

# ZDC



# SPOTLIGHT

March 25, 1985

WASHINGTON ARTCC

VOL III NO. 1

## HARMONY

(An open letter to all Washington Center personnel)

As you know, the FAA has given considerable attention to factors that affect an Air Traffic Control Specialist's working environment. One of the major concerns is that we provide an atmosphere that promotes harmony, in as pleasant a work environment as possible, leading to enhanced performance, and safety. Often, in our zeal to attack the larger problems, as we support personnel see them, we fail to get into perspective many of the more mundane problems that have a cumulative and negative impact on the controller's morale. Our failure to recognize, or deal effectively with, those causes of aggravation detracts from all the positive things we are trying to do.

For example, we are obviously aware of frequency problems that are seemingly endless; and equipment that routinely malfunctions - such as printers, JAK's and ANK's; and beacon loss; and Nav aids that are reported "in tolerance". But how about strips that don't fit the holders and/or are so thin that, when written on, they tear from the holder; and boxes of new pens that don't write; and chairs that are worn out; and the recently upholstered lounge sofa that the leg falls off; and no extra headset booms in the Areas; and paper towels in the lavatories that don't fit the holders and are just left there for wet hands to tear; and the view that "expeditious" traffic is overtaking safe and orderly in our definition of service; and normally working at

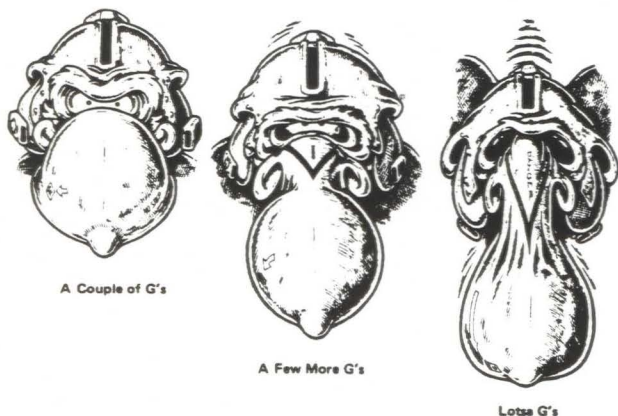
(continued on page 3)

## WHAT IS MIDDLE -CLASS INCOME

How much do American families earn? The median U.S. income for 1983 was \$24,580. Half of all U.S. families earned more and half earned less. Most American families earned "middle-class" incomes. The chart below is from the U.S. Census Bureau.

Under \$4,999	5.7%
\$5,000-\$9,999	10.2%
\$10,000-\$14,999	11.6%
\$15,000-\$19,999	11.8%
\$20,000-\$24,999	11.5%
\$25,000-\$34,999	19.5%
\$35,000-\$49,999	17.0%
\$50,000-\$59,999	5.4%
\$60,000 and up	7.2%

Building "G" Tolerance



The ZDC SPOTLIGHT is published irregularly throughout the year. Contributions may be forwarded to Loren Kropat, ZDC-530.1, at ext. 212 or to Jim Hildbold, C Area.

## FROM THE CHIEF

Some of you may have noticed that there is a large framed photograph now hanging in the lobby in an appropriate place of honor. This beautiful scene of a Boeing 727 on approach to Washington National Airport at dusk is a gift from the late Don Taylor. Don offered to bring in the picture a week before he passed away. His lovely widow, Pat, as a kind and thoughtful gesture, sent it to us a week or so after the funeral. Rather than keep it in my office, I wanted to share it with Don's friends here at Washington Center. Next time you are on a break, take a few minutes to look it over. Obviously Don Taylor was a man of many talents.

It takes a long time to establish the kind of ties to a facility that Don Taylor had. It was over a quarter of a century for him. Many of his peers are reaching the point of retirement eligibility. We are losing a few each month. They are the end of an era. Fortunately, a few of these veterans have opted to stick around on a part-time basis and help us out until we get a new generation of controllers and supervisors up to speed.

Washington Center has been through an ordeal during these last few years. Throughout it all, one thing has stood out above all... the operation continued. The traffic was moved. A lot of "tin" was pushed under some very trying circumstances. In recognition of these efforts by the working men and women of this facility, Washington Center has been nominated for the Facility of the Year. If we are selected, it will be because of all your hard work. If not, it will be because those making the selections don't really understand what you have been through. That would be their loss because we here at the facility do know and can be proud of our achievements.

