

FAA WORLD

VOLUME 1, NUMBER 4

APRIL 1971





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APRIL - 1971

FAA WORLD is published monthly for the employees of the Department of Transportation/Federal Aviation Administration and is the official FAA employee publication. It is prepared by the Employee Communications Staff under the Associate Administrator for Manpower, FAA, 800 Independence Ave., Washington, D.C. 20590. Articles of general interest and photos for the FAA WORLD may be submitted directly to Regional FAA Public Affairs Officers.

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The Cover: FAAers from various Indianapolis facilities. (Clockwise and left to right, from 12 o'clock) (1) Controller Robert Badanek and the Center's 9020 computer; (2) Tower Controllers Robert Stucker and O. B. Reynolds; (3) FSS Specialist James Chestnut; (4) Training Officer Bill Humphress at Open House (see page 3); (5) (L to R): Maintenance Chief T. W. McCrackin, Unit Chief T. A. Peterec and Voyager Travel Club Official; (6) FSS Specialists Norman Reichwald and Gerald Schueller; (7) and commuter airline pilot and FSDO Operations Inspector Irving Applebaum.

Telling It Like It Is

In communicating with employees, management has an obligation to "tell it like it is." Employees have the same obligation—and the same freedom—in their dealings with management.

Much of the training activity at our new Management Training School at Lawton, Okla., is being built around this all-important matter of communication. One subject certain to be discussed in Lawton classrooms is feedback—the views, opinions and gripes expressed by employees in response to specific programs and policies.

For examples of feedback, you need look no further than this issue of FAA WORLD. It contains two features that could serve as classic illustrations of the subject. One of the features is "Direct Line" which is already familiar to most of you—it has been answering your questions for more than two years. The other is a new feature—"You Said It!"—made up of your comments, both favorable and unfavorable.

"You Said It!" gives you a new avenue for expressing your views. Letters printed this month came from a cross-section of the FAA work force. They came, also, from wives of employees, and in one case, from the 15-year-old son of an employee. In his letter, the boy vows he is "going to be a controller with the best of them."

We hope that the WORLD and other methods we are currently exploring will help create a climate for better understanding and better employee-management relationships throughout the agency.

The point that needs to be emphasized is that communication is a two-way street. It is never really successful unless your ideas, your opinions, your suggestions and your questions are made known.

It's management's job to be responsive—to act and to remedy situations that need to be remedied.

So, whether it be through a chat with your supervisor, a telephone call, a report or a letter to the WORLD—please don't hesitate at any time to tell US exactly like it is.


JOHN H. SHAFFER
Administrator

OPEN HOUSE

"Radar Controller stakes are high, and not everyone can clear all the hurdles. An understanding of the course by those at home can be truly helpful."



Quartet responsible for the planning and success of recent Family Understanding Night (FUN) open house at Indianapolis ARTC Center consisted of (from left): Efficiency and Proficiency Development Specialist (EPDS) Bill Humphress; Area Specialist Ted (Yogi) Burcham; Instructor Frank Marshall and EPDS Fred Heaviland, who M.C.'d the program.

Radar Controller/Instructor Frank Marshall is a concerned, empathetic, friendly individual. He likes his work and enjoys helping others become successful.

His broad face relaxes easily into a wide smile, and he quickly puts people in unfamiliar surroundings at ease.

This was evident when I shook his hand upon arriving to cover Indianapolis Air Route Traffic Control Center's Family Understanding Night (FUN) one recent Friday from 7:30 p.m. until 11.

Consequently, I wasn't surprised to learn Fun Night was Marshall's brain child. With 260 of the center's 624 people training to become controllers, Marshall discovered that many were having difficulty getting wives, parents and relatives to understand just what they were doing. Since the trainees can benefit greatly by having their helpmates assist in the learning process—learning identifiers, sector mileages, etc.—an open house evening tour seemed the ideal way to get families to know what goes on at an ARTC Center. In this way, they can understand and encourage trainees throughout their intensive training.

Marshall's idea quickly got the green light from management. It was implemented by him and veteran center personnel Fred Heaviland, Ted Burcham, Bill



Controllers seen working the Evansville low-altitude (to 23,000 feet) sector are (right to left): Assistant Controller George Ratts, Assistant Trainee Brian Easton, and Controllers Milt Hatleli (striped shirt) and Steve Scifres.

—Photo by Thom Hook



'Mission accomplished' might be the report, as Training Officer (EPDS) Bill Humphress passes cakes to mirth-filled, well-acquainted, row of trainees and their guests at conclusion of Fun Night at Indianapolis Center.

—Photo by Thom Hook

Humphress, Bob Schaaf and George Fields and has become a regular event.

Recently, some 70 wives, sweethearts, parents and grandparents showed up promptly at 7:30. Ushered into the center's auditorium, they were greeted by M. C. Fred Heaviland, an Evaluation and Proficiency Development Specialist (EPDS). After a warm welcome from Deputy Chief Ron E. Current, the audience learned about initial training from Frank Marshall and why trainees must absorb so much information and why they must know it so well.

Training progression was explained by Ted Burcham. Eleven classes of approximately 24 trainees each are accommodated yearly. Beginning as a GS-7, each trainee first goes into basic flight data/assistant controller training—necessitating considerable memorization, at which those at home can help. Then the trainee goes operational for 22 weeks. At the end of six months, the developmental controller is eligible for a GS-9. He then goes into advanced controller training at the Academy in Oklahoma City. After completing the formalized training, qualifying on additional positions of operation and gaining proficiency, he becomes a GS-11. Undergoing further radar training and qualifying on two or more radar sectors, the developmental con-



Towering above his nine-year old daughter, Kimberly, Area Specialist Ted Burcham offers her a soft-drink after walking tour. Burcham, who has been with the agency 12 years, is a Team Leader.

troller gains experience and becomes a GS-12. Three-and-one-half years after entering training as a GS-7, he can become a GS-13.

