



U.S. DEPARTMENT  
OF TRANSPORTATION  
FEDERAL AVIATION  
ADMINISTRATION

June/July 1991  
#91-07

ALASKAN REGION

# Intercom



## ***Federal Employees Among the Best***

### **FEA 1990 Awards**



***Grace Davis-Nerney**, lauded for her work organizing the Tundra Tykes Federal Child Care Center.*



***Charlene Derry**, winner in Category 3 for GS 12 and above.*

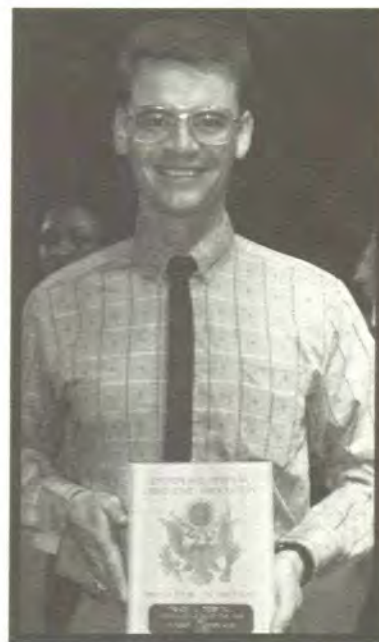
When Bill Phillips, Deputy Director of the Office of Personnel Management, addressed the Anchorage Federal Employee of the Year luncheon, he said that Federal workers are "among the best." Phillips was preparing the crowd for the descriptions of outstanding performance that would come as the nominees for the 1990 awards were introduced.

"Public employees often accept success as routine," said Phillips. But we should never underestimate our contribution to the nation.

As an example of outstanding performance, he

cited Kevin Bach, the air traffic controller whose name became a household word for a few days after the Sioux City, Iowa, crash during which his quick reaction aided in rescue efforts. Phillips said public opinion polls later indicated that although the public recognized his name, few could identify the agency for whom he worked.

With that, Phillips encouraged the audience to take pride in its performance as public servants, and he went on to name the winners, two of whom are FAA employees, **Charlene Derry** and **Tracy Tideswell**.



***Tracy Tideswell** was attending air traffic control training, so husband **Tony** graciously accepted her award.*



# COLA Letter From OPM to Regional Administrator



United States  
**Office of  
Personnel Management**

Washington, D.C. 20415

**JUL 10 1991**

In Reply Refer To

Your Reference:

• Mr. Ted R. Beckloff, Jr. •  
Regional Administrator  
Federal Aviation Administration  
22 West 7th Avenue #14  
Anchorage, AK 99513-7587

Dear Mr. Beckloff:


Thank you for your letter to the Director regarding nonforeign area cost-of-living allowances (COLA). I am responding on her behalf. You provided extensive comments on the report the Office of Personnel Management (OPM) published in the Federal Register on February 26, 1991.

Let me assure you that OPM has no plans to reduce immediately the COLA of Federal employees in any of the allowance areas. Before we take any further action, we will complete our analysis of the many comments we have received in response to the publication of the report in the Federal Register.

We appreciate the extra effort your organization extended in reviewing the Runzheimer report, and you can be sure that your comments will be given serious consideration during this process.

Thank you for sharing your views and expressing your interest in the COLA program.

Sincerely,

  
Phyllis G. Foley, Chief  
Wage Systems Division

## Cost-Of-Living Versus Cost-Of-Labor

Cost-of-labor and cost-of-living are related but different. The new interim 8 percent geographic pay for New York, Los Angeles, and San Francisco is not based on the cost-of-living. Instead, it is based on the cost-of-labor. When cost-of-living is measured, economists look at the cost of goods and services within a locality. When they measure

the cost-of-labor, economists look at how much employers pay their employees for specific kinds and levels of work.

Businesses generally do not base salaries on cost-of-living, but rather on the salary levels necessary to be competitive in hiring the people they need. The new interim geographic pay is designed to do

the same thing for the Federal Government, that is, make Federal pay comparable to what other non-Federal employers pay in the same area.

(Reprinted from DOT Pay Report  
Number: 91-6, June 1991)

## FAA Blood Drive

by Cynthia Endsley, AAL-17

Many many thanks, from the Blood Bank and from the ultimate users to the 26 people who donated blood at the FAA Blood Drive on May 8. Co-chairs for the Blood Drive were Mike Thompson, AAL-501, and Will Faville, NATCA Regional Rep.

Donators were: Ted Beckloff, Will Faville, Stanley Beck, Patti Fox, Linda Durand, Tess Staples, Ed Doherty, Deborah Hoelscher, Lonnie Brewington, Dolores Coates, Earl Hakari, Merna Mobley, Charles Moody, Mike Goings, James Boyd, Barto Bledsaw, Lillian Demoski, John Brister, Robert Hodge, Lee Muller, Stephen Powell, Andy Billick, Jean Mahoney, Maggie Grier, Ken Moore, and Cynthia Endsley.

Nine additional kind-hearted, warm-blooded individuals (you know who you are!) were ready and willing to donate blood but were not able — due primarily to low iron. Linda Swanke, AAL-300, suggests that the iron count can be raised by eating red meat (particularly liver), green leafy vegetables, dried beans and peas, dried fruits, and enriched grains and cereals. Also, eating foods high in Vitamin C at the same meal as iron-rich foods helps facilitate the absorption of iron into the blood.



*First to donate blood was Regional Administrator **Ted Beckloff** (in chair), pictured here with co-chairs of the drive **Mike Thompson** (center) and **Will Faville** (right).*

### Intercom

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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.



## Aviation Education Corner

by Mary Lou D. Wojtalik  
Aviation Education Coordinator

Our Aviation Education program has taken a giant leap forward since Admiral Busey declared it to be one of his three top priorities for 1991.