*Edmund Spring*  
Edmund Spring



a minimum staffing level with escalating traffic; and rigid, inflexible controllers in the "other" Area; and maintenance testing on frequencies that are assumed to be released; and other departments who don't wear their badges and smoke in the control room; and burned-out lounge lights that are rarely replaced; and Telco not here on weekends to provide timely support; and supervisors that do not notify the sector when one of those people is reassigned; and the various staffs that do not appear to have the same strict adherence to rules as line personnel. The list could go on, but I'm sure you get the idea. There are a lot of factors that, over a period of time, over-shadow our positive initiatives thereby creating a feeling in controllers that nothing is being done to help them...that we give them no respect.

This is the view from the "trenches". Some of you may not be able to relate to the depth of these concerns. Regardless of whether you agree or not, if others feel that problems exist - then they do exist - and must be addressed. Writing this open letter is an acknowledgment of the "troops" concerns as they see them, and hopefully, to gain the understanding and support of all of us who have the power within ourselves to contribute effectively to the harmonious working environment we all seek. Stress can come from the nature of our work, or it can come from our individual view of others not contributing satisfactorily to the quality of our life at ZDC.

So often, a lack of attention to detail helps create the daily annoyances that contribute mightily to the development of "mountains". Each of us support people, in each of our departments, must create our own personal, internal Quality Assurance program. Of course, air traffic controllers must share in this responsibility by being more tolerant, courteous, and supportive of others to help themselves overcome their collective image as self-centered and less than supportive. More to the point, all of the various players, in all of our various roles (such as AT, AF, Telco, supply, building maintenance, etc.), must recognize and understand how their jobs and performances can contribute to, or detract from, our ATC mission. Until all of us get our interrelated acts together, we cannot provide the consistently strong support that is needed. Let's stop spinning our wheels in the good intentions of our rhetoric...let's attend to the mundane details and consciously achieve our goal - a harmonious working environment, where safety reigns.

Respectfully,

Bill Croghan  
Area Supv., 2B

## NEW CAR SHOPPING

Are you planning to buy a new car? Will you get a good deal? Maybe I can help you determine if you are being quoted a good price.

Dealer mark-up on basic vehicle (before options) is usually:

Economy cars	10%	Sports cars	16%
Subcompacts	12%	Intermediates	18%
Compacts	15%	Small luxury	20%
Full size cars	22%	Luxury cars	25%
Pickups	25%	Vans	25%
Appearance & convenience items	30%		
Performance items	20%		

To the base price add \$125 for dealer's overhead, freight as noted on the sticker and \$100 for his profit. Now bargain. Find a dealer who will sell but don't be pressured to buy a lot of unwanted options.

Another way to save money; shop for your financing. Avoid dealers financing plans. Borrow from a bank or credit union or maybe even against a life insurance policy. Watch for loans which are front loaded (you pay off the interest before you pay on the principle).

One other item, pick the time to buy, for example, after a cold snap, big rain, last day of the month or first thing Monday morning. Get to them when they need the business. It's your money.

ZJX SKYCOM

### OUR READERS COMMENT

This past week I came across the latest issue of Washington Center's, ZDC SPOTLIGHT. I am quite impressed by the publication and the commitment shown by SPOTLIGHT's editors.



Joseph M. Del Balzo

## THE OWL'S CORNER

The Training Department is busy working with a new Pre-D class, a Phase 5 class and two new Air Traffic Assts.

A Phase X1 class was completed a few weeks ago and congratulations are in order to:

Ray Deskins 6B  
Debbie Treschitta 4B  
Dave Wight 3C  
Jim Barnett 6C  
Jean Needham 7D  
Naomi Karkanen 3E  
Scott Straub 2F  
Richard Seckinger 6F

We presently have four students enrolled in Phase V. They are:

Dave Viparino  
Charlie Sample  
Steve Flowers  
Mathew Adams

There are seven Pre-D students who are here for their indoctrination before going on to OKC for their formal primary training. They are:

Debra A. Anderson  
Victoria Bacile  
Steven M. Brown  
Margie J. Frondren  
Clare Mulvenna  
Sharon Page  
Don Savage

Two new ATA's have reported to Washington Center and have begun their training. They are Norb Novicin and Bob Impallomeni.

