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of Transportation

**Federal Aviation  
Administration**

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**intercom:**

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Alaskan Region  
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84-19

## ***"Chiefs" Have Reunion At ARTCC***



Pearson

Nelson

Thomas

Simpson

Shields

Stanley



# 2

## Cover Story

Recently five former "chiefs" of the Air Route Traffic Control Center received a tour and briefing of the Center's operations from the present manager, Jim Pearson (far left in cover photograph). Darrell Nelson, Charles Thomas, David Simpson, Edward Shields and Herbert Stanley have all since retired from FAA.

Pearson took over as ARTCC manager in October 1981. He joined the FAA in 1967 as a developmental controller at Los Angeles ARTCC. While in Washington, D.C. from 1978 to 1980 he helped develop national air traffic control policy. He and his wife, Shirley and two children came to Alaska in 1980 when Pearson was appointed deputy chief of the Anchorage Center.

Nelson served as "chief" at ARTCC from 1971 to 1972. He said the job he enjoyed the most was being an air traffic controller. The longest time he spent at any job was four years as area manager in Fairbanks. He enjoys the golfing and fishing in Alaska where he and his wife, Mary, still reside. His wife enjoys fishing too. She should - it seems she always outfishes him. He said it, not her.

Thomas was "chief" at ARTCC from 1958 to 1963. Every job he had with FAA was in Anchorage, starting at Anchorage FSS in 1947. Since 1982 Thomas has lived in Boulder, Colorado, where he enjoys skiing and golfing. He has come to Alaska the last two summers to keep up his property at Big Lake, but then returns to Boulder in August.

Simpson served as "chief" from 1963 to 1966. In fact, he was "chief" of every facility in Anchorage except the flight service station. The only job he held outside of Anchorage was at King Salmon from 1948 to 1950. He and his wife, Marge, still reside in Anchorage. He has a few real estate development projects for himself, but other than that he is fully retired.

Shields was "chief" from 1966 to 1971. He and his wife, Betty, were a man/wife team when they first came to work for FAA in 1945. They were a "communicator team" during the war - they did then what flight service stations do today. He said during the years he worked for FAA there was never one day he did not look forward to going to work. He and his wife still live in Anchorage, although they spend much of their time traveling.

Stanley served as "chief" from 1952 to 1956. He spent five years at Cairo International in Egypt working on a joint program between FAA and the Agency for International Development (AID). Stanley and the group he went over with installed navigational aids and a radar system for the Egyptians. He and his wife, Maxine, moved to Mesa, Arizona, in 1973.

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If you have questions, suggestions, or complaints, please call the Editor at 271-5293.



## **Think-Tank Gives Recommendations**

Administrator Donald D. Engen has received the recommendations of a three-day "think-tank" which was convened to study possible solutions to the problem of airport and airway delays. The group was composed of experts from the air transportation industry, including FAA working controllers, facility /regional /headquarters managers, air carrier representatives, general and business aviation, and the Department of Defense.

The "think-tank" participants concluded that the air traffic control system is running "at the highest level of safety," but agreed that congestion was causing "excessive delays, schedule interruptions, as well as other operational impediments causing travellers inconvenience and major economic penalties."

They cited scheduling practices, controller staffing, equipment availability, weather, runway space, and deregulated airline operations as prime factors in the delay problem.

The group called for cooperation between FAA and air carriers to avoid overscheduling at peak hours. They will reconvene in several weeks to obtain feedback and refine group proposals.

Washington Report

## **Rebuilding Team Gets Extensions**

Citing "the demands increased air traffic is placing upon our workforce," Administrator Donald D. Engen has extended the "exigency of the public business" for another year to give FAA employees involved in the Air Traffic Control (ATC) rebuilding program additional time to use restored leave.

In a related action, the Administrator also extended for one year the provision of the ATC Revitalization Act that grants supervisors 10 percent premium pay for providing on-the-job training. The new termination date is December 31, 1985.

