



U.S. Department  
of Transportation

**Federal Aviation  
Administration**

# intercom:

Office of Public Affairs  
Alaskan Region  
701 C Street, Box 14  
Anchorage, Alaska 99513  
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October 1988

88-07



Anchorage Mayor Tom Fink (seated) is joined from left to right by Don Wold (Special Assistant to the Mayor for Economic Development), Frank Cunningham (Regional Administrator), and Don Keil (Deputy Regional Administrator). During his visit to the Regional Office, the Mayor was presented a briefing on FAA operations within the Municipality and some of the anticipated changes that are expected over the next several years.

## **ALASKAN REGION ENFORCEMENT POLICIES THE SAME**

**by Paul Steucke, Sr., AAL-5  
Public Affairs Officer**

Contrary to news reports in the Anchorage media, our regional aviation enforcement policies have not changed. We are not "out to get" the air taxi operators, and we still provide a considerable amount of "counseling" to pilots, operators, and air carriers.

The region's and agency's efforts to enforce the Federal Aviation Regulations (FARs) have been going on for a long time. The news media, and perhaps a few air taxi-commuter operators, have evidently confused our increase in inspector/investigator staffing and our ability to locate violations, with a media labeled "get tough" enforcement policy. The policy has always remained the same; to provide for the public's safety. Getting tougher has nothing to do with this situation.

The pilots, operators, and air carriers are responsible for aviation safety. That is the bottom line. We are responsible for making sure they operate by the rules (FARs). When they accept this responsibility via the operating certificate, they accept the cost of doing business in a manner that will allow them to meet the FARs and the public safety. There is no lesser standard. The FARs will be met!

Although you are probably aware of all this, we thought you might like to hear it from us. Not just read it in the press. As always, we would appreciate your passing any news media calls that you receive on to us for answering.

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## **CFC KICKS OFF CAMPAIGN FOR 1988**

The Southcentral Combined Federal Campaign (CFC) recently kicked off their annual fund-raising events for this year at a rally in the atrium of the Federal Office Building. All FAA employees in south-central Alaska should have received their CFC packets of information by now. If not, contact vice-coordinator **Ben Fish** (271-5299, AAL-62) or coordinator **Sayo Mimoto** (271-5317, AAL-453). They will be happy to answer any questions you might have concerning CFC.

Last year the Federal community made a total contribution of \$735,104. Needless to say, great numbers of men, women, and children were helped through this act of kindness. We again have an opportunity to help those who are not as fortunate as we are. Give generously to those who cannot help themselves for one reason or another.

Some people complain that they want to keep their money closer to home rather than sending it outside to some national program. In the Agency Listing booklet, there are local federations and agencies listed that you might select to assist through your contribution. The CFC for 1988 will run through November 10. Don't wait until the last minute to do unto others as you would have them do unto you.

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

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

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### TOWER OF TALENT

**Linda Lang** (Acting Air Traffic Manager, Juneau Tower) recently turned over eight letters of appreciation to the staff of the Juneau Tower. Look out Vanna White!

During **Linda's** four-month detail as acting manager at the tower, she received a tremendous amount of cooperation and dedication from her staff. In recognition of her appreciation for all their hard work during the busiest summer on record at the Juneau Tower, **Linda** presented special letters to controller **Mike O'Donnell** for his development of a computer program for the tower's air traffic operations data; to **Steve Coleman**, **Steve Groeneveld**, **Brad Robinson**, **Steve Brouillette**, **Don Gellerman**, and **Tom Meisner** for their support and accomplishments as air traffic control specialists; and to Air Traffic Manager **John McLaughlin** for all his assistance.

Congratulations to these Juneau air traffic controllers for all their hard work.



**Linda Lang and  
John McLaughlin**



**Mike O'Donnell  
and Linda Lang**



(left to right) **Steve Coleman**, **Steve Groeneveld**, **Linda Lang**, **Brad Robinson**, **Steve Brouillette**, **Don Gellerman**, and **Tom Meisner**.

## **AUTOMOBILE WINTER SURVIVAL KIT**

**by Chuck Gilmore**  
**Safety Manager**

Some people feel a survival kit is only needed in the wilderness. However, a basic safety kit should be kept in your vehicle at all times. The following is a list of suggested items you should keep in the back of your car or truck.

