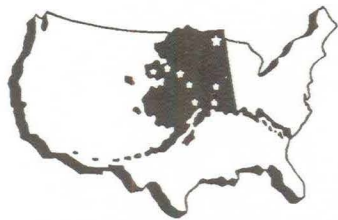




U.S. Department
of Transportation
**Federal Aviation
Administration**



FAA—Alaskan Region
Anchorage, Alaska

Alaskan Intercom

February 1993
93-2



*Panel members, left to right, **Martha Jack**, Yupik Eskimo; Fairbanks Airway Facilities Sector Manager **Fred Jack**, Tlingit Indian; and **Mary Pavel**, Skokomish Indian, discuss cultural bias.*

Celebrating Native Heritage

Recent Headquarters celebrations brought together Native Americans and Alaskan Natives to commemorate their heritage.

In an opening ceremony, FAA Administrator **Thomas Richards** focused on diversity as he addressed the group and spoke of the many contributions of Native Americans.

Headquarters FAAer **Roslynne Reed** moderated a panel discussion on "Cultural Diversity as Seen by Native Americans and Alaskan Natives." Panel members gave personal accounts of cultural bias as they talked about barriers encountered in the workplace.

Martha Jack, a Yupik Eskimo, told of an alarmingly high suicide rate — 65.1 per 100,000 population, over three times as high as the national average of 17 — among young Eskimo teens. These youths, she said, "often experience a sense of hopelessness when faced with the realization that there is little opportunity to leave their remote villages."



Total Quality Management

Part 5 of 8

by Ben Fish, AAL-44

This fifth of eight articles which explore the eight principles guiding the Alaskan Region's quality efforts focuses on Employee Training and Recognition.

There are two primary reasons management should be liberal in prescribing training. First, in this rapidly changing world, it is often difficult to predict what the future will bring and today's "frivolous" training may be tomorrow's vital skill. (How many employees received Russian language training 5 years ago?) Second, in support of the concept of continuous improvement, we

want our employees to achieve their full potential by continually improving themselves and their skills.

One example of the region's employee development initiatives was the establishment of an upward mobility training pool which allows lower-graded employees to enter into negotiated training agreements for 11 different professional series including civil aviation security specialist, communications management specialist, and computer specialist.

In addition to technical training, the Region has conducted numerous courses to improve communication and interpersonal

skills. In addition, the region pays tuition for employees who enroll in afterhours university courses. The region also has conducted extensive TQM training. Over 340 employees have attended TQM awareness training and over 200 supervisors have attended a TQM Overview and Tools course. A core group of facilitators has been trained to assist quality action teams. A TQM video was produced and distributed throughout the Region. The Region is also in the process of developing a training course in statistical analysis.

In FY 91, employees received 457 awards and 80 letters of commendation. The Region has also developed a regional TQM awards structure which recognizes employees who: 1) Complete TQM training courses; 2) participate in a quality action team; or, 3) receive a compliment from a customer.



Next Month: Quality Assurance.

Intercom

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The submission deadline is the first Friday of each month.

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



Flight Standards Recognizes Office of Counsel



Friday, December 4, was a normally turbulent day for the Regional Office of Counsel when they received a call from **Tom Stuckey**, Flight Standards Division Manager. "May we come down and visit with you and your staff?" Tom Stuckey asked of **John Curry**, Assistant Chief Counsel. Wondering what challenges awaited, John welcomed Tom over. Their first challenge was where to hang the Flight Standards' Hi-Flyer Award presented by Tom on behalf of Flight Standards. Presenting the award, Tom Stuckey emphasized the high degree of professionalism and the excellent cooperative philosophy the AAL-7 team had provided over the past 2 years. Said Stuckey, "We appreciate all you do for us in so many areas. Our partnership with you has been recognized all the way to headquarters, and we want you to know how much we value all your contributions." The second challenge was eating the Ken Smith Pound Cake Award, also presented with the Hi-Flyer. However, pride, professionalism, and dedication prevailed and that challenge was resolved in record time!

