

FEBRUARY 1973

FAA WORLD

Service to Man in Flight



HOW MANY
TO DO THE JOB?

FAA WORLD

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CONTENTS

Editorial	2
How Many To Do the Job?	3
Direct Line	6
Like It Is	8
So You're Being Transferred	9
Guiding the 'Spirit'	12
Hiki-no	13
Faces and Places	16
Mobility Gulch	18
Fables	18
Making the Sun Shine Brighter ...	19
Safety in Verse	20

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The cover: Management Systems analysts are developing facility staffing standards for the future based on workload factors. Air traffic is nearly done; Airway Facilities is coming up.

Financially Speaking . . .

By the time this issue of FAA WORLD reaches you, our Fiscal 1974 budget request will have been completed and submitted to Congress. Information about it should have already been supplied you through official channels. Frankly, the proposed budget is tight. So is the current money and personnel situation, but both contain enough high-quality resources to enable us to maintain and, perhaps, improve the essential services for which FAA is responsible.

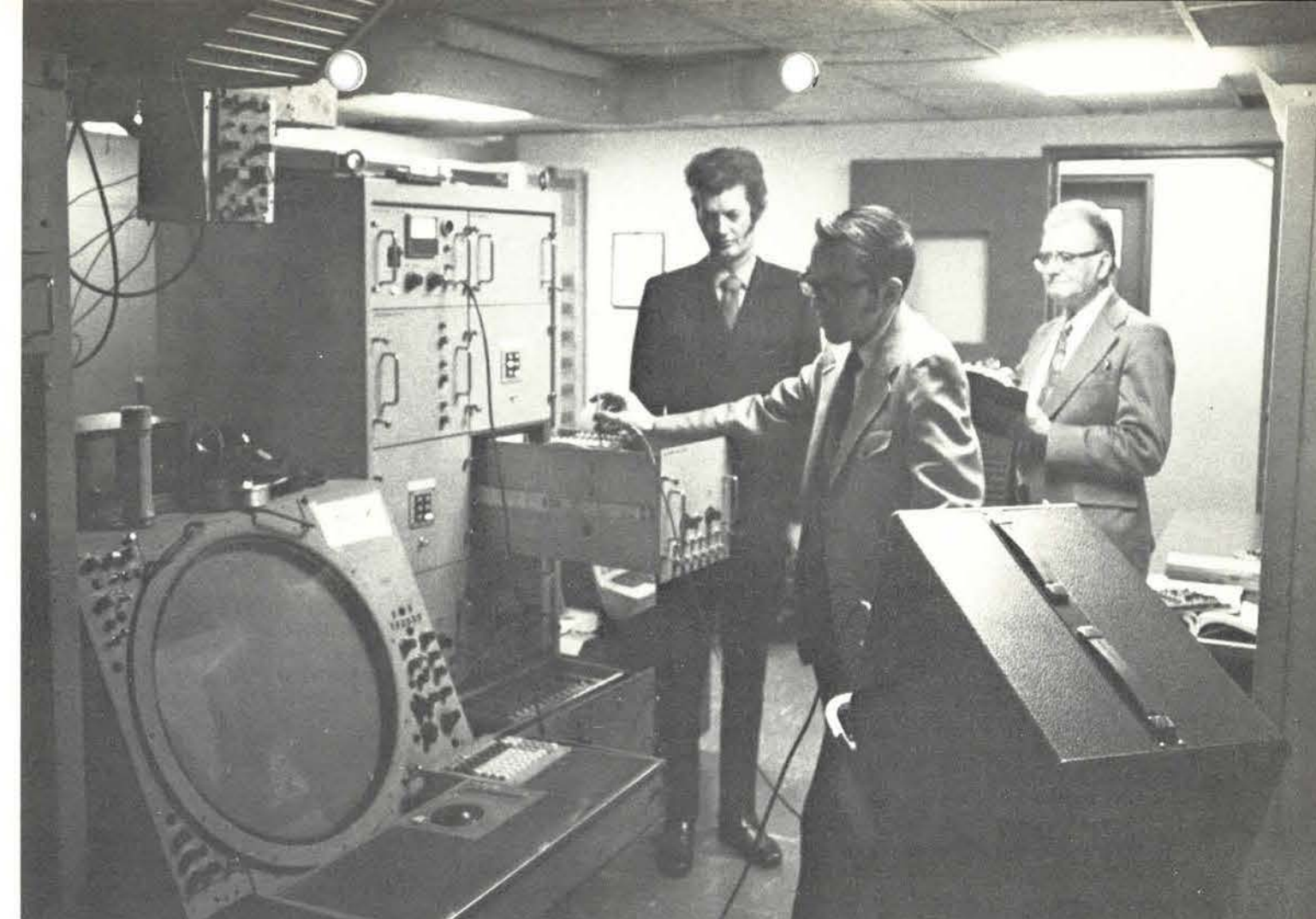
The financial situation we are facing in the agency, as, indeed, is the entire government, presents a challenge that can be met with a positive attitude. It will force us to reexamine and re-evaluate much of what we have been doing and plan to do. As is common in managing our personal lives, we will be forced to set up priorities for the agency and delineate among those things that are "must do," "should do" and "nice to do." Then we will go ahead and accomplish the "must" items within our available resources of dollars and people.

In addition, through greater efficiency, more careful planning and developing innovative approaches, our challenge and our satisfaction will be in trying to see how well we can meet the other requirements. It's a matter of a can-do attitude—much as we see in the story of the young blind man on page 13. And the careful planning is exemplified in the cover story on setting staffing standards.

Don't get me wrong. None of this will be pleasant, unless we can get ourselves to see this as an opportunity to take stock, to re-examine ourselves critically but constructively and to find ways to do what we have to do better than we've ever done it before to maintain our present high standards of service.

James E. Dow

JAMES E. DOW
 Associate Administrator
 for Administration



As part of phase one of a staffing standard study to be made of Airway Facilities maintenance activities, management analysts Jim Cubbison (left) and Charles Wright (right) of the Staffing Standards Branch observe electronic technician Charles Egan in the sector at Washington National Airport adjusting a video map.

HOW MANY PEOPLE TO DO THE JOB?



"Air traffic control is not like an assembly line, and that's one of our problems in developing a staffing standard," said Thad Uehling, an industrial engineer who is acting chief of Management Systems' Staffing Standards Branch. "It's a demand workload that you can't meter like you would something coming off the end of a production line. One hour, the controller is up to his ears in work—the next, the sector load may be way down."

Uehling and Al Garon, assistant chief of the Management Analysis Division, were showing me their tangible product—one of numerous thick computer printouts they send to each facility and to the regions, forecasting what manpower will be two years hence.

Now nearing successful completion is the project

to determine the number of people needed to do particular air traffic control jobs in the different types of facilities in that service. Following the taking of extensive field measurements in centers, terminals and flight service stations, a staffing standard was developed and is currently being used to determine the number of workers needed in fiscal years 1974 and 1975. This standard covers 23,000 positions, or about 43 percent of the agency's work force.

"Our computer printouts are mailed to each facility," explained Al Garon, "and each region simultaneously receives printouts for all its facilities. Both mailings are made in the fall of the year as part of the budget process or call for estimates."

