

R- 9/14/91



U.S. DEPARTMENT
OF TRANSPORTATION
FEDERAL AVIATION
ADMINISTRATION

No. 91-08

August 1991

ALASKAN REGION



Intercom

All American Celebrations

"I pledge allegiance...."



FAAers in Anchorage, Fairbanks, and Kenai celebrated our all-American heritage early in July with speakers, entertainment, and picnics.

The celebrations were sponsored by the Civil Rights Office and Special Emphasis Programs.

All the FAA facilities in Fairbanks joined in an All-American Picnic on July 11.

On Thursday, July 11, an All-American Celebration was held at the Kenai AFSS for all FAA employees. Several employees from the ENA SFO and the ENA AFSS participated in the celebration that was sponsored locally by ENA AFSS. Personnel from the ENA ATCT were unable to attend due to short staffing.

In Anchorage, celebrations were held in the Regional Office, at Anchorage Air Route Traffic Control Center, and at the FAA hangar during the week of July 8-12.



PWC Feted By AT Division

The Professional Women Controllers (PWC) organization held their national board meeting in Anchorage on June 10-11, 1991.

The national officers, hosted by PWC Alaskan Region area director **Rebecca Moore**, manager of Juneau ATCT, met at Anchorage Center on June 10 and at Anchorage FSS on June 11. Many local members were able to join the group and to participate in their organization's proceedings.

On the evening of June 9, the Air Traffic Division hosted a fish fry at the Indian Creek campground for the 14 women. Halibut and salmon were ably prepared by Division Manager **Hank Elias**, Assistant Manager **Mike Thompson**, AAL-520 branch manager **Bob Stinson**, and former division specialist (now retired) **Bobby Lamkin**. Many members of the division provided the rest of the food, and all greatly enjoyed the opportunity to socialize with this dynamic group.



*Alaskan Region area director, **Rebecca Moore**, began with the FAA in 1978 at Bettles FSS. She has worked at Fairbanks ATCT, Anchorage ATCT, and is presently ATM at Juneau ATCT. She has been a member of PWC since 1989 and has served as area director since 1990.*



Fish fry at Indian Creek

Intercom

Office of Public Affairs
222 West 7th Avenue, #14
Anchorage, Alaska 99513
(907) 271-5296

EDITOR

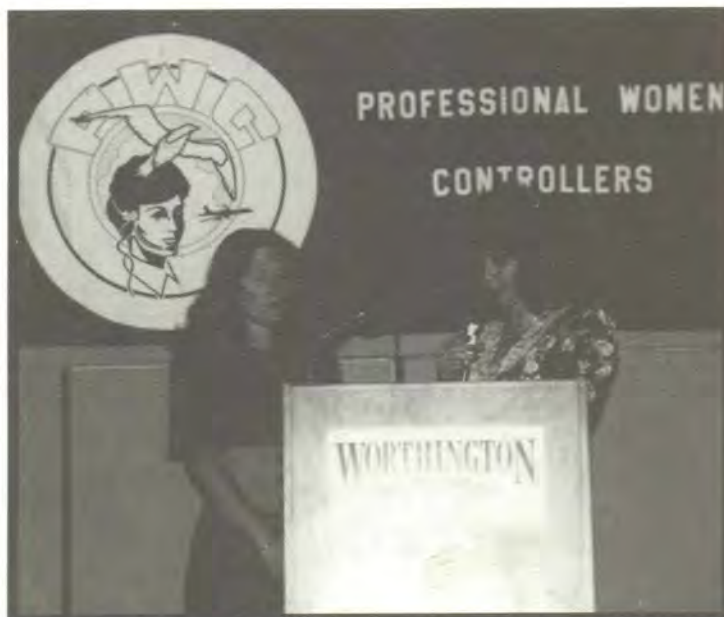
Ivy P. Moore
Regional Administrator
Ted R. Beckloff, Jr.
Public Affairs Officer
Joette Storm

Intercom is published for the employees of the Alaskan Region by the Public Affairs Office. Articles and photographs are welcomed.

The submission deadline is the first Friday of each month.

If you have questions, suggestions, or complaints, please call the Editor at 271-5169.

PWC president **Mary McBurney**
(left) with immediate past presi-
dent **Rose Marino**.



PROFESSIONAL WOMEN CONTROLLERS

An Association of Air Traffic Control Specialists

June 12, 1991

Mary Z. McBurney
President, PWC
531 E. Minor Drive
Kansas City, Mo 64131-3614

Hank Elias, AAL-500 *AE*
Air Traffic Division Manager
Alaskan Regional Office
22 West 7th Avenue
Anchorage, AK 99513

Dear Mr. Elias,

Thank you for the opportunity to meet with you and the Alaskan Region Managers. We have found in the past, meeting at localities where we are able to "chat with the Chiefs" helps us maintain focus on our mutual goals with the agency. It is important for us to share ideas and to know how we can help the agency as well as how the agency can help us. As a result of this exchange, we had a very successful meeting. We accomplished our business at hand while at Anchorage Center and established our goals for the year during our team building training at Anchorage FSS with Dave Brubaker.