As a result of the Administrator's action, the "exigency" now extends through the 1985 leave year, or until January 5, 1986. That means controllers and others who had leave restored under these special circumstances now will have until December 31, 1988, to use it.

Washington Report

## **Automation Will Be Helpful to Pilots**

Where cockpit automation is concerned, Administrator Donald D. Engen believes the space program could very well be the model for aviation.

Speaking to an Air Line Pilots Association workshop in Washington, D.C., the Administrator noted, "Our space effort has been the epitome of automation and yet the astronauts have retained authority." Pointing out the wisdom of keeping the pilot in the information and control loop, he emphasized that "automation will provide a means for pilots to perform better."

Switching to the air traffic control modernization program currently underway, Engen said, "We are stressing automation. Still, we have chosen to continue to rely upon the human mind to control situations which have direct impact on the lives of people."

Washington Report





Vern Dannewitz (left), air traffic controller, at Anchorage Air Traffic Control Tower, was recently awarded a Letter of Commendation from Director Frank Cunningham for providing a Northwest flight with timely and accurate traffic advisories which made it possible for the pilot to avoid a potential accident. Presenting Vern his letter is Jerry Wylie, assistant air traffic manager.



The details that went into the arrival of the pizza being displayed and eaten by Bob Drewes of the Bethel Flight Service Station shall forever remain a secret, but the story will live on, and on, and on.

Last winter, while touring Alaska, Associate Administrator for Public Affairs, Ed Pinto, APA-1, discovered that a good "Brooklyn" pizza, a true-blue, real live, Italian New York pizza, was difficult to find in Bethel - at least according to Bob Drewes who came from Brooklyn. Bob has tried them all.

So the Italian fairy godfather of pizza, APA-1, had carried the real stuff with him on his recent flight to Alaska and behold, Bob got a real Italian, true-blue, Brooklyn style pizza, all the way from the East Coast of America.

Not bad, yum-yum.



David Campbell (left), ATCS/S, Anchorage FSS/IFSS, recently received a Letter of Commendation from Charlie Muhs, air traffic manager, for David's participation in the Blood Bank of Alaska. His donation on June 25, 1984, reached the two gallon donor plateau. Ed Bell, area supervisor, is on the right.





ATCS Leon Kiana, Dillingham FSS, received a Letter of Commendation for his superior performance in his completion of facility training at Dillingham. He also recently completed advanced EMT training in cardiac emergencies. He is one of the few EMTs in the State of Alaska certified to provide advanced emergency cardiac care. His certification has been sponsored by a local physician.



Ted Shield (left), electronics technician, Fairbanks Central Maintenance Facility Unit #1, receives a Special Achievement Award for Sustained Superior Performance for the period of July 7, 1983 to July 6, 1984, from P.J. Williams, supervisory electronics technician.



John McCumiskey (right), manager, Word Processing Branch, AAL-61, receives a Special Achievement Award from Dick Brindley, manager, Management Systems, AAL-60.



A farewell dinner was held for electronics technician Robert "Vern" Macey and his wife, Lola. They will be leaving the Nome Central Maintenance Facility and heading for ANM-451, Seattle.



Leon Chesler (right), frequency management supervisor, AAL-464, receives his 25-year service pin from Al Bruck, manager, Airway Facilities, AAL-400.



# A Look at Alcoholism And Intervention

## Employee Assistance Program

In a continuing series of articles focusing on Employee Assistance Program (EAP) services, the following is Part II of a two part article dealing with alcoholism. This article was prepared for us by Jay Youell, former Director of Human Affairs, Inc. (HAI), our EAP contractor. HAI provides agency employees the full range of assessment and referral counseling services on problems involving alcohol/drug abuse, psychological, marital, parent-child, etc. This service is at no cost to Anchorage area employees.

If you have any questions or concerns about this article or EAP services, you may want to discuss them with an EAP counselor from HAI. Simply call 562-0794 or visit their office at 3601 C Street, Suite 300, Anchorage. Ernie Fleece, Agency EAP coordinator, AAL-16, is also available to answer any questions. She can be reached at 271-5367.