*Santa, a.k.a. **Mark Kelliher**, stopped by the FAA Travel desk to get a trip advance from cashiers **Ron LaCoss** (left) and **Bill Ancheta**.*



What Has Happened to Your New Year's Resolutions?

January 1 is the time when most of us resolve to stop doing all the things we think we shouldn't. Often these resolutions include starting to do everything we think we should. We take stock of our lives, reflect on the past twelve months and plan for the year ahead. Our persistence is often short-lived. Anywhere from a day to a week is usual.

What makes resolutions so difficult to keep? Many times, resolutions are made at the request of another. Hence the motivation for change is external to the individual stating the intent. In other circumstances, a genuine desire for change exists; however, no plan for modifying behavior has been established. The ability to change can often depend on the proper environment for fulfilling the commitment. Finally, even with the best intentions, unless goals are set in an achievable way and expectations outlined in "able to do" steps, achieving New Year's resolutions can seem impossible. In circumstances where a significant change in behavior is desired, such as modifying drinking or eating habits, making a major life decision, or changing career goals, the proper tools for making changes are essential.

Following are some steps to consider when making your resolution:

1. Identify the behavior you want to change.
2. Determine the degree of change and what your starting point is;
3. Develop a plan or structure that makes it easier to change; and
4. Evaluate the process by measuring your progress and comparing it to your behavior prior to making the resolution.

Your Employee Assistance Program (EAP) can help provide the tools you need to find an effective way to maintain your resolve and achieve your 1993 goals.

Employees, family members and household members may call Human Affairs of Alaska (HAA) at 1-800-478-2812 for assistance. Individuals in the Anchorage area may call 562-2812. Questions regarding the EAP may be referred to HAA, or employees may call their division operations specialist or Carol Marvel, Alaskan Region EAP Manager, at 271-3572.



Big Doings in Fairbanks

by Pete Smith, FAI AFSS

On a sunny Saturday afternoon in late July, "The Dog Gone Dawg Canoe Race," the Yukon Quest sled dog race fund raiser, transpired. The team captained by **Pete Smith** of the Fairbanks AFSS and ably guided by **Dan Walsh**, a University of Alaska Fairbanks mining engineer, won the most prestigious prize, the best poker hand.

Instrumental in this victory was **Benjiwoof "Goofy" Notti**, Air Traffic Manager of the Fairbanks AFSS, who provided the necessary ballast while masquerading as the required canine. Also instrumental was Pete's superior poker savvy, which can be confirmed by the staff of the Juneau AFSS. Assisting in the victory were **Betsy Smith**, Pete's wife of two thousand years, and **Sandy Vincent**, Dan's long-time companion.

For their efforts, the team was rewarded with a very nice barbeque grill and gift certificates to two local restaurants. The grill was donated to the Fairbanks AFSS, and the gift certificates will be used by Pete, Betsy, Dan, and Sandy. They do promise full doggy-bags for Benjiwoof, who also had the quote of the day, "With all the water in this river, wouldn't you think there would be more fire hydrants?"



Benjiwoof "Goofy" Notti



Left to right: Dan Walsh, Pete Smith, Betsy Smith, Sandy Vincent, Ben Notti ... and the "other" Dog Gone Dawg!

IN MEMORIAM



Russell "Russ" Wight Dow, retired, died August 10, 1992, in Spokane, Washington. His burial was in Palmer, Alaska.

Jack Wichels, Jr., died of heart failure on January 2, 1993, at his home in Edmonds, Washington. Jack entered the CAA in 1949 at Nome and spent many years in the Alaskan Region. He retired from the FAA in 1982, when he was the Airway Facilities facility chief, ANM-400. The family requested that any donations be made to the Cancer Society. The address of his wife, Bertha Wichels, is 710 Alder Street, Edmonds, WA 98020.



Mark Ramp is interviewed by **Arnie Mason** of Channel 13 about the Anchorage Center's Toys for Tots project. Anchorage Center employees raised \$1,500 for toys for the Christmas project. Toys for Tots is sponsored by the Marine Corps and Pioneer Honda.

Bone Marrow Donors Needed

DOT and FAA employees are urged to register as possible bone marrow donors.