Just since January we have accomplished the following aviation education programs:



✈ **Administrator's Award for Excellence in Aviation Education**—This national award was presented to **Dick Hamlin**, a high school teacher in Ketchikan who has dedicated a tremendous portion of his classroom and personal life to helping students learn about aviation. Regional Administrator **Ted Beckloff** displayed his admiration and respect for Mr. Hamlin by sending him to the national Congress on Aviation and Space Education in New Orleans as a guest of the Alaskan Region FAA. While at the Congress, Dick was officially recognized by the Manager of the Aviation Education Program, APA-100, for his aviation education efforts.

Left to right: **Phil Woodruff**, APA-100; **Dick Hamlin**; **Mary Lou Wojtalik**

### ✈ **International Art Contest**—

This annual art contest was a real success again this year. From the dozens of entries submitted to our office, a team of three judges selected the nine entries that were then forwarded to Washington, D.C., where they competed in the national competition. We are happy to announce that one of our Alaskan entries drawn by Michael Losh of Kodiak won 2nd place in the national competition and was entered in competition in Paris, France, for the international award. The theme of this year's contest was "Modern Explorers of the Air."



✈ **Aviation Youth Academy—**

This year's program is more exciting than ever as we plan a Youth Academy in the Fairbanks and Anchorage areas. The Fairbanks academy will run from July 30-August 1, while the Anchorage program will take place August 5-9. Students in grades 6-8 have been identified to participate in these academies that will involve every aspect of aviation imaginable. In addition to classroom activities such as building planes and rockets, students will be exposed to the exciting world of aviation through field trips to the airport, FAA facilities, and private industry locations where they will learn about aviation maintenance, photography, service areas, weather, search & rescue operations, and the list goes on and on. Academies like these are being coordinated all over the United States through the FAA Aviation Education Program.

✈ **Aviation Education Re-**

**source Center—**We dedicated our first aviation education resource center in the State of Alaska at the University of Alaska Fairbanks library. Students, teachers, and the public now have on-the-spot access to many FAA publications that include everything from teachers' guides containing lessons in aviation to a Smithsonian article on air traffic controllers, reading on women in aviation, etc. There also is a set of video tapes that cover 48 different areas of aviation. We currently are working with the University of Alaska Anchorage to establish an aviation education resource center in Alaska's largest city.

✈ **FAA State Fair Exhibit—**The C-123 aircraft is out of the picture after many years of being our display area for FAA at the State Fairgrounds. Something new for 1991 and 1992 has happened. We plan to set up our exhibit inside the Don Sheldon Building, which is a perfect location with high visibility, a good roof over everyone's head, and heat. So all you exhibit volunteers who froze your toes and stood under leaks in the ceiling of the C-123 can rejoice—your time has come to talk about FAA in comfort for the next 2 years.

By next month, we should be updating our Speaker's Bureau fact sheets. So all you Toastmasters and Toastmistresses prepare to get out there in the community and talk about aviation.

See you next month!



*Dick Mathews, AAL-517, shows the evidence that a local cat made "appropriate" use of the AWOS information at the fly-in safety seminar at Palmer.*



## ***Confidentiality And Telephone Calls***

One of the benefits of having an Employee Assistance Program through Human Affairs of Alaska is the 24-hour telephone number which allows employees to contact a counselor in emergency situations. Employees outside of Anchorage may call 1-800-478-2812; employees in the Anchorage area may call 562-2812.

When an employee contacts Human Affairs after hours, an answering service representative will take a message and ask a counselor to return your call within 30 minutes. If you are not available when the counselor returns your call, he/she will not leave their name in order to protect your confidentiality. If you are frequently away from your phone, you may miss the counselor's call.

Because no message is left by the counselor, you may think the counselor is not responding to your request for service. If you suspect that you have missed a counselor's call, leave another message for the counselor and specify several times that you would be available to receive the counselor's call.

This may sound cumbersome; however, it will protect your confidentiality. If, on the other hand, you don't mind if the counselor leaves a name, please indicate this when you phone in your request for service.

Confidentiality is a crucial part of our Employee Assistance Program. Counselors are available to help employees solve problems involving marital and family stress, legal and financial problems, difficulties centering on children, alcoholism, drug abuse, mental health, and elderly care. Human Affairs offers both a counseling and referral service.

Questions regarding the EAP may be referred directly to Human Affairs or to Carol Marvel, your EAP Manager, at 271-3572.



## Youth and Advertising

The next time you see a beer or wine commercial..... Remember these sobering facts:

- \* By the age of 18, a child will have seen 100,000 beer commercials.
- \* Two out of five children will have tried wine coolers before age 13.
- \* Alcohol is the leading cause of death of those between the ages of 16 and 24.
- \* The economic costs to society of alcoholism and alcohol abuse are estimated at nearly \$117 billion a year, including \$18 billion from premature deaths, \$66 billion in reduced work effort, and \$13 billion for treatments.

\* Alcohol use kills 100,000 each year; 25 times as many as all illegal drugs.

\* Among state-prison inmates, 532,000 drank heavily before committing rapes, burglaries, and assaults.

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### Don't allow your future to be sucked into a bottle.

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- \* Alcohol use increases the chances of getting cancer in the digestive tract, liver, and colon.
- \* Drinking by expectant mothers can cause birth defects and is a major cause of mental retardation in children.

These are facts you are not apt to find in the carefree, exciting, romantic world of commercials.

So when you are next asked to buy America's favorite dangerous drug, remember these facts -- and don't allow your future to be sucked into a bottle.

For the past 10 years, FAA has had an active, ongoing Employee Assistance Program. If you or a family member or co-worker need help, our EAP contractor, Human Affairs of Alaska, is just a phone call away.