The stakes are high, and not everyone has the skill to clear all the hurdles, Burcham explained. An understanding of the course by those at home can be truly helpful.

The computer function and how it relieves the controller of tedious detail was outlined by Data Systems Coordinator Carl Gaunt. Since the computer is shut down from 11 p.m. until dawn, trainees still have to use their basic skills while the computer is "sleeping."

A 29-minute color motion picture, "A Traveler Meets ATC," was shown and then the audience was divided into groups of ten for tours.

Touring the 27 sectors that make-up the center, the visitors saw the mechanics that enable the Center to control 72,780 square miles of airspace, encompassing 323 airports—including eight medium hubs and four small hubs, plus three major military bases.

The visitors learned also that the center's basement houses enough telephone equipment to serve a town of 4,000 population.

Seeing the center's smooth operation, the crowd could appreciate how the facility was named the most



Radar Controller/Instructor George Fields (left) explains flight progress strips to Trainee Norm Mosk and his wife (at Fields' left) and rest of small group. At far right is Trainee Leroy Torain with his uncle and parents.



At Monday morning confab following Friday evening Fun Night, Deputy Chief Ron Current (right) reports to Center Chief Bill Dalton that get-acquainted evening for trainees was enjoyed by all and trainees and families felt more "at home."

—Photo by Thom Hook

outstanding enroute traffic control facility for the year 1969. Established more than 30 years ago in Cincinnati, by 1954 the facility grew to 70 people and moved to its present site. Payroll now exceeds eight million dollars yearly, and the center handles more than a million aircraft operations while controlling portions of Indiana, Ohio, Kentucky, Virginia, West Virginia, Tennessee and Illinois.

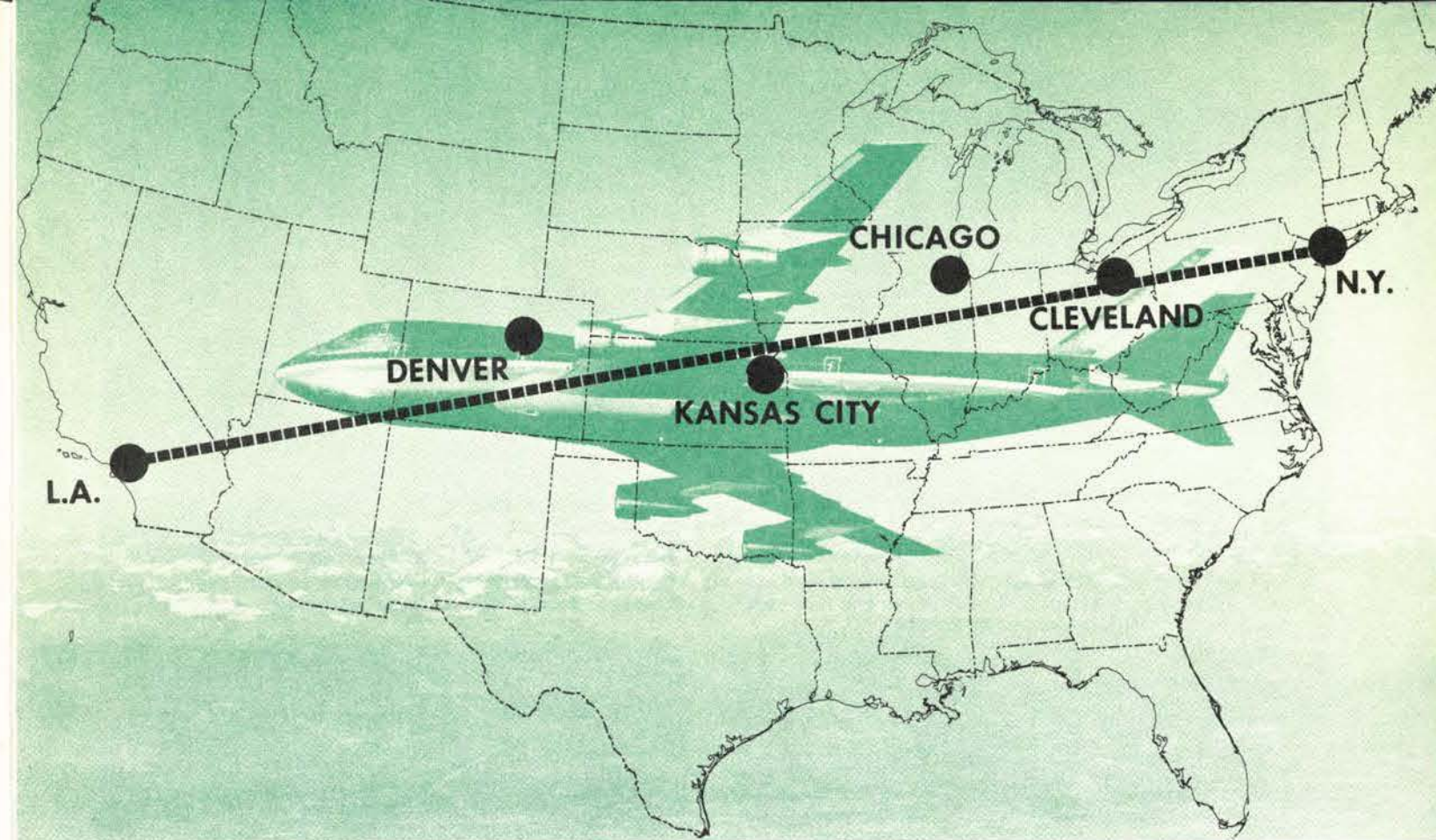
Trainees' guests also saw the complex 9020 computer, whose processing units communicate with each other without manual intervention. While a jet airliner is covering the distance of a football field, this computer can perform 170,000 additions and memorize it all!