Each year, more than 16,000 Americans are stricken with leukemia, aplastic anemia, or one of 60 other fatal blood disorders. For many, the only hope for survival comes from a bone marrow transplant. However, only 30% of these cases can find a match within the patient's family. The need for minority donors is especially critical.

Minority donors make up only 14 percent of the national bone marrow registry.

The Alaskan Region's **Jenifer Hunter**, Palmer FSS, has been a registered marrow donor for years.

"It's such a life saver," Jenifer says. "I feel very strongly about it."

For more information, call the National Institutes of Health's Marrow Donor Center at (301) 496-0572.

Toys for Tots



Tony Wylie and **Mark Ramp** place toys from Anchorage Center employees under the tree at Pioneer Honda, where the Toys for Tots program was being cosponsored. In addition to the toys, the Center employees adopted two families and provided some much needed staple items including blankets.



NARFE Needs You and You Need NARFE!

*W*hat is NARFE? The National Association of Retired Federal Employees is an organization of over 500,000 Federal retirees and current employees, like you and me, from every civilian Government agency.

As Federal retirees, our annuities and health benefits are under constant threat of erosion. In fact, every year measures to eliminate COLA's and reduce health benefits are proposed. NARFE works to protect your income and keeps you informed about legislative issues of importance to you.

NARFE is the only organization whose primary objective is to protect the interests of all persons qualified under the Federal Government's Civil Service Retirement and Disability System. Founded in 1921 to serve as the spokesman for all Federal annuitants, NARFE consistently has led the way in sponsoring the enactment of legislation which today constitutes the Federal Civil Service Retirement System. NARFE constantly monitors all legislative proposals coming before Congress which may affect the interests of NARFE members in areas such as retirement income, survivor benefits, health care, life insurance, taxes, and consumer protection.

Membership in NARFE is available to retired civil federal employees and to federal employees with at least 5 years of service subject to the Civil Service Retirement system. Other qualifications include being a spouse of a living member of NARFE — check with a NARFE chapter for other qualifications.



NARFE Chapters Active in Alaska

Anchorage Chapter 1779
2941 Princeton Way
Anchorage AK 99508
Tel: 333-7951

Fairbanks Chapter 2076
1210 Bratager Road
North Pole AK 99705
Tel: 488-1899

The Valley Chapter 2067
Box 1721
Palmer AK 99645
Tel: 376-2050

Juneau Chapter 2088
3332 Meander Way
Juneau AK 99801
Tel: 991-0451

NARFE's local chapter network is the basic nationwide support framework for their all-important legislative programs. Visit your nearest chapter and meet and join your fellow federal co-workers and retirees who are interested, concerned, and are trying to do something to protect our earned retirement annuities and benefits.



Submitted by NARFE,
The Valley Chapter 2067

"Idea Champion" Celebration

Alaskan Region Employees Recognized

A celebration to recognize employees from the Alaskan Region whose suggestions were adopted in the last 2 fiscal years was held in the Regional Office on November 24, 1992. Co-workers were invited to join in the presentation of "Idea Champion" certificates to those employees whose adopted suggestions were awarded \$500 or more.



"Idea Champions" received certificates from Dave Morse, Deputy Regional Administrator. Left to right: Ken Grabowski, Ron Webb, Morse, Tom Carter. Michael Bethel and Bernard Engebretsen were not able to attend the ceremony.

The following employees were recognized as "Idea Champions" for FY91 and FY92:

Michael Bethel, Juneau Sector Field Office
 Suggestion: **Move KUIU Radio Base Station** — Moving the KUIU Radio Base Station eliminates costly and redundant remotely located SSO Base Stations. Combining its operation with another reduces operational costs, eliminates travel over hazardous terrain, and creates a simpler operation. This also reduces outage time required for restoration which in turn improves service to the flying public.

Tom Carter, Anchorage Flight Standards District Office

Suggestion: **Change to Temporary Airman Certificate** — Changing the Temporary Airman Certificate form to a "roll" form with perforations between the forms allows a form to be torn off the roll after each typing. Also, duplication effort will be eliminated by attaching a second copy to the front form with built-in carbon paper.