Human Affairs Alaska  
4300 B Street, Suite 606  
Anchorage, Alaska 99503

Telephone (907) 562-2812  
Outside Anchorage call  
1-800-478-2812




## Around the World


Fairbanks continues to be a prominent stop in "around-the-world" flights. On June 5, 1991, **A. J. Caruse** and his team landed at Fairbanks in a Fairchild Metroliner twin turbo prop. They are retracing Wiley Post's flight of 1931. The crew of seven stated that they now have a better understanding of the difficulty of flights conducted during that era.

# Safety Tips for ATV and Vehicle Operation

Summertime is here again. It's time to get out the all-terrain vehicles (ATV's), the motor homes, and family automobiles for trips to our favorite recreation site or just sightseeing with visiting relatives and friends.


Several important safety precautions will increase our chance of having a good driving experience.

 **Tire pressure** — The Federal Automotive Commodity Center in a recent publication states that "proper tire inflation pressure on both new and retread tires is the single most important factor in tire overall performance and reliability. Underinflation is the worst enemy of truck tires. The primary cause of tire blow-outs, both new and retread, can be traced back to improper air pressure (underinflation)."

 **Retread tires** — Placing a retread tire on a vehicle is a subjective decision which should be based on the following factors:

- ✓ Type of vehicle
- ✓ Steering axle load
- ✓ Operating speeds and duration at highway speeds
- ✓ Types of roads to be operated on
- ✓ Sound tire maintenance accessibility

NOTE: Tire casings that have been retreaded more than one time should not be placed on the steering axle!

 **ATV operation** — ATV's are a lot of fun and are very useful vehicles. When operated in accordance with the warnings published by the manufacturer, they are generally safe. The warnings are:

✓ **Never operate this vehicle if you are under the age of 16.**

✓ **This vehicle can be hazardous to operate.** A collision or rollover can occur quickly, even during routine maneuvers such as turning and driving on hills or over obstacles, if you fail to take proper precautions.

✓ **Severe Injury or death** can result if you do not follow these instructions:

\* Before you operate this ATV, read the owner's manual and all the labels.

\* Never operate this ATV without proper instruction. Beginners should complete a certified training course.

\* Never carry a passenger.

\* Never operate this ATV on paved surfaces.

\* Never operate this ATV on public roads.

\* Always wear an approved motorcycle helmet, eye protection, and protective clothing.

\* Never consume alcohol or drugs before or while operating this ATV.

\* Never operate this ATV at excessive speeds.

\* Never attempt wheelies, jumps, or other stunts.

Strict adherence to these rules will greatly reduce the accident and injury rates associated with ATV operation.

Drive carefully. Keep equipment in good mechanical condition and operate it as specified in the operator's manual.



*Paul Tutko (center) is congratulated upon his retirement by his supervisor, Claudia Hoversten (right), AAL-42, as his wife looks on.*





*CivilAir Club scholarships in aviation technology were given to **Ronald Phillips** (left), **Kirk M. Towner** (center), and **Tye Box** (not pictured). Deputy Regional Administrator **Don Kell** made the presentation. The scholarships were \$500 each.*

## ***Fishing...Biggest Boating Danger***

Fishing looks much safer than some other water sports, such as water skiing. Yet fishing accounts for almost 55 percent of the fatal boating accidents and water skiing less than 5 percent, say authorities.

Many anglers apparently fall overboard because fishing often leads to standing and moving about in a boat. Boating industry figures show that fishing is far more the most popular reason for buying or renting an outboard boat. So if you are one of the 28 million serious fishermen identified by the U.S. Census Bureau, or even one of the 45 million who fish casually every year, don't do the risky things that frequently turn one of man's noblest recreations into tragedy.

Some of the main hazards encountered while fishing in a small boat are water and hooks! Some other hazards you may wish to avoid:

1) Becoming excited when landing a fish. Usually you can land a fish while sitting. If you

must stand to keep a line from fouling, your companion should stay seated and keep the boat on an even keel.

2) Alone in a boat, it's easy to lose your balance while moving forward to drop or hoist anchor. Step on the boat bottom amidships, not on the seat. Keep low, with one hand on the side. A stern anchor lets a lone fisherman keep his seat.

3) Avoid precarious reaching and balancing to get unhooked after a bad cast. A sudden movement, hard turn, accidentally throwing motor in reverse, and hitting a rock or snag all make standing risky anytime.

4) Stepping into a boat with a motor is a good way to lose your balance and motor. Set the motor on the dock, get in and plant your feet, then swing the motor in and over the transom.

5) A trademark of the professional fishing guide seems to be a perch on the motor. Don't try to imitate him. You're not the old pro he is, and you can prove

your amateur status quickly if you hit a rock or snag.

6) Never goof off while running at full throttle to a fishing area or heading home at dusk. Keep a sharp watch for rocks, floating debris, and other boats.

7) A life preserver or buoyant cushion should be provided for each person in a boat.

8) Hooks are the fisherman's number 2 threat, not usually fatal, but always painful and sometimes disabling, as in an eye injury. Sidearm casting is the chief culprit in serious hook mishaps. Always cast overhand.

Regional Safety and Health Manager  
Charles A. Gilmore





## Woodford Advises Australia on ATC

Australia is revamping its air traffic control system to more closely resemble that of the United States, and Joe Woodford, Anchorage Air Route Traffic Control Center manager, is helping them.

Recently, Woodford was the guest of the Australian Civil Aviation Authority in Sydney and Canberra, Australia. His time was spent answering dozens of questions about how U.S. controllers assist and track aircraft.

How Woodford got the invitation is something of a tribute to the quality of service provided by the Anchorage ARTCC. When Dick Smith, chairman of the board of the Australian CAA, flew across Alaska earlier this year, he was impressed with the handling he received. Upon return to Australia he made some calls to Alaska to find out more about the system. Smith's calls were referred to Joe Woodford, who did his best to share information about the U.S. system.

"Smith, a longtime critic of the Australian CAA, found himself heading the organization and set about to modernize it from top to bottom," explains Joe. He was particularly interested in how centers operate and how the airspace is divided. Currently Australia's CAA handles every aircraft from start to completion of a flight.