### PART II: INTERVENTION

In the July 6 issue of INTERCOM I talked with you about the identification of alcoholism. This identification is just the beginning to the subsequent goal of getting the individual into treatment. A very important step prior to the treatment of alcoholism is getting the individual to admit he/she has a problem. This process is known as intervention. Early intervention is a must. Earlier intervention means less destruction to the alcoholic's life and body. More important, it sets up a greater likelihood of recovery. Remember, there is no cure for alcoholism, only continued sobriety day after day after day.

In making an intervention work, the goal is to cut through the alcoholic's denial (I don't have a drinking problem - I can quit any time) and their continued use of excuses for their drinking (my wife/husband nags me; the kids are having trouble at school; work is a hassle; the sun came up today).

### MAKING THE INTERVENTION HAPPEN

1. Meaningful persons in the alcoholic's life must present to the alcoholic the facts that cause them concern regarding the behavior caused by the drinking. These persons must be individuals who have real influence upon

the alcoholic. They may include family members, supervisors, clergymen and in some cases professionals such as physicians or counselors. An intervention should not be attempted alone; groups of two to three are more effective.

2. The facts presented should be specific and descriptive of events which have happened. For example:

a. When cleaning the house this week I threw out seven empty quart scotch bottles.

b. You missed five days of work this month due to overuse of alcohol.

c. The word around the office is not to send you clients after lunch. We feel you aren't in shape to handle them.

d. Your doctor's report indicates increasing liver dysfunction due to overuse of alcohol.

You should avoid making opinions and generalizing statements such as "I think you have been drinking too much," or "I think you ought to quit drinking entirely." All these statements do is make the denial and excuse-making harder to break through.



3. The voice tone of the intervention should not come across as judgmental. Concern along with the plain truth is what is needed. "I am worried about you and these are the reasons why."

4. The evidence or facts concerning behavior when drinking should be presented in some detail to the alcoholic. No argument is possible, no denial is made. "My God, I had no idea I said or did all those things."

5. The goal of the intervention, through the presentation of facts, is to have the alcoholic see his/her illness without the protection of denial or excuse-making.

At this point the available choices for treatment may be offered. The question needs to be asked of the alcoholic, "Which help will you use?" Allowing the alcoholic to be part of the decision making process helps the person retain some sense of dignity, which is so very important. Following through with the treatment of choice needs to happen immediately.

Making an intervention happen can be accomplished if the concerned parties are prepared to follow through with the above mentioned steps. We at your Employee Assistance Program will be happy to assist any employee or family member if they need help with their intervention. All it takes is dialing 562-0794 and the process can begin.



## **Personnel Hotline Has Latest Changes**

Recognizing that everyone was interested in the many changes being proposed in the civil service personnel statutes and regulations, the Office of Personnel and Training, APT, established a personnel hotline service to help employees keep abreast of those changes. The service began in August 1983, and since then a total of over 34,000 calls has been received.

Recently APT conducted a survey of the regions and centers to determine the effectiveness of the hotline and to obtain feedback on whether or not the service should be retained. All the responses were generally favorable, and continuation of the effort was highly recommended. Responses to the survey also indicated that more publicity about the hotline was needed as many employees were unaware of the service.

This article is to inform all employees about the hotline service and to provide the hotline number to be called for the latest information on the status of proposed changes in the civil service personnel and retirement systems. The FTS number for field employees to call is dial 83 for FTS line, then 426-3934.

This "hotline" is only a "listening hotline," not a hotline to report your concerns or ideas as is the case with the Administrator's hotline that is now in operation.





Gary Petersen (left), ATCS/S, Anchorage FSS/IFSS, receives congratulations from his supervisor, Ed Bell, on Gary's Letter of Commendation for his outstanding performance in training another air traffic control specialist on the pilot weather briefing position.