Jim Church, an FPL, has transferred here from Houston Center. Welcome to the East, Jim.

Ed Johnson, the Training Officer, is going to take a vacation in the Bahamas. None of the Training Specialists have been invited to go with him. We have to stay here and try to keep warm. Lucky ED.

JERRY KATZEN



# MAJOR CONNECTING HUBS

(November 1984)

<u>Airport</u>	<u>Airline</u>	<u>Peak Day Departures*</u>
ATL	DL	357
ATL	EA	335
ORD	UA	315
DFW	AA	288
PIT	AL	245
ORD	AA	206
DEN	UA	175
STL	TW	169
EWR	PE	162
DFW	DL	157
DEN	FL	143
IAH	CO	123

\*Excludes affiliated commuter flights.

## FRANK & ERNEST



## Retirements

After almost 30 years of dedicated FAA employment, Charlie Bowmaster has retired from his ATCS duties. Charlie is jumping into another tremendous challenge right away though, as he assumes the Airport Manager position at Warrenton Airport. I had a long talk with Charlie last week and got a lot of insight - past, present, future - from a very talented and experienced gentleman. We certainly wish him every success.

It has been suggested that Kelley's Corner be retired along with its mentor - Jack. I understand that JK has provided more guidance, personal philosophy and opinion in that corner than any of us will ever know. Barbara couldn't stand the thought of having him home all the time, so to come to her aid, we have hired Jack part time to work on Ray Shannon's staff!

--Edmund Spring

Upon entering the aircraft, I was informed by the Captain that he did not allow FAA controllers to ride in the jumpseat. When I asked him why he stated "I do not like the attitude of the New York Center controllers". I thanked the Captain for his honesty and left the aircraft.

Discussed benefits of direct routes, the new computer error detection program, ATC staffing, (i.e.; overtime and training schedules for new controllers). Also discussed the study being done on going to 1000 feet separation above FL 290 and the pros and cons of going to such a program. Flight 480 out of PIT to BGM was cancelled due to engine trouble and I was rerouted to ELM and then to BGM. The crew and station personnel were very helpful in getting everything rescheduled.

Handling at all stages of this flight was routine. I noticed some difficulty on the part of controllers and responding aircrews to avoid repeats on radio transmissions. Those controllers who stressed the Company name at the beginning of each transmission seemed to avoid repeats and misunderstandings.

Inflight crew responsibilities and procedures were discussed. Operational capabilities of the DC-9 airliner were reviewed, as well as those of the BAC 1-11 and the B-737. The crew commented on the present condition of ATC system, stating they felt the post strike controller force, though somewhat less experienced than their predecessors, are competent, capable, and much more accommodating to their requests. Inflight crew responsibilities and procedures were discussed. Much discussion was focused on the use and capability of weather radar. Pilot technique applied in thunderstorm avoidance was observed.

The flight was filed over the BSV VOR but, due to heavy thunderstorms, USAir System Control called us on the ground and advised us the best way to clear was by way of Youngstown. However the Center rerouted us down the AGC 221 radial. This being a hundred miles further and the crew believing Systems' weather radar the better equipment, they were understandably perturbed when we weren't advised of the re-routing until we called for taxi.

Pilots' main concern during discussion was they thought a lot of controllers were not taking into consideration wind when they were using speed control. They expected the aircraft to show the same speed as what they had issued to the pilots. (\*IAS versus GS). Overall, seemed to be very happy with the service and the working relationship between the controllers and the users at the system. Would like to add that on the trip to ORF and also on the return to PIT, I was treated with the utmost courtesy and made very comfortable. I believe the conversation was very beneficial to both the FAA and the users. I certainly gained a lot of respect for the aircrews and their overall concern for the system.

On climbout from DCA, Captain questioned what he thought was excessive separation from other aircraft. I explained the Quality Assurance Program in effect at centers. As always, it's a pleasure to ride with the professionals at USAir. Thanks for the ride. FCV



# Thanks For The Ride



Western Airlines give their view of FAA jumpseat riders under the SF-160 program.