The computer presentation of staffing standards does not mean that the facility is guaranteed the

CHANGE OF ADDRESS: FAA employees should send their changes of mailing address for FAA WORLD to the control point in the region or center where they are employed: AAC-44.3; AAL-52.1; ACE-20; AEA-20; AGL-13; ANA-11; ANE-14; ANW-14.7; APC-42; ARM-5; ASO-67.1; ASW-67.23; AWE-15; and Headquarters employees, AHQ-431. You should not send change-of-address information to Washington. If you move from one region or center to another, you should submit your change of address to the region or center to which you move.



Observed by management analysts Charles Wright (standing, left) and Bill Miller are Washington FSS specialists (from the left) Nolan Adams, handling enroute center flight plans; Percy Willis, sending and receiving other flight plans over the teletype; Buddy Phillips, coordinating plans; and L. C. "Stan" Stansel, at the military in-bound position.



At the in-flight air/ground radio position of busy Washington FSS, management analysts Charles Flesh (left) and Milt Etters gather data over the shoulders of specialists Jan Allsman (front) and Paul Coniglio.

number of people indicated. Justifications for any exceptions to the printout must be made by the facility, but, in the end, it is up to the region to review the staffing for all of its facilities. Allocation of available staffing to the facilities is within the prerogative of the regional director, who uses the staffing standard as his guide.

"Changes in manpower requested beyond certain limits have to be explained on the returned printouts," Uehling said. "This is a real help to us, because it could indicate when the standard has gone bad—it doesn't last forever."

Workloads change, he added; the National Airspace (NAS) automation program changes the environment, and standards can show a need for many more people than the agency will actually get for the next three years. "Differences in what is needed and what we get, as indicated by the standard, serve to point out to management what the possible impact will be on the system," Uehling said.

There are only seven management analysts doing staffing standards work for the regions, NAFEC and Washington Headquarters—half the people they had several years ago. This has resulted in switching from considerable travel to facilities to collect data to designing a system in which the facilities can do their own reporting. The handful of analysts still travel extensively, but have to rely on on-the-spot help from regional and facility personnel.

"In the past, there were cases where the visiting analyst spent a lot of time during a two-week stay convincing employees that a work-measurement study merely attempts to determine how many people are needed to do the job and doesn't result in 'axing' anybody," said Uehling. "Now, almost everyone is convinced of the need for a standard, and we have half-a-dozen big projects waiting to be done."

Once a standard has been developed, the task of preparing budget submissions is greatly simplified. The facilities report the data themselves on source-document forms, which tell for each center, for example, the number of planes handled per hour by each sector on a typical busy day. The source document may come to the Staffing Standards Branch over the teletype, in a "buckshot" U.S. messenger envelope or on punch cards. This information is fed into the time-shared computer in headquarters. Since centers have computer setups, a large volume of data can be put on cards or tape at the facility and sent in.

"Given the data for a busy day at a center," Uehling explained, "we develop the projected workload, using the aircraft counts forecasted for 1975 by FAA's Office of Aviation Economics." Uehling showed the printout for the Boston Center, which projects the actual force needed as determined by the standard: one chief, one deputy, one secretary, seven flow controllers, and so on.

In the air-traffic study, 2,000 actual sector operations were observed at 15 centers. Data for each hour was collected in 10-minute segments. Controllers, working with the analysts, made the judgments as to how busy the controllers were each hour; that is, normal workload, heavy pace or light pace.

Uehling's management analysts were recognized as a group by Management Systems Director J. Meisel for their outstanding work in using their multi-disciplined backgrounds. In addition to acting branch chief Uehling, the team consists of Lynn "Pete" Fuller, former Washington Center controller; Jim Cubbison, formerly a civil engineer in facility installation and an ex-staffing-validation team leader in PC and at NAFEC; Milt Etters, a retired Air Force colonel, whose service career was in staffing-validation studies; Don Bader, an industrial engineer who headed staffing validation in the Western Region; Bill Miller, who was with Airway Facilities out west and later became an analyst there; Charles Flesh, who was with a major airline and has been in Staffing Standards since 1967; and Charles Wright, who had a stint with the Navy and NAFEC's Technical Reports Review Staff prior to coming to



At the high-speed computer printer at headquarters, a trio from Management Systems—(from the left) Bill Miller, Al Garon and Thad Uehling—reviews staffing presentations generated through computer analysis of standards data.

headquarters. Yvonne Smith is their secretary. Arnie Price was the full time Air Traffic Service man on the team, and many other AT people helped.

The program's success is due to the joint effort of the Office of Management Systems and the services involved—ATS, AF, etc.

"If you want the standard to be truly accepted," says Uehling, "people from the service concerned



Meeting with Ralph Anderson (second from right), Airway Facilities Sector assistant manager at Washington National Airport, a staffing standards team discusses the study plan they are developing. From the left are Milt Etters, Charles Flesh, Thad Uehling, Anderson and Bill Miller.

must feel that they had a part in the standard's development."

"February is the month the computer presentations are returned from the facilities," Uehling said. "The standard will be a good fit for most facilities, so we will be dealing mainly with the exceptions. After review and recycling through our own Agency Review Board and the Office of the Secretary of Transportation for approval, a budget will finally be pulled together a year before it comes up."

Phase one of an Airway Facilities maintenance staffing standard is already on the drawing boards. In collaboration with that service, the analysts are drafting a methodology for setting standards for 9,500 more FAAer's jobs. —Text and photos by Thom Hook

Left to right: Management analysts Jim Cubbison and Milt Etters are using a remote terminal to communicate with a time-shared computer. Industrial engineer Thad Uehling and analyst Charles Wright examine a tabulated printout showing manpower needs for a future budget year. In the background, analysts Bill Miller and Charles Flesh and a machine operator review staffing presentations generated by the computer application of staffing standards.



DIRECT LINE



Q. Airport advisory service furnished at selected FSS is considered a key result area on a specialist's PER. The specialist must use specified phraseologies in the delivery of advisories and must be alert at all times to avoid hazardous and conflicting takeoffs and landings. Many possible conflicts have been averted due to the alertness of the specialists. The only difference between airport advisory services and those provided by a VFR tower is that the advisory is not mandatory to the pilot. The FSS is still unable to count advisories as an activity. I believe this to be unjustifiable.

A. There are significant differences between airport advisory service and VFR airport traffic control other than the optional use of airport advisory service. Controllers in VFR towers are responsible for the control of aircraft arriving or departing from their airport and for movement on the airport surface. They also provide positive traffic information, as opposed to "reported traffic" information. Certain statistical data are tabulated at flight service stations for various agency uses and of these data three were selected as facility complexity criteria. Airport advisory service is credited under one of these criteria: aircraft contacted. The act of crediting airport advisory service activity as a separate count would not increase the complexity of a facility but would simply inflate the statistical data. Other types of activity such as issuing a NOTAM, weather observations, etc., could be given a count, but would serve no useful purpose in determining facility levels.

Q. I recently submitted an ingrade bid for transfer to another region and was notified by that region that they were not accepting such bids. From what I can find out no region is accepting any out of region ingrade bids. How do I obtain an ingrade transfer within the FAA?