Smith is proposing to operate the Aussie system on a cost recovery basis, charging pilots for various services. Thus, pilots will be able to choose the services they want.

Woodford says he reviewed the airspace plan in

relation to U.S. procedures and made a number of presentations on the ARTCC operations. "I answered lots of questions on issues such as redundancy, satellite communications, search and rescue procedures and the relationship of the flight service stations to centers," he says.

Some of the changes on line for the Australian system include new equipment. The CAA is currently evaluating complete systems offered by five manufacturers. Another change will be the reduction of centers from six to two to handle all the traffic for the continent. Woodford agrees that with the present volume of air traffic two centers are adequate.

In addition to Woodford's visit, the CAA has hired a U.S.

consultant and is sending representatives here to tour various FAA facilities.

"The planned changes to the Australian ATC system are of great concern to the CAA employees as well as the users," says Woodford. "The users are concerned they will be losing services as they move to a "demand" system. Meanwhile the reduction of flight service stations and consolidation of centers will result in reduced staffing requirements throughout the system, and that is a concern for employees.

"The philosophy of the CAA people I met is much like that of most of us in the FAA," says Woodford. "They want their agency to be the best it can be. For me this was a wonderful opportunity to get a look at another system from the inside and I really appreciated the experience."

Joette Storm  
Public Affairs Officer



## ***FAA Recruiter Skills Get Fine Tuning***

The Alaskan Region was a pacesetter again for FAA thanks to **Vince Casey** (AAL-14R) and **Ginger Llewellyn** (AAL-14R) who coordinated the first regional Collateral Duty Recruiter Training course. The 2-day course was presented by **Estella Guerrero**, a Chicago Office of Personnel Management trainer contracted by the FAA. Participants in the training included employees from the FAA, Cook Inlet Tribal Council, and Bureau of Land Management.

The recruitment training utilized human resource dynamics that targeted recruitment diversity. **Dave Benton**, Affirmative Employment Program Manager and member of the National Recruitment team, stated that, "We are expanding our human resource effort more broadly and more extensively, partially in that it is good business, and we have to assure a competitive workforce."

"The FAA is a leader in recruitment," according to Benton, "and Workforce 2000 is in motion now. We cannot wait!"

The Alaskan Region took a real leadership role in hosting this first FAA training session for recruiters, and it is expected that other regions will pattern their recruiting courses after this successful venture that was coordinated through the Human Resource Management Division.



*(Left to right) Vince Casey, Dave Benton, Ginger Llewellyn, unidentified participant, and Estelle Guerrero*

### ***GADO, ACDO, DODO— All Extinct***

All General Aviation District Offices and Air Carrier District Offices (GADO and ACDO) have been phased out and redesignated as Flight Standards District Offices. The process of redesignation occurred over the past several years and is now complete.

In the Alaskan Region, the GADO's and ACDO's were phased out during the early 1980's.



## Take This Quiz

### How Much Do You Value Diversity?

Here's a short quiz that helps find out how you view cultural diversity. The survey comes from the DOT Office of Work Force Diversity.

Rate your responses to the following statements on a 1-to-5 scale: 1 represents low agreement, 5 represents high agreement.

- ☐ I recognize my personal and cultural values and know which values I am able to compromise without losing my integrity.
- ☐ I adapt my communication style to the demands of the situation.
- ☐ I listen as much as I speak; I do not interrupt.
- ☐ I appreciate different ways of communicating.
- ☐ I do not judge people on their accents.
- ☐ I make an effort to talk about differences and try to include people in discussions that affect them.
- ☐ I never make ethnic or sexist jokes, and I object when others do.
- ☐ I never make remarks that are "hot buttons" for "different" individuals.
- ☐ I am interested in the ideas of people who do not think as I do, and I respect their opinions even when I disagree with them.
- ☐ I participate in the social events of my organization.
- ☐ I take steps to make sure I get the right experiences and training to meet my career goals.
- ☐ I consider the effect of cultural and other differences on messages being transmitted, and I check my assumptions.
- ☐ I help others get ahead, just as others have helped me.
- ☐ Some of my friends or associates are different from me in age, race, gender, physical abilities, economic status, culture, or education level.
- ☐ I recognize that I am a product of my upbringing and experiences and my way is not the only or "right" way.
- ☐ I am patient and flexible and can accept different ways of getting a job done as long as the results are good.
- ☐ In unfamiliar situations, I watch and listen before acting.
- ☐ I am sensitive to the feelings of others and observe their reaction when I am talking.
- ☐ I am aware of my prejudices and consciously try to control my assumptions about people.
- ☐ I have identified for myself a mentor and other resources that I use to help me achieve my career goals.

**Total Points**

### "DIVERSITY SPECIAL"

by Dave Brubaker, AAL-17C

Recently many of us have received a flyer from the Office of the Secretary of Transportation entitled "Diversity Special." The flyer discusses seminars in Career Planning, Managing Diversity, and Diversity which are in the preparation stage at OST. Prototype classes are being given in the Washington, D.C., area this fiscal year.

The Career Planning Seminar for employees up to GS-10 is similar to the 4-hour Individual Development Planning (IDP) courses that are currently being taught in the Alaskan Region. The design of the OST-sponsored seminar includes topics e.g. values, interviewing, self marketing, and self assessment which are not heavily covered in this Region's IDP courses.

Coordination with FAA Headquarters suggests that the earliest we might expect to see these seminars in the Alaskan Region will be after October 1, 1991. If given, the seminars will be conducted in Alaska by regional trainers who have received specific training on how to conduct them.

If you have additional questions, please contact Dave Brubaker at 271-5377.

### How To Score This Test

Add up your points. If your score is 80 or above, you probably value diversity and are able to deal fairly effectively with people who are different.

However, there is always room for improvement. If your score is below 50, you may experience difficulty or uneasiness in dealing with diversity.