### **SNOW SUIT AND INSULATED BOOTS:**

When a vehicle breaks down, a snow suit and boots will keep you warm while you repair your car or go for help.

Additionally, if you are in expensive street clothes, you won't soil your good clothes.

### **ONE WOOL BLANKET OR SLEEPING BAG:**

For every two people in the vehicle.

### **TWO CANDLES OR STERNO:**

The blanket and candles will keep you reasonably warm while waiting for help. Don't forget to open a window to keep air circulating when using candles.

### **TIRE CHAINS:**

Self-explanatory.

### **JUMPER CABLES:**

A must in any cold weather environment. The best of batteries can quickly lose their energy in below zero weather.

### **WARNING FLARES:**

A mighty effective attention-getter.

### **SHOVEL:**

Make sure you have a good back to go with it.

### **KITTY LITTER OR SAND:**

Works wonders under spinning tires.

### **TOW CHAIN OR STRAP:**

Self-explanatory.

### **KEEP GAS TANK AT LEAST HALF FULL:**

Condensation in your gas tank is more apt to happen in the winter season, thus diluting your gas supply and decreasing your gas mileage. Being stuck in a snow bank with only a thimble full of gas in your tank can make the wait for a tow truck very uncomfortable once your gas supply is depleted.

### **MITTENS OR HEAVY SKI GLOVES:**

Frostbitten fingers are very useless.

### **MATCHES:**

To light your candles or sterno.

### **BASIC TOOLS:**

Screwdriver, pliers, adjustable wrench, etc.

### **SNACKS:**

Candy bars, granola bars, beef jerky, or crackers and cheese packs are a few good examples. They do not freeze either.

### **WOOL SOCKS:**

Nothing is more miserable than cold, wet feet.

### **FLASHLIGHT AND EXTRA BATTERIES:**

One equipped with a magnet is ideal especially when installing tire chains.

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## **NOTE TO ALL VETERANS**

**Chris Williams**, Federal Women's Program (FWP) Manager, has asked us to help locate all veterans within our FAA organization.

The FWP is planning a celebration for all veterans on November 10 (the day before Veteran's Day), and would like to have a complete listing of those men and women who served in the military. A cake and coffee reception will be held along with other relevant events.

Apparently, **Chris's** computer listing from PMIS only includes those veterans from the Vietnam conflict. If you are a veteran from any war or conflict other than Vietnam, please contact **Chris** at the Civil Rights office (271-5292) immediately. Watch for flyers announcing the upcoming events.

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**George Morgan** (Aviation Safety Inspector at FSDO) received a 30-year service pin and letter from **Frank Cunningham** (on the left).



(left to right) **Linda Gentry** (AAL-1a), **Cheryl Thompson** (AAL-610), and **Nancy Green** (AAL-421) recently received Certificates of Appreciation from **Frank Cunningham** (AAL-1) in recognition of their outstanding contributions in support of the Federal Women's Program.

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#### UP UP AND AWAY!

Good news in the field of promotions! We have a couple of people who received promotions up that ladder of success this month. Our congratulations to the following FAAers:

**Cruz (Cris) Torres** moved from a maintenance mechanic at the South Alaska Sector Field Office to a foreman in that same office.

**Dennis Warth** has left his position as Manager, Airways Facilities Sector, following his reassignment as the FAA representative in Tokyo, Japan. He is now in the process of conducting a seven-week trip throughout the continental U.S. and Canada in preparation for his new international mission.

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**Don Boberick**, former Legal Counsel for FAA, recently received a Certificate of Service from **Frank Cunningham** (on the left) in recognition of Don's 29 years and 4 months of service to the federal government.

## CONGRATULATIONS CORNER

A big salute goes to a number of our FAA people this month. We are happy to extend our congratulations to our following co-workers for their many years of Federal service:

**Stephen Lein**, Electronics Technician, Technical Support Staff, South Alaska Airway Facilities Sector -- 15 years of service.

