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May 2, 1983

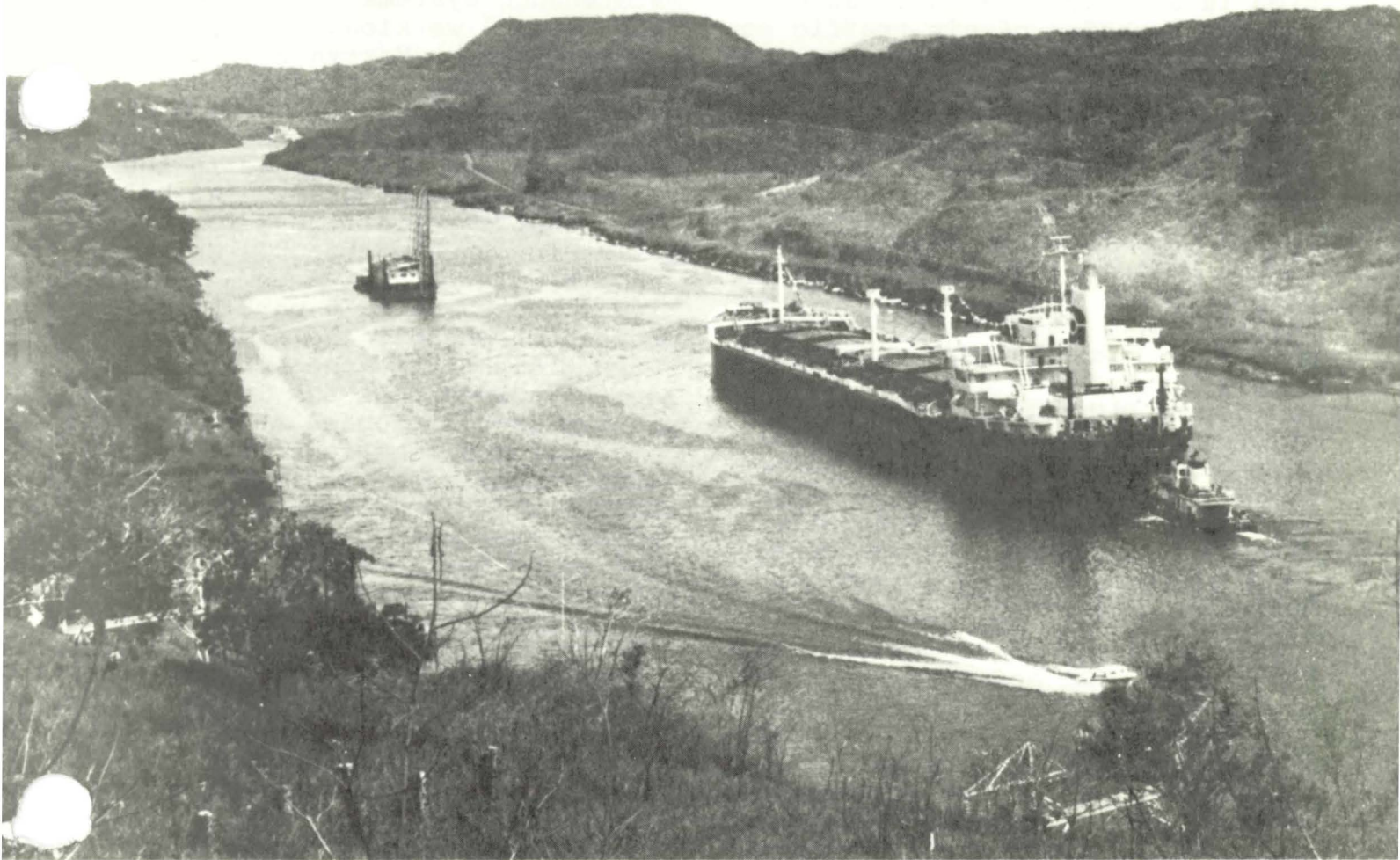
Public Affairs Office  
AWP-5

FAA  
Western-Pacific Region  
Los Angeles, CA 90009  
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U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Western-Pacific Intercom



**FAA Pulls Out of Panama After 40 Years**

## COVER STORY...

After 40 years in Panama, FAA is pulling out and turning air traffic control over to the Panamanians. The last piece of FAA real estate in Panama--the center and approach control facility (CERAP) in Balboa--were officially turned over to the local government at ceremonies on April 22, with Southern Region Director Jonathan Howe representing the agency.

FAA signed an agreement with Panama's Department of Civil Aviation in January 1979 that called for the transfer of air traffic control and related activities to that organization over a five-year period. As part of the agreement, FAA accepted responsibility for training Panamanian nationals to replace agency personnel.

FAA can trace its presence in Panama back to 1942 when its predecessor, the Civil Aeronautics Administration, established a communications station there at the Navy's request. The agency's role was expanded by a 1949 agreement which called for the U.S. to provide air traffic control services for the Republic of Panama. This function was performed initially by the Air Force but was transferred to FAA after the agency came into being in 1958.

Prior to the phase out of agency activities, FAA had more than 125 employees in Panama. With the transfer of the CERAP, this number will be reduced to four technicians who will remain at the facility for another year to provide maintenance services and train their Panamanian replacements.

## NEW LEAD SECTOR CONCEPT

The Program Engineering and Maintenance Service has adopted a "lead sector" concept that will give Airway Facilities technicians a major role in implementing the "80s Maintenance Program" in line with the agency's human relations effort. Details were discussed at an April 12-13 meeting in Washington Headquarters, involving representatives from all the regions as well as the APM headquarters divisions.

Developed by the Central Region, the lead sector concept calls for a designated sector in each region to act as a pacesetter in the application of the 80s maintenance techniques. Included would be the early use of remote monitoring of existing equipment and the development of innovative, computerized maintenance systems to reduce the technicians' workload.

APM Director Martin Pozesky says the new concept is intended to create an environment in which AF personnel can function in a manner similar to that envisioned in the 80s Maintenance Program. "We believe that the field work force can assist in pursuing the 80s Maintenance Program and will be a positive force by being a part of the process of change," he added.

Participants in the April 12-13 meeting agreed that the lead sector program should proceed at an early date with modifications to the VORTAC, long range radar and remote communication site remote control devices that will permit this equipment to be monitored through the maintenance processor system (MPS) at the enroute control centers. General NAS Sector offices and field offices in the lead sectors will be linked by terminals to the MPS and will use this information in planning their maintenance activities. An FM communications network also will be established to keep traveling AF technicians in touch with their offices.

## TO RAISE PRODUCTIVITY -- HOW ABOUT TRYING A "THANK YOU"

The following article by Jack Falvey recently appeared in The Wall Street Journal and is surely an example of good human relations in action. We agree with our Human Resources Manager, Betsy Kirkhart, that this should be shared with our INTERCOM readers:

"People work for love and money. Few of us ever seem to get enough of either. There are no great behavioral science secrets to good management. If you will give top priority to supporting and paying your people you will be blessed with results beyond your dreams.