Please express my appreciation to all those who participated in the fish fry picnic. Especially the cooks, Clint O'Dell, Bob Stinson, Bobby Lamkin for the fish and Mrs. Stinson for the rubarb cake. The food and camaraderie was fantastic. We enjoyed the sunset, learning the Alaskan wave, and having a camp fire in the middle of June. Alaskan hospitality is unmatched!

Again, thank you for your continued support. Should you need anything from me as President of PWC please feel free to contact me.

Sincerely,

Mary Z. McBurney
Mary Z. McBurney
President, PWC

Don Keil Cleared For Takeoff



For more than two decades, **Donald Keil, Jr.**, has represented the FAA to many Alaskans. During a career that included positions in Airway Facilities, Human Resource Management, and Resource Management, **Keil** brought wit and wisdom to the agency and acted as an ambassador for FAA to the community. So his decision to leave FAA to serve as a "loaned executive" to the Municipality of Anchorage was made with careful thought.



*From the June 1961 Mukluk Telegraph: **Don Keil**, chairman of the CivilAir Club, presented a scholarship award to an Anchorage highschool senior. Which one is the highschooler?*



Don's friends and coworkers bade him good luck at a reception July 31 and reminisced about his past. There were the usual presentations of gifts evoking bittersweet memories of sayings and incidents such as his penchant for writing epistles on Post-it Notes which he tacks to memos.

A physics major who once taught at the American School in Beirut, Lebanon, **Don**

joined the FAA in 1955 as a placement officer in the personnel division. He later served as an administrative officer, an evaluation/appraisal specialist, and chief of the Management Analysis Division for the Alaskan Region.

In 1970 he transferred to the Department of Transportation as a supervisory management analyst, but returned to Alaska 4 years later to serve as executive officer.

Don's boundless energy found its outlet in many community organizations such as Rotary, the Salvation Army, Challenge Alaska, Alaska Pacific University, and Anchorage Neighborhood Housing (ANH),

for which he serves as board chairman.

He will represent ANH in September at a special ceremony honoring recipients of President George Bush's "Thousand Points of Light Award." The housing corporation was selected as a "point of light" for revitalizing several Anchorage neighborhoods. During the year and a half that **Don** led ANH's board, the corporation developed 415 low-cost housing units.

Under the agreement with the Municipality, the FAA will continue to pay **Don's** salary and benefits while he develops a long-range transportation plan for the city. At the completion of that assignment, **Don** hopes to retire.

A formal dinner to mark his career change is planned for September 21 at the Anchorage Hilton Hotel.

The pleasure of your company is requested
at a dinner in honor of

Mr. and Mrs. Donald T. Keil, Jr.
Deputy Regional Administrator
Federal Aviation Administration

Saturday, September 21, 1991
Anchorage Hilton Hotel
Cocktails at 6:00 P.M., Dinner at 7:00 P.M..

R.S.V.P. by Sep. 13, 1991, to 271-5646/271-5648

Dress: Coat and Tie
Cost: \$32.00 per person



Fred Jack (left), Assistant Sector Manager, and **David Epstein**, Sector Manager, NA AFS, demonstrate the consequences of violating the Anti-Deficiency Act. No, really, both were "arrested" by Fairbanks Golden Days Volunteers under authority of warrants issued by their "good friend," **Jed Williams**, SET, Bethel SFO. The picture was taken by **Richard Totten**, Acting Manager, Bethel SFO. Shortly after this incident, rumors began circulating in the sector of a proposed Bethel SFO reorganization involving relocation of the field office headquarters to Mekoryuk.

Labor Relations

**HUMAN
AFFAIRS
ALASKA**

EMPLOYEE ASSISTANCE PROGRAM

Domestic Violence -- An Overview

We have few needs as basic as the need to feel safe in our own homes. Yet millions of people live in fear of a spouse or friend, or even of their own children.

What Is Domestic Violence?

Any abuse which occurs in your own home can be called "domestic." Violence includes physical assault, verbal abuse, yelling, having objects thrown at or toward a household member, or being threatened with a weapon or an object that can be used as a weapon.

What Is Appropriate?

Understand that most people do not live in fear. Domestic violence is not a normal situation and is not acceptable.

What Are The Risks?

Living with domestic violence can be emotionally draining, making it harder to act against it as time goes by. You can begin to believe that you deserve such violence. No one deserves to live with domestic violence.

What About The Children?

Living with domestic violence sends a message to children that domestic violence is normal. It does not occur to them that most households are relatively peaceful, and they will likely accept domestic violence in their own adult households.

Take Action!

You can stop violence in your own home by setting limits and being firm about what you will not tolerate. Sometimes it is helpful to speak to someone who is completely removed from a situation in order for you to really understand it.

Human Affairs of Alaska, our Employee Assistance Program (EAP) contractor, has many qualified counselors who are available to speak with you, personally and confidentially, about your concerns. Call 562-2812 in Anchorage; outside of Anchorage call 1-800-478-2812. EAP counselors are available for emergency situations 24 hours a day.

Questions regarding the EAP may also be referred to **Carol Marvel**, EAP Manager, at 271-3572.

Retirement Fund

Voluntary Contributions to Civil Service Retirement System (CSRS)

Eligibility:

➔ Voluntary contributions may be made only if you are now covered under the CSRS or are a former employee who is an applicant for retirement under the CSRS.