**Frank Julian**, Technician-in-Depth, North Alaska Airway Facilities Sector -- 35 years of service.

**Donald Schultz**, Maintenance Mechanic, North Alaska Airway Facilities Sector -- 30 years of service.

**Dan Deneen**, Program Development Specialist, North Alaska Airway Facilities Sector -- 30 years of service.

**Ray Patterson**, Technician-in-Depth, North Alaska Airway Facilities Sector -- 30 years of service.



**Carol Wilson (AAL-620a)** receives her 15-year service pin from **Russ Oyster**.



**Edwin Dorsey (ATCS/S, ANC FSS)** received a 35-year service pin and a letter from the Regional Administrator.



**Richard Lehman (ATCS/S, ANC FSS)** received a retirement plaque after 18 years and 11 months of service with the Federal Government.



## TIME TO TURN ON THE CREATIVE BRAINWAVES



ALL AIRPORTS EMPLOYEES --

Get your creative juices flowing! Now is your chance to become famous! The National Airports Division is looking for a logo that will symbolically encompass all the airports programs. The winning design will become the official airports logo and will be used on all publications, special awards, and other activities internal to that division.

The winner will receive a \$100 cash award and a certificate that recognizes the winner as the creator of the new official airports logo. The winning logo will be selected by a panel of headquarters and field airports personnel.

### LOGO CONTEST RULES

1. Only former, retired, or current airports employees may enter.
2. The DOT or FAA seal may not be depicted or superimposed.
3. All artist's names will be withheld from the judges to ensure impartiality.
4. Entries must be submitted to **Henry Felices** at AAS-330 by November 28, 1988. Entries will not be returned.

If you have any further questions on the contest, contact **Ken Moore** at 271-5442.

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We are saddened to announce the loss of **Alex Scrivner**, son of **John Scrivner** (TID/SPS North Alaska Sector) and his wife **Barbara**. The family has requested that in lieu of flowers, donations be held until a scholarship fund can be set up at North Pole High School in **Alex Scrivner's** name.

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## GET READY FOR OLD MAN/WOMAN WINTER

There's no doubt about it -- winter has arrived, and we might keep the following pointers in mind in preparation for our Olympics of winter driving.

1. Have your vehicle tuned up and in good running condition.
2. Get good snow tires (i.e. all-season, studded snow tires) or carry chains, and make sure those tires are properly inflated.
3. Clear all windows before putting your vehicle in motion. Should the police stop you for driving with uncleaned windshields, you could get 2 points put against your drivers license and a \$30 fine.
4. When braking at any time, remove your foot from the gas pedal and tap the brake gently several times to eliminate skidding. Also place your car in neutral gear to help cut down on skidding during an emergency situation.
5. Leave sufficient space between you and the car ahead during inclement weather. The rule is one car length for every 10 miles per hour you are driving.

These may sound like basic common sense ideas, but it is amazing how few people take them into consideration until it's too late. Don't be disqualified from the human race because you neglected to keep a few safety items in your car or you didn't pay attention to proper auto maintenance and driving procedures.

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## Words from Washington

### TO FERS OR NOT TO FERS -- THAT IS THE QUESTION

Is it better to remain with the Civil Service Retirement System (CSRS) or to switch over to the Federal Employees Retirement System (FERS)? The Congressional sponsors of FERS and top Office of Personnel Management officials were stunned when only 2.8% of eligible postal and federal employees elected to transfer to the FERS system last year. They were expecting as many as 40% to switch over.

Some of the main reasons cited by advisors and personnel officers for this response to FERS, in order of their perceived importance, were:

- \* Many employees plan to make the federal government a career and believe CSRS provides greater benefits for career employments than FERS.
- \* There is a lack of trust in some aspects of FERS, including the viability of Social Security, a main component of FERS, possible future adverse changes in FERS benefits, and doubt about the permanency of FERS.
- \* Inability to contribute to the thrift plan component of FERS.
- \* Employees were waiting for Congress to liberalize provisions that would have made it more profitable for them to transfer.
- \* FERS is too complex.

There is now talk as to whether or not to have another FERS open season. Time will tell.

(GAO Report No. GGD-88-107, August 1988)

### COURTS RULE ON REHIRED STRIKERS

The federal appeals court has decreed that a former air traffic controller who was fired during the 1981 strike cannot circumvent the restrictions on re-employment by the government by transferring from another government job. In fact, the former controllers cannot hold any position in which they might interact with the Federal Aviation Administration.

