	Launch 16 Jan 03



11 December, 2002

NASA
Mr. Charles T. Brown, TA-B2-C
Communications Division
Kennedy Space Center, FL 32899

**SUBJECT: CONTRACT NUMBER FO8650-98-D-0018;CLIN 0006 (CDRL POST
OPERATION CRITIQUE)**

In response to CDRL requirements, Operation F3195, Shuttle ENDEAVOUR, STS 113 Post Operation Critique follow-up report (T+12WD), as of this report cycle, three (3) additional items have been added and all matrix items remain open. Please refer to the matrix for more detailed information. Matrix is attached.

If further coordination is required, please contact this office at 853-2108.

A handwritten signature in black ink, appearing to read "William Bender". The signature is fluid and cursive, with a long horizontal stroke at the end.

William Bender
Operations Manager

WB

Cc: Chas Abell

T+12WD

DISCREPANCY/MALFUNCTION SUMMARY
 ENDEAVOUR, STS-113 LAUNCH, F3195
 23 November, 2002

NO.	CAR #	ITEM #	EQUIPMENT/ECN	SITE	DISCREPANCY	CAUSE	ACTION AGENCY	Form 1998 ECD	CAR STATUS	TEST STATUS
1.	02-08	DD001 DD002 DD003	Nikon Digital Cameras	Outlying	Batteries were drained prior to launch	Under investigation	Maintenance Camera Ops	01-08-03	Open	Launch 23 Nov 02
2.	02-09	ET220 39A1- OA00	N/A	Metric tracking sites	Composite Metric Video not ready for satellite up-link	Disconnect during a change of support personnel from Nov 22 launch attempt to Nov 23 launch. Relief editor was unaware of timetable for delivery.	Video Productions	01-08-03	Open	Launch 23 Nov 02
3.		E57 E60 E62	35 photosonic	perimeter	Images inverted	After processing, outside film lab inverted film on reel. No data loss occurred, but it made for disoriented viewing during film review. The lab has been advised to review their procedures prior to handling launch prints	VITC/ Continental Labs	01-08-03	Open	Launch 23 Nov 02

NO.	CAR #	ITEM #	EQUIPMENT/ECN	SITE	DISCREPANCY	CAUSE	ACTION AGENCY	Form 1998 ECD	CAR STATUS	TEST STATUS
4.		E1 E2 E3 E4 E7 E8 E10 E11 E12 E13 E14 E15 E16 E33 E34 E39 E41 E42	16 photosonic	MLP FSS	Images printed too dark	Images were printed dark. Little to no detail is visible prior to ignition. No data loss resulted, however; we are accustomed to greater quality from this facility. If necessary reprinting could be available. The lab has been advised to review their procedures prior to processing launch prints.	VITC/ Continental Labs	01-08-03	Open	Launch 23 Nov 02
5.		E213	35 photosonic	MOTTS	Control Failure	Operator experienced communication line failure on camera start circuit (late start) and iris control line (light bloom.) A poor track and unusable data resulted.	Cam Ops/ CSR	01-08-03	Open	Launch 23 Nov 02

Johnson Controls, Inc.
Visual Information Technical Contract Project
Cape Canaveral Air Station
Post Office Box 1029
Cape Canaveral, FL 32920-1029

JOHNSON
CONTROLS

MISSING
pages on
report -
no console
logs!

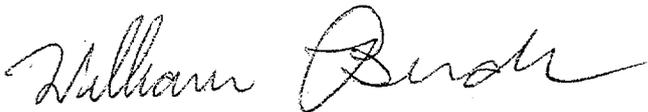
10 December 2002

NASA
Mr. Charles T. Brown, TA-B2-C
Communications Division
Kennedy Space Center, FL 32899

**SUBJECT: CONTRACT NUMBER FO8650-98-D-0018; CLIN 0006 (CDRL POST
OPERATION CRITIQUE)**

In response to CDRL requirements, Operation L3196, landing on 7 December 2002, Shuttle Endeavour, STS 113 Post Operation Critique. Please see the T+2 working day report attached. The report consists of the Console Log and the Post Operation Critique Report.

If further coordination is required, please contact this office at 853-2108.