A. Internal Placement Handbook, PT P 3330.9, Paragraph 30.d. provides that if no vacancy exists at the time the request is received, the application may be returned to the employee or retained for future consideration. The decision of whether to retain the application is generally based upon the prospects of a vacancy occurring of a type for which the application is being made.

Unfortunately, due to budgetary limitations, the prospects for employment, including interregional transfers appear rather minimal at this time. However, from calls to various regions, we have not found any general policy of automatically returning all Internal Placement requests. Instead, these requests are being decided on a case by case basis. Therefore, we suggest you submit your Internal Placement request to all other regions in which you may be interested in working and be sure to bid on any suitable vacancies that may be announced under the Merit Promotion Program.

Q. In a previous "Direct Line," a response was given to a question as to whether or not a Data Systems Specialist was required to maintain operational currency and required to maintain controllers' medical certification. The response was an unqualified "No" to both questions. This answer has created much confusion. The Air Traffic Facility Operations Handbook 7210.3 provides a facility chief with the option of requiring a Data Systems Specialist to either observe or work a control position for at least one hour a week. Therefore, if the Chief elects the option of requiring the specialist to work a control position, the specialist must also keep his medical certificate current. Further, if the specialist is required to work at least one hour a week by the facility chief, he need not be directly supervised if during his refresher assignment he is currently qualified. It would also appear that Data Systems Specialists who are required to work a control position for refresher purposes would also be eligible for the controller retirement benefits.

A. Paragraph 6c of Order 3410.11 excludes from the coverage of PL 92-297 (controller career legislation) employees temporarily assigned to control of live air traffic primarily for the purpose of maintaining proficiency in order to aid in the performance of their other regularly assigned duties. Therefore, even if a Data Systems Specialist does work a live control position for at least one hour a week to maintain proficiency, he is still excluded from the coverage of the law. A Data Systems Specialist who is not medically or operationally qualified to work a live control position can meet the proficiency requirements set out in Handbook 7210.3 by observing a position.

Q. I would like information about a permanent employee who resigns and then would like to return to the job he left. How many months after resignation can a person be reinstated at the same grade?

A. If an employee has competitive status or was serving a probationary period, he must be reappointed within three years of separation from a career or career-conditional appointment, reinstatement or the appointment under which he acquired competitive status. There is no three-year limitation, however, if he is entitled to veteran's preference or completed the requirement for career tenure. The time limitation may also be extended under certain conditions that should be individually explained. The grade and position to which reinstatement is desired would depend on the vacan-

cies available at the time the employee wishes to return to work.

Q. If both a husband and wife pay into the Federal retirement fund, can they both retire on separate retirement plans? Also, can they name each other for survivor annuities?

A. A Federal employee who has membership in the Civil Service Retirement System is entitled to its benefits even though his or her spouse is also covered by membership in the retirement system. Accordingly, any employee who meets the eligibility requirements for retirement and who does retire will receive his or her own annuity regardless of whether the spouse is already receiving a Civil Service Retirement annuity. Also, any employee who retires under the Civil Service Retirement System may name his or her spouse for survivor annuity. A married couple may retire and each receive a reduced annuity to assure a survivor annuity for the spouse who survives.

Q. Regarding your answer to the "Direct Line" question on AFS Configuration and Field Logistics Specialist Positions: I think it leaves the most-important part unanswered. Since region/management will not take action to upgrade, will the Washington office make a determination of the proper grade and series in view of the increased duties and responsibilities as a result of sector reconfiguration? For those of us who have literally fought this issue for the past 10 years, we find it highly demoralizing to hear that there is very little hope in receiving a justifiable upgrade when one is due.

A. We are sorry not to be able to give you any encouragement in regard to higher grades for sector logistics positions. The grades for these jobs are based on standards issued by the Civil Service Commission. Based on a comparison with those standards, we have been unable to find support for grades above GS-7 in most cases and for GS-8 in a few cases. The Civil Service Commission, in cases of employee appeals, has given similar rulings.

Q. These questions apply more often to flight inspectors than others. When scheduled for a trip and told to bring a suitcase to be prepared for remaining overnight (RON), and the aircraft does not depart, due to maintenance, weather or change in schedule, and returns to its home base, can we claim reimbursement for the use of a privately owned vehicle (POV)? Under the same circumstances, if the aircraft is scheduled to depart home base and is delayed until after 1200 hours, can we claim three-quarters of a day per diem if we RON after departing? Third, if the aircraft departs eastern standard time and RONs where a facility works on daylight savings time, and the crew works DST to accomplish more, can this work time be used for per diem and the Time and Attendance report?

A. When the use of a POV is authorized and the TDY is expected to involve an overnight stay, the mileage

allowed for such travel shall be computed from the point where the travel begins to the point where the travel ends, residence, office, or other point, without a deduction of the distance from home to headquarters. Maintenance problems, weather changes or changes in the scheduling of flights may cause trip cancellations or delays without sufficient notice to the employee who is traveling. In such cases, the employee should be reimbursed at the appropriate mileage rate. (See Paragraph 806b, Order 1500.13A.) For computing per diem allowances, official travel begins when the employee leaves the point from which he is ordered to begin his TDY travel and ends at the point to which he is directed to return. Delayed departures or delays en route which are not the fault of the employee have no effect upon the employee's per diem entitlements. In the instant case, it is not clear whether the period of travel exceeded 10 hours or began before 6:00 a.m., or ended after 8:00 p.m. If the 10-hour or 6:00 a.m.-8:00 p.m. requirement was not met, then per diem should not be allowed for the aborted trip. (See Paragraph 725, Order 1500.13A.) For all travel, the local standard time in effect at the place where travel begins and ends will be used. In computing per diem while in a travel status, "Daylight Savings Time" is ignored and has no effect on the per diem payable. An employee departing from a state using standard time and arriving in a state using "Daylight Savings Time" theoretically gains one hour. Upon return to the state of departure, he loses one hour. (See Paragraph 726a, Order 1500.13A.) With regard to reporting time and attendance, time is reported as the hours physically worked during the day; therefore, an employee beginning his workday on Daylight Savings Time and ending his workday on standard time encompassing a period of nine actual hours of work would be entitled to one hour of overtime provided such overtime was authorized or approved.

To the Subdued Employees:

Be not so. Direct Line would like to be responsive to you. Having run the gamut of adjectives in your indictment, perhaps you'd like to fill us in with specifics. If you will supply details that bear looking into, we'd like to carry the ball for you.

Is there something bugging you? Something you don't understand? Tell it to "Direct Line." We don't want your name unless you want to give it, but we do need to know your region. We want your query, your comment, your idea. All will be answered in this column, in the bulletin-board supplement and/or by mail if you provide a mailing address.

Better two-way communication in FAA WORLD's "Direct Line" is what it's all about.

... Like it is!

UPS AND DOWNS OF LIFE

CSC expects that regular Federal life insurance premiums will have to be increased this year since the present 27.5¢ per \$1,000 is not covering costs. ■ On the other hand, the premium jump on the \$10,000 optional coverage is excessive at age 55--more than 300%--and the premiums for this coverage will be revised downward.