"Managers often think of themselves as systems specialists or problem solvers or functional experts. They lose sight of the common sense practicality of getting others committed to doing things for them willingly. The essence of good management is letting people know what you expect, inspecting what is done, and supporting those things that are done well.

"We don't even know the design limitations of a human being. All we do know is that even the most committed people seldom exceed 15% or 20% of their brain capacity in a normal day's work.

"Average people can easily double or triple their output without even exerting themselves. If managers would begin thinking in terms of doing things for their people, instead of to them, we would see productivity increases off the scales.

"Bob Bennett, the general manager of WCVB-TV in Boston, recently said thank you to his 300 employees for their part in making their station a Metromedia affiliate.

"He gave a first-class 10-year party for everyone, presented engraved personalized Boston Rockers to those who had been there since the station's start in 1972, and

then, a couple of weeks later without anyone getting wind of it divided up three quarters of a million dollars as a bonus to all employees. Most received a check for \$2,250.

"As you might imagine, Channel 5 has never had any difficulty in attracting top talent and technical people.

"At Mary Kay Cosmetics the budget for this year's legendary Dallas-based sales seminar and awards meeting was \$2.5 million, and the attendees all paid their own expenses. If you are successful with Mary Kay you earn it, but when you do earn it everyone sure will know it when they see your pink Cadillac. Mary Kay Ash has built a major corporation by recognizing the contributions of her employees. She doesn't solve problems, she just says thank you as often as she can, and in some of the most creative ways imaginable.

"These managers don't have Santa Claus complexes. They are leaders in their highly competitive fields because they invest in their people.

"These are big and spectacular examples, but little companies can do little things that carry returns out of all proportion to costs. Dan Daly, the owner of Daly & Co., an executive search and placement business with only 30 employees, extended medical benefits for three months to one of his people who had left the company to relocate to Europe and needed interim coverage. That support message said that Dan cares about his people and will treat them as best he can. What kind of commitment do you think he gets from his group? They have made him number one in his market area.

"Don Rasmussen of Wang Laboratories just finished running the annual kickoff meeting for his Minneapolis District. All of the administrative and support personnel attended the resort-based three-day work and awards gathering. (continued on page 4)

(continues from page 3)

When it came time to give out recognition for last year's results, some of the credit and order-processing people carried off some of the biggest plaques. The behind-the-scenes support personnel received some of the longest and loudest standing ovations.

"Again and again, the things that industry leaders do in this area are identical.

"From NCR's 100% Club starting in the early 1900s to IBM's letters of commendation for just about everything, saying thank you and recognizing positive contributions have always been characteristic of long-term success.

"Here are a few things you can do right now with no increase in budget, but with big returns.

"Make a list of everyone who works for you. Before the week is out tell each one personally what he has contributed this week and how much you appreciate his efforts.

"Criticism is to be avoided at all costs (there is no such thing as constructive criticism, all criticism is destructive). If you must correct someone, never do it after the fact. Bite your tongue and hold off until he is about to do the same thing again and then challenge him to make a more positive contribution. If you can do that consistently, you will be earning your pay as a professional manager.

"Set up informal visits with your people. Listen and use your eyes to pick up on what is going on. Don't look for problems, look for strengths and things done well. Make something out of every positive thing you can find. As a manager, your words and actions carry impact much greater than you expect. Just a small effort with these techniques will have almost immediate effect. A concentrated, disciplined, and sustained thrust in these directions will produce incredible returns.

"Publish everything positive you can find. Print is cheap. Its rewards are long-lasting.

"Put positive notes on everything and send them back to everyone.

"Eliminate performance reviews. No matter how good you may be at them, and few managers are, they always have a negative impact. There is no need for formal reviews if you give informal ones constantly.

"Fred Stephens at Gillette was required to give a six-month evaluation to a new employee. He did it after four months by means of a handwritten note to the executive's wife telling her how much he appreciated the work her husband was doing.

"That little technique didn't come out of the corporate policy manual. It did show that even in a highly structured environment a little positive innovation is possible.

"How innovative can you be? Do you realize the impact you have on others? Can you reduce or eliminate the negatives in your dealings with your people? Will you do the searching and analysis necessary to uncover positive contributions? Can you name the strengths of all of your people? Can you say something complimentary to everyone by the end of this week?

"As simple and as straightforward as all this is, it is really a tremendously difficult professional challenge. Just how good are you as a professional manager? If results are produced by committed people, just how much love and money can you spread around to build that commitment and those results? Go, do something nice for someone right now."

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Articles and black and white photographs should be sent to Barbara Abels, Editor, AWP-5, 213/536-6431 or FTS 966-6431.

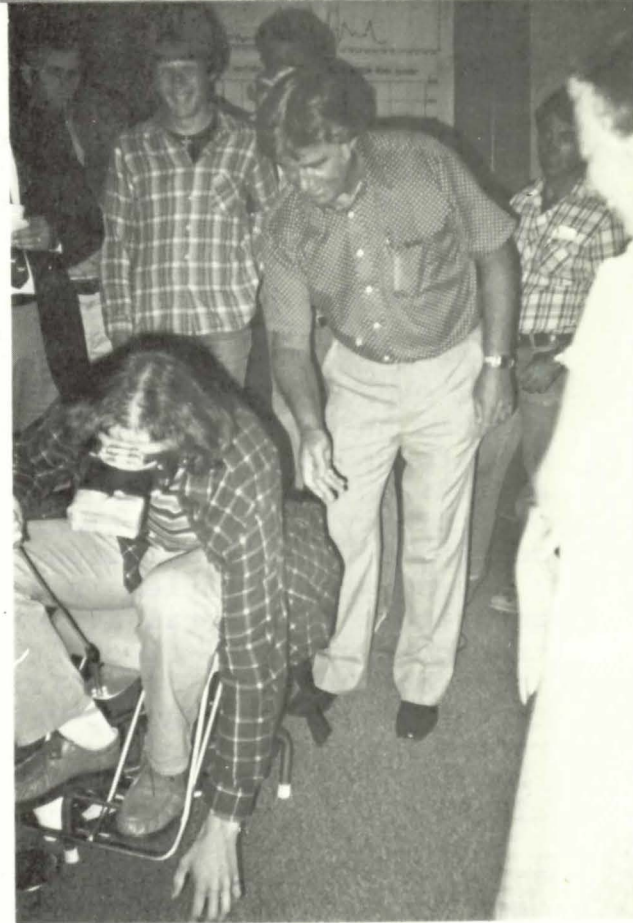
## SPIN CLINICS

### AT SAFETY SEMINARS

Some 300 pilots rode the "vertigo chair" during a series of "Spin Clinics" conducted by R. J. Jones, Accident Prevention Specialist for the Oakland District. Simulating different conditions, the "vertigo chair victim" is able to experience pilots' vertigo, the leans, graveyard spins and spirals, and other illusions and disorientations which may occur in flight. The aeromedical 16MM film "Disorientation", dealing with in-flight situations that are potentially disorienting, and "Stalling for Safety" were shown as part of the clinic's program. R. J. and guest speakers spoke on "What Causes Stalls/Spins, Recognition/Recovery, Scenarios Commonly Leading to Stalls/Spins and Stalls/Spins for Proficiency". Voluntary stall/spin proficiency flights were also available.

