



U.S. Department
of Transportation
**Federal Aviation
Administration**

Western-Pacific Intercom



LAX Tower



Facility Of The Year

Cover Story

Los Angeles Airport Traffic Control Tower people were recently awarded the Western-Pacific Region Non-Radar Terminal "Facility of the Year". Presentation was made by Regional Director Mac McClure to Tower Manager Jim Holtsclaw and Facility Advisory Board Chairperson Dayle Buschkotter.

Numerous well-wishers were present at the awards ceremony including Acting Air Traffic Division Manager Jacque Smith; Operations Branch Manager Frank Jones (since retired), representatives from Los Angeles Flight Service Station, Los Angeles TRACON, Air Transport Association, and from air carriers serving Los Angeles.

The basis for the award included operational efficiency, communications among employees and with airport neighbors, employee development and human relations, resource management and professionalism. One of the highlights was the development of a system for better phraseology.

"Our goal was 100 percent perfect phraseology," says Jim Holtsclaw, Air Traffic Manager, "currently we have reached the 90 percent level and we have been able to reduce frequency congestion by improving our phraseology."

Actually, communications improvement starts when a new employee enters Los Angeles Tower for the first time. He/she is informed what is expected and how to achieve it. A time has been developed for weekly team meetings and at time controllers and supervisors alike have an opportunity to express their own opinions. These weekly meetings also include national, regional and local issues. Once a month the team supervisors have a meeting. Ideas start to take place, resulting in proposed policy changes, days off schedules, computer based instruction, etc. The ideas are then forwarded to the Facility Advisory Board/Human Relations Committee and the entire facility has a vote in policy changes at LAX Tower.

"We have tried to help improve our employees and broaden their own perspectives of agency functions," Holtsclaw explains, "We have sent employees to nine different agency courses to develop their skills." These courses include staff skills, management theories and management team action.

In addition, Los Angeles Tower people have developed a communication level with the community that surrounds the airport. "We have responded to their complaints by trying to lend a helping hand in educating the flying public and," adds Holtsclaw, "we have several controllers who have spoken to pilot groups, helicopter groups, classrooms, city officials and U.S. Congressmen."

The people also conduct tours of the facility to inform the public exactly what they do by showing them. One of their major public relations highlights of the year occurs during Christmas time. "We solicit schools to select children, using their own incentive techniques, to visit the tower on Christmas Eve and help "guide" Santa's sleigh across the radar scope." A controller "hidden" downstairs from the tower cab plays Santa. This effort has generated much favorable FAA publicity in the local media and the community.

It is easy to see from all the above that the award of **Western-Pacific Non-Radar Terminal Facility of the Year** is well deserved by **Los Angeles Tower**.

Cover photos: Top left--Controller and FAB Chairperson Dayle Buschkotter (since transferred to Reno Tower) accepts the top Facility Award from Regional Director Mac McClure. At the left is Air Traffic Manager and FAA Coordinator for the Los Angeles area, Jim Holtsclaw. Below--Controllers Joe Moran (left) and Charlie Hogan.

Top right--Controllers Jay Vaughan (left) and Ron Schilling (back to camera). Below--Tony Vella (back to camera) and Area Supervisor Larry Suppan.

LAX

Tower

Number

One



Top photo: Air Traffic Manager Jim Holtsclaw accepts the Facility Award of the Year from Jacquie Smith, Acting Air Traffic Division Manager.

Middle: From left-- Assistant Air Traffic Manager Jerry Johnson, Controller Mike McCormick, Controller Mike Darling and Area Supervisor Dave Tyson.

Left: Air Traffic Control Specialist Ron Schilling.



Above: Controller Steve Barker and Area Supervisor Larry Suppan.



Below: Proud recipients of the Award, from left--Bob Clark, Jeff Tittle, Carde Hardy, Jim Brantley, Laurel Macurda, Jim Holtsclaw, Dayle Buschkotter, Regional Director Mac McClure (behind Dayle), David Coulthard, Mike McCormick, John Ross and Burt Simpson.



**More
LAX**

Left: From top down--Air Traffic Assistant Sheridyn Ellis, Area Supervisor Pete Carey, Administrative Assistant Carde Hardy; and Plans and Programs Specialist Tom Dray.



Career Milestone For J.L. De Voll

J.L. De Voll (left), Air Traffic Control Specialist at Guam CERAP, recently received his 30-year Career Service pin from Area Supervisor, Marvin Rovner.

J.L. joined the U.S. Navy on June 15, 1954, and in 1955 he attended radar school at Norfolk, Virginia. He was a radar operator in the Navy until his discharge on June 11, 1958. He joined the FAA on February 24, 1959 and has worked as an Air Traffic Control Specialist at various FAA air traffic facilities, namely at Dallas Fort Worth Center from 1959 to 1961, at Anchorage CERAP from 1961 to 1966, at Guam CERAP from 1966 to 1970, again at Anchorage CERAP from 1970 to 1978, at Panama CERAP from 1978 to 1982 and again at Guam CERAP from 1982 to present.

