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Western-Pacific Intercom



ALL MANAGERS CONFERENCE

Cover Story

By Nina Nance

The week of August 27 was a special time in the Western-Pacific Region. Virtually all managers in the region gathered at the Camelback Inn in Scottsdale, Arizona for a Human Resource Management Conference.

The temperatures were high, but so were spirits, as the program unfolded with Acting Director Dick Devereaux's "State of the Region" presentation. Master of Ceremonies Joe Alvarez kept things on track and encouraged "stretch breaks" between the many presentations which included such diverse subjects as affirmative action techniques, the aviation education program, human resource management, merit pay, automation, the NAS Plan and VOE to name a few.

A Polynesian theme banquet was held on the evening of August 29, with many aloha shirts and tropical print dresses in evidence. Keynote speaker Dr. Laurence Porter spoke on "Managing Change for the 80's". The highlight of the banquet program was the presentation of Special Achievement Awards to the key people in the region's Olympic support program.

The last day and a half of the program was devoted to division breakout meetings with many subjects specific to each division on the agendas. During that time, staff and support attendees rotated among the breakout sessions to lend their support where needed and to get a flavor of what's going on now and in the future within the program divisions.

A total of 259 managers attended the conference. In addition, 66 spouses and 31 children came along for a week in the sun. The Camelback Inn is a beautiful resort and

they extended every courtesy to ensure our program's success, from accommodating spouses and children at no additional charge to providing instant response on any and all of the glitches that arise during such a meeting.

The overall response to the program was very positive and many attendees expressed the hope that we can make this an annual or biennial event.

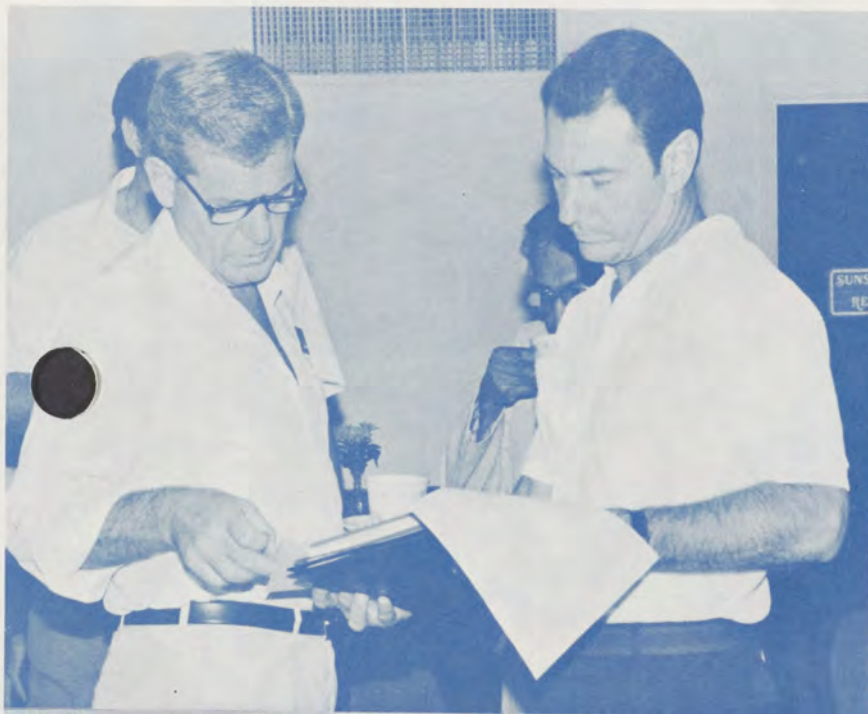
The success of the conference can be attributed to the enthusiastic support of the managers and to the planning team, who spent untold hours on this project. The team members were: Wade Mink and Wally Ward for Airway Facilities; Pat O'Sullivan for Air Traffic; Nina Nance and Bill Withycombe for Flight Standards; Chuck Souza for staff and support; Marx Tyler, Dave Houser, Joan Zubarik and Joan Grimm for Logistics support.

Cover photo: On the way to the conference. Photos by Barbara Abels.



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Managers Conference Scottsdale, Arizona August 1984



Above right: Going over last minute details are: Duane Bullard (left), AWP-4, and Kermit Clark, Manager, Phoenix Airway Facilities Sector and Phoenix Area Representative.

Top left: Deputy Director Dick Devereaux (left) and John McNeil, Human Resources Staff.

Below left: Doing a superb job at the FAA Hospitality Desk are Joan Zubarik (right) and Joan Grimm. At far left is Jim Turner, Manager, Edwards RAPCON.