HEALTH INSURANCE STILL EYED

Rep. Jerome Waldie (Calif.) is still looking into health insurance costs, focusing on Blue Cross-Blue Shield's discontinuance of 16 benefits that had been available to Federal employees. The cutbacks are considered legally questionable. It's possible the hearings of the House Health Benefits subcommittee could lead to taking control of health insurance away from CSC and to establishing a special appeals office to handle complaints. ■ Retired holders of Aetna basic-coverage-only or major-medical-coverage-only plans are now automatically being enrolled in both for the same premium they have been paying. Premiums for those already enrolled

in both parts of the uniform plan will be reduced.

DOUBLE PENSIONS AGAIN

Rep. Joel Broyhill (Va.) is asking the House Ways and Means Committee for legislation to give Federal employees the option of full Social Security coverage in addition to their CSC retirement. A proposal for mandatory coverage was killed last year.

MAN BITES DOG

IRS has reduced the telephone tax from 10% to 9%, and it will drop 1% per year until it disappears.

TAX DEDUCTION ADVICE

Political contributions can be deducted from your income-tax return only if you itemize, IRS points out. But you can take a credit against the tax of one half up to \$12.50 if single or \$25 if filing a joint return.

PAY RAISE

You've just collected your first check reflecting the 5.14% Federal pay raise. Here's how it stacks up now and for your next within-grade increase:

Federal Pay Chart

GRADE	1	2	3	4	5	6	7	8	9	10
GS-1	\$ 4,799	\$ 4,958	\$ 5,118	\$ 5,278	\$ 5,438	\$ 5,598	\$ 5,757	\$ 5,917	\$ 6,077	\$ 6,237
GS-2	5,432	5,612	5,793	5,974	6,155	6,336	6,517	6,697	6,878	7,059
GS-3	6,128	6,332	6,535	6,739	6,943	7,147	7,351	7,555	7,759	7,963
GS-4	6,880	7,110	7,339	7,568	7,797	8,026	8,256	8,485	8,714	8,943
GS-5	7,695	7,952	8,208	8,465	8,721	8,978	9,234	9,491	9,748	10,004
GS-6	8,572	8,858	9,144	9,430	9,716	10,002	10,288	10,574	10,860	11,146
GS-7	9,518	9,836	10,153	10,471	10,788	11,106	11,423	11,741	12,058	12,376
GS-8	10,528	10,879	11,230	11,581	11,932	12,283	12,635	12,986	13,337	13,688
GS-9	11,614	12,001	12,388	12,775	13,161	13,548	13,935	14,322	14,709	15,096
GS-10	12,776	13,201	13,627	14,053	14,479	14,905	15,330	15,756	16,182	16,608
GS-11	13,993	14,460	14,927	15,394	15,860	16,327	16,794	17,261	17,728	18,194
GS-12	16,681	17,238	17,794	18,350	18,906	19,462	20,019	20,575	21,131	21,687
GS-13	19,700	20,357	21,014	21,671	22,329	22,986	23,643	24,300	24,957	25,614
GS-14	23,089	23,858	24,628	25,398	26,167	26,937	27,706	28,476	29,246	30,015
GS-15	26,898	27,795	28,692	29,588	30,485	31,382	32,279	33,176	34,073	34,970
GS-16	31,203	32,243	33,283	34,323	35,363	36,403	37,442	38,482	39,522	
GS-17	36,100	37,304	38,508	39,711	40,915					
GS-18	41,733									



Paul Williams found a house five minutes from the Clarksburg, W. Va., Airport with a big, beautiful back lawn when he moved from Washington, D.C. But it took time to find it and moving his belongings had been an ordeal.

So You're Being Transferred...

- "My whole per diem was eaten up by eating out."
- "When the movers didn't come, I called my lawyer."
- "I need to sell my old house before I can buy a new one."
- "The Government paid for everything."
- "There's no problem if your wife and family can take it in stride."

Controller Cecil McCartney, who had recently transferred from Washington National to the Clarksburg, W. Va., Tower, was telling me he was getting used to the slower pace, just as the pilot of Flight 633 called in to say he was turning downwind for an emergency landing.

McCartney cleared the plane for an immediate landing while he picked up the phone to inform the airline. At the same time, tower chief John Bowers called for emergency equipment.

It was an all-pro performance and went off without a hitch. The plane came in with the four-bladed prop standing startlingly still, just as the emergency equipment pulled out onto the apron with sirens screaming.

"As I was saying," McCartney went on, "you get

used to the slower pace." He went on to explain that his experience in one of the country's busiest towers still came in handy.

He had transferred because West Virginia was his home. "I didn't have the usual problem," he said. "I already knew where I would live before I came. If you want to talk to someone who had moving problems, talk to Paul Williams."

Paul Williams didn't look as though he had problems. He lives in a comfortable house with a big, beautiful back lawn about five minutes from the airport.

But he had had problems. He was all ready to move to Clarksburg from his home outside of Washington; everything was crated and packed; the family was all set to go. But on the appointed day, the

Tending the planting by his new home in Oklahoma City is Controller Robert Berg who transferred from the Cleveland Center to the Aeronautical Center. Helping his father is son Robert Jr.



movers didn't come. His phone calls were to no avail. His frustration mounted until late afternoon when he called his lawyer—he likes to do things right—and found out that since the movers had broken the contract, he was no longer obligated.

The next day, the movers showed up all right, but that was because Williams was his own mover. He had rented a truck and hired his next-door neighbor for a top-dollar fee to help him.

He solved his problems as he went along. He didn't have a place waiting for him, and he used up all 30 days and every penny of his temporary-housing subsistence money before finding, buying and moving into his new house. And at that, he was lucky. He'd had less than a month to prepare for the move, which didn't give him any time for a preliminary house-hunting trip. But at least he had been able to sell his house in Washington so that he had cash available for a down payment during the 30-day crash program of house hunting and buying.

Louis Poul, Chief of the Washington ARTCC, wasn't so lucky. When he moved to the Washington ARTCC from the New York Center, the real-estate market on Long Island was temporarily slow. He had trouble selling his house for the price he wanted.

He couldn't afford the expense of owning two houses so his hands were tied. He ended up dribbling hard-earned money away while he rented at his new post.

Another New Yorker transferred to the Washington Center, William O'Connor, stayed in a motel before finding a rental. He said that for his family of five, the government paid a temporary-housing subsistence which averaged out to about \$50 a day. "This seems generous enough," he added, "until you learn it costs just about that amount to feed your family when eating out in restaurants."

He said he would like to see the government give mobile employees some real help in turning over their homes. Like some private companies are doing, he would like to see the government, when necessary, buy the transferring employee's home at a fair market price or at least guarantee an appraised value so the employee doesn't take a beating.

Like Williams, Shelmo Wugalter had moving-company problems when he transferred from New York to the Chicago Center, but Wugalter's problems were at the delivery end. He'd run out of choices. He'd already given his business to what he thought was a reliable company. All he could do was sit and wait and holler when they didn't show up

with his furniture. He had to wait five days. His children waited crestfallen for their bikes until eventually Dad had to buy new ones when they turned up missing from the shipment.

When the shipment did come, his problems were only partly solved. The stuff was a shambles, and the finish of their beautifully polished furniture stuck to the blankets that had been used for wrapping. His claims for damage soared to almost \$2,000, and this doesn't even include the five extra days of paying for a motel and eating out.