Top photo: R. J. Jones (right), Accident Prevention Specialist, Oakland, demonstrates "pilot vertigo" to Helen Ruse in vertigo chair at the "Spin Clinic" in Eureka, Calif.

Bottom photo: R. J. Jones (right) with Jack Ross (in vertigo chair) who appears to be having trouble getting his bearings during the "Spin Clinic" at Concord, Calif.



### TOM WEST RECEIVES SAA

Tom West (left) receives a Special Achievement Award for performance from Area Supervisor Carl Maddox at the Reno Flight Service Station.

## COMTRAILS FOR "HERSH" PATTON, FS INSPECTOR, PHOENIX ACDO

To many who knew Herschel "Hersh" Patton, it was very sad news to learn that he lost his long battle with cancer and, on April 4, "slipped the surly bonds of earth to touch the face of God".

In his long and illustrious aviation career, first as a World War II combat pilot and a Colonel in the Air Force where he was awarded the Purple Heart and numerous medals for distinguished bravery in action; then along the way, as an executive and airline pilot and, then for many years, as an FAA Flight Standards Inspector, Hersh amassed a legion of friends. He was widely and well known for his professionalism, loyalty and dedication to aviation throughout the industry and FAA. He is especially remembered by many for his unselfish encouragement and help to aspiring young aviators in assisting them in their development, proficiency and climb towards a successful career in aviation.

Hersh was qualified in a large assortment of general aviation and transport category aircraft, ranging from the early "Ford Tri-Motor" to the latest Douglas DC-9-80. He ranked among the top five pilots in the U.S. for the number of various aircraft type ratings held.

In his FAA career, Hersh worked as an Air Carrier Airman Certification and Principal Operations Inspector in the Scottsdale, Arizona Flight Standards District Office and the Burbank-Los Angeles, Calif. and, until recently, the Phoenix Air Carrier District Offices.

The memorial service was held on April 8 in Phoenix and was attended by many friends from industry and the FAA. The "Fly By" with a missing aircraft out of the formation was a fitting and touching tribute to Hersh as a last gesture by his many professional and personal friends. Hersh will be long remembered for his humor, generosity,

friendship and for being such a dedicated public servant.

Republic Airlines has established a Herschel C. Patton Scholarship Fund, a non-profit organization for aviation students. Those who wish to contribute may make their checks out to: Herschel C. Patton Scholarship Fund, and forward their contribution to: William Wissler, Attorney-at-law, Suite B-204, 5055 E. Broadway, Tucson, Arizona 85711.

## FREMONT AF SECTOR AWARDS

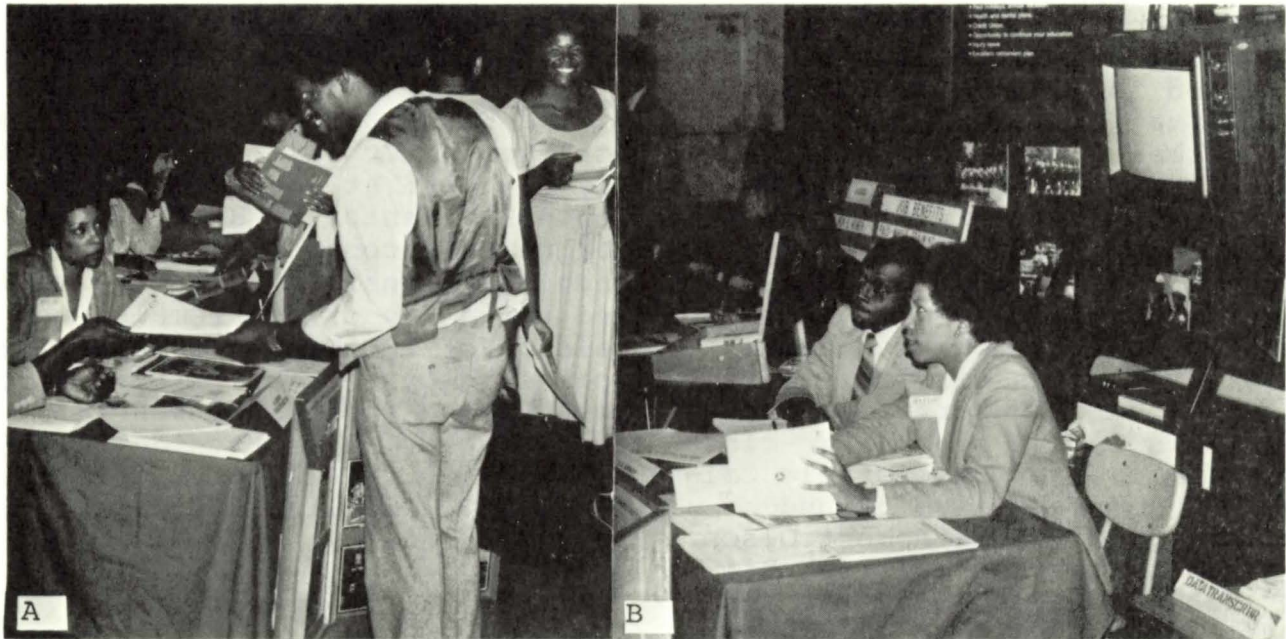
The following awards/Letters of Appreciation/Career Service Emblems were recently presented at the Fremont Airway Facilities Sector:

Outstanding with Quality Increase Awards - EARL HARDY, Electronics Technician; PHYLLIS EDMISON, General Supply Specialist; and RICHARD ROWEN, Computer Operator.....

Outstanding with Special Achievement Award - BEN ALILIN, Utility Systems Repairer-Operator; JAMES BENNER, Supervisory Engineering Technician; DARRELL CHRISTOPH, Peripheral Device Repairer; LESLIE LEVI, Systems Performance Specialist.....

Letters of Appreciation - Environmental Section employees from Manager, Airway Facilities Division, AWP-400; CHARLES HOLLIE, Systems Performance Specialist, from Manager, Civil Rights Staff, AWP-9; ROBERT SINZ, CCC Engineering Support Officer, from Commander, 1954th Radar Evaluation Squadron, Hill AFB; and LAUREL THOMPSON, Display Unit Supervisor, from Oakland ARTCC.....

Career Service Emblems - DOUGLAS LEE, Electronics Technician, 35 years; JOHN MARKLEY, Operations Section Manager, 30 years; GARY OTA, Electronics Technician and ROSS THORNTON, Electronics Technician, 25 years; BEN ALILIN, Utility Systems Repairer-Operator and BRUCE MARTIN, Electronics Technician, 15 years.



LAX AFS PARTICIPATES IN SOUTHWEST COMMUNITY COLLEGE CAREER DAY--Janeth Ellis and Sidney Bowen of the Los Angeles Airway Facilities Sector represented the FAA at the annual Southwest Community College Career Day. Much interest was shown by the students on career opportunities in the FAA as Janeth and Sid answered questions, distributed brochures and showed a FAA national airspace video presentation. The LAX AFS is invited annually to participate in this career program.