## FAA FAMILIARIZATION RIDERS

*The FAA Fam-Rider comes to us through a program called the SF-160 program, which is designed to familiarize the controller with the way the airplane and the crew work. It also helps us see some of the problems that the controllers have.*

*Fam-Riders are along to learn, not to give check rides. A few only want to get from point "A" to point "B" and not be bothered by airplane stuff, which is fine. Each one of them has a different personality just like the cockpit crew. Some are relatively new to the commercial aviation business. The FAA requires the Fam-Rider to be in the radar phase (which is the second year) of his training before he can go on a fam-flight. This requirement keeps the rank amateur out of the cockpit. It is the Captain's prerogative whether anyone rides the jumpseat.*

*Fam-Riders give us the chance to do a little P.R. work where it can help. Show them how our radar works---why we need to start down when we do---what the INS will do---what makes us ask for a different altitude---etc. Ask them questions about their job: How the funneling effect affects us going into a large airport---are there any hijacking procedures---etc. The Fam-Rider has an understanding of how our machinery works, but seldom actually sees it in action. If it is safe, and there is time, show off our office. This mutual understanding of the other's job can only strengthen the pilot/controller link.*



*Roger Wilco*

If you feel that the FAA's corrective or disciplinary measures are unreasonable or too severe, read the following taken from a recent Cleveland Center SF-160 report:

Quote: "Discussed Captain C-----'s pending suspension due to a co-pilot taking another aircraft's descent clearance....as pilot in command, he is being charged with the violation."

The suspension under consideration is thirty days without pay!

QUALITY ASSURANCE ZDC-520

Intentionally left blank.



The Analysis Branch (ACT220), Technical Center, Atlantic City is conducting simultaneous data collection here and at Denver ARTCC. The vertical separation standards program is studying the feasibility of reducing the present 2000 feet vertical separation above FL290.

NASA, Wallops Island Facility has three altitude tracking radars tracking traffic on J79 and J121 between SIE and ORF. Two controllers from the Tech Center will be using the HSP position to call targets to Wallops. They are Vic Misiewicz, formerly of SYR Tower and Charlie McGee who was a controller at Hanger 6 from 1957-60.

The Canadian Government is cooperating by flying their specially equipped T-33 to measure the atmosphere at various times in tracking area.

At Denver ARTCC, aircraft over the Rockies are being tracked in much the same manner by a NIKE altitude keeping radar. Retired controllers Paul Bradbury and Richard Regan, under contract to ARINC Research Inc. of Annapolis are assisting in that effort. NCAR (National Center for Atmospheric Research) of Boulder Colorado is flying pressure altitude surveys using their Sabreliner, N307D. Conditions are different in mountainous areas, as the mountain wave effect can affect altitude keeping abilities.

Brian Colamosca, a supervisory operations research analyst, from ACT220, is in charge of the program. Allen Bush is the Branch Manager.



There is a set of problems dealing with conflicts in shared environments.... people playing radios loudly, the dog owner who doesn't scoop up after his dog, and smokers versus non-smokers. If you take the example of a woman in a theater wearing a long ostrich feather in her hat, and the feather brushed someone's face every time she moved, there would be no question about her accountability. But because smoke physically separates itself from the cigarette and the smoker, there's a sense of no longer being accountable for it. In each of those three cases, there's the same lack of physical linkage. Such conflicts are difficult to resolve because both parties feel they have their rights.

An experimenter went to a bar and put up a sign in the middle of the bar: "Smoking on this side of the sign only." Smokers responded. They assumed there was an authority basis to the sign, and it offered them a reasonable alternative. In another experiment, the non-smoker was given the opportunity to retaliate at the same material level as the smoker. When someone smoked in an elevator, the non-smoker took out a spray can of Lysol and sprayed it around. You might think this seems fair, but the Lysol-sprayer was reacted to as some bizarre creature. Smoking, even where it's not permitted, is considered normal behavior. But spraying Lysol in an elevator, however justified, just doesn't have the legitimacy of tradition.

How should people respond to this rudeness? Since rudeness is invariably an assault on one's dignity, the appropriate response is not to throw away that dignity by reducing yourself to the same level. If you can demonstrate by example how a certain civility is useful in social situations, then you've sustained your own dignity and strengthened civic etiquette. In other words, when you encounter a rude situation don't back off because you want to be a "nice guy", and don't fly off the handle either. All you have to do is to be a polite person, and handle it that way.