A former controller recently tried to transfer into a Customs Service detection systems specialist job; but the Office of Personnel Management ruled the job closed to him. The employee claimed he was not subject to the restriction since he was a current federal employee and not an "applicant" for employment.

The U.S. Court of Appeals for the Federal Circuit declared that the fired controllers "cannot circumvent restrictions on their re-employment merely by serving in a position without significant interface with the FAA and then seeking to transfer to such a position after one year."

(Campbell vs. OPM, 88-3165, July 20, 1988)

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### SHOULD YOU BUY THE MERCEDES?

If you would like to find out how much Social Security benefits you can expect after retirement, and whether or not you should invest in that Mercedes right now, then call toll-free 800-937-2000. The Social Security Administration will send you a form asking for information on your current earnings and what you estimate to earn in the future under your Social Security-covered employment. Once they receive that information, they will send to you a statement with the benefits estimate and other information relative to your retirement.



### A COUPLE DOWNERS YOU CAN TALK ABOUT

Did you know the number of civil aviation accident fatalities nationwide were down by 5% during the first half of this year; and the number of consumer complaints against airlines last June was 70% below the number reported for June 1987.

This is the kind of news we like to hear. Air carrier fatalities dropped from 58 to 51 and general aviation deaths fell from 367 to 342. Midair collisions declined from 13 to 12, with the number of fatalities dropping from 31 to 11.

More good news! The nation's 14 largest air carriers reported an 81.9% rate in the mid-eighties of their flights operating on time. That sounds like some kind of a record in our books. Of course this may all change soon with the cutback in air operations at O'Hare International Airport in Chicago.

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### OUR WORK IS CUT OUT FOR US

Forecasters are now estimating that by the year 2000 there will be 766 million passengers a year boarding airliners in the United States. The reports indicate that the Southern, Western-Pacific, and Eastern regions will keep their top three spots as they provide services to 434 million of those 766 million passengers expected by the beginning of the next century.

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### CHANGING WITH THE TIMES

As times change, so do we, and so do our inspection procedures. FAA inspectors and repair station mechanics are now instructed to be on the alert for telltale signs of drug smuggling. Certain indicators of drug smuggling activities include the following:

- \* Passenger seats are missing from the aircraft;
- \* Signs of adhesive tape being used near the registration numbers, indicating possible alteration of these numbers;
- \* Sophisticated navigation instruments are present that are inappropriate for the type of aircraft;
- \* Windows are taped over or covered by curtains;
- \* Inappropriate inspection panels or unusual rivet patterns are on wings or fuselage. Either could indicate a structural modification to create a hiding place for drugs or additional fuel tanks;
- \* Screws appear to have been frequently removed and replaced;
- \* Numerous boxes, duffle bags, plastic bags, or other containers are inside the aircraft;
- \* Warped or misaligned doors indicating they have been opened in flight for an air drop;
- \* Aircraft flying or landing at night without lights and at off-airport operations where trucks or vans are waiting nearby.

Certain of these conditions could also relate to the illegal smuggling of liquor into Alaskan villages that have been declared "dry."

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## UP THE CONTROL TOWER LADDER OF SUCCESS

We are pleased to congratulate **Pam Udelhoven** on her new position as air traffic manager at the Juneau Air Traffic Control Tower.

**Pam** began her career in air traffic control with the Navy in 1976. Two years later she chose a different avenue of service to the Federal Government by joining up with FAA as a teletype operator at what was then the Anchorage International Flight Service Station (IFSS). Approximately one year later, she was selected for the FSS training pool. From there she transferred to the Dillingham FSS where she became a full performance specialist.



In 1983, **Pam** was chosen to join the tower training pool and was assigned to the Fairbanks Tower. After four years, **Pam** became the area supervisor, and has remained in that position until this recent promotion to air traffic manager in Juneau.

**Pam** has worked very hard over the years and has accomplished a great deal. We are very proud of her achievements and we applaud her abilities and dedication to the mission of FAA.

## IT'S TIME TO SEE RED

Many of us are familiar with the yellow ribbon campaign that symbolized American commitment to the U.S. hostages in Iran, and the display of green ribbons that represented the murdered children in Atlanta in the mid-80's. There is another campaign, however, that many of us have never heard about, even though it is trying to fight the #1 enemy of America.