Director Frank Cunningham (right) presents Robert T. Williams the Gold Nugget Award for all of his accomplishments while serving the government for 32 years, 26 of those with FAA and its predecessor, CAA. Although he retired 12 years ago, his accomplishments have not been forgotten.



Richard C. Strassel (left), receives a Letter of Commendation from Robert L. Moore, acting air traffic manager, Ketchikan FSS, for his invaluable assistance to Anchorage Center and an aircraft on a flight from King Salmon to Ketchikan.

Robert was instrumental in organizing and establishing the first regional employees' club - the Civilair Club - in 1947. He also sparked the organization of the first credit union in Alaska, the CAA-8 Federal Credit Union in 1948. Robert also led the long-drawn battle to bring competitive Civil Service to Alaska. His efforts were initially rewarded when the first group of agency positions (air traffic) were brought into the competitive service in 1949.





Lloyd Thunstrom (right), ATCS/S, Anchorage FSS/IFSS, was presented a Letter of Commendation for his outstanding performance in training another air traffic control specialist on the pilot weather briefing position from his supervisor, Ed Bell.



Karl Elwood, area supervisor, Bethel FSS, presents a 3-year service pin to Specialist Cheryl Hanssen. Cheryl has been in Bethel since April 1984 and holds numerous pilot ratings including commercial, instrument, multi-engine and flight instructor ratings.



Dick Brindley, manager, Management Systems, AAL-60, presents an Outstanding Performance Award to Dottie Muhs, management analyst, AAL-62.



Audrey Roberts is working at the Dillingham FSS as a student volunteer. She will be enrolling in the Anchorage Community College Air Traffic Control program this fall. She was also this year's Miss Dillingham and participated in the Miss Alaska pageant.



Al Bruck (left), manager, Airway Facilities, AAL-400, presents Frank Babiak, sector manager, ARTCC, with his 30-year service pin.



## Around the Region

The ARTCC Employees' Club hosted a fund raising bake sale on July 13 to raise money for the Employees' Club which sponsors activities such as Christmas parties, picnics, flower delivery to ARTCC employees in the hospital, etc. Nearly twenty-five employees donated cookies, cakes, pies, donuts, and other goodies to the bake sale. Profit was over \$100. Diane Lehmann, ZAN AF secretary and a member of the ARTCC Employees' Club suggested the idea in the last employees' meeting and followed up with the coordination of arranging the bake sale. Employee participation made the bake sale a success.

The entire Alaskan Region wishes Jim Lockard, Operations Specialist, AAL-534, the best in his recovery from open heart surgery on August 2. At last report Jim was recovering very well.

MarkAir took delivery of a new Boeing 737 on July 17, 1984. It plans to receive two more in August, bringing its Boeing 737 fleet to seven.

Northway FSS participated in a medivac Monday, July 16, following a head-on collision near the Canadian border. One person was killed on impact and three others who were seriously injured were transported by ambulance to the Northway FSS to receive emergency treatment prior to sending them to Fairbanks on a C206 and a helicopter. A baby boy riding in a car seat was completely unharmed.

The Golden Days Air Classic Race and Airshow scheduled for Saturday, July 21, was postponed until Sunday, July 22, because of weather. The race portion was finally cancelled because the weather had not improved enough at Fairbanks. The airshow did get underway Sunday with fly-bys, aerobatics and concluding with a skydiving act.

Talkeetna residents held their annual Moose Dropping Festival on July 14 and 15, 1984. The festival is well known throughout the state and attracts many fly-in visitors. The Talkeetna FSS staff was supplemented by one air traffic control specialist from the Anchorage FSS/IFSS to assist in handling the visiting aircraft and the increased traffic. Does anyone out there know what happens at this "moose dropping" festival?

On Thursday, July 19, the Anchorage Center recorded a new record high activity count of 1,885 operations. The Anchorage Tower also recorded a day of over 700 instrument flight rule operations with 1,129 total airport operations. According to Bob Harik, manager, Air Traffic Division, AAL-500, there have been reported increases in air carrier, air taxi, general aviation and military operations.