Conference
In
Session





FAA MANAGERS

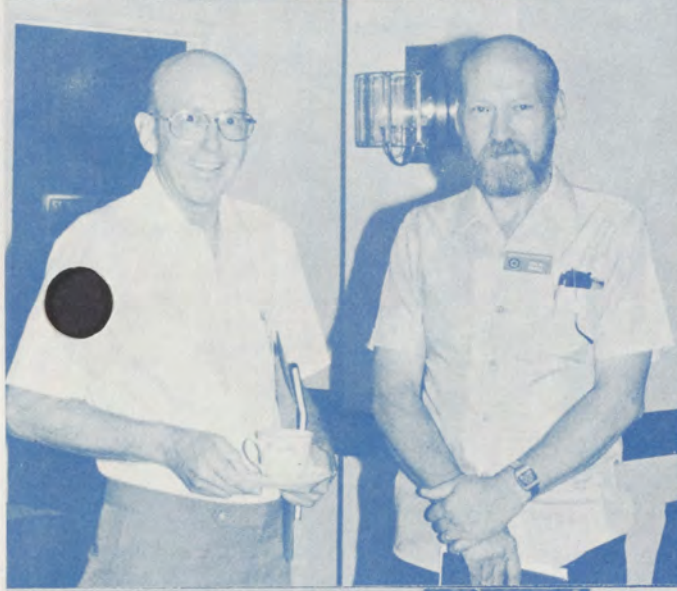


HOSPITALITY ROOM















THAT'S
ALL!

40 Years For Bob Talbert

Bob Talbert (left), Property Management Section, AWP-52B was recently presented his 40-year Career Service Pin by Ted Campbell, Manager, Material Management Branch. Bob Talbert was also presented with a letter of congratulations from H. C. McClure, Director, Western-Pacific Region. We all congratulate Bob on this milestone in his career.



Engen Pleased With Hotline Operation

A short, handwritten note recently found its way to Fred Osgood, Manager of the Administrator's Hotline Project. It reads, in part: "Keep up the good work. We are making great headway, thanks to your staff's efforts." The message is signed "Don Engen."

The Administrator has been getting detailed weekly reports on the Hotline, which include regional and center reports, call/response ratios, highlights from previous weeks' calls, and an account of overdue responses.

"On balance," reports Deputy Administrator "Sandy" Murdock, "the responses have been good, but there are areas that need improvement. I hope that callers realize we are all on the learning curve with this system."

Over the first seven weeks of operation, the center averaged 38 calls per week. As of Sept. 24, 426 calls had been logged, with 313 of these already routed for response. 194 callers had actually received letters addressing their suggestions, complaints, and questions. All of which adds up to a 62 per-

cent response rate. The remaining 113 calls were follow-ups, requests for information, and "thank you's" for prompt responses.

Also as of Sept. 24, there were 50 overdue responses (those taking more than 14 calendar days). Joe Stevens of the Hotline staff offered several reasons for these delays. Some calls, he said, require coordination with more than one office, region or center, and thus demand additional time. Also, some callers suggest complex reorganizations or innovations that take longer time to analyze and answer.

Stevens reminds FAAers that that some calls are better directed to other hotlines now available. Requests for documents and media calls are referred to the Public Affairs Hotline on 426-8058; The APT Hotline (428-3934) addresses pending legislation and other matters affecting employment. Fraud and waste complaints may be handled by the Inspector General's Hotline (800-424-9071 or FTS 755-1850.)

The number for the Administrator's Hotline is FTS 472-2582.

Letters We Like To Receive

One of the wives who attended the recent All Managers Conference wrote a "thank you" note to Acting Regional Director Dick Devereaux which stated:

"I would like to thank you for inviting wives to accompany their husbands to the Western Region Managers Conference at the Camelback Inn last week. It was most thoughtful and considerate of you and I certainly enjoyed my stay in Scottsdale. I realize that many people were involved in the planning and preparation for the conference and put a great deal of effort into making our stay there pleasant, but since I don't know who these people are I would like to ask you to extend to each of them my thanks and appreciation for the truly outstanding job they did."

Fall Back

It's time again to put back the clock one hour. Daylight savings time (DST) will end, and the changeover to Pacific Standard time will occur at 2 a.m. on Sunday, Oct. 28. In the Western-Pacific Region only California and Nevada observe DST. At 2 a.m. DST in California and Nevada, clocks will be set back one hour to 1 a.m. PST. At some facilities, a nine-hour shift will result. Employees working nine hours during the changeover shift will be entitled to overtime and night differential for the extra hour worked. Time and attendance (T&A) instructions for the change to PST are contained in DOT Order 2730.8, Change 8, Paragraph 1202.B, dated 1/26/84. In areas where DST is not observed, T&A instructions in Paragraph 1202.C should be followed.

Olympics Wrap-Up



You've heard about all the rest but what did LAX FSS people do during the Olympics? The Los Angeles Flight Service Station provided four 60 seconds announcements daily on radio station KFWB to provide supplemental aviation weather information to area pilots during the Olympic games. Specialists prerecorded the minute segments which were broadcast on the Westinghouse Broadcasting station at 5:55 and 10:25 a.m. and 2:25 and 6:55 p.m. On Saturdays and Sundays, the first report was aired at 6:25 a.m. The brief summaries consisted of present weather conditions as well as forecasts, in the Los Angeles basin. Special restrictions imposed by Olympic activity were also provided. The broadcasts continued after the Olympic games until August 25 to accommodate those pilots who remained in the area after the official close of the games. FSS specialists who participated in the broadcasts were: Debbie Campton, Michelle Ford, John Rezler, Arthur Morrison, Lori Collins, Jim Upton, Jerry Acosta, Francie Prijatel, Matthew Gilbert, Lauren Turner, Phil Zelechowski, Bob Manuel, Paul Thomas and Carl Gronhagen.