The Red Ribbon Campaign was begun in 1985 to help create an awareness of alcohol and other drug problems. The National Federation of Parents for Drug Free Youth, Inc. (NFP) organized the first national Red Ribbon Campaign following the murder of a federal agent by drug traffickers in 1985. The main objective of NFP is to establish a parent/community network in every community to support drug-free lifestyles.

Some of us have heard of the efforts **Nancy Reagan** has contributed to this campaign in her role as honorary chairman, which she shares with her husband, **President Reagan**. Our First Lady has now appealed to all Alaskans to join with **Lynda Adams**, the statewide Red Ribbon chairman in Ketchikan, to support their challenge of creating a drug-free America.

There is no better time than now for us to show our concern for this war on drugs. October 23-30 has been designated "Red Ribbon Week." Various rallies and programs will take place around the nation, and NFP has asked all Americans to wear red clothing on October 26 as a symbol of our support of a drug-free America.

For more information on the Red Ribbon Campaign, call toll free 800-478-CARE. The war on drugs cannot be won by apathy or by ignoring the problem and hoping it will go away. It affects all of us -- maybe indirectly -- but nonetheless, none of us are exempt from its cruelty. We can be robbed, injured, or mistreated by alcoholics or drug addicts as well as the next person. Think about it!



## MR. SMITH WENT TO WASHINGTON, AND IS NOW IN A STATE OF SHOCK!

Howard Smith (Realty Specialist, Airports Division) went to Seattle, Washington, and he is not recommending the Hyatt Regency at the Seattle Airport to anyone anymore – and for good reason. He found the hotel security to be shockingly lax towards customer safety.

During a business trip to Seattle this summer, Howard checked in at the Hyatt's front desk about 7:45 p.m., and proceeded to head for his hotel room. As he walked down the long, lonely hallway, an armed bandit surprised him from behind, stuck a .45-caliber pistol in his ribs, and demanded all his money. Not being the kind of a guy who gives in easy, Howard attempted to grab the gun from his assailant's hand. They were both down on the floor, wrestling over the gun, when the cavalry came to the rescue in the form of two other hotel guests who happened to come walking down the same hall. The gunman, seeing that he had become outnumbered by "good guys," jumped to his feet and headed for the hills.

Fortunately, Howard was not badly hurt, and he picked himself and the now deserted gun up off the floor. As an afterthought he would like to share the following suggestions with other fellow travelers:

- #1. Let a bellboy escort you to your room.
- #2. Wear a long coat that covers your billfold pocket.
- #3. Carry minimal cash when traveling.
- #4. Take only those credit cards you plan to use.
- #5. Carry a secondary wallet in an inconspicuous place.

We might also add to Howard's list not to lay your room key down in a visible spot on a bar or restaurant table where your room number can be easily viewed; the security locks on your room door are there for a reason, use them; and take advantage of a hotel safe to store any valuable items you might be carrying with you. It's not that difficult to pick a suitcase lock. Traveling can be a lot of fun with just a few simple precautions and the use of good old common sense.

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## LONG DISTANCE SYMPATHY

We would like to express our sympathy to the families of two former Alaskan FAA people.

**Clara B. Steiner**, who used to work at the Anchorage Flight Service Station, recently lost her son, **Keith**, to a heart attack. **Clara** is currently working at the FSS in Terre Haute, Indiana.

We also just received a note from **Carrie Sheldon** informing us that **John Sheldon** has passed away. Some of you might remember **John**, and had crossed paths with him back when he worked for FAA for 31 years.

We also express our sorrow to **Janet Stiles** on the recent death of her husband **Carl Stiles**. Many of us can reflect upon the good memories of **Carl** while he worked at the Anchorage Flight Service Station. Memorials have been set up through the East Anchorage Methodist Church, Music Fund, 1660 Patterson Drive, Anchorage, AK 99504 or the Hostice of Anchorage, 3605 Arctic Blvd., #555, Anchorage, AK 99503. Cards and remembrances can be sent to **Janet** at 1524 Eagle River Road, Eagle River, 99577.

Our special thoughts and prayers go to **Clara, Keith, Carrie, John, Janet, Carl**, and to their families.