Another record was broken at Merrill Tower. Ron Barnes, manager, Merrill Tower, said that July 1984 was the busiest month in the tower's history. During this time controllers handled 45,131 airport operations.

The Regional Directors' tour group made a scheduled stop at McGrath on July 24, 1984, on their recent visit to Alaska. Local Coordinator John McLaughlin and Lee Ashworth, Anchorage Central Maintenance Facility, conducted a tour of the McGrath community. According to a reliable source, the directors were very impressed with the lifestyle of a bush community and the consumer prices. One of the visitors remarked that it was the first time he had ever had to pay 65 cents for an apple. Welcome to the world of Alaska.

HAVE A NICE DAY!



## **Engen Speaks Out On Civil Rights**

In order to make his position on civil rights perfectly clear, Administrator Donald D. Engen has issued the following statement:

"It is the policy of the Federal Aviation Administration to promote practices, policies, and procedures designed to foster equal employment opportunity and to enhance each person's rights and dignity as he or she participates in the work force and in programs administered by this agency. I will pursue this policy and I will hold each manager and supervisor individually responsible for recruiting minorities and women and taking those steps necessary to achieve their full representation in employment.

"I will hold each person accountable to provide prompt and appropriate action wherever there is a charge of discrimination on the basis of race, color, religion, creed, sex, national origin, age or physical or mental handicap by employees, applicants for employment or participants in contracts or grants administered by the FAA. I will encourage each level of management to take appropriate steps to resolve any charge of discrimination or the appearance of discrimination.

"My commitment to full representation and to nondiscrimination in all aspects of agency involvement is total and without reservation."

Washington Report

## **50th Anniversary Is Drawing Near**

When no one was paying particular attention, the 48th anniversary of the federal government's role in air traffic control slipped by unnoticed. That is because 48th anniversaries are kind of ho-hum affairs.

But the 50th anniversary will be another story. The agency already is gearing up to observe this event on July 6, 1986 - exactly 50 years after the old Bureau of Air Commerce took over from the airlines the operation of the three airway control centers at Newark, Cleveland, and Chicago. These three facilities formed the nucleus of the present en route system.

Accordingly, FAA is looking for leads, ideas, photos, artifacts, and other material that can be used in various presentations to tell the air traffic/airway facilities story. The contacts are Robert Bartanowicz, AAT-730, (426-8941) and Tom Thompson, APM-130, (426-9350).

Washington Report

## **Doppler Radar Checks Wind Shear**

FAA and the National Center for Atmospheric Research (NCAR) have begun an operational evaluation of Doppler radar's capability to detect and forecast wind shear at Denver-Stapleton Airport. This radar can "see" into clouds and detect microbursts, which are violent downward bursts of air that can cause hazardous low-altitude wind shear.

Administrator Donald D. Engen said NCAR meteorologists involved in the project will issue a daily microburst forecast and also keep FAA controllers up to date on potential and actual microburst activity within a five-mile radius of the airport. Controllers can then issue necessary advisories to pilots.

The evaluation, which is expected to run for 45 days, will help in the development of procedures for validating microburst forecasting techniques.

Washington Report





Tom O'Malia (left), regional duty officer, AAL-6, recently retired from FAA. Director Frank Cunningham presents Tom with his retirement certificate and best wishes for the future. All of FAA wishes you well, Tom.



Program Manager Neil Martens (right), AAL-450, receives his 25-year service pin from Al Bruck, manager, Airway Facilities, AAL-400.



Andy Laux (right), area supervisor, Anchorage Air Traffic Control Tower, was recently awarded his 25-year service pin by Jerry Wylie, assistant air traffic manager.



James M. Pearson, air traffic manager, Anchorage ARTCC, presents Sue Walters, clerk typist, Anchorage ARTCC, with a Special Achievement Award for Sustained Superior Performance for the period of June 23, 1983 to June 24, 1984.



Jeff Lakshas (right), ATCS/S, Anchorage FSS, recently received a Letter of Commendation from his supervisor, Robert Turner, for his dedication and willingness to accept responsibilities and additional work as acting area supervisor.





