

federal aviation agency / southern region / atlanta, georgia

KNOWS CONE

**FEB
1963**

Library
Federal Aviation Agency
Alaskan Region

OUR NEW BUILDING
IN PHOTO ABSTRACT
(SEE PAGE 8)

... notes from The Assistant Administrator



Arvin O. Basnight

Let us explore together the opportunities we share to help our Agency and ourselves realize our full potential, as an organization and as individuals.

To my mind, the greatest single resource of the FAA is our people...the individual. Sometimes we tend to underestimate the true worth of a man as we work together in groups. But, each single person...working as an integral part of a group...has a potential, a capability that, while important in the team effort, has a worth that can be measured in very personal terms.

Sometimes we hear such phrases as, "Manpower Utilization" and they seem to connote such large, grandiose operations and concepts that we, as individuals, tend to feel that such phrases were not designed to be meaningful to each person. But they are.

The intelligent, enthusiastic, talented performance of each individual is necessary if our manpower is to be adequately utilized. The waste of "human-power" is something we cannot afford, either organizationally or personally.

Working together, helping and believing in what is right and in one another, we can, as a great Christian leader wrote, develop the "Strength to accept with serenity the things that cannot be changed... and the courage to change the things that can and should be changed." May we "...be given the wisdom to distinguish one from the other."

Toward such a goal, we should expect the development of new means of improving the use of individuals. New ideas are welcome, and we solicit yours.

Just recently there developed an excellent example of a technique to make better use of our most valuable asset... people. Installation personnel, unavoidably delayed on an assignment in the field, now will pitch in and help local maintenance people with their work. Also, when needed and available, maintenance technicians will assist in installing air aids, working together to get one phase of our FAA job done on schedule and at minimum cost to the taxpayer.

It is clear to me that each of us in FAA has both challenges and opportunities to advance air safety. To have no one overloaded, but each of us performing a full share, is my challenge to each Southern Region supervisor and employee in 1963.

Just think for a moment...we can equip our Federal Airways with the finest of equipment, millions of dollars can be invested....but without capable, efficient people to man and maintain the facilities, you actually have nothing of value.

Let's not waste our time or talents... let's improve our talents and make our time more productive to keep flying safe for the American public.



General Aviation's New Slogan

■ Henry Foster (l) and Harvey Gassaway of General Aviation Branch Flight Standards, hold up one of the posters to be used in the "Be Accident-Free in '63" program.



■ Gum backed stickers for issuance to pilots during the program.

Due to the increased number of aircraft accidents, particularly involving fatalities, during Calendar Year 1962 in the Southern Region, the General Aviation Branch designed an increased emphasis program of accident prevention for 1963. Theme of the program is "Be Accident Free in '63".

Each area office supervisor was requested to review 1962 area reports of accidents and then plan an individual program for 1963 specifically directed toward reducing those type accidents most generally occurring in his area.

The area supervisors and the designated accident reviewers attended a special meeting in the regional office the week of December 3, 1962, to present their planned area program, coordinate application and procedures of the overall program, and establish a system to evaluate individual program effectiveness.

Individual area programs are Flight Instructor Standardization - Atlanta General Aviation District (GAD); General Aviation Airman Education - Charlotte

GAD; General Maintenance Education and Surveillance - Jackson GAD; Aircraft Operators, Owners, and Pilots Clinic - Miami GAD; Weather and Instrument Flight Education for Business and Executive Pilots - Nashville GAD; and Directed Safety Emphasis - St. Petersburg GAD.

Pilots will be requested to take regular dual rides with instructors to keep themselves up-to-date. They will be urged to plan their flights ahead of time, thoroughly check weather before take-off, check the condition of their airplane before flying, to know and understand their own limitations, to know their aircraft, and to use their check list whenever flying.

A promotion program has been developed by Public Affairs which includes small stickers to be distributed to pilots by each GADO for application on instrument panels. A news release was issued to all news media in the Southern Region, and an initial two safety posters were printed to be distributed to all airports by each General Aviation District Office.

Mississippi Given Review of Aviation Accomplishments

The importance of aviation in the industrial development of the state, was pointed out to the Mississippi public recently by the Jackson, Mississippi Airports District Office and the Mississippi Aeronautics Commission.