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## A GOOD TIME WAS HAD BY ALL

by Be Wenzel, SA/AFS

If you didn't go, you missed a great party!

The Civilair Club once again put on the "Fall Bash," and over one hundred of your fellow FAAers, their families, and guests were in attendance. It was a wonderful, crowded, noisy, fun evening.

I might have been designated Chairman, but much credit also belongs to the folks who worked like troopers to see that everyone enjoyed the evening and the food. People like **Laura Worrell** (ANC ATCT), who came and worked even though she couldn't be at the dinner; **Alpha Valdrow** (AAL-33), who fashioned fabulous cakes to eat, to raffle, and to celebrate a birthday; **Terry Saldana** and **Ann Roberts** (both AAL-33), along with their husbands, who added spirit to the party; **Hilda Elias** (AAL-421) without whom I don't think a Fall Bash would ever get totally done right; and **Dan Goodstein** (AAL-33), **Robie Strickland** (AAL-401), **Don Keil** (AAL-2), and **Jim Burton** (AAL-6), who all took care of so much of those behind the scene types of chores such as selling tickets.

You will be missing out on a lot of fun if you don't join us next year. It takes a lot of hands to make events like this turn out so great; but it's fun work, and we all have a super time.

The drawing was held this year for the Honolulu raffle, and was won by **Bob Mowery** from the ANC FSS. As it turned out, **Bob** was given a travel certificate worth \$1000 to fly anywhere he wanted to go. So he didn't have to migrate with the rest of the Alaskans to Hawaii, but could go wherever he chose.

The reason for the raffle was to finance scholarships in Aviation Technology at the University of Alaska. We are very excited that we will be able to offer two or three scholarships this time around.

Last, but I hope not least, the Christmas party for us big kids will be at the Elk's Club this year on December 2. That is the second! Put it on your calendars before you forget. Tickets will soon be available. This year there will be a bonus for picking them up ahead of time. We will have a drawing at the affair and the person whose ticket is drawn, and his/her guest, will be our guests. We'll refund their money for the party!

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## IRS ZEROS IN ON KEN SMITH

**Ken Smith** should not have to worry about an audit by the IRS for five or ten more years. His possible escape from the dreaded audit is due to his recent speaking engagement at the management development program sponsored by the IRS for all its managers in the Anchorage district. **Ken** dazzled them so much with his speech on prevention of sexual harassment that they gave him rave reviews and issued to him a Certificate of Recognition for his participation.

We are certainly proud of **Ken** and all the fine work he does for not only all FAA employees, but for members of the community as well. Thanks **Ken**!



**Ken Smith** (on left) accepts Certificate of Recognition from **Don Keil** (Deputy Regional Administrator) in recognition of his contribution to the IRS Management Development Program.



"I want to do the best job possible, and so do the other people in my division. Sometimes, we feel as if we're all just doing our own thing and losing sight of our organizational goals. Often, what's a problem for me isn't necessarily a problem for other employees, and that puts me on the spot. With the feedback plan, together with the people I work with, we can present our individual and collective concerns and know that at least some action or attempt will be made to help us do our job better."

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#### **BOB PHILLIPS, ATM AT BET ATCT ACCEPTS LCA**

Translation= **Bob Phillips**, Air Traffic Manager at Bethel Air Traffic Control Tower accepts Local Coordinator Assignment.

**Bob** has just joined the ranks of a special group of people in FAA known as our Local Coordinators. These people act as a communications channel among FAA employees, as well as a link between the communities they serve and the FAA. This is no small task. They put a great deal of extra time and "above and beyond" efforts into these activities. Time they are not compensated for, we might add.

**Bob** has been with FAA since July 1979 when he left the Marines after nine years of service and joined our Southwest Region. He arrived in Alaska in 1981 and settled into his new position with air traffic in the thriving metropolis of Cold Bay. After one and a half years there, **Bob** decided to head for the "big city" of Bethel, where he is now the air traffic manager.

We know **Bob** will do well with this new responsibility. He has the support of his co-workers at Bethel, his wife **Teresa**, and his children **Janina**, **Briana**, and **Nicholas**. Now what more could a man want! We congratulate him on this appointment as local coordinator. It is a position that is not assigned to just anybody, and we know **Bob** will do a great job.