➔ You must not owe a deposit for non-deduction service (temporary appointments) or a redeposit for refunded retirement deductions.

➔ If you have previously been paid a refund of voluntary contributions, you must have been separated from Government employment for more than 3 calendar days before you can again make voluntary contributions.

Limit on Contributions:

➔ Your total voluntary contributions cannot exceed 10 percent of the total of your basic civilian salary received during your Federal career.

Interest:

➔ Your voluntary contributions account earns interest at a rate of 3 percent a year through December 31, 1984. Thereafter, your account earns interest at a rate equal to the average yield earned by new investments purchased by the Civil Service Retirement and Disability Fund during the preceding fiscal year. Interest begins to accrue the date your voluntary contributions are deposited by Office of Personnel Management (OPM). Interest is compounded annually on December 31 of each year.

Labor Relations

Retirement Fund (continued)

➔ As a general rule, your voluntary contributions stop earning interest on the earliest of the following dates:

(1) The date OPM authorized payment of a refund of your voluntary contributions.

(2) The date you separate from Federal service.

(3) The date you transfer to a position not subject to CSRS (or FERS).

Sole exception: If you separate from Federal service with entitlement to a deferred annuity commencing at age 62 and do not elect a refund of voluntary contributions, interest will continue to accrue to your annuity commencing date (62nd birthday) or your death, whichever is earlier.

Questions may be directed to **Jean Pershall**, Employee Relations Specialist, AAL-16, at 271-5804.

House Appraisals: There Are Differences

All appraisals are not created equal. There can be wide disparities in the valuation of the same property depending on which type of appraisal is conducted and for what purpose.

➔ **Assessment Appraisal:** Conducted for tax purposes with the intent of proportioning tax obligations fairly among owners in a particular county or township. Assessment appraisals do not acknowledge supply and demand in the real estate market and the value determined usually is predicated on the replacement cost less depreciation.



➔ **Insurance Appraisal:** Measures the cost of replacing the components of a structure. This value measures material and labor costs and, like the assessment appraisal, is stationary and not influenced by real estate market conditions.

➔ **Mortgage Appraisal:** Conducted after a sale has been completed and designed to insulate the lender from risk in making a loan. This appraisal also does not account for present or future market conditions.

➔ **Relocation Appraisal:** Estimates the most probable sales price of a residential unit, using the market approach to value. It establishes the price at which a relocated employee's primary residence will sell, assuming an arm's length transaction and a normal marketing time for the area.

There are two major differences between a relocation appraisal and the other types of appraisals mentioned above. Insurance, assessment, and mortgage appraisals all have one constant. They usually are not subject to the fluctuations within the market. By contrast, a relocation appraisal is subject to numerous subtle and/or significant changes in the real estate market.

The value determined in a relocation appraisal is defined as "what the property will sell for in a designated time frame." A relocation appraiser must understand the principles of forecasting and economic change.

Each type of appraisal is valid for its intended purpose, but no type can take the place of another. Any discrepancy in value is a result of appraisals based on different sets of criteria.

(Source: MOBILITY Magazine, January 1991)

If you have any questions, please call **Marge Cholometes**, Relocation Service Coordinator, at 271-5803.

Anchorage ARTCC Goes 422 Days Without Operational Error

A ceremony was held on June 13, 1991, at the Anchorage Air Route Traffic Control Center in celebration of the Center's having gone a year without an operational error. The Center chalked up an enviable record of 422 days without such an incident, the longest time span netted by any of the existing en route facilities. Only Honolulu, now a CERAP, had a longer span of time accumulated, converting from a Center to a CERAP during their 623 days without an operational error.



*The award was presented by the division manager, **Hank Elias** (left) and was accepted by **Lou Rosgen**, the facility assistant manager.*

Punch and cookies were provided to the men and women of the Anchorage ARTCC by the Air Traffic Division Quality Assurance Staff.

Regional Office HRC

The Regional Office Human Relations Committee (HRC) is an informal communications link, or spokesperson for non-union employees designed to improve our organization in ways that might not otherwise be available to employees. We offer communication, support, participation, and facilitation on issues brought before the committee to improve the working environment.

The committee can also help define a problem, gather information, refer such information to the appropriate persons or offices, and make recommendations. Some of the most important goals of the HRC are to improve the working environment, and to promote team work, group

participation, and open communication throughout our organization.

Some of the HRC's accomplishments over the past year include distributing information to employees on OPM's cost-of-living study, working with GSA and the State of Alaska to have a coin-operated copier (for personal use) installed in the Anchorage Federal Building, providing several suggestions to the Logistics Division for improving building security, requesting that the Regional Management Team implement alternative work schedules in the regional office.

For more information, contact any of these HRC representatives:

Jean Mahoney, AAL-7
Bill Schmidtman, AAL-10
Ben Fish, AAL-40
Dave Holmes, AAL-50
Chris Wittwer, AAL-200
Linda Swanke-Stoodley, AAL-300
Marilyn Dillard, AAL-400
Clint O'Dell, AAL-500
Patti Sullivan, AAL-600
Dennis Flourcci, AAL-700

Medical Notes

FAA Industry Anti-Drug Program

by Mary Grindrod , Manager, Aviation Drug Abatement Program

I would like to take this time to tell our agency employees a little bit about the Drug Abatement Program that has been initiated for aviation operators. This is only fair, as we do utilize air travel; and safety of the airways is a most important issue for us. The aviation company employees certainly ask me a lot about the FAA drug testing program.