He had insured his furniture, but the joker is that the insurance was purchased through the moving company, and so far he hasn't seen any money for this damage which occurred last summer.

So, Wugalter is now a careful guy. His advice: When you move, get a Government Bill of Lading. Then, the company that wrecks your furniture must answer to Uncle Sam. (GBLs are only issued for employees moving within a state. For interstate moves, the mover is paid according to a commuted rate schedule.—Ed.)

Lee Shreves' move from the New York Center to the Clarksburg Tower was about par for the course: hard work spiced with generous dashes of disappointments and frustrations.

Shreves liked the job at the center, but he had his heart set on the tower option, and he was looking for lots of "living room."

He says, "You've got to watch these movers. When they give you a piece of paper to sign, give it a real good look before you commit yourself. They have a cute little habit of marking every piece of furniture as nicked, scratched and marked. This lets them off the hook when your furniture is banged up in transit. They just show you this little piece of paper that

says the piece was nicked, scratched and marked before the move."

But all in all, he felt he was pretty lucky. He sold his house in New York after he moved but in time to put down some cash on a new place in the country with lots of land. The government paid in full and promptly for moving his family, for moving his furniture, for real-estate brokerage and closing costs and for miscellaneous expenses. These are the things the government is obligated to pay.

His claim for temporary subsistence went astray, but this will be paid also. Up to 30 days temporary-housing subsistence is usually paid for transferring employees, but this is allotted at the discretion of a designated individual—usually the employee's highest-level supervisor. Also paid at the discretion of this designated individual are expenses for a house-hunting trip. Travel expenses and per diem are paid for a trip not to exceed six days. The per diem is computed on the basis of \$25 for the first person and \$18.75 for the second person—presumably, the employee's husband or wife. These are the official rules. The hints, the ones we gleaned from talking to a couple of dozen FAAers who have moved recently, are simple. Find out exactly what's going to be paid for and what isn't; make a careful list of all property being moved; don't unwittingly sign away your right to collect damages; and find out as much as possible ahead of time about the community you're moving to.

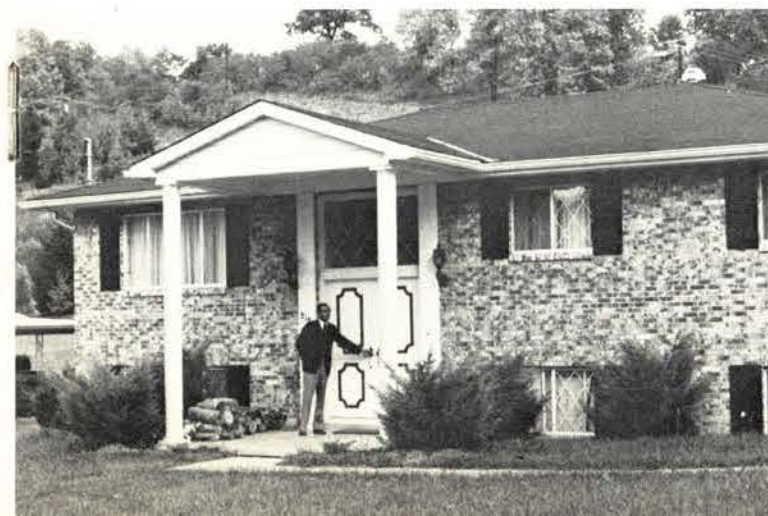
Maybe the most important factor to consider when moving was stressed by Controller Robert Berg when he talked about his move from Cleveland to Oklahoma City. "Sure a move causes some temporary hardship," he said, "but if your wife and family can take it in stride, mobility is no problem."

—Text and photos by Theodore Maher

Everyone transferred from another facility to man the new temporary tower at Clarksburg, W. Va. A new permanent tower is expected to start construction in January and be open for business by next summer.



Tower chief John Bowers found a lovely house on a hill after looking for less than 30 days. He offered the seller what he wanted to pay and bought it at his price.



Lee Shreves liked his work at the New York Center, but he wanted to work in a tower, and West Virginia had been his home. Here he is on duty in the temporary Clarksburg Tower.





"The Spirit of '76" taxis at O'Hare International Airport.

Guiding the 'Spirit'

While in flight, the President's plane, "The Spirit of '76" (Air Force One), is treated much as any other turbojet under the control of FAAers throughout the nation.

But, as one air traffic controller said, "I wouldn't want to be the one to make him late."

Actually the controller wouldn't want to be the one to make the President early either. You see, the chief executive flies on what is usually a very precise schedule.

Far in advance of most Presidential trips, the President's pilot will file his flight plan with the FAA. From that point on, the wheels start rolling, as people throughout the agency who need to know are informed of the President's impending flight.

Soon an advance survey group, including representatives of the office of the Military Assistant to the President, the U.S. Secret Service and the White House staff, may visit each area in which the Presidential aircraft is planning to operate. The visits are made several days in advance of the President's trip to determine security aspects and the availability of services.

Following the survey group, another advance group will visit to finalize plans. Security provisions may include stationing guards at key locations such as the tower cab or tower entrance.

In addition to the security procedures, the Presidential aircraft is given priority handling for take-

offs and landings, and a supervisor is assigned to monitor the chief executive's flight at all times.

As a part of the advance plans, decisions are made on how the area surrounding the President's destination will be cleared of other traffic. From the controllers' end, aircraft may be placed in holding patterns to suspend the movement of traffic in the area. A notice to Airmen (NOTAM) may be issued that includes restrictions in the vicinity or possibly a mandatory airspace restriction placed in the vicinity of the airport.

Along with getting the President and his aircraft from one airport to another, controllers must also get the press plane between the same two points. The odd aspect, however, is that this aircraft must leave after the President's and arrive at the next airport before his. This is done so newsmen can both see the President off and welcome him.

Efforts are usually made to speed-up the flight to facilitate early arrival after a late departure. Among the methods are the controllers giving the plane a shorter route or the pilots of the two planes working out the timing factor between them.

When it's all over, the big jet touches down on the runway. A few minutes later, the President of the United States emerges. All in a day's work for FAAers, who in the final analysis treat the "Spirit" much like any of the other big jets they handle daily.

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Hawaiian for Can-do



Chong uses an abacus held in place by magnets to keep track of the card columns being sorted and the number of cards he has processed during a run.

Photo by Honolulu Star-Bulletin

The will to do can conquer worlds, and Curtis D. M. Chong is proving it. Chong is the Pacific Region's first blind hire and the first blind person in the computer field in the State of Hawaii.

"Without a positive belief in the respectability of his blindness and in the capability of the blind to succeed in almost every endeavor," Chong says, "a blind person will find himself without motivation and without a desire to improve himself. I believe blindness to be nothing more than a physical nuisance."

Thanks to the help of personnel in FAA's Honolulu data-processing branch, Chong is developing his skills in the data-processing and computer fields, after overcoming frustrations at every turn through his strong determination.

Since beginning government service in July, Chong has progressed from his initial employment as a clerk-typist in the data-processing branch to a computer-programmer trainee.

The road behind him was not an easy one, nor does the road ahead promise to be a primrose path.

Following his graduation from McKinley High School in Honolulu in 1971, Chong attended the University of Hawaii for two semesters as a full-time student in the College of Business Administration. Chong decided to leave the university temporarily after his first year to seek full-time employment rather than have the state support him in college.