Ron Webb, Anchorage Center

Suggestion: **Replacement for the SYA SSVM in place at the ZAN ARTCC** — Replace the GPA-131 solid state video mapper with a locally developed device that does the same thing, but is crystal controlled, computer driven, and requires no alignment or maintenance.

Ken Grabowski, Anchorage Sector Field Office

Suggestion: **DC Filaments** — Replace AC filament voltage to the MTI realignment unit (FA-4769) filaments with regulated DC voltage. This will remove 6.3 volts AC from TB6024, pins 8 and 9, and place 6.3 volt DC on TB6024, pins 8 and 9.

Michael Bethel, Juneau Sector Field Office

Bernard Engebretsen, Juneau Sector Field Office

Suggestion: **Improve FA978LM 400 watt NDB transmitter operation during momentary interruptions of incoming AC power.** Installation of a time delay relay into the main power circuit to insure that all power losses extend longer than one second; the automatic reset circuitry presently in the transmitter will restore the facility to service without a technician's intervention.



The following individuals also submitted winning suggestions during the past 2 years:

Richelle Greene, Human Resource Management Division
Suggestion: Change remark printed on the Notification of Personnel Action, SF-50, regarding the Cost of Living Allowance, thereby eliminating the question of whether or not COLA is included in the salary.

Thomas W. Lane, Anchorage Center
Suggestion: ELT Report Form to simplify, standardize, and track pilot-reported ELT's more efficiently.

Christopher R. Rolan, Bethel Tower
Suggestion: Backup 20 KW generator to provide sufficient power to the entire facility when a power failure occurred.

Katharyn A. Rosselle, Anchorage Center
Suggestion: Elimination of unnecessary overtime on mid-shift for relief briefing on weather coordinator position.

Steve D. Turner, Juneau Tower
Suggestion: Discontinue distribution of National Flight Data Digest to Level I and Level II towers as it is not an operational necessity for VFR towers.

Alan Van Horne, Kenai Sector Field Office
Suggestion: Removal of APG P/S voltage antenna drive motor circuit breaker of ARSR-3; if one drive system fails and the circuit breaker opens, the APG data and the associated received processor are not available and redundancy is lost.

All of these individuals are winners.
Congratulations and Thank You!

The Federal Aviation Administration is always looking for ideas which may benefit the agency and the U.S. Government and provide rewards to the originator. The purpose of the Employee Suggestion Program is to ensure that employee ideas receive formal consideration by the highest appropriate levels of management. When these ideas are placed into effect, employees receive personal recognition and awards in proportion to the benefits obtained by the Government.



***Peyton Starr**, Anchorage FSDO, and **Gerald Sorenson**, retired air traffic control specialist, entertained by playing the guitar and singing. A colorful display identified all employee suggestion winners.*



Anchorage Center Team Seven "Roasts" for the Combined Federal Campaign



*Clark Fontaine, Area Supervisor, and his Crew 7 of Anchorage Center held their 3rd annual CFC Bar B Que and Celebrity Roast October 27 and 28. They presented a check in the amount of \$737.01 to **Hank Elias**, Manager, Air Traffic Division.*

The Anchorage Center's third annual CFC fund raiser barbecue was a great success. \$737.01 was collected, surpassing last year's amount of \$500.00. The successful barbecue was a combined effort of many people. Thanks go to **David Connett** and **George Maxwell** for coming up with the celebrity roast format. A special thanks goes to **Joe Woodford** and **Gordon Gruber** for providing material for the celebrity roast and for serving food. They did this in good spirit for the occasion.

The menu included "The Woodford Special (a choice of The Sloppy Joe Burger or The Woody Wienie) or The Super Groobee (The MOS Burger and The Gruber Dog) plus salads galore, beans some more, and cookies.

Attendance was impressive. Personnel from the regional office, ARTCC staff, Airway Facilities, and even construction workers imbibed and enjoyed the sharing of gourmet food at its best.