William Bender
Operations Manager

WB

Cc: Chas Abell

Post Operation Critique Report
CDRL A004

Operation: L3196 STS-113 EOM
07 December, 2002
Orbiter: Endeavour

1. MILESTONE SUPPORT EVENTS:

- a. Planning Document completed: 05 Nov 2002
- b. Rough set of equipment: 02 Dec 2002
- c. Final equipment checkout: 07 Dec 2002
- d. Landing: 07 Dec 2002; 1438 L
- e. Film retrieval: 07 Dec 2002
- f. Product delivery: 10 Dec 2002; FedEx
- g. Equipment recovery: 11 Dec 2002

2. CAMERA COVERAGE

<u>CATEGORY:</u>	<u>MOPIC</u>	<u>STILL</u>	<u>VIDEO</u>	<u>TOTAL</u>
a. Documentary	0	07	3	10
b. Engineering	12	18	9	39
c. Digital	0	4	0	4
TOTAL	12	29	12	53

3. CONDUCT OF OPERATION

a. Overview:

- The launch of STS-113 occurred on 07 December 2002; 1438 Local, or 07 December 2002; 1938Z.

Category	Committed Items	Successful Items	Percent Success	Goal
Engineering items:	39	39	100	
Documentary items:	10	10	100	
Digital items:	4	4	100	
Total:	53	53	100	97%

- b. Documentary Coverage: All items were activated and ran as planned.
- c. Engineering Coverage: All items supporting landing were activated, runway 15 items captured no images due to a landing on runway 33. Both of the On-board DBM-10 ET Separation cameras were flown on this mission. Film was downloaded at the SSPF and sent to Miami for processing.



26 November, 2002

NASA
Mr. Charles T. Brown, TA-B2-C
Communications Division
Kennedy Space Center, FL 32899

SUBJECT: CONTRACT NUMBER FO8650-98-D-0018; CLIN 0006 (CDRL POST OPERATION CRITIQUE)

In response to CDRL requirements, Operation F3195, Shuttle ENDEAVOUR, STS 113 launch, please see the T+2 working day report attached. The report consists of the Console Log, Post Operation Critique Report and Discrepancy/Malfunction Summary

If further coordination is required, please contact this office at 853-2108.

A handwritten signature in black ink, appearing to read "William Bender". The signature is fluid and cursive, with the first name "William" and the last name "Bender" clearly distinguishable.

William Bender
Operations Manager

WB

Cc: Chas Abell

JOHNSON CONTROLS

VISUAL INFORMATION TECHNICAL CONTRACT
(VITC)
SHUTTLE CONSOLE OPERATION
SUPPORT LOG -- JPHO

Operation Number <i>F-3195</i>	Date <i>11/08/02</i>
Activity <i>Greenline for STS UB</i>	

Time	Action/Comments
<i>0630 11/08/02</i>	<i>On console.</i>
	<i>Issue with CSR concerning E21 TSM camera. They are convinced our camera has problem. We are convinced it is their pitail. Replaced camera. Same problem. As soon as camera is plugged in, it starts to run. No indication of camera even on PDCS console.</i>
	<i>CSR's</i>
	<i>Issue of our group using fall harness & climb TSM. I know Mike Stone did not want to install or remove camera, but didn't know he had a problem with us using the harness. Our climb harness not compatible with TSM. Spoke with Bill Almond to get resolution. This issue needs to be resolved & we need to acquire proper fall protection.</i>
<i>1300 - 11/9/02</i>	<i>E-39 out of green, needs reset complete. E-21 - TSM ok finally green. Cable issue in PCCR.</i>

*Sammy
i-200
7-4990*

JOHNSON CONTROLS

VISUAL INFORMATION TECHNICAL CONTRACT
(VITC)
SHUTTLE CONSOLE OPERATION
SUPPORT LOG -- JPHO

Operation Number: <i>F 3195</i>	Date: <i>10 Nov 02</i>
Activity: <i>Launch STS 113</i>	