Supervisory electronics technician William E. Carson and his wife, Jane, also left Nome recently. Bill has been transferred to AAL-452 in the regional office. Bill is the man in the light suit with the big smile, and Jane is sitting to his right.



Nome Central Maintenance Facility Manager Dean Vance (left) presents electronics technician Roger O. Seetot a Letter of Commendation for his outstanding efforts in restoring the Nome localizer to service.



Henry Lynch (right), electronics technician, Murphy Dome, is presented his 30-year service pin and certificate by Bob McMolin, supervisory electronics technician, Fairbanks Central Maintenance Facility Radar Unit.



It's here - the fact sheet that will tell you all you ever wanted to know about the FAA Alaskan Region but never knew who to ask. Each employee will receive a copy of this fact sheet along with the August 24 issue of INTERCOM. Enjoy!



## **FSSCOM Is Alive And Well Today**

The Flight Service Station Operations/Procedures Committee (FSSCOM) is alive and well. The next FSSCOM workshop is scheduled for October 15-19, 1984, in Anchorage. FSSCOM is your avenue to establish better working procedures. Can you think of a better way of doing something in which we are involved in our day-to-day operations? Make a suggestion to your FSSCOM member, who will present it to the national workshop in Washington, D.C., convening on December 4. When approved at the national level they go on to the Air Traffic Division for publication.

The FSSCOM is a powerful force in shaping the operations and procedures of the flight service option. Please don't neglect to take advantage of this opportunity. Your participation and/or questions are encouraged. Contact the FSSCOM member assigned to your facility or contact Gail McWethy, FSSCOM chairperson, Kenai Flight Service Station, Drawer B, Kenai, Alaska 99611, telephone 283-7214. For more information refer to FAA Order 1110.37C, February 16, 1978. The subject - Flight Service Station Operations/Procedures Committee (FSSCOM). FSSCOM members are:

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452-7137

FAI  
BRW  
SCC  
BTT  
BIG

Mike O'Donnell  
524-3611

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## **"Good Samaritan"**

Air Traffic Control Specialist Gary Ellingson, Juneau FSS, recently played the part of the "Good Samaritan" in a real life situation.

It seems that a 22 year old woman, a visiting German tourist, was attacked by a 31 year old man near the Mendenhall Camp Grounds in Juneau on July 24, 1984. The man reportedly said he was going to drag the woman into the bushes and kill her. When he heard a vehicle approach the scene, the man then fled into the bushes, but not before he had stabbed the woman in the hand with a knife. The driver of the vehicle was FAA's own Gary Ellingson. He stopped and drove the woman to Bartlett Memorial Hospital where she was treated and later released.

## **Contract Runs Out**

The following information was provided by John Brown, UPS Data System Manager, Washington, D.C., AAA-430.

The contract between the United States Postal Service and its unions expired midnight, July 20. At this time there is no reason to believe that a mail disruption will occur during contract negotiations. The Department of Treasury advises that salary payments made by electronic funds transfer will not be affected by a postal strike. However, employees whose checks are mailed to their homes or other addresses may experience a delay in receiving their checks. The Office of Accounting will be working with the Office of the the Secretary to develop a contingency plan for picking checks up at the disbursing office and delivering them to region/center accounting offices in the event of a widespread postal strike.



## Voyager Steals Show

It is not easy to steal the show at the Experimental Aircraft Association's Annual Fly-In Convention at Oshkosh, Wisconsin. Year in and year out, this event draws hundreds of the most interesting and exotic aircraft in the world.

But Dick Rutan and Jeana Yeager clearly became the fly-in's number one attraction when they arrived Sunday, July 29, for the first public showing of the sleek, futuristic "Voyager." According to an FAA observer on the spot, the two pilots were kept almost constantly busy by local and national television crews looking for a first-hand account of how they plan to take the Voyager on a non-stop flight around the world without refueling sometime next year.