Action began several years ago to initiate drug testing in aviation. The final anti-drug rule, 14 CFR Parts 61,63,65, 121, and 135, Anti-Drug Program for Personnel Engaged in Specified Aviation Activities, was issued in November 1988. The regulation is intended to ensure a drug-free aviation work force and to eliminate drug use and abuse in commercial aviation.

Aviation employees who perform the following functions are affected:

- ✦ Flight crewmember duties
- ✦ Flight attendant duties
- ✦ Flight or ground instruction duties
- ✦ Flight testing duties
- ✦ Aircraft dispatcher duties
- ✦ Aircraft maintenance or preventive maintenance duties
- ✦ Aviation security or screening duties
- ✦ Air traffic control duties

The regulation is not effective with respect to any employee located outside the territory of the United States until January 2, 1993.

The anti-drug regulation requires testing for marijuana, cocaine, opiates, amphetamines, and phencyclidine (PCP) during the following types of testing: pre-employment, periodic, random, post-accident, reasonable cause, and return-to-duty. If you are a

part of the FAA internal drug testing program, you will note that this is the same testing that is required in our program.

A semiannual and annual report of test results is required .

An analysis of 230,621 drug tests conducted during the first full year of the program showed 966 (or 0.4 percent) positive findings. Of those, 46 percent were detected in pre-employment tests of persons applying for aviation jobs. The employees who tested positive were immediately removed from their safety or security positions.

FAA Administrator James B. Busey said the nation's travelers have a right to expect a drug-free aviation system. This is what we hope the Industry Anti-Drug Program will provide for all.



New Phone System

Sandy Frederick, AAL-480, also known to FAA employees in the Regional Office as "The Telephone Lady," holds one of the new telephones recently installed in the Federal Office Building and other Government offices in Anchorage. During the weekend of June 28, 1991, there were 3,500 new telephones installed with an error rate of less than 1%. The new phone system utilizes most of the familiar features of the old units, plus many new features, including voice mail.

New Faces

Dr. Tilgner Joins the Medical Division

With 20 years of general practice in the remote community of Cordova, **Dr. Art Tilgner** knows Bush medicine, says his new supervisor, **Dr. Bob Rigg**.

Dr. Tilgner delivered more than 400 babies, treated everything from fishing industry injuries to sports sprains and helped design the community's new hospital during his time in Cordova.

Now the graduate of Colorado University School of Medicine will put his experience and skills to use in the field of aviation medicine. He will also be providing FAA employees in remote locations with preventive medicine support.

Dr. Tilgner is also a former president of the Alaska State Medical Association.



Dr. Tilgner

Burdette Takes on Special Assistant Job

As the former manager of Anchorage International Airport, **Ken Burdette** has some stories to tell about dealing with emergency situations. He had only been on the job 5 days where Mt. Redoubt erupted and played havoc with aviation.

Burdette, a former U.S. Army commander, who managed Bryant Airfield at Fort Richardson for 3 years, worked to get "real time" information on the volcano to air carriers so they could make decisions about schedule changes.

A helicopter pilot, **Burdette** has a degree in aviation management from Florida Institute of Technology. In addition to developing the Region's Five-Year Plan, he expects to be involved in the Total Quality Management program and to take on a variety of special projects.



Ken Burdette (2nd from right) is sworn in by Regional Administrator **Ted Beckloff** (right) as Deputy Regional Administrator **Don Keil** and **Chuck Moody**, AAL-10, look on.

Security Goes For The Gold

The Alaska State Police Olympics took place in Anchorage on June 22, 1991.

In keeping with the FAA's Wellness Initiative Program, special agents **Larry Petty** and **Ed Doody** of the Civil Aviation Security Field Office received a total of ten gold medals in the pistol events and other competition.

The purpose of the Police Olympics is to promote physical fitness among the public safety/security community and to demonstrate to the public the mental and physical fitness that is required of enforcement/security personnel.

Participation in the Police Olympics is worldwide with an international event held every other year. Winners of medals at this year's olympics qualify to participate at the International Police Olympics in Washington, D.C., in 1992.



Ed Doody



Larry Petty



Awards

(provided by Carol Marvel, Incentive Awards Officer, AAL-16M)

On-the-Spot

Glenn H. Brown	Asst Chief Counsel
Marshall G. Severson	AT
John M. Swanson	AF
Donna C. Skiles	RA
Debbie K. Roth	RM
Kristine A. Conquergood	HRMD
Catherine D. Dewar	AF
Connie J. Koan	AF
Richard G. Zdanovec	AF
Byron M. Nash	AF
David W. Hoogerhyde	AF
Jon S. Ferguson	AF
David A. Brown	AT
Christine D. Morgan	AF
Janet E. Deano	AF

Superior Accomplishment Award

Darlene A. Cooper	AF
Keith E. Landers	AF

Superior Accomplishment Group Award

Louise Mackey	LOG
Theresa Clark	LOG
Karla Shaw	LOG

On-the-Spot Awards



Donna Skiles, AAL-2a, receives award from **Ted Beckloff (right), AAL-1,** and **Don Keil, AAL-2.**

Cathy Dewar of SA AFS received an on-the-spot award from **John Williford, AAL-460.**



Dan Foger, Supervisor of the Flight Data Processing Unit, ZAN AFS.