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#### **OPEN SEASON FOR HEALTH BENEFITS ENROLLMENTS**

by **Ernie Fleece**  
Labor & Employee Relations Branch

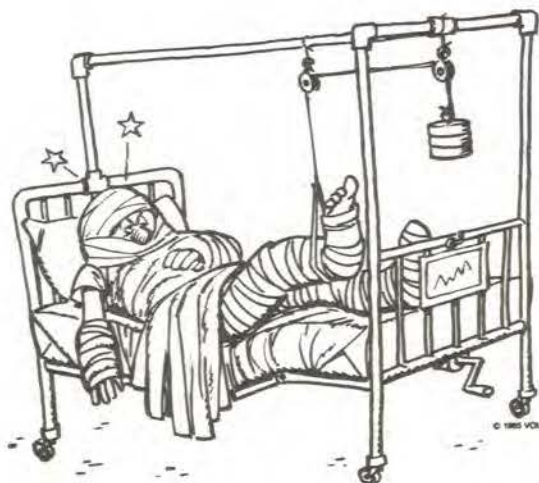
Federal Employees' Health Benefits (FEHB) open season begins November 14 and runs through December 9, 1988. During open season you may enroll, cancel, or change your enrollment option or plan.

Changes and new enrollments will be effective January 1, 1989. All SF-2809 forms changing enrollment or enrolling must be signed and postmarked not later than December 9, 1988, to be processed for this open season.

SF-2809 forms and copies of each health plan brochure will be available from your administrative personnel both at the field stations and in the headquarters building. Each employee will receive a "Plan Comparison" brochure before the beginning of the open season. This brochure furnishes the current rates and gives an outline of the coverage offered by each plan for the coming year.

Premium rates have increased an average of 27% for Self-Only enrollments and 28% for Family Coverage for this open season. All permanent employees are eligible for health benefit coverage. If you have any questions, please contact **Jean Pershall**, Employee Relations Specialist, at 271-5804.

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## **TO SURVEY OR NOT TO SURVEY -- THAT IS THE QUESTION**

by Dave Brubaker, AAL-17

Human Relations Specialist

It appears that most people liked the idea of conducting an employee survey at FAA. So with that information in hand, the Human Resource Management Division is planning the next phase of this activity.

The main thrust of this year's employee survey will be the Survey Feedback Action (SFA) program. This program is a product of the previous two surveys done in FAA. The following information is meant to show how FAA is responding to previous survey feedback:

1. **SHORTER** -- The SFA has only 37 questions.
2. **DOABLE** -- Each question has been designed to gather information about those things we "can do something about." The questions in the survey will address three areas -- job, manager, and supervisor.
3. **SPECIFIC** -- The questions will ask about the definable behaviors of our supervisors and managers who are named on the survey.
4. **FAST TURNAROUND** -- The survey reports will be returned to the supervisors three weeks after all surveys are received by FAA's contractor.
5. **MEASURABLE** -- Each supervisor (there are 207 in Alaska) who gets a report will receive a Leadership Index score. This score will be the average of all favorable responses the supervisor has received. Each supervisor will be able to compare his/her score with those of all other supervisors in FAA.
6. **ACCOUNTABLE** -- How well each supervisor implements the Action Plan that will be created from each work group's feedback meeting will be an item for each supervisor's performance appraisal this year. FAA is considering making the

Leadership Index score some part of the performance appraisal process in the future.

7. **COMPARABLE** -- FAA currently plans to make the SFA survey an annual occurrence. This will allow supervisors to compare their progress from year to year. FAA will also do the longer job satisfaction survey in November. This second survey will only be given to a random sample of employees.

8. **ANONYMOUS** -- Meaningful feedback demands collective points of view which are delivered in such a way that something positive will happen. The system is designed to ensure effective feedback while preserving anonymity.

During Phase I, this region enjoyed 99.4% participation in the surveys. We hope to reach 100% participation in this next phase since that will make the feedback even more meaningful. Make your opinion count -- **participate**. SFA is promoting honest and productive two-way communication for our region.

