



US Department
of Transportation
**Federal Aviation
Administration**

Western-Pacific Intercom

Helms Resigns With Objectives Achieved



FAA Administrator J. Lynn Helms has announced he will be leaving the agency January 31, having achieved his major objectives and thanking FAA employees for their help and support over the past three years.

President Reagan accepted the Helms' resignation "with regret." In a personal letter to the Administrator, he said: "You have served as Administrator of the FAA during one of its most eventful and productive periods. Although the firm stand you took during the air traffic controllers' strike is your best-known accomplishment, the follow-up to that story is less well-

known. You have taken seriously the mandate I gave you to modernize our nation's air transportation system and make it the safest and most efficient in the world. The actions you have taken to accomplish this goal will be remembered for many years to come, and I want to thank you personally for a job well done." Transportation Secretary Dole echoed these sentiments noting that Helms as FAA Administrator, "has brought energy and commitment to this position and (he) can be justifiably proud of the many accomplishments during his tenure."

In his letter of resignation, the Administrator said the past three

Cover Story Continued. . . J. Lynn Helms

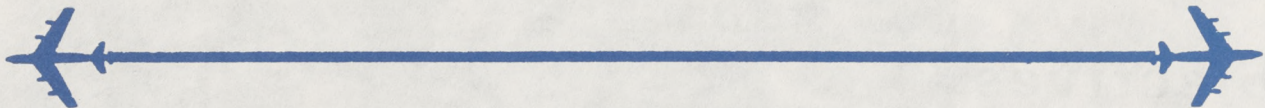
years have been dramatic and challenging ones for the nation's air transportation system and for the FAA. "We have met these challenges," he added, "and I believe my job is now largely done.

"We kept the nation's airplanes flying during the controllers' strike, bringing the air traffic control system capacity back to pre-strike levels rapidly on a schedule I outlined at the start of the strike. We have developed and implemented several new systems and programs to make our airspace safer and our regulatory process more effective, including a master strategic plan for the FAA to the end of this century.

"I am absolutely confident that the superb professional career management team at the FAA fully

accepts and believes in the course we have established. My successor will reap a legacy of detailed programs, plans, and funding of which I am proud. The outstanding quality of the career FAA staff and its willingness to work virtually around-the-clock with me to handle these demands, has earned my greatest respect and appreciation."

The Administrator added that he decided early last summer to leave Government service but wanted to remain through the FY 1985 budget formulation period to assure adequate funding for on-going programs. "That process is now completed, and the time is at hand to implement my decision to return to the private sector in order to resume an active role in strategic consulting and business planning," he concluded.



J. LYNN HELMS:

Accomplishments During His Tenure as

Administrator, Federal Aviation Administration

- Despite near unanimous opinion that it couldn't be done, he kept the Nation's airplanes flying during a strike and subsequent firing of 11,400 Air Traffic Controllers. He directed a massive training program to train new controllers, control all air operators of the Nation on an equitable basis, and bring the total system capacity back to pre-strike levels on a schedule he outlined on August 10, 1981, just seven days after the strike. It has been labeled by many as the management miracle of the decade, exceeding Lee Iacocca's triumph at Chrysler.
- Working with an outstanding FAA career team, he personally originated, conceived, designed and documented the National Airspace System plan, a long-range but detailed program for completely modernizing the Nation's airspace with significant improvements in safety and capacity.
- He changed the concept from conflict between air crews and ground air traffic personnel to mutual respect and cooperation. His theme of "It's not our airspace -- It's theirs. We are merely paid to help them use it safely" is widespread as the basis for new FAA understanding.