Congratulations, J.L.!



Relocation Services Contract Signed

The problems associated with uprooting families and moving to new FAA posts should be considerably more manageable for employees now that the agency has its own relocation services contract to assist them in making permanent change-of-station (PCS) moves. Signed Nov. 8, the new contract with ChemExec Relocation Systems, Inc., offers several advantages over the Federal Bureau of Investigation contract which FAA was sharing prior to the award of its own contract.

Employees now have 60 days to accept the relocation company's offer for the purchase of their home as opposed to 45 days under the FBI contract. The ChemExec contract also provides relocation

services for renters, at no charge to the employee. Furthermore, relocation authorization forms no longer need be completed before services can be provided. As soon as a travel order is completed authorizing a PCS move, the relocation company will contact the employee and get them started on the relocation process.

"The relocation services program has been carefully structured to remove the uncertainty of selling your home and finding a new one in a short period of time so that you and your family can concentrate on your new assignment and new community," said Administrator Engen in a GENOT to all employees announcing the contract.

WOMEN'S



Left: From top down--the program begins; Speakers Joe Alvarez, Ock=Ju=Noh, Don Schmidt and Kay Weaver.

Above: The crowd shows its enthusiasm.

Below: Joe Alvarez and Polly Bryan (right) pose with some of the award recipients. Photos by Rafael Riera.



EQUALITY WEEK 1985

Women's Equality Week was celebrated by the Federal Women's Program Committee in the Regional Office with a number of exciting activities.

A Career Planning Workshop was conducted by Don Schmidt, Assistant Air Traffic Manager, Oakland Center. Don stressed the importance of each individual personally developing a career path with short term and long range goals toward attaining specific career objectives. Participants were provided documents to help them begin development of their career planning packages.

Ock-Ju Noh, Manager, Human Resources Management Division, presented a comprehensive overview of how human and employee relations, personnel operations, human resource development and effectiveness are linked to comprise the functions of the recently reorganized Personnel Division. All plans, policies and management actions in the division will be formulated and implemented in a manner that recognizes people as FAA's most important resource.

Kay Weaver, Composer, Director and Vocalist presented an eight-minute videotape she produced entitled "One Fine Day." The tape highlights the way in which some women have paved the way, and are still paving the way, to economic justice, political equality and full self-expression. Kay also gave a dynamic presentation on how the videotape evolved and her personal commitment to the effort. Sometime next year Kay Weaver will release her first two-hour film encompassing the past 19 years of women's history.

The program concluded with an awards ceremony for those individuals who have made significant contributions to the Federal Women's Program during the past year. These contributions included: creating new job opportunities; providing training and special development work assignments; coaching and counseling; and taking an active, personal, enthusiastic interest in career programs.

In each case the award recipient was nominated by a woman or women on his staff. The award recipients were Regional Director Mac McClure; Barry Brayer, AWP-462; Joe Cadero, Phoenix Tower; Frank Jones, AWP-500; Jerry Luce, AWP-530; and Wayne Lynch, AWP-17. Joe Alvarez, Civil Rights Officer, gave the presentation address and awarded the Certificates of Achievement to recipients.

All events and activities were arranged by the FWPC Women's Equality Day Program Committee: Lois Barleman, Linda Birk, Vivian Green, Renae Phelps, Nita Koyama, Polly Bryan and Marcie Thomas.



The News



In Brief

* In a speech before a Nov. 6 gathering of the Joint Council of Flight Attendant Unions in Washington, D.C., Administrator Engen announced the formation of an FAA task force to follow up on issues raised at the agency's September technical conference in Seattle on emergency airline evacuation procedures. The task force will be comprised of several technical working groups that will conduct studies of aircraft design and certification, flight crew training and operations, and aircraft maintenance as they relate to evacuation safety.

* A week-long climbing expedition led by the NTSB to the wreckage site of Eastern Airlines Boeing 727 that crashed last Jan. 1 at 19,000 ft. on Bolivia's Mt. Illimani uncovered parts of the plane's fuselage, engines and tail, but failed to find the flight data and cockpit voice recorders. The fact that the wreckage is spread over 1,500 ft. area and experiences heavy snowfalls make recovery of the recorders doubtful, according to the NTSB. Several members of the search team, including representatives from Boeing and the Airline Pilot's Assoc., succumbed to pulmonary edemas and others were affected by the bitter cold and high altitude.

* Business aircraft operations increased slightly last year according to a survey conducted by the agency's Office of Management Systems. The number of aircraft classified as "business" or "corporate" increased from 62,089 in 1983 to 63,773 in 1984. Hours flown also were up. 1984 flight hours increased by 211,129 over the previous year's total of 11.2 million.