Janet Deano, ZAN AFS.



NA AFS employees received on-the-spot awards at the PSU EI/ Staff Meeting on July 3, 1991. Left to right: **Richard (Egor) Zdanovec, Connie (C.J.) Koan, Byron (Mitch) Nash.**



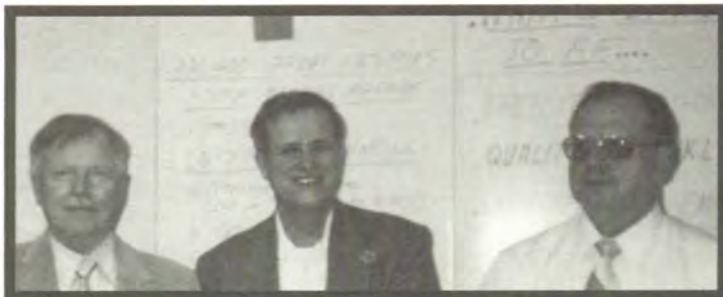
Chris Morgan, ZAN AF staff assistant, received an on-the-spot award from **Dick Kutz, assistant sector manager.**



Ben Haynes, ZAN AFS.

Awards

On-the-Spot Awards



Joe Cassel, AAL-461G; **Rob Wilson**, AAL-461A; and **Frank Zschiegner**, ZAN AFS



Chuck Berns,
FSDO-01.



(Left to right)
Richard F. Bowell,
James L. Mock,
and **Emerson L. Sierer**, NA AFS/
FMSS.



Chris Wittwer, AAL-212, received
an on-the-spot award from **Ken
Smith**, AAL-210.



FSDO-03 manager **Richard Gordon**
(left) presented an on-the-spot award to
Ernest A. Keener for his contribution in
having Chevron Oil Co. change labels on
their auto and aircraft oil cans.



ATCS **Ed Meyer** (right) received
an award from ANC ATCT
assistant manager **Derril Bergt**.



Marion "Moose" Moore (left),
Kenai SFO, received an on-the-
spot award from acting SET
Radar Unit **Jim Simpkins**.



Lisa Welsh-Workman and **Kevin
Haines**, Fairbanks ATCT.

Affirmative Action

By Jerry M. Wylie, ATM, ANC ATCT

Can you imagine a crime-free society where everyone is self-supporting, fulfilled, and working together for common goals? Affirmative action supports this concept.

We, as a Nation, accepted prejudices as the normal for so long that it is very difficult for most of us to believe that we hold prejudices at all. Depending largely on our own race, family background, home environment, etc., our prejudices may range from highly volatile to very subtle. They may be evidenced through violence or merely by a refusal to socialize with a particular group. Prejudices may be against races, sexes, or in some cases selective groups. For example, because they are easily identified as different, groups in uniform are often targeted with prejudicial behavior. In localities where the military is a large force, people often become prejudiced against that particular branch of service. (A sailor commits an armed robbery in San Diego and immediately the entire Navy is branded as a bunch of no-goods that will soon be raping and pillaging the entire county.) Similarly, races with different color skin or physical features are easily grouped and consequently become victims of prejudicial opinions.

The biggest problem that we face today is correcting the imbalance of gainfully employed persons created by a long-lasting prejudice against a particular race or sex. Our first task, in assuring that affirmative action will work, is educating ourselves to the fact that we all, to some degree, do have prejudices.

A proper part of affirmative action is just being sensitive to the needs and concerns of others whether subordinate, peer,

or supervisor. Affirmative action encompasses equal employment opportunity and more. It is the process wherein those who have suffered as a result of prejudicial treatment, either individually or collectively, are provided special consideration in filling positions for which they are qualified. Affirmative action plans and programs exist to help achieve a representative work force, to compensate for past discrimination. To ensure a representative work force is attained, affirmative action must be extended to hiring, training, developing, and promoting identified minorities and women. Groups specifically identified for affirmative action and covered under Federal statutes include Blacks, Hispanics, Asian Americans, Native Americans, handicapped individuals (including disabled veterans), and women.

Because affirmative action plans do not require that the very top-rated candidate be selected to fill vacancies, non-minority males sometimes label them as reverse discrimination. However, affirmative action plans do not ever require that an unqualified person be selected, but rather, that the person selected be from among the best qualified, fully capable of fulfilling the requirements of the position. For most jobs there are many qualified individuals from the various racial, ethnic, handicapped, and sex groups. Affirmative actions are required to assure that members of these groups have an equal opportunity to apply and be considered for vacancies.

Today, the Federal Government and most large companies have in place affirmative action plans that provide for extra efforts in the hiring and placing of minorities and females. The plans generally require a

tracking system be established so that areas of employment where minorities and women are not equally represented can be identified. When minorities and women are not equally represented, special recruitment efforts are established to attain a proper balance. These affirmative actions usually include a means of establishing outreach efforts to identify minorities and women candidates.