The Jackson office inaugurated its 1964 FAA program by giving the public a review of what has been accomplished in the field of aviation by municipalities and counties in cooperation with the Mississippi Aeronautics Commission and the Federal Aviation Agency.

In the Mississippi Aeronautics' plane, and a FAA rented plane, C. A. "Bud" Moore, Director, Mississippi Aeronautics Commission (MAC); John Dempsey, Airport Engineer, MAC; a photographer; a newspaper reporter; Ken Barfield, Assistant DAE; and Bobby

Tramel, Airport Engineer, flew over the state observing work that has already been accomplished on airports, and pointing out to the press additional work already programmed.

Although interest in the state in aviation is already at an all-time high, it is hoped the publicity from this air trip will spur the development of air transportation and facilities necessary to insure proper industrial growth in the state.

DID YOU KNOW THAT:

1. Of the 7,715 airports in the United States, 81% do not have a rotating beacon?
2. Of the 724 airports in the Southern Region, 74% do not have a rotating beacon?

During the week of December 9-14, 1962, eight tower chiefs, eight flight service station chiefs, and four systems maintenance division chiefs attended a Supervisory Development Program in Atlanta. The

program, conducted by the Regional Training Branch, included Principles of Management, Human Relations, and Communications.



SUPERVISORY DEVELOPMENT PROGRAM CONFERENCE

■ Those attending the week's course included (seated l to r): Wayne Cable, Columbus, Ga.; Roy Upchurch, Raleigh, N.C.; Warren D. Schenck, McComb, Miss.; Arvin O. Basnight, Assistant Administrator; Harry Brady, Chattanooga; William M. Maner, Anniston, Ala.; and Paul A. Crawford, Mistle Shoals, Ala. Second row, (l to r): Mitchell Rushing, Tallahassee; George B. Leonard, Jacksonville; W. Glenn Clark, R.O., Atlanta; Morris Thrailkill, Gulfport, Miss.; Howard H. Rhodes, New Bern, N.C.; Frank Williams, West Palm Beach; William E. Morgan, R.O., Atlanta; Paul Jackson, Sarasota; Lloyd E. Aker, Montgomery, Ala.; James C. Hancock Jr., Crestview, Fla.; Curtis Riley, AT-20, Washington; Liston NeSmith, Augusta, Ga.; Ray Quillan, Spartanburg, S. C.; Harry Hubbard, R. O., Atlanta; and Charles A. McAllister, Melbourne, Fla.

In the back row, (l to r) are Lester Redding, Training Supt., Post Office, Greensboro, N.C.; B. W. Conger, R. O., Atlanta; David Thomas, R.O., Atlanta; David Thomas, R. O., Atlanta; Ralph J. Powell, Nashville; Shelton B. Taylor, R. O., Atlanta; Harry Gillen, R. O., Atlanta; Thomas S. Baker, Memphis; and Virgil I. Frazier, Raleigh-Durham, N. C.

GENERAL AVIATION AIRCRAFT ASSESSMENT

One of the major assignments received during the Cuban alert was a defense readiness function which required the Flight Standards Division to assemble information on all civil aircraft owners, the operating status of their aircraft, and available qualified pilots. Coordination with state and civil defense officials and arranging for post attack assessment were also part of the assignment.

It was decided to accomplish this program through liaison with civil aviation industry representatives. In the following weeks, Flight Standards Inspectors personally contacted or visited 662 airports in the region and solicited cooperation from 715 industry representatives.

The final survey provides aircraft owners' name, address, telephone number, aircraft location, and operating condition for 8,876 general aviation aircraft. Of this total, 1,127 were multi-engine, and 3,961 were four-place or more single engine aircraft.

The industry representatives will be asked to update their contributions periodically.

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CONTROL CENTRAL NOW SCHEDULING FOR MERIDIAN

According to established plans of implementation, Control Central began scheduling workload and assigning projects for Meridian-based aircraft in January.

Orlando, Florida workload scheduling will be taken over shortly after the move into the new building, where Control Central will occupy larger quarters in the basement and can expand their displays to accommodate the extra office.

Correction

The December issue of "Knows Cone" stated that the new Southern Regional Office would be the first at an airport. We stand corrected. The Eastern Region has been on an airport for some 15 years. Our building will be the first of a new series of such locations for Regional Offices.