Left: (A) Janeth Ellis answering a student's questions.  
 Right: (B) Sid Bowen and Janeth Ellis interviewing students of Southwest Community College.

Photos by Jim Lougheed

## HILO TOWER NEWS

Congratulations are in order for Area Supervisor Sammy Samson, recipient of a Special Achievement Award, and to Air Traffic Control Specialist Herb Murata for an Outstanding Performance Rating accompanied by a Special Achievement Award.....Welcome back from Oklahoma City to Bill Downie who just completed the ARTS II DSS class.....All developmentals here have completed training and are now full performance level. This brings our total FPL count to five but not for long as we bid farewell to Al Lorenzo as he departs for Los Angeles ARTCC in April. We are anxiously awaiting our new developmentals scheduled to arrive in late May.

## SOME BIGGER PAYCHECKS

Another big payday is coming on May 10 for controllers, FSS specialists, AF technicians and others covered by the Air Traffic Control Revitalization Act of 1982.

The extra money results from the retroactive provision of the Oct. 1982 legislation, which authorized premium pay rates for those involved in the operation and maintenance of the ATC system back to Aug. 3, 1981. Covered employees began receiving the higher rates on a regular basis in their Jan. 4, 1983, checks along with retroactive pay dating from Sept. 19, 1981.

The May 10 checks will include the remainder of the retroactive pay due these individuals.

## BAKERSFIELD FSS HAPPENINGS

February was a busier than normal period for Bakersfield Flight Service Station. In addition to their normal duties, Facility personnel were requested to provide speakers for three different events. ATCS Jerome Lamb gave a presentation on the History of the FAA and Flight Service, along with a description on the role of the FSS Specialist, to the Air Traffic Procedures Class at Bakersfield College. This is one of a three-class curriculum used by Bakersfield College as a comprehensive ground school program. ATCS Robert Olson was guest speaker at a "Pitch Hitters" course sponsored by the local "99's". He was able to elaborate on "Weather, It's Causes and Effects on Aviation". Facility Manager Bill Moses was one of six speakers to address a Pilot Safety Seminar co-sponsored by Bakersfield College and Fresno General Aviation District Office. He was able to provide an interesting talk on "Using the FSS System in the Aviation Environment". All three groups were very appreciative of the time spent by our personnel.

## FLIGHT RESTRICTIONS DROPPED

On April 11, Miami became the 13th air route traffic control center to drop internal flight restrictions. The only exceptions within the center area are the Miami and Ft. Lauderdale airports, where constraints stay until July.

At the same time, the agency lifted restrictions on flights between the Jacksonville, Atlanta and Washington center areas. The Miami center will join that grouping on May 16 and the Houston center on July 25.

Also set for April 11 was the lifting of flight quotas at Las Vegas McCarran Airport, thus reducing the number of capacity-controlled airports to 18.

## WANTED---SUMMER LEAGUE BOWLERS FOR A FEW HOURS OF FUN

The FAA Mixed Trio Bowling League for the summer will start Thursday, May 16, 1983 at 4:45 p.m. at the South Bay Center in Hawthorne. The League will consist of 12 teams; each team consisting of one female and two males or two females and one male. For further information or team sign-up, contact Mickey Martinez, League President, 536-6450; Cheri Tucker, Vice President, 536-6198; or Betty Prescott, Secretary, 536-6343. Deadline for sign-up is May 16, 1983.

## 30 YEARS FOR CARMEN SIMBARI

Carmen Simbari, Air Traffic Control Specialist at Tucson Flight Service Station, was recently presented with a diamond studded pin honoring his 30 years of government service. Carmen entered the CAA/FAA at Blythe, Calif. in March 1957 and, after a short stay, moved on to San Diego FSS where he spent the next four and one-half years. In October of 1961, Carmen transferred to Tucson Flight Service Station where he has been a valued member of the team for the past 22 years. Congratulations, Carmen!

## EMPLOYEES INFORMATION PROGRAM IS PLANNED

Recognizing that everyone is interested in the many changes now being proposed in Civil Service personnel statutes and regulations, FAA's Office of Personnel and Training is establishing a program to provide employees with the most current information on the status of these proposals. APT expects to begin the program in the near future but details still are being worked out. Future Intercoms will provide more information.

OAKLAND CENTER  
TRAINING DEPARTMENT NEWS

The following were presented with awards from the Assistant Manager for Training for their exemplary performance in the Department: Karen Gardner, Flight Data Aide, an SAA; Tony Longo, Evaluation and Proficiency Development Specialist, a QWIA; and Dennis Perry, Evaluation and Proficiency Development Specialist, an SAA. Congratulations to all! Congratulations are also in order to ATCS Diane Giblin who has recently completed Phase Xa, Basic Radar Training Certification at Oklahoma City, with a composite score placing her at the top of her class and obtaining the honor of Outstanding Graduate. Congratulations Diane and keep up the good work! Welcome aboard.....Jim Cahill and Earl Halliday who have joined the Department as Evaluation and Proficiency Development Specialists.



Above photo: Diane Giblin receives a certificate and letter from the Superintendent of the FAA Academy.



BOB BLOOM RECEIVES AWARD

A Quality Increase Award was recently awarded to Robert Bloom (center), Standards Section Supervisor, Airports. Div. Russel Hathaway (left), Safety and Standards Branch Manager, presented the award to Bob in recognition of his "exceptional performance as Manager of the Southern Airports District Office" as Airports Division Manager, Herman Bliss (right), looked on. An Airports Div. reorganization moved the field office function to the present Standards Section. Bob joined the FAA as a civil engineer in Airway Facilities Div. in 1962 and has been in Airports Div. since 1966.

## Tamiami In/Minneapolis Out

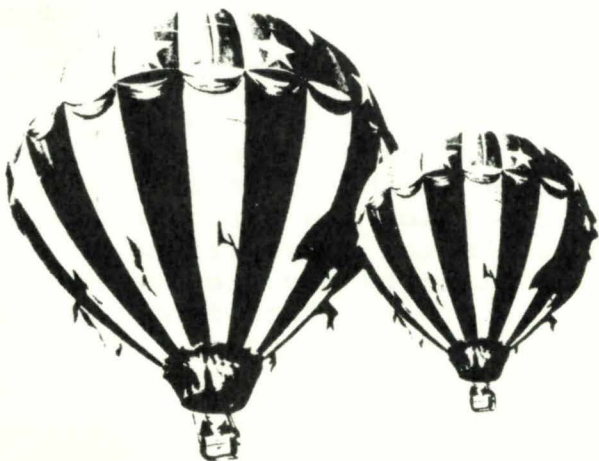
For those who like to keep score on how FAA is doing, here are a couple of new numbers.

The agency now has selected 17 sites for automated flight service stations. The latest is Tamiami, which eventually will service the entire South Florida flight plan area. The new facility is being built by the local government under a lease agreement with FAA and should be ready for operational use in December 1984.

Seventeen also is the new operative number for capacity-controlled airports. The latest to be dropped was Minneapolis-St. Paul International on April 24. The next airport to be freed up will be Newark on June 1.