<i>1830</i>	<i>on console.</i>	<i>CACE</i>
	<i>All items remain green.</i>	<i>Command</i>
		<i>73718</i>
	<i>SB ✓</i>	<i>3446</i>
	<i>NT ✓</i>	<i>41</i>
	<i>UCS-9 ✓</i>	<i>1</i>
	<i>UCS-8 ✓</i>	<i>32572</i>
<i>2145</i>	<i>Scrub for 24+ 18-30-35 OMI done</i>	
	<i>943/18 NET EOM 29</i>	
<i>21 Nov 02</i>	<i>0830 Final G/L day for STS 113</i>	
	<i>TAD set for 2010 22 Nov -</i>	
	<i>TC-1 is having connect problems with</i>	
	<i>CCM. After several retries - elected to</i>	
	<i>use TC-2 for G/L & launch.</i>	
<i>11/22/02</i>	<i>MOD on console - OMI step 16-0096</i>	
	<i>in work</i>	
	<i>all items in green status</i>	
	<i>Both site 2 & 6 tankers seem good</i>	

Post Operation Critique Report
CDRL A004

Operation: F3195 STS-113 Orbiter: Endeavour
23 November 2002

1. MILESTONE SUPPORT EVENTS:

- | | |
|---------------------------------|-------------------------------|
| a. Planning Document completed: | October 16, 2002 |
| b. Rough set of equipment: | November 7, 2002 |
| c. Final Greenline checkout: | November 21, 2002 |
| d. Launch | November 23, 2002; 1945 Local |
| e. Film retrieval | November 23, 2002 |
| f. Product delivery: | November 25 & 26, 2002 |
| g. Equipment recovery: | November 23 & 26, 2002 |

2. CAMERA COVERAGE

<u>CATEGORY:</u>	<u>MO.PIC.</u>	<u>STILL</u>	<u>VIDEO</u>	<u>TOTAL</u>
a. Documentary	4	28	18	50
b. Engineering	63	7	15	85
c. Digital	0	19	0	19
TOTAL	67	54	33	154

3. CONDUCT OF OPERATION

a. Overview:

- The launch of STS-113 occurred on 23 November 2002, at 0049 Local, or at 24 November 2002, 1949Z.

Category	Committed Items	Successful Items	Percent Success	Goal
a. Engineering items:	85	85	100%	
b. Documentary items:	50	50	100%	
c. Digital items:	19	15	79%	
Total:	154	150	93%	97%

b. Emergency Camera Coverage:

- Emergency cameras were not activated

c. Documentary Coverage:

- All contracted documentary cameras ran according to plan.

d. Engineering Coverage

- Recovery of items indicate all items ran as projected.
- Composite metric video for satellite uplink was not delivered on time. The unedited tapes were used for satellite transmission.

e. Digital Coverage

- Three digital items (DD001, DD002, DD003) in outlying locations did not run. Upon inspection, the batteries were found drained. An investigation is underway.

f. Lateral Support

- VITC received strong support from all agencies and departments during the launch efforts of November 22 and November 23.
- Prior to the first launch attempt (November 9, 2002) the following events created challenges in our operational efforts:
- CSR timing was not responsive to a problem on the O2 side of the TSM (E-21.)- Timing insisted that the no run of numerous cameras were camera failures, when a faulty cable was identified as the problem. This reluctance to act responsively cost VITC money and time, placing our efforts behind schedule.
- Radio G net was not fully functional. Weak reception at various sites made communications difficult. Comm was able to locate bad cabling in the POCS communications circuit. Once replaced, communications were restored to full functionality.

4. EQUIPMENT PROBLEMS/MALFUNCTIONS

- a. Lack of starts receipts: All starts were received.
- b. Procedural errors: No problems encountered as of this report.
- c. System damages: None

5. LABORATORY SUPPORT

- Still photo lab support: All requirements were met
- Motion picture lab support: All requirements were met.

6. DATA SHIPMENT STATUS

- Contract requirements were met.