Minorities and women have been told they are not qualified for positions for so long that some are convinced that they are not and lose hope. They suffer from a fear of the unknown, afraid that they cannot enter into a normal lifestyle with a normal job in our society. Through affirmative action plans, those fears can be overcome. Programs that train minorities must be an integral part of the affirmative action.

A society is only as successful as its populace is successful. Many so-called social dropouts are nothing more than a product (victims) of some form of discrimination. To ensure the continued success of our society and nation, we must make our entire population an active, productive part of its society. Everyone must be able to sustain individual pride of ownership in their contribution to our society. To succeed we must overcome prejudices, and we must exercise affirmative action.

Who has the responsibility for affirmative action? Statutes and regulations assign responsibilities to all government agencies, i.e., local, state, and Federal, as well as corporations. But for affirmative action to be a reality, it must be supported individually.

TQM NOTES

AIRPORTS DIVISION - A National Quality Improvement team will be at work in the region in August to look at the problem of runway incursions. Mike Harrison from the Washington office will lead the effort that will analyze problem situations such as limited access to runways and make recommendations for the construction of new taxiways or other improvements.

Fifteen AT and AF employees led by Kris Conquergood, Trent Cummings, and Peggy Smith got a preview of the WIN-WIN Relationships program being considered for use in the region. The pilot course teaches skills necessary for problem solving and establishing effective relationships. No decision has been made on future use of the course.

"Gender doesn't matter but performance does. We need people who are committed to aviation and are willing to pay the price required to excel."

— James B. Busey
FAA Administrator
13th annual PWC convention
May 1991

AIRWAY FACILITIES - The division hosted a national meeting of Employee Involvement Specialists in San Diego in July. The location was selected to permit attendance by the majority of EI specialists in other regions.

Alaskan EI's Dottie Breneman, Pam Lynch, Carl Edmiston, and John Meszaros attended along with Andy Billick.

A number of working committees were formed at the conference to deal with various issues the EI staffs raised.

FLIGHT STANDARDS - The Flight Standards staff created a "High Flier" award to recognize employees in other divisions who assist them in accomplishing their mission. The first recipient was AAL-14A. Outgoing Deputy Regional Administrator Don Keil received the second award at his farewell reception.

The award was the brainchild of FS's TQM work group.

AIR TRAFFIC - This past spring, the Quality Assurance staff surveyed 272 of its primary customers. Twenty-five percent of the questionnaires were returned providing AT with some comments about services, hours of operation, briefings, staffing etc.

The survey results were reviewed by Helen Wall's staff and other branch managers, and written responses prepared for a number of comments.

Joint Quality Action Teams are springing up all over the regional office. Bob Lewis has established one on parking, Cecelia Hunziker another on the chargeback accounting issue, and Charlene Derry has set up a team to promote an international aviation training center in Anchorage. It will include members from outside FAA such as the University of Alaska, Anchorage.

The JQAT to improve aviation safety began with Flight Standards, Public Affairs, Aviation Medical, and Security divisions and has grown to include Resource Management, Logistics, and Legal.

MEMORANDUM

TO: PARENTS - FROM: A CHILD

(Reprinted from the Greater Washington Area Consortium ECSP Newsletter)

1. Don't spoil me. I know quite well that I ought not to have all I ask for — I'm only testing you.

2. Don't be afraid to be firm with me. I prefer it, it makes me feel secure.

3. Don't let me form bad habits. I have to rely on you to detect them in the early stages.

4. Don't make me feel smaller than I am. It only makes me behave stupidly "big."



5. Don't correct me in front of people if you can help it. I'll take much more notice if you talk quietly with me in private.

6. Don't make me feel that my mistakes are sins. It upsets my sense of values.

7. Don't protect me from consequences. I need to learn the painful way sometimes.

8. Don't be too upset when I say "I hate you." Sometimes it isn't you I hate, just your power to thwart me.

9. Don't take too much notice of my small ailments. Sometimes they get me the attention I need.

10. Don't nag. If you do, I shall have to protect myself by appearing deaf.

11. Don't forget that I cannot explain myself as well as I should like. That is why I am not always accurate.

12. Don't put me off when I ask questions. If you do, you will find that I stop asking and seek my information elsewhere.

13. Don't be inconsistent. That completely confuses me and makes me lose faith in you.

14. Don't tell me my fears are silly. They are terribly real and you can do much to reassure me if you try to understand.

15. Don't ever suggest that you are perfect or infallible. It gives me too great a shock when I discover that you are neither.

16. Don't ever think that it is beneath your dignity to apologize to me. An honest apology makes me feel surprisingly warm towards you.

17. Don't forget I love experimenting. I couldn't get along without it, so please put up with it.

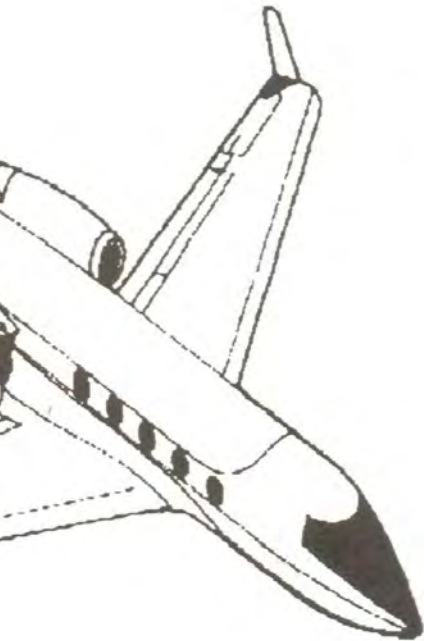
18. Don't forget how quickly I am growing up. It must be very difficult for you to keep pace with me, but please do try.