-adapted from an article by Dr. Stanley Milgram



# AILING AIR TRAVELERS WARNED

By Mark Diamond and Margaret Nagle      USAIR



The next time you fly off on a business trip, listen to your ears. The popping sounds, muffled hearing and clogged sensation could be signs of ear disorders about to happen.

Variations in air pressure that occur as a plane changes altitude can have a mild to serious effect on a traveler's ears. The problem - called aerotitis - tends to be worse on smaller, older aircraft where cabin pressurization is insufficient.

But travelers can suffer aerotitis even on modern jets.

"If a person has nasal or sinus infections or even a common cold, I recommend he not fly without seeing an ear, nose and throat physician," said Otolaryngologist Dr. Robert Feder of Cedars Sinai Medical Center in Los Angeles.

According to Dr. David Fairbanks of the American Academy of Otolaryngology - Head and Neck Surgery in Washington, "Probably a third of everyone who flies suffers aerotitis to some degree. It is the most common medical problem of flying."

Air enters the cavity of the middle ear through the narrow Eustachian tube. If the Eustachian tube is swollen because of a sinus infection, allergies or a cold, air cannot effectively pass through.

When a plane ascends, there is little stress on cold-ridden ear passages. But on descent, air pressure around the ears is greater and collapses the Eustachian tube.

Usually you can "pop" or open the tubes to your ears by yawning, chewing gum or swallowing, but that gets harder when you have a cold.

If the pressure change is great or sudden, capillaries on the stretched eardrum could burst and the ear fill with blood. The eardrum could tear. At its worst, aerotitis can cause the thin tissue that separates the middle from the inner ear to rip. Fluid from the inner ear then would leak out, causing severe dizziness, pain and permanent deafness.

## TIPS FROM ANOTHER SOURCE FOR TRAVELERS WITH A COLD.....

If you must fly with a cold, take a day flight because you can cope with stress better when you're awake than asleep, book a flight with few connections to reduce the number of descents, take an allergy pill before takeoff, and use a decongestant spray half an hour before landing.

To keep the Eustachian tube open, pinch your nostrils with thumb and forefinger, keep your mouth closed and gently exhale.

Try not to drink wine; it tends to congest respiratory tissues.

## SPORTS TRIVIA CONTEST

1. Three monuments of famous baseball people are displayed in Yankee Stadium center field. Name them?
2. Where is the site of next year's Super Bowl?
3. Who was golf's leading money winner in 1984?
4. How much weight do horses in Triple Crown races carry?
5. Which college is nicknamed the "Green Wave"?
6. Name the woman who was voted "Female Athlete of the Year" in 1984?
7. Mary Decker participates in which sport?
8. Name the four divisions in the National Hockey League?

Deposit your entries in the SPOTLIGHT mailbox (in the cafeteria) before April 1, 1985. One winner will be selected randomly from all correct entries.

We softened the wording  
and the tone of this one,  
somewhat.....

*With all these letters we get about poor pilot response to radio calls from ATC, i.e., sometimes two or three calls before we answer, how about the number of times we call them and get no answer? I kept track on one seven leg day where I worked the radio for three legs of 173 radio calls to center, tower, approach, ground and clearance delivery. 63 times I had to make a second call, 21 times a third call, two a fourth and one time it took five calls. They should look at their own house first.*

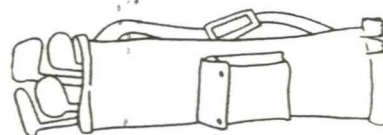
USAIR

## VIC'S PICKS

### College Basketball

Who will be number one?

Georgetown with two losses already will lose again and will cost them the number one position toward the final tally. Duke does not look good enough to hold it, plus they play in the ACC where anything can happen. St. John's could hold on but I doubt it. My selection for the number one team in college basketball is Memphis State. Count on Keith Lee and the kids to be there and also to the final four.



### WASHINGTON CENTER GOLF LEAGUE

The Washington Center Golf League will soon start the 1985 season. Be sure to check the locker room for the sign-up board. The most pleasant surprise of 1984 was the success of the League.

Next Issue:  
Vic Picks The USFL  
Pick The Pros  
Major League Baseball Schedule

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### SOFTBALL LEAGUE

Men's softball team now forming for summer league play. Players and managers wanted. Old and new players contact Richard Rohde, 5A, Rich Seckinger, 6F, George Greenfield, 1E, or Dale Tutterow, 6F, for more information.