# TQM Journey

by M 20 TQM Project Action Team

*Once upon a time, in a far, far away place, there lived a king - a very happy king. Everything was perfect in his kingdom - no problems with customers, no missed deadlines, no inferior products, no miscommunications. Well, maybe not everything was perfect. Sure, there was an occasional missed deadline, but who's perfect? Okay, so some products didn't exactly meet customer expectations, but what's a little mistake among friends? And everyone has a problem or two with communication. What's the big deal? The king would just have his wizard cast a magic spell, and everything would be made perfect again ...*

Too bad it really doesn't work that way. For most of us, imperfection is sadly a part of the real world. Projects take too long or are simply mismanaged, inconsistent data is collected, objectives are not clarified, communication breaks down between team members, and then we later wonder why we are subjected to a barrage of rewrites because we didn't get "what we wanted." Worst of all, we have no wizard to make it all perfect!

Although implementing TQM principles won't always guarantee miraculous results, it has proven successful in correcting problems which often deprive organizations of happy endings.

....

Many lessons will be learned in this TQM journey.

Amazingly, the original preconceived "problem" may not be the only problem after all. For this reason, management must be flexible in letting TQM work - the answer you receive may not be what you expect to hear!



Everyone involved must be patient. A significant investment of time is needed to realistically give TQM a fair opportunity to work. This may occasionally even take time away from the other duties in the office. To succeed, you must pledge your commitment to the completion of this process.

It is essential for the team to keep management apprised of progress through periodic briefings. It is very helpful to implement recommended "solutions" identified during course of the process. In this way, both management and group members profit from immediate satisfaction and encouragement.

TQM requires dedication. It simply cannot work if it is attempted halfheartedly. The group must meet regularly in order for the process to move towards successful completion. To this end, managers must provide the group with the necessary support to permit meetings and allow the completion of assignments. The group must keep the process moving and not get bogged down in unnecessary details. Having a trained facilitator to keep the group "on track" is a must. Preparing agendas for each meeting and sticking to them (with reasonable flexibility) will also accelerate the process.

Periodic self-assessment is another way to eliminate unnecessary work for the group. The team should review its initial

objectives frequently and compare its current work to the objectives. Discrepancies can be corrected with minimal disruption to the process if detected early enough. The group must be objective in its self-assessment to ensure a quality product that will be acceptable to its customers.

A successful TQM process also requires a full complement of team members. This translates to an appropriate mix of staff: management, analysts, clerical, and (don't forget) the customer. Be sure to consider the requirements of both your internal and external customers. After all, we are all customers of someone else's work.

TQM does work and can be successfully applied to administrative processes. TQM is not an overnight solution, but, rather, a subtle change in the way we do business.

*... and while we may not live happily ever after like the people of the kingdom far, far away, we are all much better off than when we started. We also realize that TQM does not necessarily result in happy endings, but rather in productive beginnings.*

THE END.....

Abstracted from • Spring 1991 •  
Transportation Quality Management



## Working The Web

Secretaries!! Those wonderful people who do all the work!



Janet Ulrich



Once a year we set aside a time to recognize secretaries. The Federal Women's Program participated in this celebration with a 2-hour panel discussion. Panelists were **Cecella Hunziker**, AAL-40 Division Manager; **Peggy Smith**, AAL-420 Branch Manager; **Helen Wall**, Quality Assurance Officer, AAL-506; **Edna French**, AAL-290 Branch Manager; and **Ernie Fleece**, AAL-16 Branch Manager.

"Working the Web" was the theme for the activities of National Secretaries Week, April 22-26.

The "web" is a different way of viewing an organizational structure. People, and the relationships with those people, are what is important. The "web" depicts management more as the whole organization, rather than that "layer at the top." The "web" shows the traditional lines of authority and emphasizes the

teamwork or networking concept of communicating in all directions.

The strategy of "working the web" places its emphasis on building relationships, working with people, and understanding more of what the organization does, as a whole.

A coffee and cake ended this year's celebration activity. **Janet Ulrich**, AAL-421H, spoke on "Working the Web," Regional

Administrator **Ted Beckloff** expressed his appreciation of secretaries, and **Ivy Moore**, AAL-5A, gave a reading. Winners of the drawing for free gifts were **Gerl Gaines**, AAL-481; **Bev Ryles**, ZAN AF; **Gail Bell**, CASFO; **Mary Grier**, ANC SFO; **Ellie Koorennny**, AAL-52a; and **Ana Dunbar**, AAL-2a (aka AAL-461a).



# Medical Notes

by Mary Grindrod, AAL-300

**Seat numbers 11, 15, 30, 26, 17, 13, 12, & 16...**

From up here in Alaska to anywhere USA, it is not unusual to have as many as eight different seat assignments as we wing our way to a meeting, family affair, or even a well-deserved vacation. Having just returned from the trip that had me in the above-mentioned seats, I felt that I could and should write a few medical notes about how to take a trip and survive.

## Plan ahead.

Plan far enough ahead to be able to make your seat selection. This allows you to be in charge of where you will sit. Check your ticket to be sure you have the correct one. A mistake by the ticket agent can get your trip off to a bad start.

Once I traveled to San Antonio, leaving Anchorage at the wonderful hour of 2 a.m., and my luggage was sent to Savannah. Had I taken the time to look at the baggage stub, I could have seen that a mistake had been made before I even got on the plane.

## Exercise.

Always plan on deplaning for a short walk in the terminal if you have time. Your body needs the exercise, and it will keep you from having that cooped-up feeling for the next portion of your trip. Even in your seat, you can do some simple stretching that will benefit your body. Gentle isotonic exercise can be obtained by movement to produce agility, coordination, and flexibility. Bend over as if to pick up



something from the floor, flex your fingers, move your feet upward and downward a few times. Stand up when the seat belt light is off to get a change of position.