## Taylor To Airports

Quentin Taylor is the new Deputy Associate Administrator for Airports. A 24-year FAA veteran, Taylor served as Deputy Administrator from 1977 to 1981 and has been Director of the Office of International Aviation since that time. A Howard graduate with an M. A. from Syracuse, he started with FAA as an electronic engineer and later became the first Civil Rights Director.



## MLS PROGRAM TAKING OFF

The Microwave Landing System (MLS) is about ready to move off the pages of the National Airspace System Plan and into the world of operational reality. Transportation Secretary Dole has approved the procurement of all 1,250 MLS units called for in the NAS Plan, and FAA has issued a request for proposals covering the acquisition of the first 172 over a five-year period.

MLS uses scanningbeam techniques to provide precision guidance over a much broader area than the present Instrument Landing System (ILS), which has been in service around the world since the late 1940s. This will greatly increase operational flexibility at airports by offering a wide range of final approach paths. The equipment also is less sensitive to building and terrain interference and less vulnerable to environmental factors since the MLS signal is radiated directly into space rather than reflected off a smooth ground plane, as with ILS. Developed over a 12-year period, MLS has been adopted by ICAO as the international replacement standard for ILS.

Technical responses to the RFP are due June 7 and the cost proposals two weeks later. FAA expects to award a production contract in September, with deliveries starting in 1985. The National Airspace System Plan envisions 1,250 MLS units in service at the nation's airports by the year 2000.

## Five FSS's To Close

Five flight service stations that the agency plans to close during the Fiscal Year 1983 were identified by the Administrator in recent budget testimony on Capitol Hill. They are Yuma, Ariz.; Key West, Fla.; Cotulla, Tex.; Toledo, Wash.; and Lone Rock, Wisc.

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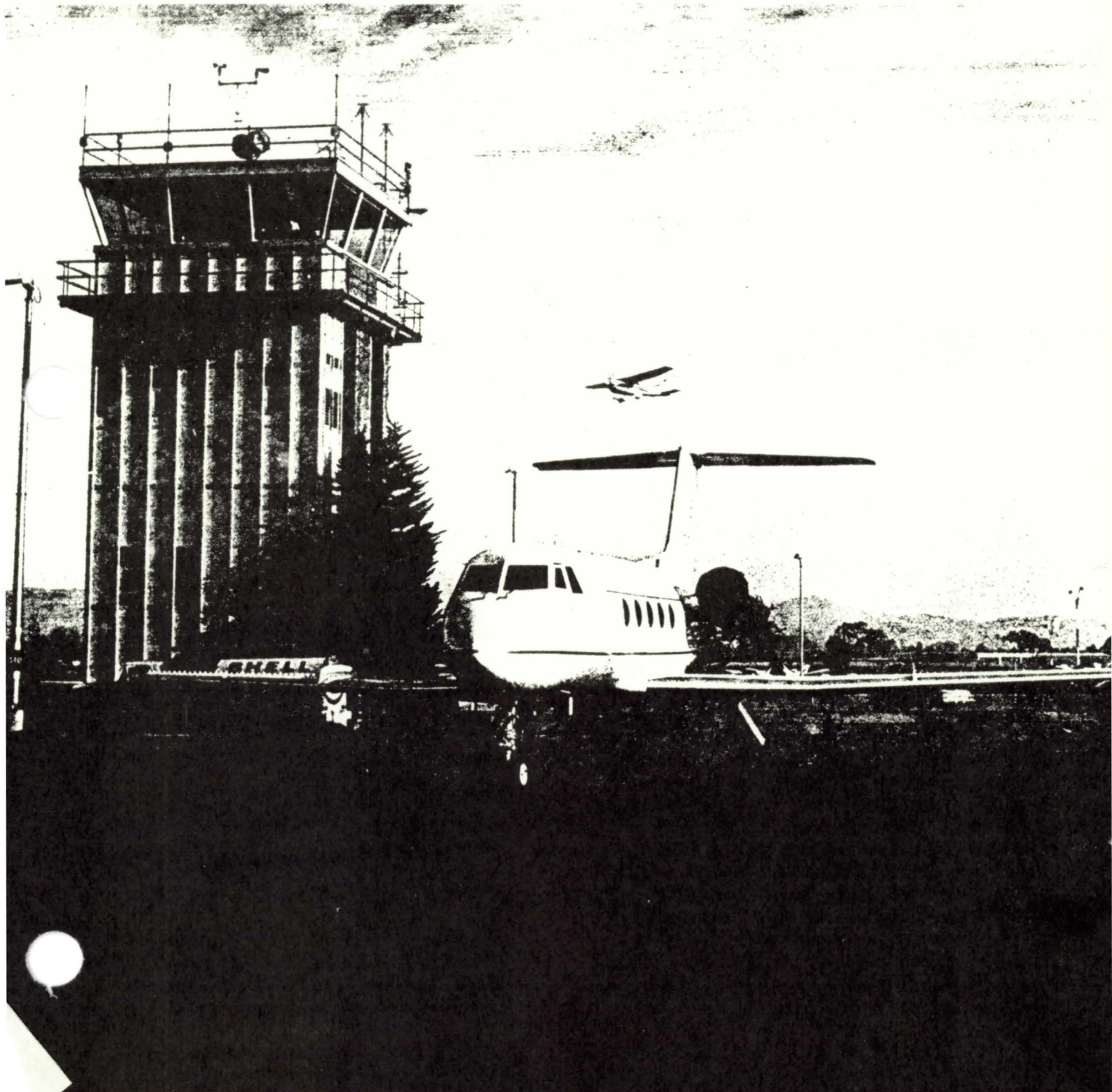
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## Cover Story

Since January 25, 1961 the people of Concord Tower have been serving the needs of Contra Costa County's aviation community. The rapid population growth of the East Bay Area location has made Buchanan Field an important part of the path of progress.

Under the guidance of Air Traffic Manager Glen Gourley, the tower is preparing a modernization plan to meet the demands of its growing location. The accelerated pace of corporate aviation activity in recent years has been added to the general aviation role of Buchanan Field. Located just outside the Bay Area TCA, Concord Tower is a popular practice field for student and private pilots from neighboring areas as well as home for over 600 privately owned aircraft. Buchanan is also home for four flight instruction schools. The popularity of the airport has made Concord Tower the 28th busiest airport in the United States.

County officials have named May 16-22 "Airport Appreciation Week" in recognition of the service the airport has provided during the area's growing years. Concord Tower is conducting a spring pilots meeting May 16 at the Sheraton Hotel adjoining the field, and Sunday, May 22 will be Open House Day at the tower, with films and tours for the public.

Glenn Gourley returned to Concord Tower from Bay Approach to become the fourth chief in the tower's existence. He was formerly a team supervisor at Concord. Area supervisor Bob Baldwin has been at Concord Tower since its beginning, and Orrin Shackelford returned to Concord as Area supervisor after a stint at Coast TRACON.

ATCS personnel include: Ron Attard, Jon Kalsbeek, Greg Kingery, Julie Lagan, Linda Parker, John Parker, Mike Riley, Ruth Ryan, Ross Sagan, Marianne Smith, Brian Spencer and Paul Williams.