At first, Chong met with little but frustration as he attempted to convince employers that a blind person could do a good job.

Finally, he was directed to an opening with the data-processing branch at FAA. After passing a civil service examination, Chong was given a GS-2 rating and a position as a clerk-typist. In short order, Chong asked his supervisor, Valentine Rowe, chief of the branch, for more difficult assignments.

Since that time, Chong has progressed rapidly and now is capable of operating the IBM Card Punch machine, with source data written in Braille; the IBM Sorter; and the IBM Collator, including simple control-panel wiring. He is also able to develop



Val Rowe, chief of the PC data processing branch, watches Chong use a Perkins Brailer in lieu of shorthand or speedwriting. Together with a standard typewriter, this gets around the handwriting requirement.

Photos by George Miyachi

computer programs for the IBM 1401-G computer system, including laying out report format specifications.

Chong was not able to jump right in and learn all these new things immediately. There were slight, inexpensive modifications and adjustments made to help him overcome his "nuisance."

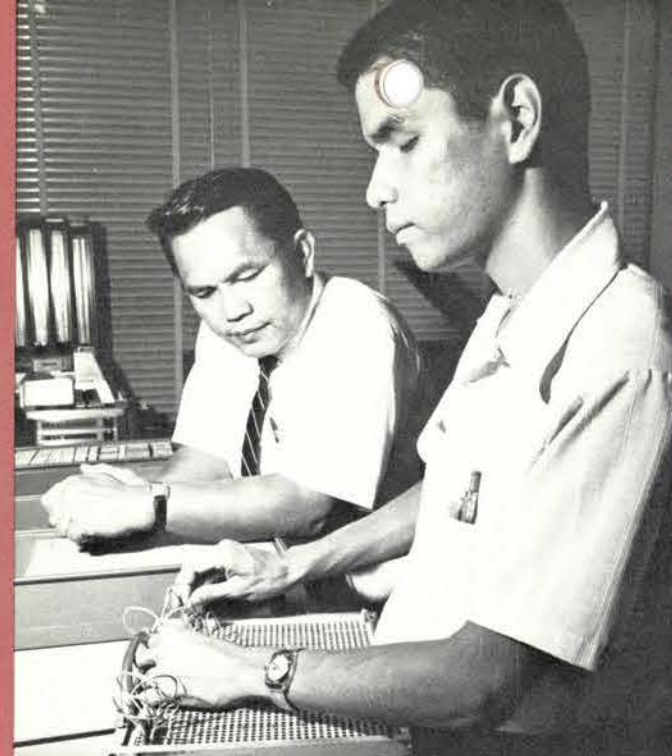
Among the changes were the use of a standard typewriter and Perkins Braille equipment to get around the handwriting requirement, a small abacus to record the card columns being sorted, marking the computer system and other data-processing equipment with Braille identification, and using a light probe in monitoring the operational status of

the data-processing equipment, including the computer system.

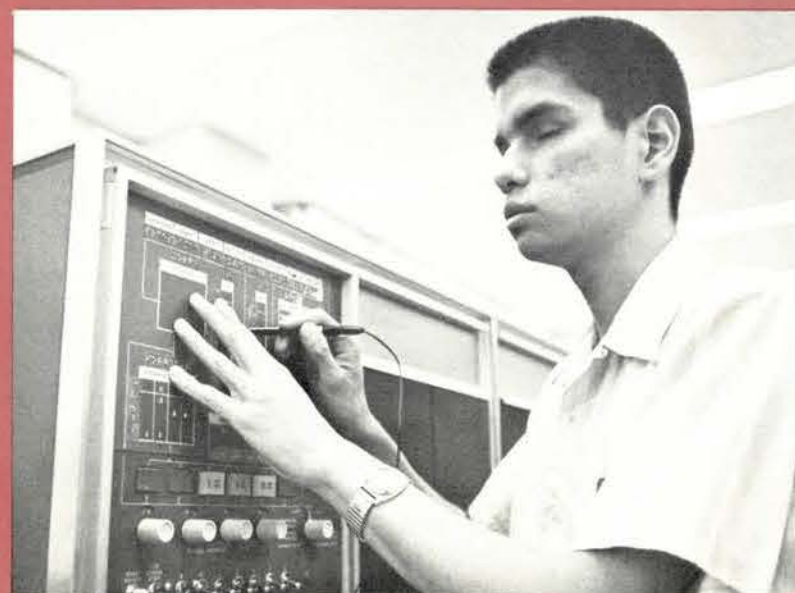
Although he is working full-time now, Chong is attending evening classes at the university, where initially he had planned to earn a degree in business analysis and statistics. Now, however, Chong would like to major in computer programming.

Chong credits Rowe and two other employees in the data-processing branch for helping him a great deal.

Of Rowe, he said, "He helped me develop alternative techniques to get the job done and even went so far as to devise two punched cards containing pre-coded information with which I could determine



Computer specialist John Miguel coaches Chong in wiring the control panel for an IBM collator machine.



Chong reads over a computer program he worked out in Braille for the branch's computer system.

A special light probe along with Braille labels enables blind Curtis Chong to "read" a computer console in Honolulu's data-processing branch.

the column I was sorting on the IBM Sorter."

"John Miguel, computer specialist for the data-processing branch, has helped tremendously in improving my knowledge of computer programming. He spent several hours a day with me during my initial period on the job to teach me the basics of auto-coder programming."

He continued, "Manuel Baptista gave me the necessary instructions to wire simple control panels for the IBM Collator machine."

Chong seems to have a strong belief that blind persons can do the average job as well if not better than a sighted person, and he takes exception to those who think otherwise.

"For lack of anything better to do, rehabilitation counselors often guide their blind clients into fields in which the blind have demonstrated success, simply because they are either unwilling or unable to encourage their clients to enter new and untried fields of endeavor. As a result," he added, "clients often enter areas of employment for which they have little or no interest."

Reflecting on Chong's accomplishments and ability, Rowe summed up his feelings on hiring a blind employee: "Unless an employer removes the mental block on blindness, he may find that by turning his back on the blind, he has also turned his back on progress."