## Food and liquid.

You may wish to order a special diet on the plane. I ordered a low-fat, low-cholesterol diet for my trip. This way, when your neighbor is getting chocolate cake you are getting a nice fruit plate. Try to avoid caffeine, and remember to drink a lot of water or other fluids. Alcoholic beverage is not a good choice because it makes it harder for your body to adjust to the time changes.

Bear in mind that you will have to make some changes for the climate to which you are going. I left Anchorage with a temperature of 42 degrees, and arrived in DC to a warm 92.

## Carry-on essentials.

If you are taking medication, you should always take a supply in a carry-on bag. You may need it before your luggage arrives. You should wear comfortable clothing for travel and take at least a change of clothes (in case your bag goes to Savannah).

## To pass the time.

Finally, make each trip an adventure. Take something along to help you pass the time. Watch the people around you and see how they react to the situation. This will help you pass the time and will often make you smile. I watched a woman knit a sweater, a man fill out his travel expense form, and I read an interesting book called "You Know I Wouldn't Say This if I Didn't Love You."

**Happy and Healthy Flying!**



# Awards

(Submitted by Carol F. Marvel, Incentive Awards Officer, AAL-16)

## Suggestion Awards

Kenneth S. Grabowski AF  
Ronald T. Webb AF

## On-the-Spot

Jon S. Lynd AF  
Janet E. Deano AF  
Philip C. Freitag AF  
Gus E. McKenzie, Jr. AF  
Donald C. Nelson FS  
Danny G. Bailey AF  
Donna D. McArthur AT  
David B. Chamberlain AF  
Frank R. Zschlegner AF  
Joseph M. Cassel AF  
Robert C. Wilson AF  
Michael R. Thompson AT  
Richard A. Wirth AF  
John L. McGhee AF  
Teresa M. Staples AF  
Jerry R. Jensen AF  
Terri L. Crowley AF  
Warren M. LaSelle AF  
Patricia R. Norsworthy AF  
Donald R. Dorr AF  
Stephen J. Schwicht AF  
Hilda L. Elias AF  
Donna J. Godwin AF  
Judith G. Kapansky AF  
John E. Jakobowski AF  
Sherri D. Stevens-Mack HRMD  
Charles A. Monico HRMD  
Marilyn J. Bjurstrom AT  
Sharon A. Ross AT  
David R. Palmer AT  
Edmund A. Meyer AT  
Carol A. Pollitt RMD  
Brenda L. Ladue AF  
James W. Lomen AF  
Michelle M. Haffner FSD  
Lisa J. Welsh-Workman AT  
Kevin D. Haines AT  
Mark F. Mahoney AF  
Joseph L. Chikoyak AF  
John A. Ferguson AF  
Donald S. Copeland AF  
George A. Govan AF  
Stephen M. Lein AF  
Mary J. Soper AF  
Terry L. Alexander AT  
Christine M. Novosad RMD  
Paul A. Wegrzyn LOG  
Harold L. Ordway AF  
Brian E. Staurseth FS

John D. Selmer FS  
Bernard C. Berns FS  
Mark J. Fry AT  
James R. Tinlum AF  
Norma Bonewitz HRMD  
John J. Shine FS  
Michael R. Harding AT  
Jessie L. Barksdale Civil Rights  
Bobby S. Berry AT  
Chris A. Wittwer FS  
Sandra M. Ward HRMD  
Christopher R. Rolan AT  
Gary W. Szymd AF  
Don M. King AF  
George A. Garcia AF  
Lonnie K. Brewington CAS  
Engracia Limon HRMD  
Flora A. Robinson AT  
Marvin C. Palfrey AF  
James A. Nelson, Jr. AF  
Carol F. Marvel HRMD  
Emerson Leo Sierer, Jr. AF  
Richard F. Bowell AF  
James L. Mock AF  
James A. Burton ROC  
Larry J. Petty CAS  
Margaret J. Rhodes CAS  
Ladusta A. Patrick CAS  
James T. Boyd AF  
Barto M. Bledsaw AF  
James S. Strickland AF  
Lee W. Muller AF  
Benjamin W. Haynes AF

## Superior Accomplishment Award

Veronica B. Queen FS

## Superior Accomplishment Group Awards

John B. Gruber AF  
Daryl L. Reindl AF

William E. Carson AF  
John F. Graham AF  
Frank D. Charles AF  
John A. Ferguson AF

Rosalie T. Ivey LOG  
Arthur L. Lenseth LOG

Douglas K. Haralson AT  
John S. Newell AT  
Eugene J. Wehe AT

Marjorie E. Adams AT  
Robert J. Heitkamp AT  
Albert N. Hester AT  
Linda L. Lang AT  
George M. Mills AT  
Patrick W. Minsch AT  
Bradley R. Nelson AT  
Michael M. O'Donnell AT  
Kimberley A. Tyner AT  
Robert R. Wastell AT



Jane Soper, AAL-423, On-the-Spot Award



Brian Staurseth, FSDO-01, On-the-Spot Award



## Awards



**Kris Conquergood** (center), AAL-17, received an On-the-Spot Award from **Peggy Smith**, AAL-420 Branch Manager, and **Trent Cummings**, AAL-510 Branch Manager, for her leadership in a team-building session of Airway Facilities and Air Traffic employees.



**Jim Burton** (left), AAL-6, received an On-the-Spot Award from **Mike Thompson**, AAL-501, for his work on a video tape concerning the Alaskan Region Flight Service Modernization Program.



AAL-7 group Special Achievement Award. Left to right: **Joan Dremann**, **Dennis Bonewitz**, **John Curry**, Assistant Chief Counsel, **Pat Walenga**, and **Jean Mahoney**.

**Paul Wegrzyn** (center), AAL-52 Branch Manager, received a Special Achievement Award from **Bob Lewis** (left), AAL-50, and **Don Kell**, AAL-2.