Fun Nighters then got back to the auditorium for cakes and beverages (expenses were borne by the employees' association).

Satisfied smiles over refreshments showed everyone involved in this exciting, expanding new "business" of learning to be a radar controller had gotten to know each other better.

"Mission accomplished, until the next group comes aboard," said Frank Marshall, as the door was closed on another successful Fun Night.—By Thom Hook

Photos by Center Area Office Specialist Jerome Sotkiewicz and the Author.



A few stars . . . an unseen cast
of thousands—that's the story of . . .

FLIGHT THREE AND THE FAA

Even before the crew and passengers of Flight Three got aboard, the FAA was fully prepared for its journey.

At the New York Center, a computer had processed its flight plan. At each en route control center that Flight Three would contact as it moved across the country, information on this flight plan would be produced automatically, at each control position concerned, 30 minutes in advance of the flight's entry into the control sector airspace.

Through this and other actions, FAA would reserve a transcontinental tunnel of sky for the flight. This long corridor would begin at Kennedy International Airport, span the nation six miles above the earth, then descend gradually to the runway at Los Angeles International.

I climbed the spiral staircase to the 747's cockpit and strapped myself into the jumpseat. Already there, looking brisk and sharp, were the stars in today's coast-to-coast "production"—Captain Earl Phillips, First Officer Paul Carathers and Flight Engineer Robert Telefer. But unseen was a cast of thousands—the veritable army of FAAers that would contribute to the safety of Flight Three.

The aircraft had been flight tested under FAA supervision. It had been certificated as airworthy by FAA engineers and test pilots. It had been checked periodically by FAA inspectors. My companions in the instrument-decked cockpit had all been flight tested for proficiency by FAA inspectors. Their health had been regularly and thoroughly checked by FAA-designated physicians. Navigational aids so vital to the safety of the flight were maintained by FAA electronics technicians.

In one form or another, virtually every FAAer was making a contribution to Flight Three.

Even before the plane's huge engines started, the first officer began feeding navigation information into the plane's guidance system. It was a highly sophisticated system, dependent on FAA's nationwide network of electronic signposts, the trusty VORS.

Soon after we left the gate the voice of Ground Controller Chester Vile—cool, alert, businesslike—filled the cockpit: "American three . . . right outer . . . left double Papa. . ."

The earthbound giant, long as a football field, rolled toward the outer taxiway, first to the left, then to the



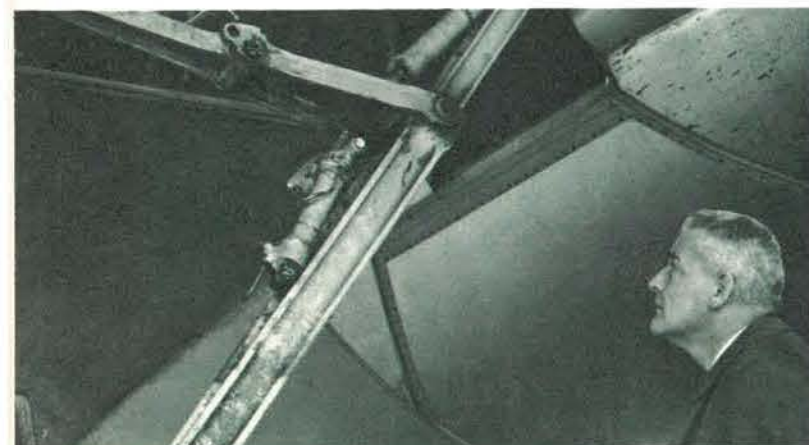
Checking the flight plan are (from left) American Three First Officer Paul Carathers, Stewardess Gaye Richards and New York Air Carrier District Office Inspector Frank Walley.



Clearing American Three for takeoff is Local Controller Albert Douglas at John F. Kennedy International Airport.



After being cleared by ground controller Chester Vile, the huge plane taxis along its assigned route to the active runway.



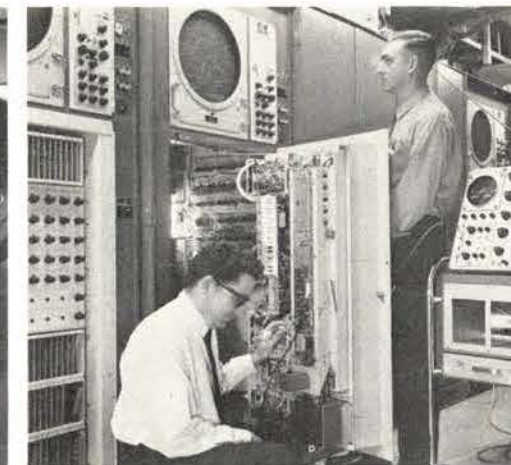
FAA inspectors give the new plane a thorough inspection from time to time. Here, Robert Baker of the New York Air Carrier District Office checks the landing gear of the plane used on Flight Three.



In the cockpit of the 747, Flight Engineer Robert Telefer gets ready to start the four huge engines while FAA WORLD's Ted Maher looks on.



Handling Flight Three as it enters the Kansas City Center area are (from left) Radar Controllers Wilma Craig and John R. Franklin and Team Supervisor Robert D. Murray.