The Concord Airway Facilities Sector Office headed by Paul Milani handles maintenance for not only Buchanan Field, but Livermore Airport and Tracy as well. Airway Facilities personnel include: Robert Leone, Arlie Lloyd, F. Ozzie Osgood, M. Doc Shwetzter and John Smith.

The Concord VOR is scheduled to be converted to solid state equipment this summer, lowering approach minimums for Buchanan Field's IFR pilots.

Parallel intersecting runways and busy traffic make Concord Tower a challenging training facility. Thirteen new persons have been added to the ranks of ATCS personnel in the past year and a half. Training activity remains important as this busy level two tower continues to supply higher level facilities with competent, experienced air traffic controllers.

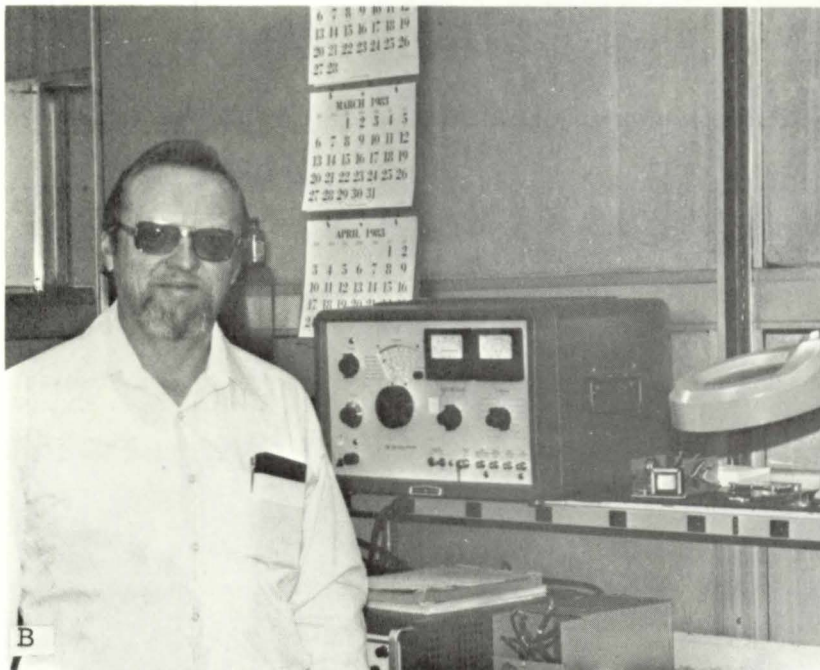
Written by: Paul Williams and Orrin Shackelford

Cover photo by: Orrin Shackelford



Above: Glen Gourley, Concord Tower Air Traffic Manager, (left) and Airway Facilities Sector Manager Paul Milani.

# Concord People



Some of the people at Concord are:

A--Brian Spencer, Air Traffic Control Specialist (ATCS).

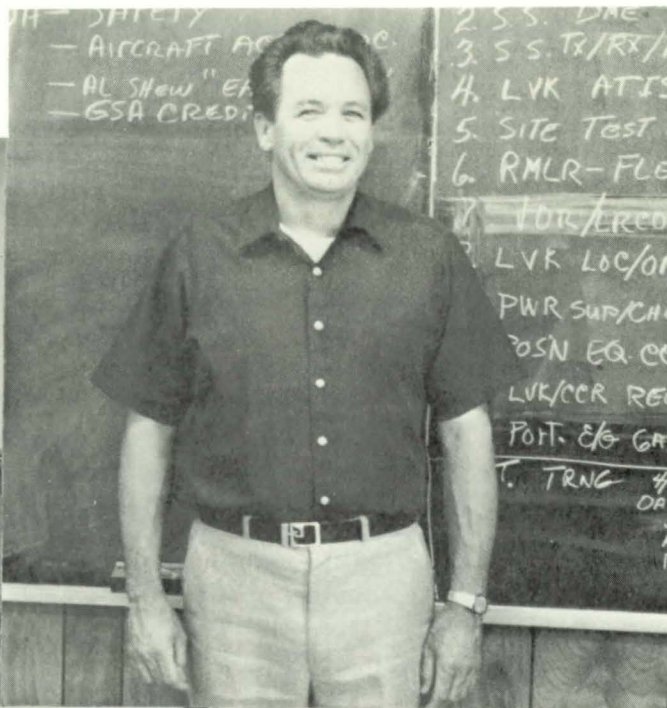
B--Larry Bowen, AF Technician.

C--Bob Leone, AF Technician..

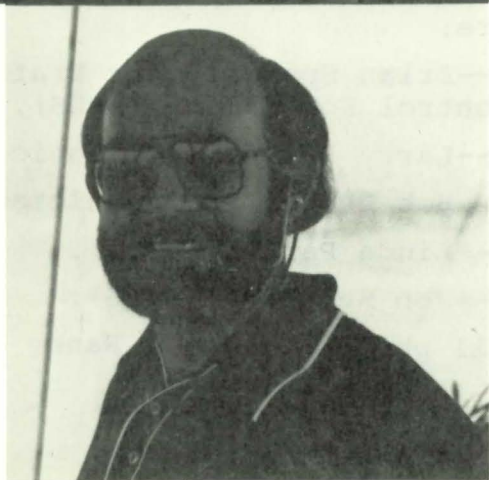
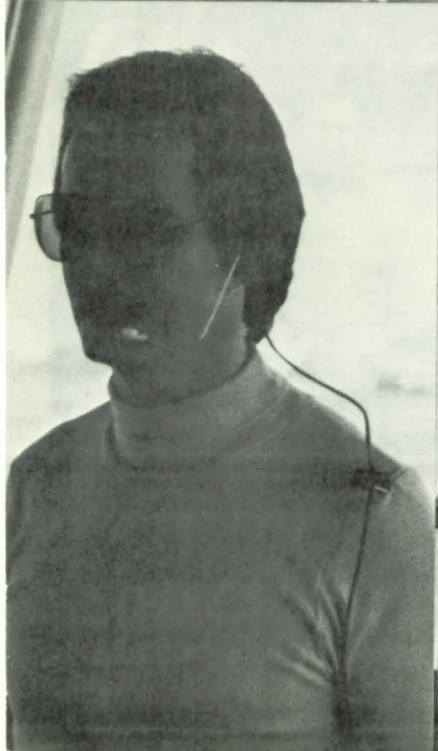
D--Linda Parker (ATCS).

E--Jon Kalsbeek (ATCS).