More Helms' Accomplishments



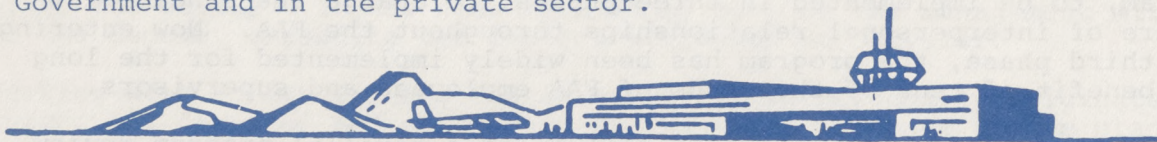
J. Lynn Helms

- He augmented and established as practice the three key guidelines for future development of FAA programs: "We should control -- but not constrain; we should regulate, but not interfere with competitive purpose; we should recognize that most citizens travel by air carrier, and therefore may require some priority, but never to the extent that it excludes the solo flyer from using the Nation's full facilities.
- He conceived and implemented, together with the National Academic Institution, a new Airway Science degree to provide the emphasis on math and science necessary to prepare a new generation of employees for the FAA and other segments of the aviation industry and the Nation's development in technology. Fourteen universities now have such a baccalaureate program.
- He laid out a new long-range plan for Washington Metropolitan Airports that will result in a steady but even shift of traffic from Washington National Airport to Dulles International. Together with Secretary Lewis, the plan was implemented in 1981.
- He began the final plan for the National Integrated Airport System to ensure future airport availability and balance between user segments.
- He originated and personally directed the preparation of the government's first long-range plan directed to automation of the administrative functions of government, and supplied industry standards of return on investment to ensure it was cost-effective.
- He directed a cost reduction and maintenance program that despite the FAA historical record of rarely achieving \$5 million in annual savings, a dramatic increase to over \$50 million was reached by 1983, of which approximately one-fourth has already been validated by the Inspector General's office.
- Recognizing the need for improved labor relations and acknowledging it publicly before the PATCO strike, he originated a massive human relations program, to be implemented in three phases, to change the fundamental culture of interpersonal relationships throughout the FAA. Now entering that third phase, the program has been widely implemented for the long term benefit of tens of thousands of FAA employees and supervisors.
- He installed a program management system and a parallel program review program that keeps selected programs highly visible to, and under detailed scrutiny of, senior FAA management on a continuing basis.

(continued on next page)

HELMS ACCOMPLISHMENTS (continued from page 3)

- He formalized a detailed program schedule for accomplishments in FAA research devoted to cabin safety, fire prevention safety and numerous other air carrier and general aviation projects. This has already resulted in regulatory action being taken on flight data recorders, flight deck voice recorders, seat designs for increased strength and safety, blocking layers for seats to prevent or reduce cabin fires, emergency exit lights for airliners, smoke detectors and fire extinguishers for airliners, replacement of old fire extinguishers with new improved Halon II type extinguishers, introduction of new aluminumized emergency evacuation slides, and others.
- He initiated a major change in content and expansion of the FAA Management Training program. Also standards for promotion were revised to place greater emphasis on human relations capability. Demonstrated capability in that field is now a requisite for selection to supervisory positions.
- He initiated an expanded program for co-op students and predevelopmental applicants in order that more minorities and women could become qualified to compete for jobs and promotions throughout the FAA.
- He recognized the need for focused efforts in the rapidly growing field of helicopters and established the National Rotorcraft Program Office to serve as the central coordination point for expanded and milestone-oriented activities. This office is now in smooth operation.
- He recognized that weather is a major factor in aircraft accidents and established the Weather Program Office to pull together all elements of the program to collect better weather information and disseminate it in a timely fashion to pilots.
- He implemented strongly a program of going to the user community to establish panels of committees to study and recommend solutions to key aviation problems. Such efforts were highly successful in stall-spin evaluations, private pilot training, runway and airport capacity improvement, general aviation safety and others.
- He initiated and now has underway the first attempt of reduced regulatory impact by letting the user parties participate openly. The first effort of "regulation by negotiation" offers major opportunities for cooperative efforts in the future between labor and management both in Government and in the private sector.



HR Means Caring

Chief Counsel Notes

Really caring about people is what Chief Counsel J. E. Murdock III stressed in discussing the agency's human resources effort.

His remarks this week are the second in a series of such statements by top FAA management. Last week, Deputy Administrator Fenello said the future of the program is your future. Next week William Shea, Associate Administrator for Airports, will give his views.

"The FAA is a mission-oriented organization," Murdock said. "It has developed a tremendous reputation for dealing with numerous crises and for delivering a service to the public. The message of the Jones Report was that our concentration on delivering a product did not allow us to focus on human relations.

"Human relations in its simplest, yet most powerful form, is caring about people. It involves not only saying hello to people but being aware of an individual's concerns. The 'hello' should be followed by an inquiry on a professional ('how did your trial go?') or personal ('how did your son's soccer team do?') basis. Human relations is an effort which each of us should be aware of and which should be used throughout our workday.

"As basic as these goals may be, human relations requires support. Our past behavior suggests remedial efforts, and we have begun. The AGC Human Relations Committee is such a support effort; it is active and effective. Other activities within this office includes stronger emphasis on communications and training.

"We hope that human relations become such a part of our daily routine that ancillary activities are reduced to a minimum. At that point each of our managers, staff attorneys and support staff will have true concern for each other and their associates."

Kudos for Civilair's

Children's Christmas Party

Civilair's Children's Christmas Carnival was a tremendous success. A great deal of credit goes to all those individuals -- both employees and family members who helped with the organization and preparation of this year's party. It was evident that there was a sincere concern for making this year's party a success, by not only those who helped, but by the overwhelming turnout (more than 350).