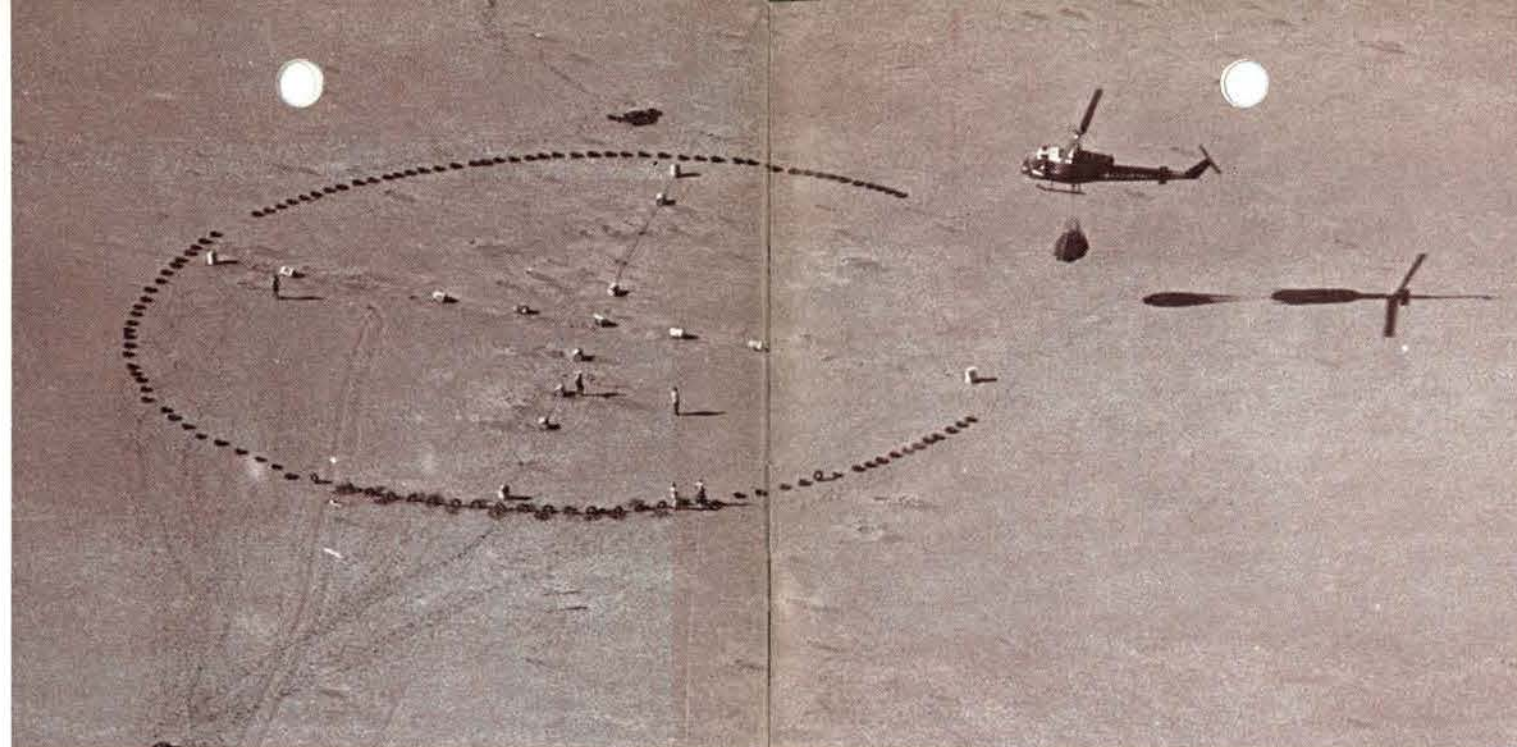
—By Steve Walters

FACES AND PLACES



AWARD WINNERS—Dan Vucurevich, O'Hare Tower chief, (right) holds Chicago Area DOT Field Coordinator's Award presented to O'Hare personnel this past year. Others on hand for the presentation of the first annual award were (from left) Tom Rounder, Bud Brown, Bob Schwank, Karen Binneboese, Jim Rowan, and Carl Joritz.

SPLIT-T MENTORS—Four Albuquerque Center controllers coached a team of boys to the Albuquerque City Middleweight Runnerup Football Championship last year. The staff (from left) included: William Leonard, John Griego, Barney Orgill (head coach) and Rufus Lewis.



MIDDLE OF NOWHERE—Waiting for another Air Force helicopter load of tires to be dropped on the salt flats between Salt Lake City and Ogden, Utah, are nine FAA volunteers from the

Hill RAPCON. The old tires, tow targets and 50-gallon drums were being used to build a visual reporting fix to aid pilots traversing the barren flats, as well as controllers.



CAPTURED IN CAKE—The dedication of the building housing the Scottsdale, Ariz., FSDO was an epicurean's delight thanks to the efforts of aviation clerk Effie Pewitt. She baked a recreation of the building and parking areas complete with cars and airplanes.

CHIEFS POW-WOW—Central Region Deputy Director Chester W. Wells (right) talks with newly selected Central Region chiefs (from left): Alex Johnson, Civil Rights; James Morgan, Air Transportation Security; and James D. "Don" Estes, Management Systems.



NEW MANAGERS—Reuben Powell (left) and Dominic M. Leone are new AF sector managers in New England. Powell came from Washington to head up the AF Sector Unit at the Boston Center in Nashua, N.H., and Leone heads the Logan Airport Airway Facilities Sector Unit after being assistant manager at Nashua for 10 years.

150 YEARS—Five San Diego FSS employees were recently honored after reaching the 30-year plateau in their government service careers. Receiving the plaquets of Lynn Hink, AT Division chief (far left), and Ruth Dennis, FSS chief (far right), are (from left) George Batanian, Gerry Syemour, Larry Owen, and Leah Liersch. Not pictured is Bat Masterson, the fifth 30-year veteran.



MEETING THE MAN—Gwen Bennett (left) and Wanda Reif, co-chairpersons of the newly reorganized Subcommittee on Women of the Headquarters Civil Rights Committee, are shown when they met with Administrator John H. Shaffer.

FLORAL DESIGN WINNER—The patriotic election-year floral decoration of Mrs. L. J. "Dottie" Weissenberger (inset) was one of the winners at the Florist Transworld Delivery convention in Washington. Dottie's husband, Larry, is assistant chief, Quality Control Branch, FAA Depot. She, too, is a former Aero Center employee.



Mobility Gulch

Is there a move in your future? Are you planning a vacation away from home? Do you have a house you wish to sell-rent-buy? This column is your stepping stone to planning ahead. If your home will be up for sale, another FAAer coming your way might be a likely customer. A home advertised from your future post is the place to look into first on your free house-hunting trip. A mountain retreat may be just the ticket for vacationing flatlanders, or a beach house for the landlocked... and you can arrange for it before you slam the car door. Do you have an airplane to sell? An FAAer within flying distance may be looking for you.

This free service is open to principals only. Ads will appear approximately six weeks after submission. Send your ad with address and phone number, including the area code, to "Mobility Gulch," FAA WORLD, 800 Independence Ave. SW, Washington, D.C. 20591.

CALIFORNIA

Custom-built house for sale in San Fernando Valley, 9 miles from Hollywood-Burbank Airport; half acre, zoned for horses, surrounded by riding trails; 2 bedrooms, convertible den, 1 3/4 baths, 40 ft. heated pool, beautifully landscaped with many fruit and shade trees; \$39,000. Call 213-896-8569.

HAWAII

Furnished vacation apartment for rent at Lahaina, Maui, 150 feet from beach; 1 bedroom, 2 baths, living room, kitchen, lanai, color TV, air conditioning, closets; completely furnished including linens, towels, dishes, pots and pans, service for 8; available any time of year; reasonable rates. H. W. Schuermeyer, 1051 E. 26th Ave., Anchorage, Alaska 99504. Call 907-272-9705.

MARYLAND

Chesapeake Ranch Club lot at Drum Point for sale, 1 hour from Washington; 100x150 feet, wooded and level; club has adult and teenage clubhouses, golf courses, swimming pool, tennis courts, 2 beaches on Chesapeake Bay and one on a fresh-water lake, 2 marinas, 2400-foot landing strip, own water system, police and security system; \$3,440 and take over payments of \$40 per month or full price of \$5,500. Call 301-577-1486.