T+2WD

DISCREPANCY/MALFUNCTION SUMMARY
 ENDEAVOUR, STS-113 LAUNCH, F3195
 23 November, 2002

NO.	CAR #	ITEM #	EQUIPMENT/ECN	SITE	DISCREPANCY	CAUSE	ACTION AGENCY	Form 1998 ECD	CAR STATUS	TEST STATUS
1.	02-08	DD001 DD002 DD003	Nikon Digital Cameras	Outlying	Batteries were drained prior to launch	Under investigation	Maintenance Camera Ops	01-08-03	Open	Launch 23 Nov 02
2.	02-09	ET220 39A1- OA00	N/A	Metric tracking sites	Composite Metric Video not ready for satellite up- link	Disconnect during a change of support personnel from Nov 22 launch attempt to Nov 23 launch. Relief editor was unaware of time table for delivery.	Video Productions	01-08-03	Open	Launch 23 Nov 02

21 November, 2002

NASA
Mr. Charles T. Brown, TA-B2-C
Communications Division
Kennedy Space Center, FL 32899

**SUBJECT: CONTRACT NUMBER FO8650-98-D-0018; CLIN 0006 (CDRL POST
OPERATION CRITIQUE)**

In response to CDRL requirements, Operation F2875, Shuttle ATLANTIS, STS 112 Post Operation Critique follow-up report (T+30WD), as of this report cycle, three items remain open. These items require follow-up launch support to determine proposed effectiveness. A follow-up report will be issued independently after the open CAR's are closed. Please refer to the matrix for more detailed information. Matrix is attached.

If further coordination is required, please contact this office at 853-2108.

A handwritten signature in black ink, appearing to read "William Bender". The signature is fluid and cursive, written in a professional style.

William Bender
Operations Manager

WB

Cc: Chas Abell

T+30WD

DISCREPANCY/MALFUNCTION SUMMARY

ATLANTIS, STS-112 LAUNCH, F2875

07 OCTOBER, 2002

NO.	CAR #	ITEM #	EQUIPMENT/ECN	SITE	DISCREPANCY	CAUSE	ACTION AGENCY	FORM 1998 ECD	CAR STATUS	TEST STATUS
1.		E63	35mm photosonic	39-4 09	Film did not fully run	<p>Countdown clock stopped at T+3 seconds. This item was in discontinuous mode and stopped running as a result.</p> <p>All POCs items will now be programmed for continuous mode. Should the countdown clock stop in the future, cameras will continue to operate.</p>	CSR	11-21-02		Launch 7-Oct 02
2.		E224	35mm photosonic film magazine ECN 06557	UCS #6	Film jam in magazine	<p>Take up clutch was out of adjustment. Also, brake pads were more worn than usual.</p> <p>Clutch has been rebuilt and brake pads have been replaced.</p>	Maintenance	11-21-02		Launch 7-Oct 02
3.	REVISED 02-07	E220	35mm photosonic ECN 06518 FDRS ECN 01296	UCS-15	No timing	<p>Camera was found to have faulty timing. Prior report was inaccurate.</p> <p>Camera FDRS was not operational. FDRS has been removed from service and pending repair.</p>	Maintenance		Open	Launch 7-Oct 02

4.	02-06	E76	35mm photosonic	Site 3	Overexposed	<p>Camera set for F5.6 recommended setting should have been F11. Additionally, condensation on lens, from rain, made item unusable.</p> <p>Use of a checklist needs to be more stringently enforced. Operator errors of this nature must be eliminated. A CAR is open and will be monitored for reoccurrence.</p>	Camera Operations	Open	Launch 7-Oct 02
5.	02-06	E213	35 photosonic	UCS-7 MOTS	Out of focus/Poor track	<p>Once set, lens needs to be secured to focus setting.</p> <p>Comm lines not responsive to remote configuration, resulting in sluggish track.</p> <p>Again, use of a checklist needs to be more stringently enforced. Operator errors of this nature must be eliminated. A CAR is open and will be monitored for reoccurrence</p>	Camera Operations	Open	Launch 7-Oct 02
7.		E208	35 MM Mitchell	Cocoa Beach DOAMS	Out of Focus	<p>A knife edge focus was conducted during a star calibration. Minor adjustment was necessary. Adjustment should correct focus. Will continue to monitor in case incorrect focusing data is being received.</p>	CSR/ Maintenance	11-21-02	Launch 7-Oct 02

5 November 2002

NASA
Mr. Charles T. Brown, TA-B2-C
Communications Division
Kennedy Space Center, FL 32899

**SUBJECT: CONTRACT NUMBER FO8650-98-D-0018;CLIN 0006 (CDRL POST
OPERATION CRITIQUE)**

In response to CDRL requirements, Operation L4251, landing on 18 October 2002, Shuttle Atlantis, STS 112 Post Operation Critique follow-up report (T+12WD), as of this report cycle, there is one additional item opened and the two previous items are under investigation. Currently there is no additional information to provide. Please see attached matrix.