Thanks to all who participated in spreading a little more Christmas cheer and goodwill during the holiday season. A very special thanks goes to Clyde DeHart, Flight Standards Division Manager, who in a moment of crisis cheerfully accepted the very difficult task of being Santa Claus. Those who attended the party agreed that Clyde not only saved the day, but he did a fantastic job as Santa.

(NOTE: A valuable personal item was found at the LAX Hanger after the Children's Christmas Party. Please contact Jack Dimmick for assistance. 213/215-2086)

A Little Quiet, Please

The agency has awarded an \$813,000 grant to the City of South Francisco for soundproofing approximately 100 homes and two schools near San Francisco International Airport.

Although FAA has been involved in soundproofing projects before, this is the first time money has been approved for private dwellings and the first time a grant for this purpose has gone to a non-airport owner. The total cost of the project is estimated at \$888,400 of which FAA is paying 80 percent under the provisions of the Airport Improvement Program.

What's New in Show Business?

Sherri McKenzie's outside activities in the theatrical world have continued through the years and are now expanding. Sherri is a General Supply Specialist in the Materiel Management Branch of the Logistics Division and has been with the Logistics Division since 1976.

As a Veteran of the United States Air Force, Sherri joined the American Legion Hollywood Post 43 Liberty Theatre in July 1983. This theatre was established with the purpose of helping Veteran actors to find work. As a part of the Liberty Theatre, Sherri began producing Acting Showcases for the Entertainment Industry which gives the veteran actor a chance to show their talent. Two showcases have been produced since the start of this project which resulted in several actors finding new agents and now being considered for entertainment projects.

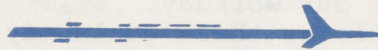
Sherri is currently studying acting with Paul E. Richards, a veteran of the Broadway Stage. Her desire is to become professionally involved with acting as much as possible in her spare time, which she is now doing. Sherri is now performing as Georgia O'Keefe (the Painter) in the play BEAUX ARTS BALL on Tuesday through Saturday at 8 p.m. for an indefinite period at the Fifth Estate Theatre in Hollywood at 1707 N. Kenmore. Sherri is looking forward to future endeavors in the theatrical world.

FAA INTERCOM is published weekly for Western-Pacific Region employees of the Department of Transportation/Federal Aviation Administration by the Public Affairs Office. Articles and black and white photographs should be sent to Barbara Abels, Editor, or Beth Caughey, Assistant Editor, AWP-5, 213/536-6431 or FTS 966-6431.

San Diego AFS Honored For Savings Bond Work



The Patriotic Service Award was presented to the San Diego Airway Facilities Sector in recognition of its service to last year's U.S. Savings Bond program. Competitors included organizations in the San Diego area. Pictured above is Enola Latam, this year's campaign leader. The Sector's employees are also to be congratulated for placing third among all Western-Pacific Region Airway Facilities offices.



Telephone Number Changes In Van Nuys Facilities

All Van Nuys FAA facilities have recently had both commercial and FTS number changes: Van Nuys ATCT office - FTS 983-6166, Commercial 818/904-6166 and Van Nuys ATCT cab (unlisted) - FTS 983-6109, Commercial 818/904-6109; Van Nuys AFSFO - FTS 983-6171, Commercial 818/904-6171; Van Nuys GADO - FTS 983-6291, Commercial 818/904-6291.



International News

FOR INFORMATION, CONTACT ELAINE CARTER, INT'L. AFFAIRS SPEC., AWP-4F, (213) 536-6333

International Participant Program Announcement

The following announcement has been received from the Associate Administrator for Policy and International Aviation, API-1:

"We are very pleased to announce the International Participant Program (IPP), where FAA employees are asked to volunteer to participate in short-term foreign duty assignments. FAA personnel will be alerted to the opportunities for foreign duty via articles in the INTERCOM and notices in the FAA WORLD. From those who volunteer, the best qualified in each specialty or functional area will become the source from which personnel will be selected for short-term foreign duty; however, all selections will be made in close coordination with Offices/Services/ - Regions/Centers for which such employees work.