Essential members of the air traffic control team handling American Three are the technicians who keep the equipment operating. Here Electronic Technicians Ralph E. Orr (Kneeling) and Richard L. Murrow check out some of the radar equipment at the Kansas City Center.



Clearing the 747 from New York for its descent to Los Angeles International are controllers at the Los Angeles Center: (from left) Sten Nordstrom, Orrin Densley and Roger Anderson.

right on taxiway "PP."

"Right outer . . . left inner," Controller Vile continued as he controlled other flights. "Right double Papa . . . follow the seven four seven." It was an even, undisturbed ritual-like chant.

When Flight Three reached the end of the taxiway, First Officer Carathers switched to another tower control frequency.

The voice of Local Controller Albert Douglas told Flight Three's crew: "Taxi into position and hold."

Moments after the 747 had lined up with the runway centerline, Douglas advised: "American Three . . . cleared for takeoff."

From my jumpseat perch, loftier than three stories above the runway, the 747's massive engines could hardly be heard. We seemed to be moving slowly and, sooner than I expected, the big bird's nose was lifting and we were in the air.

Like a baton going from runner to runner, the plane

was handed off from the tower to departure control.

Having severed the bonds of earth, we were climbing at 1,500 feet a minute with Departure Controller Charles Hackbarth guiding us skillfully through one of the world's busiest slices of sky. Flight Three was on its way.

"American Three, turn right, heading two five zero," Hackbarth said. "Climb and maintain one three thousand. Report leaving four thousand."

Our climb out took us across New Jersey and over Pennsylvania until we settled into our assigned six-mile-high arterial "highway in the sky." Up there, high above the earth's storm, the air was mill-send smooth. It seemed as though we were suspended motionless in the blue.

Below, on FAA radarscope in the Air Route Traffic Control Center at Islip, Long Island, Flight Three showed up as a tiny, bright blip—an image not much larger than a grain of rice.

Across the country, that blip's almost imperceptible movement would be given individual FAA attention. But it would be routine attention—the same kind of service provided to thousands of other flights that crisscross America's skies each day.

"We've never met most of these controllers, but we get to know them quite well," Captain Phillips commented as we moved across the Chicago Center's control area. "We're aware of the responsibility they have and we have a lot of respect for them and the job they do. We work as a team in the very best sense of the word."

While he was talking, a Chicago Center controller called in to tell Flight Three about possible turbulence ahead.

"See what I mean?" said Phillips.

I joined other passengers for lunch and the discussion turned to the air traffic system. Few of the passengers seemed aware of FAA's role in the safe

passage of Flight Three. However, the pretty Stewardess—Chris Gamber—had an unusually clear understanding of air traffic control and FAA's mission. Her father, Glen Bernard, it turned out, is a controller at the Chicago Center.

By the time I returned to the cockpit, we were skimming across Colorado. Shortly afterward, we pierced the imaginary boundary marking the eastern edge of the Los Angeles Center's control area.

We were still 150 miles east of our destination when the Los Angeles Center cleared us for our descent "at pilot's discretion."

From there on, it was all downhill. Approach control vectored Flight Three almost straight in. We landed on the active runway and turned off toward the terminal.

Another uneventful, safe arrival. But, I thought, this is what it's all about. This is the ever-so-important end product toward which some 53,000 dedicated FAAers work each day. —By Theodore Maher

FAA FACES & PLACES



'BACHELOR' OF SCIENCE???—Chief of the Radar Unit of the Airway Facilities Sector at Cedar City, Utah, Municipal Airport, William D. Black, recently earned his B.S. in Industrial Technology from Southern Utah State College. With FAA 14 years, Bill and his wife have ten children.



DEAF, BUT DEFT—Unable to hear a word since she was five months old, Patricia A. Melton has worked as a clerk-typist at FAA's Aeronautical Center in Oklahoma City the past five years. She recently was given an engraved plaque and a U.S. Savings Bond as the center's Outstanding Handicapped Employee by Director A. L. Coulter.



TAKING THE LOW ROADS—Atlanta FAAers in Washington recently with 18 experts from all regions to develop guidelines and plan criteria for Low Altitude Area Navigation (RNAV) routes were (from left): Mack R. Wood, Airspace Branch Chief at regional headquarters; Joseph (Joe) Almand, Deputy Chief, Atlanta ARTC Center; and Henry (Hank) Midura, Airspace Specialist. Meeting helped work out problems of route location in system permitting pilots to avoid overflying omni stations and fly a "straight arrow" path between points.



STUDENT STEWARDESSES VISIT—Some of the 18 girls learning to qualify as stewardesses at El Camino College recently visited the Hawthorne, Calif., Tower. Controller Ron Kostecka, who conducted the tour, is seen telling the girls how a light gun works.



THE GRADUATE—A king-size "mortarboard" with tape tassel was awarded recently to ATCS Trainee Newt Phillips (seated) of Albuquerque Flight Service Station. Teletype Specialist Tony Herrera saw that the cap signifying "graduation" was at a jaunty angle, while Phillips made plans to progress to other operational positions on the way to his journeyman specialist rating.



TRIPLE HERO—A twice-wounded winner of the "Combat V for Valor" as a Marine in Korea, NAFEC Police Sergeant Theodore F. Woodo, Jr. recently earned the FAA Valor Award for capturing a fugitive intent on attempting a hijacking at Atlantic City Airport. Associate Administrator for Engineering and Development Gustav E. Lundquist (left) made the presentation as Acting NAFEC Director Bob Cannon looked on.