KNOWS CONE FEBRUARY 1963



■ By Helicopter, Nurse Connie Tamboer makes her appointed rounds.. The Dade County Sheriff's office flew Connie from Miami International Airport eight miles to Opa Locka to inoculate personnel on duty in our tower there.



■ "Neither rain, nor sleet.." Connie moved directly into the dark recesses of the IFR room at Miami Tower to catch approach controllers tied to traffic. Here she vectors the needle to Ned Dee. Vernon Rigsbee is about to receive his flu clearance.

■ Jack Steward, GADO-5, was among the first in line to receive his influenza inoculation.



SOUTHERN REGION EMPLOYEE HEALTH PROGRAM

in full swing!

A total of 1,916 influenza inoculations have been given by the Southern Region's Aviation Medical Division in its 1962 Fall and Winter Employee Health Program.

In addition to the Atlanta metropolitan area, the immunization team, directed by the Regional Flight Surgeon, Dr. Harry Faulkner and Miss Connie Tamboer, R.N., furnished 569 flu injections in Miami, and 340 in Jacksonville with the cooperation of Area Coordinators Arthur Eno and Roy Keeley. Also, 200 eye examinations, 330 T.B. skin tests, and 546 polio shots were given in the Regional Office.

"Active interest in the Employee Health Program proves the program of great benefit to the success of the Agency's mission," commented Dr. Faulkner.

The immunization team covered Atlanta, Miami, and Jacksonville. Orlando, Memphis, San Juan, and the Canal Zone, and many smaller locations were covered by contracts with local doctors, U.S. Public Health Service, Navy, and Air Force.

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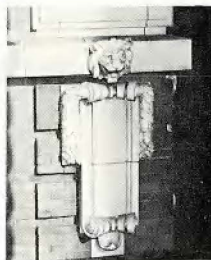
security

Do not leave your office unattended unless you have locked all classified matter in an approved repository. Always check your repository to be sure it is locked. In addition, have someone check you.

Never discuss classified information over a telephone or in a public place.

reminders

52 Fairlie
gargoyle.



From 1906 office building.....

We've MOVED

"It's almost impossible," Norma Guest, Flight Standards, and other secretaries were saying as they had to look for material already removed from files in preparation for moving to the new building.



On Monday morning, February 4, 1963, all personnel of the Regional Office and the Atlanta-based Airports District Office, Systems Maintenance District Office, Air Carrier District Office, and Area Coordinator began work in the new, strikingly contemporary FAA Southern Region headquarters building at Atlanta's busy municipal airport.

As the employees entered the spacious lobby and rode the smooth automatic elevators to their desks on one of seven floors, gasps of pleasure at the exciting new building concept could be heard. The clean crispness of the off-white walls, accented with modern colors, was a refreshing change from the working environment in the older downtown office building.

Throughout the building one could sense the agency's new forward look, because the floor plan and furniture arrangement appeared not only efficient and highly functional, but was aesthetically pleasing. The building gave employees the feeling of freshness and airy lightness.

Several interesting and modern ideas were used in the building's interior design.

- A five foot modular system was selected to coordinate the building structure, lighting, ceiling, air-conditioning, and layout. Partitions can be moved...offices reduced or enlarged...so long as all changes are done in divisions or multiples of five feet. Since air conditioning ducts, lighting, etc., are planned around this five foot modular idea, they would not have to be moved as offices are changed.
- On a floor, the chief of the activity is placed nearest the incoming visiting public, reducing the flow of routine traffic in areas where detail work is to be done.
- Prime space along the outside window walls are provided employees doing detail work. Natural light is still enjoyed by private interior offices through using translucent glass in the partitions that are parallel to the outside window wall.
- Interior offices are grouped so that they can be easily changed into 150-300-600 square foot rooms by removing a minimum number of interior panels.
- The office layout, except for one or two exceptions, is not specifically tailored to the organization segment. This idea makes it possible to relocate various organizational groups without moving a large number of partitions or having excessive renovation costs.
- The divisions, where possible, were not housed completely on one floor, but split, permitting growth at two or more locations, and encouraging association between division groups.