All photos by Jerry Raney



More  
Concord



More people at Concord are:

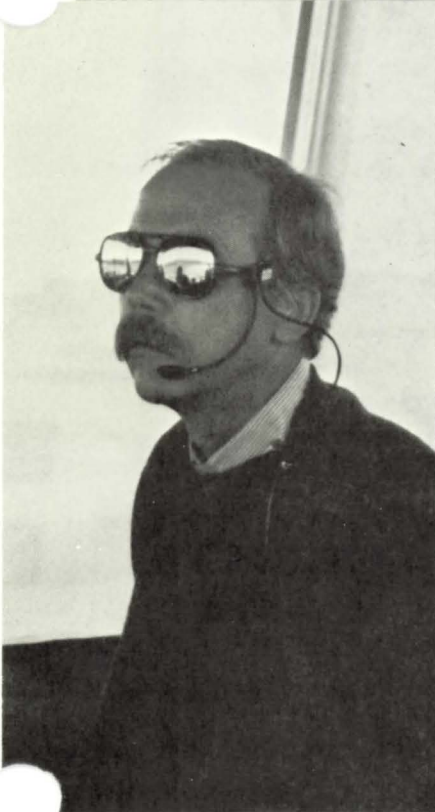
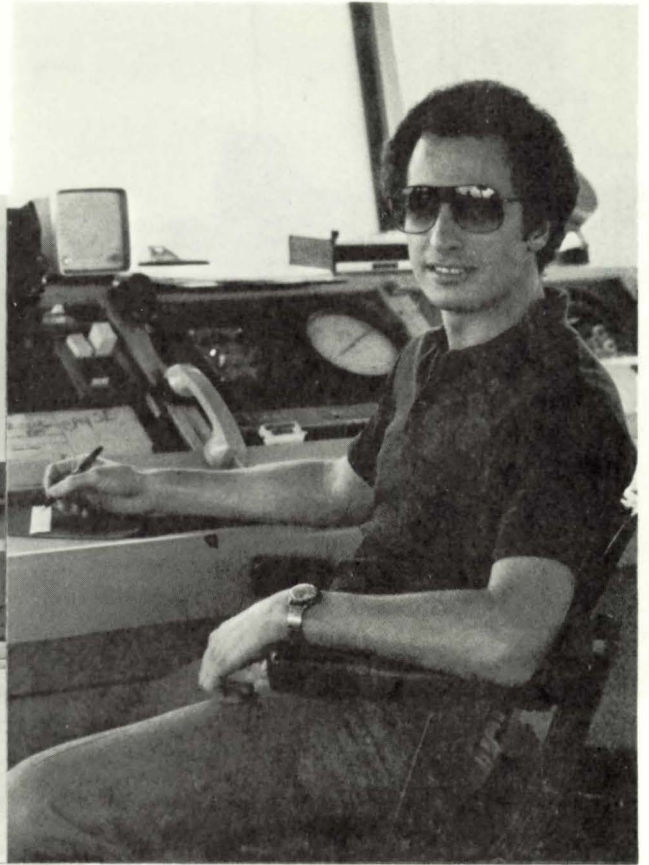
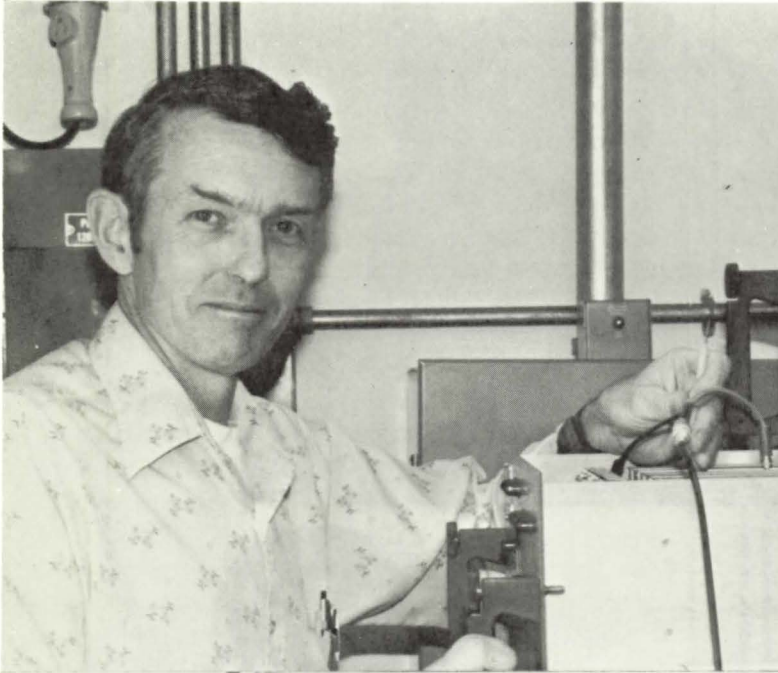
Top: AF Technician Arlie Lloyd (left) at the Concord VOR, and AF Technician John Smith.

Middle: From left--Air Traffic Control Specialists John Parker, Ross Sagun and Marianne Smith.

Below: ATCS Jerry Raney, who has since transferred to San Jose Tower.

Photos by Jerry Raney.

More  
Concord  
People



More Concord people are:

Top: M. "Doc" Shwetzzer (left), Airway Facilities Technician, and Ron Attard (ATCS).

Below: Area Supervisor Bob Baldwin (left) and ATCS Greg Kingery.

Photos by Jerry Raney.



Still  
More  
Concord



Still more Concord people are:

Above: Orrin Shackelford, Area Supervisor, (left) and Air Traffic Control Specialist Paul Williams.

Below: Air Traffic Control Specialists Mike Riley and Ruth Ryan.



FRED DRIGGS

### SAN FRANCISCO TOWER'S SUCCESS STORY

San Francisco International Airport Control Tower has a success story. His name is Fred Driggs. A former pilot, Fred, 31, didn't let his last two employers, Swift Aire and Braniff International going defunct, stop his plans for a career in the aviation field.

The air traffic control strike of August 1981 provided Fred with another aviation opportunity. He applied for an Air Traffic Assistant position and was accepted at San Francisco International Airport. Next, Fred applied for a position as an Air Traffic Control Specialist. After taking the Civil Service examination he was competitively selected for the position. Next stop, Oklahoma City, Oklahoma, for a 16-week course at the FAA Academy for instruction in his new career. In Oklahoma City, Fred met Martha Estrada, 27, who worked for a bank. Soon thereafter, they became engaged. Fred successfully completed the FAA Academy course and returned to San Francisco Tower as an Air Traffic Control Specialist trainee.

Fred's love of aviation is apparent. He and Martha were married aboard the Swift Aire plane Fred flew until the airline folded. Fred said, "We wanted to do something a little bit different."

Expect to hear more about Fred Driggs, a man with drive--a success story at San Francisco International.

Above: Mr. and Mrs. Fred Driggs disembark to a shower of confetti.

## FAA & NHTSA AGREE

Parents soon will be able to buy child safety seats that will provide additional protection for their young ones, whether they're riding in an automobile or flying in an airplane. In fact, they may already own one.

It all results from an FAA agreement with the National Highway Traffic Safety Administration on a common standard for child safety seats. The common standard will combine the separate FAA and NHTSA standards to produce a child restraint system approved for--and safe to use in--both automobiles and planes.

The two agencies also agreed on an expedited program to test all existing child safety seats to see if they meet the common standard. This testing is expected to take 90 days, after which time an estimated five million child restraints now used in automobiles also could be approved for use in airplanes.

## ALCOHOLICS ANONYMOUS MEETINGS AT R.O.

Alcoholics Anonymous meetings are being held at the Regional Headquarters. Both old and new members are welcome. For information, please call Anne Clayton, Aviation Medical Div., Ext. 6300.