If further coordination is required, please contact this office at 853-2108.

A handwritten signature in black ink, appearing to read "William Bender", with a long, sweeping horizontal stroke extending to the right.

William Bender
Operations Manager

WB

Cc: Chas Abell

REPORT
T+12WD

DISCREPANCY/MALFUNCTION SUMMARY

OPERATION L4251

SHUTTLE ATLANTIS, STS-112 LANDING

18 October 2002

NO.	CAR #	ITEM #	EQUIPMENT/ECN	SITE	DISCREPANCY	CAUSE	ACTION AGENCY	ECD	CAR STATUS	TEST STATUS
1.		EL8	35/Photosonic	Site 4	Short run	Under investigation	VITC	12-3-02		Landing 19 Apr 02
2.		EL6	POCS System (35/Photosonic)	Site 1	No run	Comm link "A" failed during landing resulting in a no run for this item. Due to a landing on runway 33 there was no data loss, however; a full determination will be made to restore confidence in this system.	CSR	12-3-02		Landing 19 Apr 02
3.		EL002 EL004 EL010	35 Photosonic	Site C/S Tower Site F/N Tower Site A KTM	Field of view obscured	Vegetation has overgrown to a point where partial action of landing was obscured	VITC SGS	12-3-02		Landing 19 Apr 02

Johnson Controls, Inc.
Visual Information Technical Contract Project
Cape Canaveral Air Station
Post Office Box 1029
Cape Canaveral, FL 32920-1029

JOHNSON
CONTROLS

25 October, 2002

NASA
Mr. Charles T. Brown, TA-B2-C
Communications Division
Kennedy Space Center, FL 32899

**SUBJECT: CONTRACT NUMBER FO8650-98-D-0018; CLIN 0006 (CDRL POST
OPERATION CRITIQUE)**

In response to CDRL requirements, Operation F2875, Shuttle ATLANTIS, STS 112 Post Operation Critique follow-up report (T+12WD), as of this report cycle, five (5) additional items have been added and all matrix items remain open. Please refer to the matrix for more detailed information. Matrix is attached.

If further coordination is required, please contact this office at 853-2108.



William Bender
Operations Manager

WB

Cc: Chas Abell

T+12WD

DISCREPANCY/MALFUNCTION SUMMARY

ATLANTIS, STS-112 LAUNCH, F2875

07 OCTOBER, 2002

NO.	CAR #	ITEM #	EQUIPMENT/ECN	SITE	DISCREPANCY	CAUSE	ACTION AGENCY	FORM 1998 ECD	CAR STATUS	TEST STATUS
1.	REVISED	E63	35mm photosonic	39-4 09	Film did not fully run	Countdown clock stopped at T+3 seconds. This item was in discontinuous mode and stopped running as a result.	CSR			Launch 7-Oct 02
2.	REVISED	E224	35mm photosonic	UCS #6	Film jam in magazine	Under investigation	Maintenance			Launch 7-Oct 02
3.	CAR pending	E220	35mm photosonic	UCS-15	No timing	Operator error. Operator did not fully insert breaker on timing unit.	Camera Operations			Launch 7-Oct 02
4.	CAR pending	E76	35mm photosonic	Site 3	Overexposed	Camera set for F5.6 recommended setting should have been F11. Additionally, condensation on lens, from rain, made item unusable.	Camera Operations			Launch 7-Oct 02
5.	CAR pending	E213	35 photosonic	UCS-7 MOTS	Out of focus/Poor track	Once set, lens needs to be secured to focus setting. Comm lines not responsive to remote configuration, resulting in sluggish track.	Camera Operations			Launch 7-Oct 02
7.		E208	35 MM Mitchell	Cocoa Beach DOAMS	Out of Focus	We are working with CSR to determine if a focus cycle is necessary for the telescope or if acquisition data was transmitting	CSR/ Maintenance			Launch 7-Oct 02