In general, the new office building offers a quiet, efficient, and stimulating environment from which our agency's air safety mission can be more effectively projected.

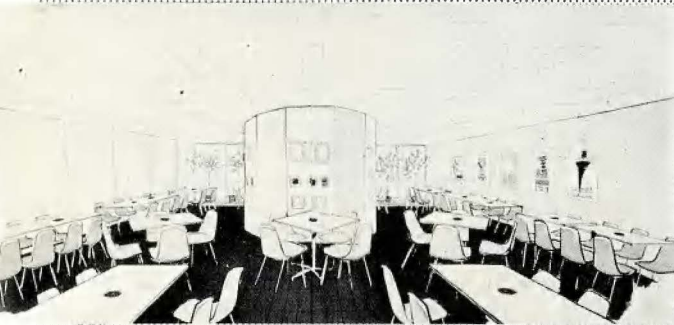
Moving Day!





...TO STRIKINGLY CONTEMPORARY 1963 BUILDING.

TYPICAL DIVISION CHIEF'S OFFICE



SNACK BAR

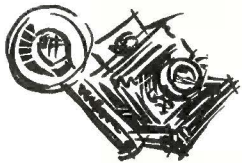
LOBBY ENTRANCE



CONFERENCE ROOM "IN THE ROUND" - 7TH FLOOR.



people



IN THE NEWS



■ A going-away luncheon was held in December by friends of Hal Sellers, Chief, Management Analysis Division and a pioneer in the opening of the Southern Regional Office, as he prepared to leave for a new assignment as Executive Officer, Pacific Region, Honolulu.

Friends and well-wishers thought it would be most appropriate that he get in the spirit of his new job and presented him the leis to wear during the luncheon. Hal seemed to enjoy the occasion as evidenced by his smile.

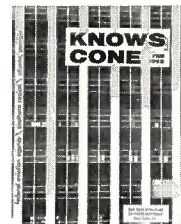


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■ Arvin O. Basnight, Assistant Administrator, congratulates Charles Fountain on his retirement after many years of fruitful government service. Fountain, Airways Engineer of the Atlanta Systems Maintenance District Office, retired recently after 38 years of government service. Retirement ceremonies took place in the Regional Office with Charlie's many friends and co-workers in attendance.

Our cover this month is an abstract adaptation by our artist, Steve Felker, of a close-up photo of the front of our new Regional Office Building made by our photographer, Bob Lewis.



...this is Retirement ???

■ Tracey W. Hill, Chief of the Engineering Branch, Airports Division, retired December 31, 1962, after 22 years of federal service.

Hill began his government career with the Civil Aeronautics Administration in October 1942. He was promoted to Chief, Soils and Paving Branch, in the Regional Office, Atlanta in August 1946. He later served as District Airport Engineer of the Montgomery, Alabama and then the Jackson, Mississippi Airports District Offices until January 1962. Upon opening of the new Southern Region Office, he was appointed as Chief, Airport Engineering Branch.

Upon his retirement, Tracey was honored with a coffee, a luncheon, and presented with an engraved barometer and a fishing outfit, by his fellow employees.

KNOWS CONE FEBRUARY 1963

Employee Awards

CERTIFICATES AND MONETARY AWARDS HAVE BEEN APPROVED
FOR THE FOLLOWING SOUTHERN REGION EMPLOYEES
November 1 thru December 31, 1962

NAME AND TITLE	LOCATION	AWARD
<u>Suggestion Awards</u>		
Geraldine T. Nall, Time, Leave & Payroll Clk	R.O., Atlanta, Ga.	\$ 50
James B. Smith, Ch, ARTCC	Hampton, Ga.	250
James Blackburn, Jr., Elec. Maint. Tech.	SMS #33, Charlotte, N.C.	50
Billy R. Simpkins, Supv Elec. Tech.	MB-Atlanta, Ga.	150
Clyde B. Pepper, Air Traf. Control Spec.	FSS, Birmingham, Ala.	50
<u>Suggestion Awards (Approved by SW Region)</u>		
Robert D. Hamilton, Elec. Maint. Tech.	SMS #15, Orlando, Fla.	50
Jack C. Cooper, Elec. Maint. Tech.	SMS #15, Orlando, Fla.	25
<u>Special Act Awards</u>		
William B. Massey, Air Traf. Control Spec.	FSS, Savannah, Ga.	250
Roger T. Hamit, Air Traf. Control Spec.	FSS, Savannah, Ga.	250
Harvey P. Gassaway, Gen. Aviation Spec.	R.O., Atlanta, Ga.	100