19. Don't forget that I don't thrive without lots of love and understanding, but I don't need to tell you, do I?

20. Please keep yourself fit and healthy.— I need you.



Slowing the Big Ones



FAA's Atlantic City Technical Center is trying to find new ways to slow down aircraft that overshoot runways.

Tests on a foam bed, which began in April, ended in June with testing of different materials slated for this fall.

A total of eight tests were conducted with the center's instrumented 727 using different test bed configurations.

The foam test beds were 40 feet wide and varied in length to 280 feet. Bed height varied from 6 inches to 18 inches, and aircraft speed varied from 30 to 80 miles per hour.

The tests are a follow-up to computer simulation studies of a foam bed stopping system, conducted by the University of Dayton and Port Authority of New York and New Jersey.

Several materials that slow aircraft, such as clay, sand, gravel, water, foamcrete, and plastic foams were investigated in the Dayton study. These materials have also been tested at New York's Kennedy Airport.

Incidents of aircraft overrunning the ends of runways after an aborted takeoff or landing have resulted in death or serious injury to passengers and have caused extensive damage to aircraft.

Some airports have runways that terminate relatively short distances from major highways, rail lines, bodies of water, or other geographic hazards.

Awards

On-the-Spot



Jim Houston, NAS Area Manager, ZAN AFS.



Bob Snoddy, NAS Specialist, ZAN AFS.



Mark J. Fry, ATCS at Kenai Tower, for finding a lost student pilot.

Awards

Letters of Commendation



Brian Snyder (left), ATCS at ANC ATCT, received a Letter of Commendation from Associate Administrator for Air Traffic, William H. Pollard, for Brian's participation in the Terminal Staffing Team Study. The letter was presented by supervisor **Steve Turner** (right).



Cliff Smart (right), Accident Prevention Program Manager at FSDO-01, received a Letter of Commendation from FAI ATCT manager Chuck Hallett for his participation in Operation Raincheck. **Al Crook**, FSDO-01 manager, presented the letter.

Special Achievement



Ron Webb, electronics engineer, ZAN AFS.



Bernadette Queen, AAL-211, received a Special Achievement Award from Flight Standards Division Manager, **Tom Stuckey**.



Harold Ordway, ZAN AFS.



John Williford (left), AAL-460, congratulates **John Cline** and **Bill Carson** on their awards.

Service Recognition

35 Years

John Musser, Bettles FSS



Leon Getz, AAL-451



Roland E. Jones, Kenai SFO



Dan Lathey, AAL-521

30 Years



Bob Hodge, AF



*Richard (Ron) Rowinski,
Cordova SFOU*



Carolyn Walker, AAL-52E



Larry Giles, AAL-516



Dick Kauffman, Ketchikan FSS



L. A. (Buck) Braun, Kenai SFO



Ed Billiet, Kenai SFO

Service Recognition

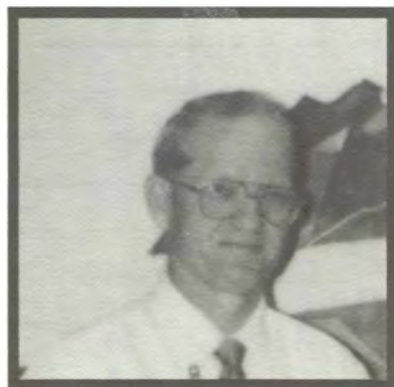
30 Years



Bob Fairchild, Kenai SFO



Joe Brunner, Kenai SFO



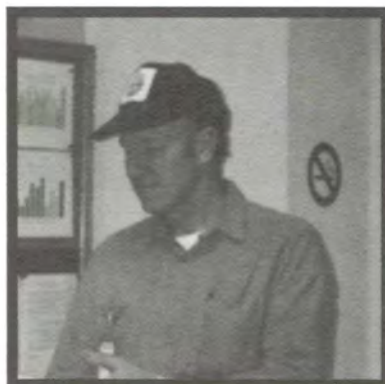
Ole Powell, ZAN AFS

25 Years

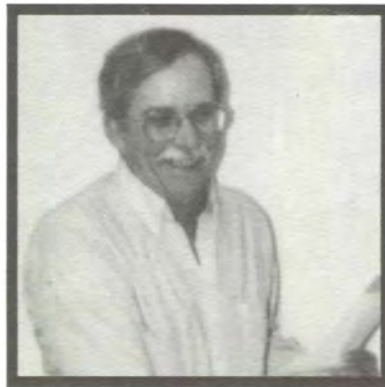
John Hartwick, FAI FSS



Charlie Smith, Bethel SFO



E. J. Hiett, AAL-454



Larry Fields, King Salmon SFO



Steve Bridges, Kenai SFO



Gerald Beltz, Kenai SFO



Robert L. Hoffman, FSDO-03

15 Years

Chip Dodd, Homer FSS
Paul E. Raker, FSDO-03

Summer Reunion

A large group of FAA retirees attended the reunion of June 28, 1991. They enjoyed seeing old friends, reminiscing, and hearing what the FAA is doing today. An especially enjoyable part of the day was looking at "the family pictures."