Parking Citations To Be Issued

FAA employees working in the Hawthorne Building are reminded that the "visitors" parking area on the Aviation Blvd. side of the building is off-limits. The Federal Protection Office is intending to issue citations to individuals who do park there and are known to work in the building.

Capsule Glimpses -- Meet Susan Bishop

Susan Bishop was born in Pasadena, California and studied at the University of California, Irvine where she earned her Bachelor of Science degree in Civil Engineering. She graduated in June of 1978 as a registered Civil Engineer.

Susan entered the FAA January 3, 1983 in the Environmental Section of the Establishment Engineering Branch. Before coming to the FAA, Susan spent four years in private industry working for aircraft engineering firms doing land planning and development, pipe support design in a nuclear power plant, and design review on the natural gas pipeline in Alaska.

Since Susan has been with the FAA, she has worked on the ATCT/TRACON at Las Vegas; the ALSF-2 at Ontario; the 06 MALSR at Los Angeles; the MALSR at San Jose; the MALSF at South Lake Tahoe; the localizer extension at Grand Canyon; and most recently Susan was instrumental in the emergency project requiring the replacement of the localizer serving Runway 27 at San Diego International Airport.



Will Adjust Staffing If Necessary, Engen Says

FAA expects to reach its post-strike goal of 14,306 people in the controller workforce by Feb. 1985, Administrator Engen has told Congress. Testifying before the Senate Commerce Subcommittee on Aviation, Oct. 1, he said the agency is "currently at 91 percent of our goal of 6,627 operational controllers in the terminals, and 83 percent of our goal of 5,085 operational controllers in the en route centers." Operational controllers refers to both full performance level controllers and developmental controllers qualified to work two or more operational positions in a facility.

Another 1,904 controllers are in various stages of training, he added.

He went on to say that he would not hesitate to adjust the total staffing figure if he found it necessary. "I am continuing to monitor

our staffing situation and, if I find that, due to increased traffic projections or other reasons, our controller workforce should be increased beyond what we currently believe is necessary, I will not hesitate to ask the Congress for more positions."

Turning to the subject of operational errors, Engen noted that only a small fraction have involved a serious loss of separation. Of the 1,188 reported through Sept. 24, 88 percent were classified as "minor," 11 percent as "moderate," and less than one percent as "major."

At the same time, he pointed out that the number of confirmed near mid-air collisions actually has declined since the pre-strike period. He noted that in 1980, the year before the strike, there were 568 confirmed NMACs, while last year there were 286.



Reno Tower News

September was a busy month at Reno with many out of town visitors flying in for various events such as the Camel Races and the Ferrari Races in Virginia City, the International Arabian Horse Show, the Nevada State Fair and the Snaffle Bit Futurity. All these events occurred on two successive weekends and were topped off by the annual Great Reno Balloon Race and the National Championship Air Races. Local officials estimate over 70,000 viewed the balloon races during the three days of racing.

The premier Reno event is the National Championship Air Races which were held Sept. 13-16. The races were attended by a record 100,000 people this year. Controllers at Reno tower were busy with the arrival rush of aircraft starting on Wednesday and the departure rush on Sunday night and Monday. Sunday was the busiest day with 1045 total operations.

Sherill Bland, a controller at Reno since 1959, will retire in November with 32 years of federal service. Sherill's career included assignments at Arcada Flight Service Station (FSS) and Lovelock FSS before coming to Reno in 1959. Sherill has been the expert on facility history. He has seen Reno change from a Combined Station/Tower to Tower to TRACON. Sherill trained many controllers at Reno and his experience and expertise will be missed by all. Sherill and his wife Gayle will be spending much of their time at their new cabin at Eagle Lake trying out their new boat.

Bob Harrison Retirement Party

Bob Harrison will retire Nov. 1 after 30 years of Federal Air Traffic Control service. Santa Barbara Tower/TRACON will proudly host a retirement party for Bob and his lovely wife Mariann on Sat., Nov. 10 at Don The Beachcomber's, Santa Barbara Inn, 435 S. Milpas St. (corner of Cabrillo), Santa Barbara, Calif. No Host Cocktails: 7-8 p.m.; Dinner (Polynesian Buffet): 8-9 p.m.; Dancing: 9 p.m.-until? Cost per person including gift: \$15 with advance reservations required no later than Nov. 2. Please make check payable to: D.L. Weaverling %Santa Barbara Tower. For additional information on motels, etc., please contact JoAnn at Santa Barbara Tower/TRACON 805/967-9717.



Yutaka Arakaki Receives SAA

Electronic Technician, Yutaka Arakaki (left) is congratulated by Manager, Bob Hiraoka, Kauai Sector Field Office on his Special Achievement Award. Yutaka has been with the FAA since 1957.