NEW YORK

House for sale in Huntington, Long Island (north shore); wooded lot in beautiful area, short walk to beach; "move-in" condition for immediate occupancy; 3 bedrooms, 2 baths, dining room, living room with fireplace, eat-in kitchen, finished playroom, basement with shop and outside entrance, 2-car garage, aluminum combination storm windows; \$45,000. Call 516-HA 7-8040.

NORTH CAROLINA

Beach house for rent on unspoiled stretch of beach in Nags Head, N.C.; new chalet has 3 bedrooms, 1 1/2 baths, beautifully furnished, sleeps 6; off season \$135 per week, July-August \$200 per week. Call 301-656-3447.

TENNESSEE

Swiss chalet style 3-story house for sale at Renegade Ski Resort, 12 miles east of Crossville; 4 bedrooms, 3 baths, 2 living rooms, 2 kitchens, 2 fireplaces; complete furniture, furnished to sleep maximum of 15 for resort rental; lot 130 feet by 218 feet; \$25,000. Call 615-484-5979.

TEXAS

Holiday Trav'ler trailer, 29 feet, 1971 model, less than 1,000 miles; twin beds, tub and shower, central heat, air conditioning, 8 cu. ft. gas-electric refrigerator, Magic Chef range and Venta-hood, remote-control TV antenna, fully carpeted; \$5,750 at Fort Worth. Call 817-281-0212.

VIRGINIA

Lot for sale on Lake Caroline in Ladysmith, 1 hour from Washington on I-95; approximately 1/2-acre, wooded and level; includes charter membership and clubhouse privileges, swimming pool, sandy beaches, tennis courts, picnic areas, two fishing lakes, blacktop roads, police and security system, water and electricity available; \$6,500 negotiable. Call 317-247-2261.

House for sale in Alexandria, 45 minutes from FAA; brick rambler, 3 bedrooms, 1 1/2 baths, family room, stockade-fenced backyard; close to schools and 2 large shopping centers; \$42,000. Call 703-256-1206.

House for rent in Fairfax, 70 minutes from FAA; brick rambler, 3 bedrooms, 2 1/2 baths, finished recreation room, walk-out basement, air conditioning, new washer and dryer; walking distance to schools and churches, FAA carpool next door; \$275 per month, 2-year lease with 1-year option available. Call 703-273-4104.

faables



"I made a suggestion that our department get rid of all non-productive personnel..."

MAKING THE SUN SHINE BRIGHTER

When "Operation Sunshine East" was launched at the New York Common IFR Room last year, even the staunchest of advocates of the program to indoctrinate VFR pilots in the fundamentals of air-traffic control had misgivings about it. Now, several months and hundreds of pilots later, there's not a doubting Thomas in a hundred miles.

The program is really flying. The "see and be seen" plane jockeys think it's the greatest thing since the propeller, and their enthusiasm for the course has been transmitted to fellow pilots who continue to send in applications by the carload.

The man who started it all is one of the CIFRR's evaluation and proficiency development specialists, Bruce Chamberlain. Dedicated to promoting aviation safety and education, Chamberlain had been active in the New York Center's Operation Rain Check, designed to indoctrinate IFR pilots in how jobs at the other end of the mike are handled.

As soon as Chamberlain got the green light from CIFRR chief Walter Buechler, he advertised the course with posters, brochures and applications distributed at every airport in the area. Then, with an assist from Public Affairs, he participated in a half-

EPDS Bruce Chamberlain (left) of the New York CIFRR shows one of the pilot-students the variety of handout literature for the week's program in Operation Sunshine East.



Airways in the heavily trafficked New York area are explained to a pilot by Peter Nelson (right) of the CIFRR.

hour radio show to further explain the program.

The response was immediate and overwhelming. "Within a few days," Chamberlain recalled, "we had enough applicants to schedule three classes." Classes are comprised of about 20 pilots and are held four nights a week, three hours each night.

Chamberlain usually takes the introductory session to explain FAA functions and CIFRR operations. Milton Moskowitz of the New York FSS follows him on FSS procedures and services.

The second session begins with a look at the GADO and the accident-prevention program. Handling this is Robert Heckman, accident-prevention specialist from the GADO at Farmingdale, N.Y. He uses the Barany chair in his lectures, which proves a hit every time. The remainder of the evening is devoted to a talk on radar operations and how the general-aviation pilot can best use the system.

The third night brings a discussion on FARs and TCAs, with emphasis on the New York Terminal Control Area, by Louis Gido, Ron Reagan and Ed Groth of the LaGuardia Tower.

The fourth and final session covers the NAS system and a tour of the CIFRR, which includes the monitoring of positions. The radar environment is a strange one for the VFR pilots, and their reaction to it is usually one of both awe and appreciation for the dedication and professionalism of the men at the scopes.

How the pilots feel about Sunshine East was well expressed by Roy Davis, a pilot for 10 years:

"Bruce and his buddies," he said, "do a great job and I intend to spread the word about the course every chance I get. Not only that, I hope to come back in a year or two for a refresher on what I learned the first time around."

—By Frank Puglisi

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SAFETY IN VERSE

Winners in 'FAA Aviation News' Contest

A dozen rhymed couplets from among hundreds of entries in *FAA Aviation News* annual cartoon contest have been selected for immortalizing on the back cover of the magazine, illustrated with drawings by the noted artist Robert Osborn.

In addition to appearing in the magazine with a credit line, the winning suggestions will be reproduced on safety posters distributed throughout the country and abroad and have earned their originators a cash prize of \$25.

One bit of verse making its point well was submitted by George Winship, air traffic representative at Columbus AFB, Miss.:

*When like a bird you fly at night,
Remember to dim your cockpit light.*

The tale he tells is of a solo student who took off after dark, then complained to the controller that he could not see and had a strong wind blowing in his face. The pilot of another plane, who was asked to fly alongside the student, reported that he could see the cockpit lights on full bright. It turned out that in his confusion, the student had also failed to notice that the cabin ventilation was adjusted to direct the flow of air straight into his face.

Another idea, submitted by David M. Nichols, ATCS at Houston Tower/Approach Control, was based on a flight assist. A pilot on a 200-mile solo cross-country became lost and disoriented in clear weather with 20-mile visibility. After wandering aimlessly for an hour trying to locate himself on a sectional chart, he called for help. After pinpointing the plane with radar, controllers found he had only covered 80 miles in two hours of flight. The pilot confessed that the trip had seemed so simple, he had done no pre-flight planning. The incident prompted Nichols to pen:

*Study your chart,
Before you depart.*

The other winners included Al Barnes of the Rocky Mountain Public Affairs Office, Denver; retiree George M. Marshalik, Jr., Andrews-Bolling Aero Club, Clinton, Md.; Ervin C. Liegl, Milwaukee Approach Control; Ruth M. Dennis and George Ochs of the San Diego FSS; Sarah H. Bollinger, Winston-Salem, N.C., ACDO; Peter K. Jackson, Anchorage Tower; Thomas E. Campbell, Airway Facilities in Hanksville, Utah; Jerry Baker, Fort Worth Center; and Charles Noble, Houston GADO.