## ***FAI AFSS Manager***



**Benny A. Nottl**, Air Traffic Manager at the Fairbanks Automated Flight Service Station (AFSS) arrived in the Alaskan Region in June.

Ben began his FAA career at Great Falls, MT, in May 1969. He was reassigned to Miles City FSS, MT, and worked his way up to the air traffic manager position.

In 1975 he was selected for the air traffic manager position at Aberdeen FSS, SD. From 1978 to 1983, he was an area supervisor and assistant manager at Denver FSS, CO.

Ben obtained staff experience as an operations specialist in the Northwest Mountain Region Air Traffic Division from 1983 to 1986 when he was selected as air traffic manager at the McMinnville AFSS, OR. In 1989 he returned to the ANM Air Traffic Division.

The Alaskan Region is happy to welcome Ben Notti.

### ***GAO On Misuse***

#### **FOR YOUR INFORMATION AND GUIDANCE:**

A complaint that an FAA employee misused Government-owned equipment was substantiated. The caller alleged that the employee had installed personal software programs, some pornographic in nature, on a Government computer. An investigation by the FAA revealed that the employee had installed several unauthorized software programs on the computer, including pornographic material, football, and various other game programs. The employee admitted that he had installed the software and was subsequently terminated.

A complainant alleged that an office manager of a flight service station allowed his daughter-in-law to use a Government-owned computer during working hours to complete school work. An inquiry conducted by the FAA revealed that the manager did allow the use of the computer by his daughter-in-law. The FAA issued a letter of warning to the manager which stated that any further incident of this nature would result in more severe disciplinary action.

### ***READ AND HEED***

Excerpt from SUMMARY OF SIGNIFICANT AUDIT REPORTS  
ISSUED BY THE GENERAL ACCOUNTING OFFICE  
MAR 90 - MAR 91

# Have You Designated a Beneficiary?

Do you need to designate or review your designation of beneficiaries for your death benefits?

## Designation of a beneficiary is not mandatory.

Death benefits are paid in accordance with the following order of precedence:

1. To the properly designated beneficiaries or beneficiary.
2. To the widow or widower.
3. If none of the above, to the child or children, with the share of any deceased child distributed among the descendants of that child.
4. If none of the above, to the parents in equal shares or the entire amount to the surviving parent.
5. If none of the above, to the executor or administrator of the estate, or to any other person

who has authority under applicable state law to represent the deceased's estate.

6. If none of the above, to the other next of kin who are entitled under the laws of the domicile of the deceased at the time of death.

## An individual should designate a beneficiary only—

\* To provide for payment to some individuals who would not otherwise be entitled under the order of precedence.

\* To specify payment of different shares than individuals would receive under the order of precedence.

\* When evidence of a valid marriage or divorce is not readily available.

## A new designation of beneficiary is not required when:

\* An employee transfers from one agency to another.

\* The address of the beneficiary or designator changes.

\* The names of the beneficiary or designator changes.

\* The relationship between the designator and the beneficiary changes unless the change causes the designator to wish to change the designation.

**Designation of beneficiaries can be changed at any time. Each new designation supersedes the previous designation of beneficiaries on file.**

Questions should be directed according to your division's operating procedures. A contact with the Human Resource Management Division is **Jean Pershall**, Employee Relations Specialist, AAL-16B, at 271-5804.

Among the 11 FAA employees who took part in the Municipality of Anchorage Clean-Up Day and Blue Jean Luncheon were (left to right) **Merna Mobley**, AAL-400a, **Ana Dunbar**, AAL-2a, and **Davie Elliston**, AAL-4.





# Making Your House Appealing to Buyers

Your house is for sale, and you've heard this hot tip: Bake bread. No buyer can resist the homey smell. But after 6 weeks of this Betty Crocker routine you haven't had a nibble.

This may have once been a good strategy, but buyers are now picky. They don't want to fix up. They think a better house will come on the market tomorrow — and they're right. Selling a house is different from living in one.

To help you sell, the following tips are provided by the Alaskan Region Relocation Service Coordinator, Marge Cholometes.

## Remove those unsightly objects in your living room.

Maybe you hung on to your old furniture when you moved up. You got new carpet and furniture, but kept the orange velvet recliner. It really doesn't fit in with the house. Another reason for removing the orange velvet recliner: It is what is considered to be a "bulky piece." You need space to show a house. Usually there are three people looking at a house, a couple and their real estate agent. They need an aisle about 4-1/2 feet wide to move around.

Ole' is not OK. That touch of Old Spain from the 70's, those lamps with black wrought iron and amber glass, will date your house. So will shag carpet and French Provincial lights with plastic glass.

Clutter. Get rid of those stacks of magazines, the medicine bottles on the refrigerator, and the fruit bowl full of buttons, lifesavers, and paper clips. When you live in a house, you don't see the things that slowly accumulate.

## An empty room is better than bad furniture.

Dining rooms that have been turned into a computer room or a toy room would be better empty.

Hitting bottom. The basement should be cleaned from top to bottom. Even the rafters should be dusted. Beef up the basement lighting and paint the walls white. Clean the floors and the basement stairs. If you have things stored in the basement, pack them in professional moving boxes.

Pack up the dog and cat. Pets should be secured. Often homes are shown when the owners are away. The animals see strangers and try to defend their territory. A 2-pound poodle can turn into an attack dog. A cat can leap off the refrigerator like a mountain lion.

The garage is for cars. A car is a family's second biggest expense. People will sometimes buy a house because they want a garage. They're tired of having their car dinged when it's parked on the street. They hate scraping snow and ice off the windows. But they're not going to put a \$30,000 car in a cramped, messy garage. Your garage should have an automatic door opener. Repaint the door between the house and the garage — it takes a beating. Acid wash and clean the floor. Remove the barbecue collection.