The following employees received awards for National adoption of their suggestions submitted during the FAA Economy Campaign:

Robert A. Hamilton, EMT	SMS #15, Orlando, Fla.	100
Edwin M. Baxter, Jr., ATCS	FSS, Jackson, Tenn.	100
James H. Bickerstaff, Air Carrier Opns Spec., Flight Standards Division, R. O., and Browning Adams, Supervising Inspector	ACDO#31, Atlanta, Ga.	250

New ATC Tower Design Concept

■ A standard air traffic control tower design concept, developed by the architectural firm of I.M. Pei and Associates of New York, has been accepted by Administrator N.E. Halaby.

The Pei firm will receive a contract to proceed with construction drawings and specifications.

Under the new program, future FAA towers will be built with FAA funds beginning with fiscal year 1963 appropriations. Construction is expected to begin next summer.





How's Your

■ Harold Montgomery of Administrative Services Division portrays the executive who wouldn't pick up his telephone until the party he called was on the line. The cigar between his teeth helps him speak authoritatively, if unintelligibly.

Bad telephone manners waste eons of time and millions of dollars every day. Here's how you should treat Alexander Graham Bell's brain child.

■ When you use the telephone, you create an impression—favorable or unfavorable—on the person at the other end of the line. A friendly smile can be "heard"—so can a frown. What you say, how you say it, your warmth, sincerity, and manner become you and the Agency you represent.

All of us wish to be thought of as considerate and courteous people. How is your telephone image?

Here are tips that can help. . . .

■ HOW TO IMPROVE VOICE QUALITIES

DISPLAY ALERTNESS--Give the person calling the impression you are wide-awake and alert, interested in him.

BE EXPRESSIVE--An expressive voice will carry your personality over the wire.

TALK NATURALLY--Use a vocabulary and tone of voice which truly expresses your own best natural self with interest in others.

REFLECT PLEASANTNESS -- A pleasant, friendly voice makes friends for you and your Agency.

SPEAK DISTINCTLY--Clear, distinct speech is a business asset.

■ REMEMBER - COURTESY COUNTS

GREET CALLER PLEASANTLY--Be enthusiastic and sincere and you'll find new friends on the other end of the line.

OFFER TO BE OF SERVICE--It's better to spend seconds keeping a caller happy than months regaining his good will.

LISTEN ATTENTIVELY--The caller will appreciate your listening politely and attentively.

USE CALLER'S NAME--There is no sweeter music to a person than the sound of his own name.

APOLOGIZE FOR ERRORS OR DELAYS--If you are genuinely sincere and natural, few enemies will be made.

ACKNOWLEDGE COMMENTS APPROPRIATELY--The use of such phrases as "Thank you" and "You're welcome" is one way to smile over the phone.

■ WHEN ORIGINATING CALLS

PLAN THE CALL--Know your correct number and what you need to discuss before calling.

DIAL CAREFULLY--Too fast or careless dialing stops others from important work.

IDENTIFY YOURSELF PROMPTLY--It is helpful to have people know your name.

STATE PURPOSE CLEARLY

CLOSE CALL PLEASANTLY

■ WHEN RECEIVING CALLS

ANSWER PROMPTLY -- Prompt answering helps build a reputation of efficiency for you and your Agency.

IDENTIFY YOURSELF--Avoid wasting time by answering, "Air Traffic - Jones speaking".

RESPOND TO INQUIRIES GRACIOUSLY -- Make the caller feel that FAA is a "service" Agency.

KNOWS CONE FEBRUARY 1963

■ *Painting your fingernails and chatting with the girl friend is hardly the best telephone procedure. Joyce Berryman of Personnel illustrates a good way to tie up a business line.*

Telephone



TAKE APPROPRIATE NOTES--Notes enable you to keep your promises, thus building a reputation for being reliable and trustworthy.

VERIFY IMPORTANT DETAILS--Lives depend on accuracy.