It should be noted that the personnel on the control room floor did their share to help in this effort. Their dedication to floor operations allowed fellow controllers to cook and serve for the betterment of others through the CFC.



CFC Chairpersons honored the Key Workers of the Southcentral Alaska Area with a pizza lunch.



FAA in Alaska Tops \$100,000 in 1992 CFC Giving

I want to take this opportunity to express my appreciation and gratitude for the opportunity to have served as a chairperson and coordinator, along with **Ken Burdette** and **Gerald Acord**, for this year's FAA Combined Federal Campaign in Southcentral Alaska.

Although I entered this campaign with many personal reservations, I can only say that the support, cooperation, response, and generosity by all of you was overwhelming. The efforts of our team of key workers was outstanding and they are to be commended.

Our campaign officially ended on October 30, but contributions continued to come in throughout November and into early December. Our final tally for Southcentral Alaska has topped out at \$87,742.17. Your humanitarian spirit really came through. I am proud to say that the Iditarod legacy of people helping people certainly lives on in the FAA.

I also want to express my appreciation and gratitude to our employees in the Northern and Southeast areas of Alaska who were involved in supporting separate Combined Federal Campaigns conducted in those areas of the state. The level of participation and support to CFC by



our FAA employees in those areas is also commendable and needs to be recognized.

When we combine the tallies from all three campaigns within the region, we can proudly reflect that FAA employees throughout the entire Alaskan Region supported CFC this year to the tune of \$100,954.17. What a beautiful tune.

It was a distinct privilege and a pleasure to have been a part of this year's Combined Federal Campaign. It has turned into a memorable experience for me, and I know it will certainly be memorable for the many beneficiaries of your generosity.

To borrow a line from a famous person, "**Thanks for the memories.**"

— **Bob Stinson**, Campaign Chairman

*Duty officers in the Regional Operations Center chipped in to round off the Southcentral donations. Left to right: **Lou Sudano, Bill Schmidtman, Bob Turner**, and CFC Chairman **Bob Stinson**.*



*Cake depicting the
CFC Spirit*



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

Subject: Special Thank You to Anchorage FSS Employees

Date: JAN 13 1993

From: Alaskan Region Management Team (RMT)

Reply to
Attn. of:

To: (Anchorage FSS Employees)

As members of the RMT, we wanted to express our sincere appreciation for the many things you have done for the Anchorage area and the regional office during the era of the Anchorage FSS. Your contributions are too numerous to list, but noteworthy has been your commitment to serve the flying public for these many years. The Anchorage FSS has consistently been very responsive, not only in the day-to-day operation of an FSS, but also during times of natural disasters and other emergencies.

In addition, the annual Holiday buffet has been a time of getting together with other members of the FAA family in the Anchorage area to share in some great food, as well as spreading a little holiday cheer with each other. As Charlie mentioned at the last buffet, this has been a great tradition and we will miss your hospitality in the future.

It's difficult for us to adequately say "thank you", but we thought one way would be to have the RMT and regional office employees prepare a luncheon for you. This could serve in part to show our appreciation and high esteem we hold for you and the role you have served these many years.

Times of transition and change can be difficult, but they can also offer new opportunities and challenges. Good luck to each one of you and your families, and we trust the future will bring prosperity and happiness to all of you.

<i>Jacqueline Smith</i>	<i>David Morse</i>	<i>Bobbye Gordon</i>
<i>Alfreda Hovestad</i>	<i>Sharon Davis-Herney</i>	<i>John Cunniff</i>
<i>Dawn M. Elliott</i>	<i>Suey Rhodes</i>	<i>Tom Brantlett</i>
<i>Von Stuckey</i>	<i>Ed. J. Appenma</i>	<i>John W. Winford</i>
<i>Charlene Perry</i>	<i>Russell Hathaway</i>	<i>Kelvin N. Quinn</i>
<i>Joe W. Storm</i>	<i>Gene Cowgill</i>	<i>Sandra J. Paxton</i>
<i>Rabie Stickland</i>	<i>Donna C. Skiles</i>	<i>Cecilia J. Hunkeler</i>