The flight to Oshkosh from the Voyager's home base in Mojave, California, was made with an overnight stop in Salina, Kansas, to allow Rutan and Yeager to rest after experiencing severe turbulence over the Rockies. Rutan is reported to have said that the turbulence was so heavy that he was afraid to look at the wingtips and just kept staring straight ahead.

The fly-in itself was proving as popular as ever with more than 1,400 aircraft registered on the first weekend. FAAers were on hand to support the event and the agency's Deputy Director of Flight Operations, John Kern, summed up the general view by noting that "this is what aviation is really all about."

Washington Report

## General Aviation Survey Is Underway

FAA's triennial general aviation pilot and aircraft survey now is underway at some 300 airports around the country.

The survey will update and expand data obtained from similar surveys taken at three-year intervals beginning in 1972. Pilots will be asked to provide general information about the length and purpose of their flights, use of FAA facilities, flight time, and fuel consumption. Traffic information also will be recorded at the airports.

The survey will be administered for FAA by two independent research organizations, Automated Sciences Group, Inc., of Silver Spring, Maryland, and Westat Corporation, Rockville, Maryland, to assure the confidentiality of the pilots who respond to the survey. The actual interviews and data collection will be done by cadets from the Civil Air Patrol.

The 300 or so airports in the survey will include a range of general aviation facilities, from those with control towers and paved and lighted runways to small, non-towered fields with dirt or grass strips. Each will be surveyed on a typical week day and a typical Saturday or Sunday over a three-month period, from July to September.

FAA expects to publish the survey results early next year. Data collected in past surveys has been used by the agency to evaluate the effectiveness of flight service station modernization programs, determine the noise impact of operations at typical non-towered airports, and evaluate pilot risk factors. State and local governments and private industry also are primary users of the data.

Washington Report





## Administrator's Hotline Is Open

In order to provide "an unfiltered channel for ideas that can improve safety and agency operations," Administrator Donald D. Engen recently created an "Administrator's Hotline" that will give all FAAers access to the highest levels of management in the agency.

The Hotline Center is in the Headquarters building and is manned by members of Engen's staff from 8 a.m. to 5 p.m. (EST) during the work week. Calls after hours, on holidays and weekends will be answered by an answering machine. The hotline number is 472-2585.

If you prefer to write, the address is: The Administrator's Hotline, AOA-20, Federal Aviation Administration, 800 Independence Avenue, SW, Washington, D.C. 20591.

Your calls will be recorded and your ideas will be routed for a quick reply. In most cases, the response will come to you through your manager or supervisor.

While complaints and criticisms are welcome, the folks running the hotline also hope that employees will see this new means of communication as an effective tool for positive and constructive suggestions, and as a true form of participatory management.

Washington Report



## SATO Provides One More Service

SATO (Scheduled Airlines Ticket Office) has a new service available to federal travelers. It has arranged with Northwest Airlines to provide travelers with a 24-hour reservation phone number to be used in an emergency for any changes in itineraries during SATO's non office hours. These changes will apply to all reservations arranged through SATO regardless of the originating carrier used on departure from Alaska.

The telephone number to call in Anchorage is 243-1121. SATO does request that if these changes can be made during office hours to contact SATO's office at 274-8609.

SATO's office hours for phone reservations are Monday through Friday, 7:30 a.m. to 4:30 p.m. Office hours for ticket pick up is 9:00 a.m. to 3:30 p.m.

If you do go through Northwest Airlines for your changes, give them the control number in the lower left hand corner of your ticket to help the reservation agent locate your reservation record. This number is five characters consisting of letters and numbers.

If you are unable to locate this number the agent will need to know the airline, flight number and date on which you will be departing from Anchorage in order to locate your record. You need to identify yourself as a federal traveler and that you have made your original reservations through the SATO office at the Anchorage Federal Building.

Just a reminder - SATO also arranges for hotel/motel reservations as well as rent-a-car accommodations. It also has a tour desk available to arrange for tours, cruises and all related travel services, including Amtrak travel.