■ **WHEN ANSWERING FOR OTHERS**

ANSWER PROMPTLY

IDENTIFY YOURSELF

ADVISE IF PERSON IS UNAVAILABLE

OFFER TO HELP, OR TRANSFER CALL

OBTAIN CALLER'S NAME AND NUMBER

RECORD MESSAGE ACCURATELY

■ **WHEN HANDLING COMPLAINTS**

LISTEN--LET CALLER TALK

EXPRESS INTEREST AND UNDERSTANDING

AVOID "BUCK-PASSING"

TAKE CAREFUL NOTES

MAINTAIN YOUR POISE

TAKE REQUIRED ACTION--When the complaint has been handled, call back and let the person know what has been done.

■ **SKILLFUL USE OF THE TELEPHONE IS IMPORTANT TO BUSINESS AND SOCIAL SUCCESS.**



Etiquette ?



■ *Your mood carries through the phone to the person on the other end. Gene Foor of Administrative Services illustrates how not to be when talking to callers.*

■ *Judy Suomi of Installations and Materiel illustrates how difficult it is to speak intelligibly with a pencil in your mouth and a magazine before you.*



MEMPHIS CENTER

■ Dr. Byron Eicher, left, leads an evening class at the Memphis Center on "Psychology in Industry".

EXTENSION SCHOOL

The Memphis Center Association, which is quite active in a number of projects, is sponsoring the Memphis Center Extension School of the University of Tennessee.

Two college credit courses are being taught by Dr. Byron Eicher, local clinical psychologist and also an instructor for the University of Tennessee, Memphis Branch.

Dr. Eicher is writing a thesis on stress and fatigue in air traffic control for one of the medical journals. He is obtaining the material as he teaches these two



courses, and the findings will be made available to FAA at the conclusion.

The extension school will be continued until almost the equivalent of two years of college have been presented. Starting the first two courses were 139, some taking both courses.

EXPANDED EMPLOYEE INFORMATION PROGRAM TO BEGIN

This issue of "Knows Cone" will probably be the last issue, as such. However, our Southern Region will soon begin sending information to Washington to be combined with national material for a publication to be mailed monthly to all employees. Each region will have their separate section combined with the national section. No definite starting date has been set for this publication.

The new employee information program will also include a weekly newsletter which should be in actual operation within a few weeks. This newsletter will contain items of national interest as well as regional material.

A third type of communication with employees will be an instant type - material to be sent out over the teletype, pulled off the printer, and immediately posted on bulletin boards.

The new employee information program has been assigned to Public Affairs and will be initiated as soon as possible.

Christmas Pay Checks - A NEAR-MISS!

Many "Near-Miss" reports have been filed by pilots in recent years as air traffic grows heavier and heavier, but few Southern Region personnel were aware of the "near-miss" on their December 20 pay checks.

■ Louis Holmes (l to r) accepts a second set of data processing check issue cards from Jim Hamby and Tom Green as he prepares to leave on a fast trip to Birmingham to get the Christmas checks.



The one pay day that just couldn't be missed, nearly was missed when the Christmas mail rush and bad weather joined together to make the date processing check issue cards overdue in the Birmingham Disbursing Office.

The cards, which should have arrived at the Birmingham office Monday morning, December 17th, had not arrived by closing time. The Disbursing Officer called and said if pay checks were to be ready before Christmas, something had to be done quickly. The Southern Region Data Processing and Accounting Divisions got together and had an additional set of cards in the Birmingham office by opening time, Tuesday morning, December 18th.

With the aid of the fast data processing machines, Tom Green and Jim Hamby of Data Processing ran off a duplicate set of cards and checked them in four hours Monday night. Louis Holmes, Chief, Vendor Accounts, volunteered to take the checks to Birmingham by car when the only scheduled night flight was cancelled due to bad weather. He picked up the cards at the Regional Office at 3:00 A.M. and drove to Birmingham in time to be at the Disbursing Office by opening. The Disbursing Officer gave him special service, ran off the checks and sent the field checks air mail special delivery while Holmes drove back to Atlanta with the Regional Office checks.

Holmes' personnel had a little special fun with him, kidding that he couldn't draw any overtime for his Monday night drive due to the fact that it wasn't all in the government's interest--his own pay check was also involved.