Left to right: Dorothy Revell, Jack Wright, John Bassler, Dave Carr, Bill Hanson, Al Slone, Christine Bird, Mary Ann Earles.



Jake Knapp (left) and Jim Vrooman.

RECRUITMENT AND RETENTION

by Ben Fish, AAL-44

Over the past several years, the Alaskan Region has experienced increasing difficulty in recruiting and retaining qualified employees at remote locations. For example, over the last 5 years, electronics technicians at Cold Bay have experienced a 55% annual attrition rate while the Bethel ATCT has experienced a 49% annual attrition rate. These problems have affected the ability of the FAA to accomplish its mission in Alaska.

At the request of the Regional Management Team, a study team was directed to examine these recruitment and retention problems and to offer recommendations to improve living conditions and reduce the severity of these problems. Representatives from NAATS, NATCA, and PASS were invited to participate on the team and contributed significantly to the study.

The Alaskan Region has experienced increasing difficulty in recruiting and retaining qualified employees at remote locations.

The study team distributed a questionnaire to employees assigned to remote locations and received a 75% response. At nine locations, a significant percentage of those who responded stated that they would like to leave as soon as possible. These locations are:

Iliamna, Cold Bay, Bettles, Cordova, Nome, Dillingham, Yakutat, Bethel, and Kotzebue. At seven other locations, a significant percentage of the responding employees stated that they would like to remain for several years. These locations are: Gulkana, Northway, Sitka, Johnstone Point, Kodiak, McGrath, Ketchikan, and King Salmon.



The reasons cited most frequently by those who said that they would like to transfer as soon as possible were: 1) lack of urban amenities; 2) inadequate medical facilities; 3) inadequate housing; 4) high cost of travel to Anchorage, Fairbanks, and Juneau; 5) inadequate indoor recreational opportunities; 6) inadequate schools; 7) high cost of living; 8) no career opportunities for spouse; and, 9) lack of attention from the regional office.

Although life in remote locations can be difficult, a number of employees cited positive aspects about their job and community: 1) outdoor recreational opportunities; 2) lack of big city problems (e.g. traffic, crime); 3) the casual lifestyle, and; 4) the close relationships developed while living in a small community and working at a small facility.

Employees identified several services and benefits which would encourage them to remain at a remote location. The services and benefits recommended most often were:

1) improved access to medical care; 2) expansion of subsistence support to additional locations; 3) improvements in government housing; 4) improved communication and support from the Regional Office; 5) reimbursement of moving expenses to the first duty station; 6) orientation of employees assigned to remote duty stations; 7) improved pay; 8) tour contracts; 9) Government paid transportation into Anchorage or Fairbanks at regular intervals; 10) career development and diversification.

On June 26, 1991, the study team presented its findings and recommendations to the Regional Management Team. The draft report is presently being reviewed to ensure that their recommendations are within the scope of existing laws and regulations and to determine how their implementation will affect funding for other regional priorities. Once this review is complete, the RMT will decide what additional services or benefits should be offered at these locations. Within the next few months, a letter will be sent to employees explaining what changes are being made in regional policies and programs.





Office of the Assistant Chief Counsel, AAL-7, held a teambuilding session recently. Pictured left to right: Back row: **Cheryl Jones, John Curry, Don Borey**; second row: facilitator **Kris Conquergood, Jean Mahoney, Glenn Brown, Howard Martin, Pat Walenga, Joan Dremann**; kneeling: **Dennis Bonewitz**.

Missing Bits of History...

Thanks to those of you who gave us your treasured back issues of *Intercom* and *Mukluk Telegraph*.

The Public Affairs Office file of back issues of *Intercom* is still lacking most of the issues for 1972 through 1975. Also missing are the years prior to 1967. We would like very much to have a complete historical file. Can you help fill in the gaps? If you have any old *Intercoms* from those years that you would be willing to donate, we would be very grateful to receive them.

ORDER NAME BADGES

Want a blue name badge with the FAA logo? **Vickie Sherburne** will be ordering them again in **October**. CivilAir Club sponsors the sale of these badges (which are either pin-on or pocket type). The price for each badge is \$5.00, which must be paid at the time you place your order. Make checks payable to CivilAir Club.

Contact **Vickie Sherburne**
AAL-450E
271-5198

All American Celebrations



Anchorage: The featured speaker was **Captain Ralph Scott, USAF**, Elmendorf, who was with the Joint Information Board in Riyadh, Saudi Arabia, during Desert Shield/Desert Storm.



Kenai: **Deny Dodd, AFSS**; **Wil Smith, AFSS**; **Vivien Angleton, SFO**; **Betty Bonner, SFO**; **Nancy Lathey, AFSS**; **Ed Billiet, SFO**.



Fairbanks picnic: **Arnie Aquilano**, Associate Administrator for Airway Facilities (right), presented service emblems to **Ron Way** (left), ET, FAI SFO, 35-years, and **Art Conforti**, ET, NA SFO, 15 years.



Entertainers included a guitarist/singer, Hawaiian dancers, and cloggers.