JOBS WELL DONE—Employees of Chicago ARTC Center's Teletype Section recently received cash and Special Achievement Awards for outstanding performance. Making the presentation of the awards was Center Chief Charles S. Irwin to (from left) Wildia Curtwright, Teletype Section Supervisor; Irma Robinson, Eleanor Brasfield, Sandra Martin, Penny Gregory, Dale Heth and Robert Bilderback. Also receiving the award but not pictured were Marjorie McCalla, Essel Branch and Jack Cushman.



OKAY TO EXPAND—FAA's approval for Lockheed-Georgia Company to expand maintenance, overhaul and repair operations is presented by Southern Region Director James G. Rogers (left) to Robert A. Fuhrman of Lockheed. The company makes the Hercules L-100 airfreighters.



FROM SPACE TO AIR TRAFFIC—For exceptional service during the Apollo 13 moon mission while working for NASA in Houston, Briggs N. Willoughby (seated) received a Superior Achievement Award in his new job as air traffic trainee at Anchorage ARTC Center. Here Robert Wanker (left), an assistant controller at the center, assists Willoughby with a simulated traffic control problem while Military Liaison and Security Officer Frank Jackson looks on.



THANKS THAILAND SPIRIT—Proud of the new VOR/DME built on top of Ban Duke in Southern Thailand and in deference to local custom, FAA Electronics Engineer Silas Little and the FAA Civil Aviation Assistance Group built a Sarn or Spirit House for Phra Poom, the local deity. The Phuket mountain-top VOR/DME gives good service for 200 miles in every direction, including where the road to Mandalay winds to the westward.



RECRUITMENT RESULTS—Some of the 59 minority trainees appointed by the FAA through its Equal Employment Opportunity recruiting program take the oath upon entering service from Secretary of Transportation John A. Volpe. The trainees will prepare for careers as air traffic specialists or electronics technicians.



NEW CONTROLLERS—Among recent graduates of the Air Traffic control course at Iowa Technical College were Stanley E. Vogel (left) and Sammy E. Kirby. Vogel has accepted a position at the Kansas City Center. Kirby enlisted in the Air Force, where he hopes to gain the necessary experience.

You Said It!

IN the first issue of FAA WORLD, we asked for reader comment, and we were deluged with it. Though most of it was favorable (we're happy to say) some was unfavorable and some downright critical. We're grateful for all of it, and we publish here a cross-section of the letters received so far.

Views of the "World"

"... you have really hit the spot with the new FAA WORLD, and I want to add my appreciation along with the many others I'm sure you are receiving. The idea of sending it to our home addresses was outstanding. That, plus the articles on all types of FAA people—with plenty of pictures—has gotten my wife more interested in my job and the FAA. For the first time in ten years she's beginning to ask questions, and I'm becoming much more informed on the FAA as a whole, too... let's see an article on remote NAVAIDS sub-sectors, also the TACAN system... thanks again for the good info and the FAA WORLD. It's a credit to our organization."—Clarence Puckett, Jr., Franklin Sub-Sector, Courtland, Va.

"... upon receiving the first copy of FAA WORLD, I found articles and pictures that brought back memories. I am a recent addition to the air traffic control profession and went to Oke City for my basic training... suggest a feature each month on a specific facility—ARTCC, FSS or tower... your magazine certainly displays the magnitude of our operations, and you gave me a real feeling of belonging."—John A. Grant, Boston ARTCC

"... yesterday I received my first issue of FAA WORLD. I think you have a fine idea, interesting articles, excellent format and good composition. However, I noticed that it was addressed to 'Resident'... I think after 14 years with the organization, I deserve more than 'Hey, Resident!' Why not send it in my own name to my home?"

Sorry about that, folks. Getting the FAA WORLD mailing list assembled was no easy task, but we are making corrections as rapidly as we receive them. Please bear with us in these trying early days of publication!—Editor.

"... I think FAA WORLD expresses the true purpose and meaning of the FAA. The stories in your magazine are a credit to the men and women of the FAA. As far as I can see, your magazine doesn't need any changes at

all, but could you run a story on the men and women of the En Route Traffic Control Centers, which is about the hardest job in the FAA? I'm only 15 and some day I'll be a controller with the best of them. Please withhold my name."—Pittston, Pa.

Many thanks, and name withheld. But when you are old enough to come around to sign on as a controller, identify yourself as the Idea Man from Pittston. Meanwhile, thanks for the tip and the good wishes.—Ed.

"... the first edition of FAA WORLD was more sophomoric, uninformative and dull than any publication I have seen in a long time. If future editions do not improve, how can I cancel my subscription?—Unsigned

You can't win 'em all, and this is one we lost. Stick with us a few issues more, though, and maybe we can make you happier.—Ed.

"... I noticed the Fixed Industrial Equipment Mechanics (FIEMs) were not mentioned in the FAA WORLD. We are seldom mentioned anywhere... I know we are at the bottom of the totem pole, but hasn't it ever occurred to anyone that when our job fails, the whole center is out?"—Just a FIEM.

Everybody's important in the FAA, and there is no totem pole in the Agency. We're doing our best to give the widest coverage to all segments of the FAA. But it takes a little time to get around to everybody.—Ed.

Recruiting Tool

"... quite pleased with the first issue of FAA WORLD and believe it is a milestone in Agency communications. Style of writing certainly adds a great deal... the Systems Maintenance Service particularly appreciated the article 'Training for Tomorrow', inasmuch as this is quite responsive to our informal discussions about such an article... an easy-to-read and accurate portrayal of a typical FAA technician which could be useful as a recruiting tool; we recommend that it be made available to regional recruiting officers for dissemination at appropriate locations outside FAA... you and your staff have certainly earned a "Well done!" for the quality of FAA WORLD; we are looking forward to future issues"—J. W. Cochran, Deputy Director, SM-2.