When asked, "Why participate in the supervisor's SFA plan," one manager responded as follows:

"Business as usual sometimes prevents us managers from identifying areas employees feel are problems in the organization. Often, if the job is getting done, we seldom "see" a problem unless an employee specifically comes to us and then we tend to see it as an employee's problem rather than the organization's or supervisor's problem. Through the SFA plan, employees are able to collectively identify areas of strengths and weaknesses, rate their importance to the organizational mission, and help the supervisor/manager pursue a course of action to improve or eliminate problem areas as well as to improve existing services."

An employee answered that same question as follows:



## HELPING HANDS REACH OUT IN BETTLES

Let's give a standing ovation to the folks in Bettles for their caring and giving nature during a truly admirable activity. We have heard through one of our local coordinators, **Roger Barr**, about a fundraiser that was recently held in Bettles for a local couple who had suddenly accumulated a very large hospital bill due to unexpected injuries. When it was discovered that the couple had no insurance coverage, the people of Bettles came to their rescue and planned a cook-out dinner and "bush" auction to raise money to help pay some of the doctor's bills. (A bush auction is a collection of "priceless" items that you have been carefully saving for many years -- such as the snowman paperweight your Aunt Bertha gave you for Christmas 20 years ago -- that are sold to the highest bidder.)

All the Bettlians had a fun time, and they collected a total of \$3,313 to help their friend and neighbor.

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## TUTKO'S TRAVEL TIP #2

Travel voucher examiner **Paul Tutko** tells us that GSA has announced a change in the "lodging plus" per diem. They have now expanded it to include worldwide travel, rather than only to the Lower 48 as it previously covered. Anyone know of a conference in Bermuda?

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## CIVILAIR PINS

**Vickie Sherburne** asked us to again remind everyone that she will be soon ordering FAA pocket and pin-on name badges. Call **Vickie** at 271-5351 to place your order, and then get your \$5.00 prepayment over to her at AAL-450a.

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## PERFORMANCE AWARD PAYOUTS

Some FAA employees might have noticed an extra chunk of change listed under the "Other" column of their September 20 paycheck. That figure represented the first performance management system payout for General Schedule and Wage Grade employees who received either outstanding or exceptional performance ratings. We would like to congratulate all 582 Alaskan Region employees who received these performance awards.



**Marge Cholometes (AAL-16C)** had the delightful task of signing all 582 forms authorizing these performance award payouts.



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**COMPLIMENTARY CLOSE**

As our complimentary close to this issue of the INTERCOM, we would like to applaud the following employees for the exceptional work they have done:

**Linda Craig** (Plans/Procedures Specialist, ANC FSS) received a Letter of Commendation for her extra efforts at the FSS.



**Wanda Kirk** (Secretary, ANC FSS) received a Letter of Commendation for her contributions in preparation for the facility evaluation and for assisting in the Anchorage FSS Open House.

**Susan House** (ATCS/S, ANC FSS) received a Letter of Appreciation from the Regional Administrator for her substantial contribution to the FAA mission.

**Dolores Coates** (ATCS/S, ANC FSS) and **Susan House** (ATCS/S, ANC FSS) each received a Letter of Appreciation from the Regional Administrator for their contributions as members of the Regional Aviation Education Committee.

**Gerald Flavel** (ATCS/S, ANC FSS) received a Letter of Appreciation from the Anchorage School District for his participation in the Anchorage School District's Community Resources Program.

**Christine Morgan** (Secretary, ANC FSS) received a Letter of Commendation for her efforts and willingness to handle many collateral responsibilities and several major projects during the past three months.



**Jo Ann Thomas** (left) and **Cynthia Brenton** (both ATCS/S's, ANC FSS) received plaques for their efforts in the beautification of the Anchorage FSS landscape.

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**LETTERS WE LIKE  
TO RECEIVE**

Congratulations to **Dave Morse** (Airway Facilities Manager) and his staff on the good work that prompted the following letter:

"Dear Dave:

I would like to share my gratitude for the super response you and your people made to the localizer project here in Ketchikan. It was completed with almost no crucial down time and little, if any, disruption of normal flight arrivals or departures.

On behalf of the Borough and airport staff, thank you for being so responsive to the needs of our community. We wish also to express our thanks to those maintenance people who were actually doing the work. They were careful to keep their presence in the runway environment to a minimum.

Please share our thanks with all those who helped make this project so successful.

Sincerely,  
Ken Linder  
Airport Manager  
Ketchikan International Airport"

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