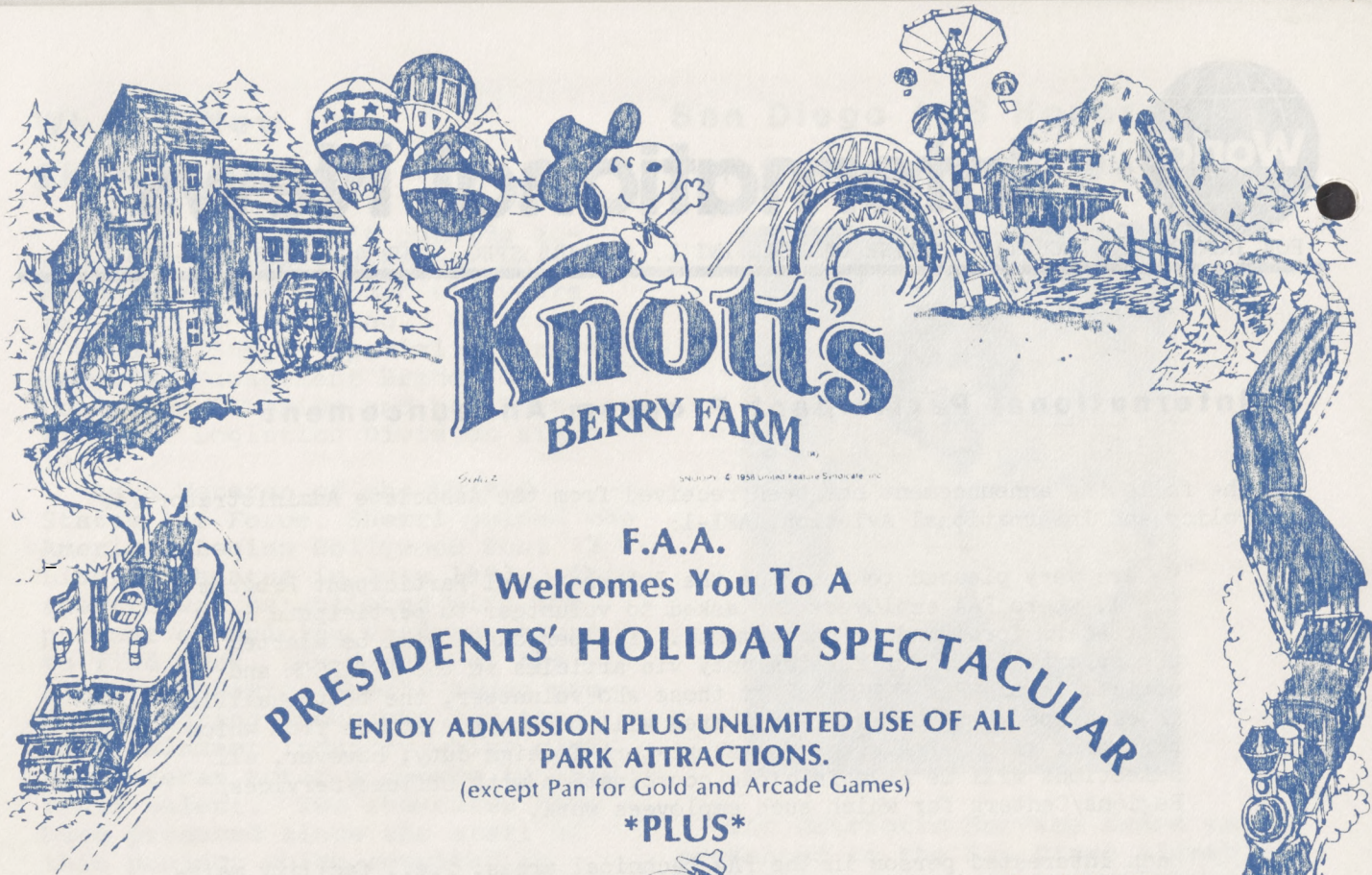
"Each interested person in the FAA technical areas; i.e., facility maintenance and engineering, air traffic control, airports, aviation standards, et al, will be asked to contact the Office of International Aviation, International Assistance Division, AIA-200. AIA-200 will send a basic-data information form to them which is to be completed and returned.

"It is planned for the data to be entered into computer files from which listings will be readily available. The listings can be sorted by various positions/functions/experience criteria and provide the names of well-qualified personnel for the assignments.

"The files will be kept as current as possible. An employee who is no longer interested in accepting foreign assignments will be expected to notify AIA-200 immediately so as to insure the removal of his/her name from the file.

"We sincerely believe that personnel who volunteer for, and serve in, foreign duty positions become better employees. Their overall value to the FAA is enhanced and successful completion of a tour in a foreign country usually reflects well on the United States. Therefore, we suggest that participation in the IPP should be encouraged and the participants be positively recognized for their action.

"Your participation and cooperation in the IPP is very important to its success. Dissemination of the information on, and the intent of, the program requires your active support. We are looking forward to working with you to find and select the best FAA representatives for these assignments. As stated previously, selections will be made in close coordination with management who have responsibility for controlling these personnel resources."



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