Brickbat Dept.

"... evidently Horizons and FAA WORLD is printed-published at government expense primarily for FAA white-collar workers. I have never seen a picture or item about a blue-collar worker, so why go to the expense of sending FAA WORLD to blue-collars?"—L. B. Johnson, Oklahoma City.

FAA WORLD is not a white-collar paper nor a blue-collar paper. It tries to reach all FAA'ers regardless of their collars. Have another look at the cover of Vol. 1, No.1 and we think you'll see for yourself.—Ed.

"FAA is People"

"... we have just today received in the mail our copy of the new magazine FAA WORLD. From the front cover to the back I would like to express our appreciation for such a nice and newsworthy magazine. I like the expression used, 'FAA is People.' Please keep up the good work and keep this magazine coming our way. We appreciate it."—Mr. and Mrs. David G. Gray, Atlanta FSS.

"... congratulations on your first issue of FAA WORLD! We hope that this is not just the beginning and we don't compromise our humanistic, pluralistic approach that your first publication appears to be striving for... a leader's ability to inspire the participation of others in the decision process will be a necessity in our highly developed technology in order to survive under conditions of chronic change... perhaps this is why I am so pleased to see the 'people' type of magazine and wish it a successful adventure."—A. A. Artimovich, Manager, Airways Facility Sector, Minneapolis.

For Better Communications

"... the FAA WORLD is a very fine communications and literary effort. I feel that better communications could be achieved by assigning more 'reporters' and contributors over the whole spectrum of the FAA operation."—John T. Palmer, General Supply Assistant, AFSI, San Diego.

We welcome volunteer "reporters" as well as contributors—the more the merrier. We are developing plans for much broader reportorial coverage, so you

and we are thinking in the same direction. Many thanks! And many thanks to the many others whose interesting and readable comments—favorable and unfavorable alike—just couldn't be fitted into our limited space. Please keep your letters coming—they are our editorial guidelines, and we need them!—Ed.

A Question on Per Diem...

"... since the FAA WORLD is coming direct to the home, you should make every effort to make perfectly clear just what you are talking about. For example, in the first issue, after reading the article 'Training for Tomorrow', I was led to believe that the government paid most of the expenses of the Skeels family... my husband says that per diem barely covers his expenses, and for your article to imply that the agency per diem covers the cost of feeding and housing a family is misleading. Outside of this matter, I enjoyed the magazine."—Mrs. Helen Day, McLean, Va.

We had three or four letters to the same effect. Certainly we don't want to misrepresent anything. In this case we went directly to Jerry Skeels, the electronics technician who was featured in the article, for his comments.—Ed.

The Answer from Jerry Skeels...



"Although the article may have left the impression that 'extra' per diem was provided for families accompanying trainees to Oklahoma City, I'm sure this was not the intention.

"We have found that the per diem we are receiving over the long training period is certainly adequate and fair and we have been more than breaking even. Although I did not expect to lose any money by reason of having to take this training, I didn't expect to gain any, either. I think we're coming out all right as far as per diem goes and it certainly isn't costing us a cent out of pocket. Furthermore, I'm grateful for the extra investment FAA is making in me through this training. I am the one who benefits."

THEIR BUSINESS IS YOUR MONEY



Checking payroll folders for pay information are (from left) Elaine D. Ballard, Carolyn S. Vandrell, Clyde D. Hendrix, Yvonne K. Johnston and Ethel Nolan of the Central Region.



Pay documents are processed and verified during payroll week by Central Region employees. Standing from left are Kenneth C. Boyce, Adaline T. Lawless and Ardene Balutia. Seated is Frances Adams.

Ask the impossible—we'll do it!

That could well be the unofficial motto for the approximately 130 people charged with the job of seeing that you get your paycheck, that it's accurate and that it's on time.

FAA Payroll Branch personnel constantly face tight deadlines. Normally the entire payroll process must be completed within four working days following the end of the pay period.

During those four days, more than 20,000 Time and Attendance (T&A) reports are reviewed and processed. Getting T&As to the appropriate payroll center and processed within the short deadline period is crucial if your check is to be on time. T&As originate at approximately 1,850 mailing points including such places as Guam, Tokyo, Vietnam and Okinawa.

Payroll employees must record changes in salary, income tax, bonds, allotments, dues and other deductions. Leave balances must be updated and retirement records posted.

Computations are further complicated by the many types of premium pay to which employees are entitled. These include true time and a half overtime, night differential, holiday pay and the like.

The dedication and esprit de corps of payroll employees are notable. An example came to light when Louise Ramsing, a spry young lady of 66, announced that she would be retiring from her Southern Region

payroll staff position in February. Her retirement papers were routinely processed, with Feb. 28 as the effective date. On Feb. 20, Louise arrived at work in tears. She didn't want to retire, leave all her friends and the work she enjoyed so much. She was overjoyed when her retirement papers and plaque were retrieved and her proposed retirement cancelled.

Turnover has been unusually low on payroll jobs. Many employees have 20 or more years of service and some have more than 30. One "long-timer" is Wes Coleman of the Pacific Region's Payroll Branch—he has served for 34 years. Wes is the brother of a former Governor of American Samoa who is presently Deputy High Commissioner of the Trust Territory of the Pacific. Wes himself, by birthright, is in line for the position of High Chief in American Samoa should he ever decide to return there.

Payroll personnel have gone to unusual lengths to assure that checks are prepared and delivered on time. During the postal walkout a while back, payroll branches in the Eastern Region and NAFEC made special arrangements under which all checks normally sent to out-of-state banks were made payable to the employees. Checks normally sent to local banks were hand-carried to the banks for deposit to employees' accounts. Direct distribution was arranged for salary checks of other employees.