Look out. Windows are big problems. It's hard to tell someone who has spent \$3,000 on gold satin drapes with ball fringe that they aren't an asset. But heavy curtains should be taken down. Heavy drapes are rarely used, unless the window has a bad view.

Mom isn't always right. All of us have things in our house we don't particularly like because

mom made them. Remove those little C-shaped rungs around the toilet.

Sometimes mom is right. Your oven should be clean, just like mom said. When you live in a house for a while, you let things slide. Home buyers want spotless ovens. The kitchen should look maintenance-free. A dirty oven looks like work.

Cleaning the kitchen. There should be no towels hanging on the stove and kitchen cabinets, even though grandma did make them. No clutter on the refrigerator. That stack of mail tucked behind the toaster or can opener should be put away and out of sight.

Colors and no colors. Maybe you should consider replacing that kitchen counter top, especially if it is a strong color like orange or bright apple green. Builders often try to sell the appliance color of the moment, but your prospective buyers may not want to live with it for the next 10 years. White and not so white are recommended.

Essentials. Houses must have a garbage disposal and a dishwasher now, no matter what the price range. Microwaves are essential, and most people want them built in.

Take it off, take it all off. If you have a cheap storm door, remove it. The wallpaper may have to go. You loved it when you put it up, but that was 15 years ago.

There are many more tips on making your house more appealing to buyers. If you have any questions on the preparation of your house for the sale market, please do not hesitate to call the Alaskan Region Relocation Service Coordinator at 271-5803.



## IN MEMORIAM

**David Bartholomew**, who recently retired from Airway Facilities Division.

**William J. Dotson**, retiree.

**Dewey Martin**, who retired from FIFO.

## Special Award to Contractor

The "Ken Smith Pound Cake Award" was recently presented to the Region's mail and stockroom contractor, TAG, Inc. Making the award to TAG was **Ken Smith**, AAL-210, who expressed gratitude for the "continually reliable and positive service" provided to Flight Standards Division by the TAG staff.

TAG is the second recipient of this prestigious tribute. They follow AAL-14A who received the award in February for exceptional personnel support to the Flight Standards Division.

Inexplicably, the AAL-14A award did not remain around long enough for a picture!



Left to right: **Larry Rodger**, AAL-52A; **Charles Williams**, TAG supervisor; **Cathy Bushong**, TAG; **Tom Stuckey**, Flight Standards Division Manager; **Tom Johnson**, TAG; **Ken Smith**, AAL-210.



**Sebastain Singleton**, TAG, waits eagerly for his share of the award.



## ***On the Fire Line, July 8, 1991***

by Craig Loudon, MM, NA SFO

Just as Charlie and I were finishing the laborious task of removing the flywheel from the old forklift in Bettles, we heard the flight service frequency advising incoming aircraft that a BLM chopper was in the area investigating a fire behind the housing area. We looked at each other for a moment, trying to digest what that meant, since the nearest of numerous raging fires in the vicinity was at least 20 miles away....or so we thought. The shop phone rang with the news that there was indeed a fire behind the FAA housing!

Dropping everything, we headed for the housing area, catching a glimpse of the already towering smoke plume as we rounded the corner of the building. We quickly pitched in with others, rolling out and connecting hoses, pulling them through the trees to the burn site, manning hoses and fedcos, wielding

pulaskis to dig out hot spots and small spruce trees to beat out the flames—using whatever was available to contain the spreading blaze.

Looking around, I realized that this was a community crew combatting the fire, including men, women, and several children with only one or two experienced firefighters present. Prominent among them were FAA personnel and their families laboring together to fight this common threat.

The blaze surged, subsided, then surged again as the wind, the availability of water, and flare-ups varied. After establishing a safe perimeter, we were relieved to see a large BLM helicopter approaching with a container of water swinging beneath it. After numerous passes in which the copter dropped tons of water, the blaze was largely extinguished. Two

mostly melted lawn chairs by a campfire site gave testimony to how the fire started.

Soon it was check-in time for my flight to Fairbanks, so I left the others to finish the mop-up work of dousing the many small smouldering embers.

Perhaps your job description includes fighting forest fires—I don't know—but I do know that it isn't in the P.D. of any of the FAA personnel who were there. Nevertheless, when the crisis arose, the often-asked question of "whose job is it?" didn't arise with it. Instead, following in the footsteps of countless others in FAA's history in Alaska, they all had hands-on involvement with the task, averting what could have been tragedy and leading instead to a happy ending.

Many thanks to **Tom Elmer**, FSS Specialist; **Charlie Williams**, MM; **Al Yatlin**, ET (and his wife and several children) for a job well done.

## ***Civil Rights Transitional Meeting***

of new Civil Rights Officer **Bobbie Gorden** (center) with the EEO collateral duty personnel was conducted on June 10.



## Retirements

June 1, 1991



**James M. Nelson**  
Electronics Technician  
33 years 3 months

July 3, 1991

**Gerald Sorensen**  
GS-2152-13 ATCS(C)  
ZAN ARTCC  
34 years creditable service  
32 years 11 months ATC time

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## Letters of Commendation



**Don Millard, ATCS at Fairbanks ATCT** for assistance in rescue effort of two lost snowmobilers.

ATCS **Derryl Blood** and ATCS **Chlp Dodd**, Homer FSS, for their performance prior to, during, and subsequent to the aircraft accident involving N6216U.



ATCS/S **Mark E. Kytonen**, ATCS/S **Edward T. Wilson**, and SATCS/S **Dennis E. Sheehan** in recognition for their work as Acting Air Traffic Manager for the McGrath FSS for 90- to 120-day detail during the period of April 22, 1990 to March 16, 1991.



**Gail Daly, ATCS at Kenai AFSS.**

RN **Linda Swanke**, AAL-300, received a Letter of Commendation from the Multiple Sclerosis Society.







*Aviation  
Safety . . .  
Is Everyone's Business!*



U.S. Department of Transportation  
FAA, Alaskan Region