## BAKERSFIELD FSS HAPPENINGS

All personnel breathed a sigh of relief recently when ATCS Frank Ferrera reported back to the Facility from the Academy. Frank, when he completes his check out will be replacing ATCS Stan Smith who will be leaving for colder climes in June. Stan has been selected as a Journeyman at the Detroit FSS. Congratulations are in order for ATCS's Bill Duran, Jerry Lamb, Bob Olson and Steve Rippe. All Specialists earned Letters of Appreciation for handling intense workloads on April 17, 1983. Bigger and better things are expected for all four.

## ATTA GIRL, GINA!

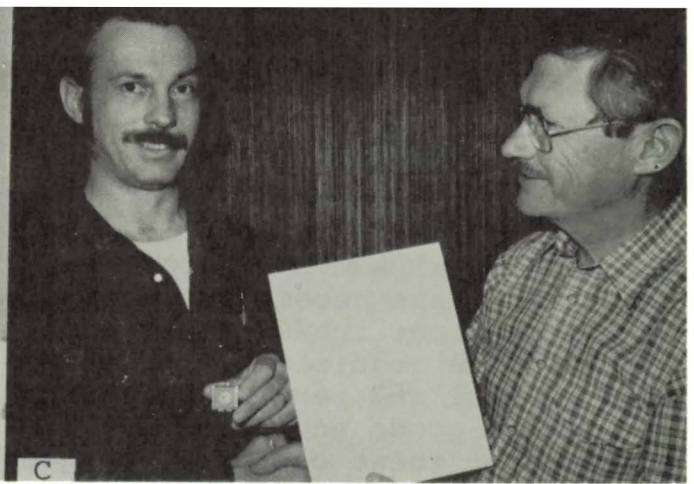
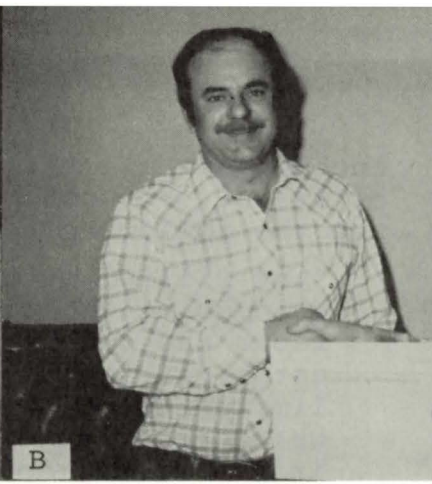
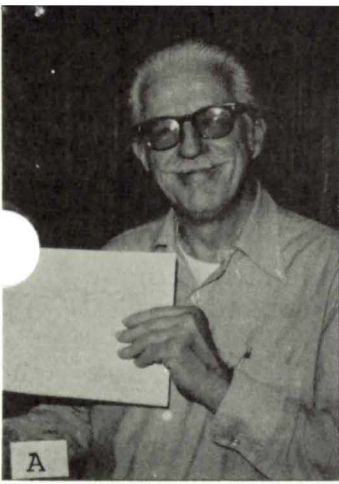
Gina Cole, daughter of Gene Cole, at Oakland Airway Facilities Sector, is continuing to run her way to victory. In a recent meet between Skyline High and McClymonds High, Gina took first in the 100 meter, first in the 200 meter and her relay team took a first in the 400 meter relay.

Gina also ran in the Bruce Jenner Invitational at San Jose City College. Her relay team earned a silver medal in the 400 meter and the 800 meter relay. Rumor has it that Gina has received a few phone calls from the U. C. Berkeley track coach. Keep doing it, Gina!



## RENO FSS SPECIALIST RECEIVES AWARD

Reno Flight Service Station Specialist Carl Johnson, receives a Special Achievement Award for performance from Area Supervisor Ski Pisarski. Congratulations, Carl!



## NEVADA AWARDS --

Recently while on a field trip, Bill Dickinson, Assistant Sector Manager, Reno Airway Facilities Sector, presented the following awards to Reno AFS employees:

- (A) A Special Achievement Award was presented to Harvey Nodine, Electronics Technician, Wells AFSFO, Nevada for performance of duties.
- (B) A Quality Increase Award was presented to Dean Michaelscheck, Electronics Technician, Battle Mountain ARSR, Nevada for outstanding performance; and
- (C) A 15-year service pin was presented to James Emerson (left), Electronics Technician, Elko AFSFO, Nevada. Bill Dickinson (right), Reno AFS Assistant Manager offers his congratulations.

## TEMPORARY TOWER AT TULARE FARM SHOW

The "Mercy Gulch"--a glass-enclosed tower mounted on the back of a World War II truck--served its last duty during the recently-held California Farm Equipment Show in Tulare, Calif. The old portable tower, some 15 years old now, has been declared surplus by the FAA and is now on the auction block.

Personnel from Fresno Tower who manned the tower during this annual event were: Area Supervisor Ben Nicholas and Controllers Harry Baird and Keith Bartram. There were numerous visitors and many compliments. Hats off to Fresno personnel and to "Mercy Gulch" on a job well done.



## FRAUD, WASTE AND ABUSE AWARENESS STRESSED

The President, members of Congress, Federal Administrators and the public have become increasingly concerned about fraud, waste and abuse in the acquisition and management of real and personal property (including goods and services). As a result of these concerns, Congress established the Office of the Inspector General (OIG) in 15 agencies to provide an independent focal point to address these issues. One of the offices was established within the Department of Transportation, and the Western-Pacific Region falls under the jurisdiction of their regional office in San Francisco. Thus, we have become a more vulnerable target for their audits. We recognize that more must be done to safeguard our resources; also, that effective actions have been hampered by a lack of information about these problems. Therefore, the Logistics Division plans to implement a Management and Employee Awareness Program that will address five basic questions: (1) What types of fraud, waste, abuse and mismanagement are committed; (2) Who commits them; (3) How much is it costing; (4) How is it discovered; and (5) What happens to those who do it.

This article and those to follow are intended to bring to the attention of managers, supervisors and employees within the various program areas the potential for many types of fraud, waste and abuse within the Region's procurement and management processes. The ability of our work force to recognize this potential can do much to enhance the integrity of our programs and operations, as any system can be penetrated, sometimes with very simple schemes, unless those involved in the design and use of the systems perform their duties in an honest and conscientious manner.

There is no standard definition of fraud. It cannot be precisely defined because of the difficulty in establishing a definition that

encompasses all the potential types of fraud. For our purposes we will use the following:

"Any willful or conscientious wrongdoing that adversely affects the government's interests. It includes, but is not limited to, acts of dishonesty which contribute to a loss or injury to the government. The following are some examples of fraud or other unlawful activity: split purchases; rigged specifications; conflict of interest situations; contract change order abuse; falsification of government-furnished property records; excessive small purchases of tools, supplies, etc.; payment for work not performed; false invoices; false claims and statements; altered receipts/vouchers for imprest fund reimbursement; duplicate payments from both Standard Form 44 and imprest fund, etc."

Watch INTERCOM for the next article which will cover the types of fraud, abuse, waste and mismanagement committed.