In the Western Region, payroll cards routinely mailed to the Treasury Department in San Francisco



Helping to resolve a payroll problem is Grace Wells, Accounting Programs Division, Management Systems.

FAA's Payroll Chiefs . . .



Otho Clark
Aeronautical Center



Phillis Grimstad
Western Region



Frances Hampton
NAFEC



Constance Ho
Pacific Region



Rosemae Katzen
Eastern Region



Adaline T. Lawless
Central Region



Florence Liffick
Alaskan Region



Frances D. Rooney
Southern Region



Mary Ann Rostron
Southwest Region



Ronald L. Wilson, Jr.
Washington
Headquarters

were somehow misrouted. As a result, some 7,000 Western Region employees faced the unhappy prospect of not getting their checks on schedule. Rather than let this happen, the Western Region arranged for another run of the payroll cards to be delivered personally to San Francisco by an employee of the Accounting Division. This saved the day, and the checks got out on time.

Over the years, payroll operations have become far more complex. Mary A. White, a Southwest Region employee with 31 years of payroll experience, can remember when retirement was the only deduction and when there was no income tax.

Standards and procedures for payroll preparation and processing are the responsibility of the Accounting Programs Division in the Office of Management Systems in Washington. Accounting divisions perform the payroll function in conformity with the directives which come out of this office.

The sense of pride payroll employees take in their work is not hard to explain. They enjoy what they're doing. They feel a personal responsibility to the employees they serve. They get a sense of satisfaction from providing an accurate salary check to each FAA employee each pay period.

It all boils down to this: they enjoy helping others. And when this requires doing the seemingly impossible—they'll do it.—By Grace Wells, Office of Management Services.

YOUR PAYCHECK—STEP BY STEP

1. Hours worked and leave are entered on T&As by designated T&A clerks.
2. Supervisors approve T&As and forward them to the Accounting Division servicing the payroll for your location.
3. Payroll reviews T&As for accuracy and completeness.
4. Pay computations are accomplished by data processing on the basis of the T&As and any changes in deductions, allotments, salary or other elements affecting salary.
5. An Earnings and Leave Statement is printed as a byproduct of the payroll process and given to you as your record of pay data and leave balances.
6. Predetermined controls are applied to assure the accuracy of pay computations. The Data Processing Branch then provides check issue cards or a tape listing which is forwarded by the Accounting Division to the Treasury disbursing office which prepares the salary checks.
7. Your check is printed by the disbursing office and mailed to the address you have designated.

What's New at HQ



OUTLOOK--COOLER DRIVING . . . For many Federal employees--including you FAAers--cooler, more comfortable summer days may be ahead, particularly if you must drive Government cars in the hotter sections of the nation. New regulations permit air-conditioned cars in areas having unusually warm temperatures during four months of the year. Also permitted in some cases are power steering and brakes, automatic transmission, disc brakes and limited slip differentials. Bear in mind that the changeover from the old-type to the newly-equipped vehicles will not take place overnight and applies only to southern sections of the nation. The important thing is that regulations now permit improvements not permitted last summer. . .

RETIREMENT MADE EASY . . . Look for hearings before long on legislation that would permit earlier retirement for Federal employees. A number of bills are pending--but at this early date there's no telling what their prospects are. One bill would permit optional retirement with a combination point total of 80, comprising years of service and age. Another would allow retirement after 30 years of service, without regard to the employee's age. Still another bill would permit retirement after 25 years at any age with a one per cent reduction for each year under 55. Another bill would permit optional early retirement when massive layoffs--RIFs--occur. We'll let you know the fate of each of these bills when and if they come up for consideration. (The House and Senate Post Office and Civil Service Committees have jurisdiction over retirement matters. At this writing, the committees had not held any official meetings except for a recent organizational session.)

FOR FAAers IN REMOTE AREAS . . . A proposal of more than passing interest to FAA employees is one that would allow Federal agencies to authorize use of government-owned vehicles for essential local transportation. This would be of benefit to agency employees who are stationed at remote areas and have no other practical means of transportation. Again, no action yet on this one, but we'll keep our eye on it.

TURNOVER DOWN . . . A recent one-line blurb in a Federal news column in Washington concerning a Treasury Department job opening resulted in more than 400 calls from job-seekers. Because of Federal pay hikes, retirement advances and the current economy, Federal jobs once more have become good things to have--and to hold on to. In a situation like this, obviously, turnover on Federal jobs--including FAA jobs--is noticeably less than was true in earlier, more prosperous times.

THE FACTS ON FACS . . . The Civil Service Commission has announced plans to establish on a trial basis a government-wide, computer-based program designed to match talents of mid-career Federal employees against agency manpower needs for specific skills. To qualify, you must be in grades GS-12 through 15 with at least a year in grade and must be working in personnel management or industrial relations jobs. Referrals will be made to positions at grades GS-13 through GS-15. CSC regional and area offices have the required forms. The program is known as the Federal Automated Career System (FACS).

DIRECT LINE

This is your direct line to the top! Your questions will get answers. Here are the ground rules: all questions must be signed, the column should not be used to take the place of formal grievance and appeals procedures and questions should not be operational or technical matters. Send your questions to **DIRECT LINE, FAA, 800 Independence Ave., S. W., Washington, D.C. 20590.**

Help for FSSs . . . Policy on Holiday work . . .

QUESTION: How can local FAA management have the prerogative to grant compensatory time in lieu of money for "covered position" overtime work performed, when the DOT Secretary has determined "an employee in a covered position should be paid overtime pay in an amount equal to one and one-half times his hourly rate of basic pay for all overtime worked during a pay period in which he has worked four hours or more of overtime in covered work?" (Agency Order 3550.7, Page 2, Para. 4.) Since PT P 3550.11, Chap. 2, was published several months earlier than Agency Order 3550.7, does Agency Order 3550.7 take precedence over PT P 3550.11, Chap. 2, or not?

ANSWER: As explained in answers to earlier questions on this subject, the true time and one-half pay for overtime law did not change the methods (money or compensatory time off) of paying for overtime work. It simply changed the amount of money paid to certain employees who perform work covered by the Secretary of Transportation's determination order. The law that provides for overtime payment in compensatory time off (5 USC 5543) remains in effect. Thus, the provisions of PT P 3550.11 on these matters were not superseded by Order 3550.7. Hope this reply clarifies the two laws for you.

QUESTION: What is FAA policy regarding assignment of air traffic controllers on holidays and which order covers this policy?

ANSWER: Basic policy regarding assignment of employees on holidays is covered in PT 3550.11, Chapter 4. Employees are not assigned to duty on holidays

unless such work is necessary for the protection of life or property, is in the interest of the general public, or is necessary to meet an emergency in which the interest of the Government requires completion of a particular job without delay. In line with this general policy, as many employees as feasible are excused from duty on a holiday. Minimum staffing is retained consistent with anticipated workload and agency responsibilities for air safety. Facility chiefs should try to distribute necessary holiday work equitably among qualified personnel. Those who must work on holidays receive double pay.

QUESTION: When are we going to get enough help in the FSS's to satisfy the demand for our services?

ANSWER: Agency officials are quite concerned that flight service stations have the necessary resources to continue their fine service to the aviation public. For the past several months, agency planners have been studying advanced automation equipment for FSS's; two flight plan print-out systems are currently under evaluation. Concurrently, SRDS is developing requirements for automated storage and retrieval of FSS information. The Deputy Administrator has emphasized that automation in the stations does not foreshadow a cut in personnel. He noted recently: "Workload in the stations has grown constantly during the past years and will continue to grow. Automation will merely enable us to keep up with this growth. We foresee a need for more modern services to support a growing number of general aviation pilots."

QUESTION: It is my understanding that unless an employee is on military leave while performing his military duty, his beneficiary is not eligible to collect his civil service insurance. This would mean that when his military leave is exhausted and he is required to perform additional military duty while on annual leave, he is not protected, even though his premiums are being deducted from his pay for this coverage. The military insurance coverage protecting him may be much less than his civil service insurance coverage, especially in case of accidental death. He also loses the "double coverage" protecting him while on military leave. Why has this apparent inequity never been corrected?

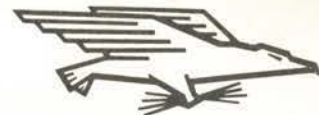
ANSWER: Your interpretation of Federal Employees' Group Life Insurance (FEGLI) coverage while on active military duty is essentially correct. However, when your FEGLI coverage is terminated for this reason, you automatically receive a 31 day extension of the life insurance protection but not the accidental death or dismemberment features.

The FEGLI benefits and costs are based actuarially on civilian service. To extend coverage to those on active military duty would necessarily change the actuarial basis and probably result in higher costs. In addition, military services make their own life insurance available. Thank you for a good question.

DEPARTMENT OF TRANSPORTATION

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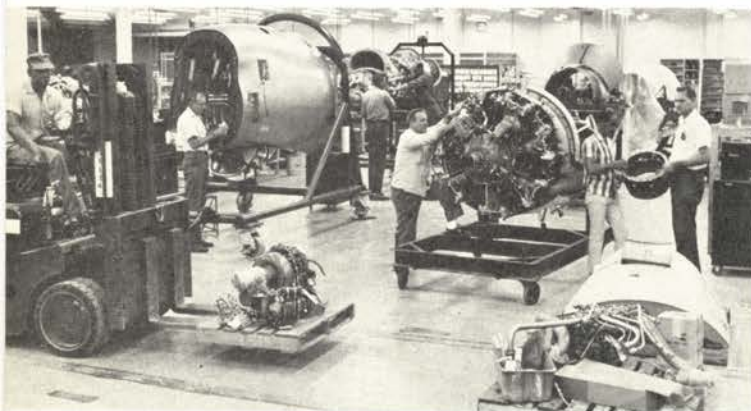
Let's Visit the Aeronautical Center . . .

It's adjacent to Will Rogers World Airport, Oklahoma City. It has 3,900 employees and more than 1,500 students in daily attendance. In service a quarter of a century, this vast facility is the hub of FAA's medical research, airmen and aircraft records, aircraft maintenance, depot material logistics, flight inspection of navigational aids and in-residence training for air traffic controllers and electronics technicians.

Flight training for air carrier and general aviation inspectors also takes place here. More than a hundred

agency aircraft are overhauled and maintained here. Research in areas such as crash impact and survival; toxicology; and stress in controlling and piloting takes place at the Center's Civil Aeromedical Institute (CAMI). Medical records for all airmen are maintained by CAMI. The FAA Center is also home for the U.S. Coast Guard Institute, a correspondence school for 35,000 Coast Guardsmen. "Oke City" thus is truly the research, training, maintenance supply, and records center for the FAA.

Medical researchers use normal and high-speed photography to check crash impact tests. Dummy is catapulted in laboratory to test shoulder harness.



Center's Aircraft Services Base tears down engines for overhaul, then reassembles them for installation.



Video tape is used to train tower controllers on terminal procedures in a nine-week-long basic course.



Agency aircraft maintenance, logistics, training, record keeping and medical research are conducted at the Center.