Flight Standards Retirees Hold Top Convention

The FAA Flight Standards Retirees 14th Annual Convention held last month in Arlington, Va., was an outstanding success according to president Andrew Prokop. Test pilot Scott Crossfield spoke at the banquet and gave a slide and movie presentation of flights of experimental planes from the X-1 through the rocket-powered X-15.

Prokop notes that a person does not have to be retired to join the FS Retirees. To join one needs only to have served in the Flight Standards Service or its present successor. More information is available from the president-elect Roscoe Foster, Route 1, Box 106B, Palmetto, Ga. 30268, (404 964-5543).

FAA Payroll Mail

Procedures Explained

The payroll function, formerly located at the Western-Pacific Regions' Accounting Division, was transferred to the Aeronautical Center, located in Oklahoma City, November of 1981. The Accounting Division, however, is receiving telephone calls regarding T&A, and other payroll matters, along with forms that should go directly to payroll for immediate action.

Forms such as the SF-1188, 1189, 1192, and 1198, as well as FAA Form 2730-18, etc., should be mailed directly to AAC-24D, located at the Aeronautical Center in Oklahoma City. When these forms are mailed to the Western-Pacific Accounting Division, they must be remailed to AAC-24D, causing a considerable amount of time lost for processing the requested action. The telephone number to the payroll contact for both the Western-Pacific and Northwest Mountain Region is FTS 749-2191.



San Diego

FSS

Awards

Mert Boutwell (left) and Ron Kessock (right) receive Quality Within-Grade awards from Area Supervisor George Geringer (center). Congratulations!



Reno Tower Plays Ball

The Reno Tower Softball Team was no less than awesome this season. It won the Airport League Championship with a record of 14 wins and two losses. At the end of the season, the team played the Air National Guard Base Champions for an All Airport League Title.

The Above trophy is what team members won with a final score of 13 to 1. The Reno Tower Softball Team was also challenged by the Navy Fallon Championship Team. Even with a home field advantage, the Navy Team could not stop the Reno winning streak. A final score of 13 to 7 and another Reno Tower victory was the outcome.

The Team will be taking the winter off and looking forward to defending the title in the spring.



Air Traffic Manager, Ed Couch, with the Reno Tower Softball Trophy

Technicians Re-Examine Antimisting Fuel Program

An FAA sponsored Fuel Safety Research Workshop was held Oct. 30 to Nov. 1 in Alexandria, Va., to review the latest government/industry fuels safety research. The findings of the workshop will assist in the formulation of the FAA's future fuels safety research program.

Also discussed were the results of the Controlled Impact Demonstration (CID) conducted at Edwards AFB last December.

Project Director William Westfield said the size of the fireball following the controlled crash caused many observers to doubt the value of the antimisting kerosene (AMK). However, he said analysis of the results at the FAA Technical Center has shown that the burning AMK imparted much less heat to the fuselage of the test plane than would have been the case with regular jet fuel.

Court Clears FAA in Crash

The U.S. District Court for the Western District of Arkansas has ruled that "FAA negligence was not a contributing factor" in the Jan. 21, 1982, fatal crash of a Cessna 402 in Kansas City. The court held that the Fayetteville FSS had furnished the pilot with an appropriate weather briefing and that the Kansas City radar controller had properly controlled the aircraft on the approach.

FAA ATCSs Train Nassau Controllers

Controllers at the West Palm Beach, Fla., tower are helping their fellow controllers in the Caribbean by training air traffic supervisors from the Nassau,

Bahamas, tower in the use of the Automated Radar Terminal System (ARTS II). Both this system and the ASR-8 radar have been installed at the Nassau facility.

Besides undergoing training on the automated displays at West Palm Beach, Nassau supervisors spent a day at the Miami en route center to observe the oceanic sector which provides en route service to the Nassau area.

After the Bahamians returned home, their training was continued by an FAA Technical Assistance Group, made up of Tom Erwin, Gordon Johannesen, and Jim Walters, all from the Southern Region.

Aviation Safety Improved Over 25 Years, Engen

Despite all the rhetoric about the "worst year in aviation history," the airline safety record actually has improved rather dramatically over the past quarter century.

That's the view of Administrator Engen who told the Flight Safety Foundation recently that scheduled U.S. air carriers (Part 121 operators) flew more than 135 million hours in the 1960-1984 period, experiencing 138 fatal accidents. That averages out to one fatal accident for each 98 million hours flown, or one fatal accident for each 112 years of continuous flight.

Moreover, he said, the safety record improved during each five-year period in that 25-year time span. From 1960 through 1964, Part 121 air carriers had a fatality rate of 5.733 per 100,000 hours of operation. For the 1980-1984 period, the rate was down to 0.759 per 100,000 flight hours.

Special Commendation Award



Lyle Erickson (center), Principal Security Inspector, LAX CASFO and Richard Boyle, Manager Regional Materials Program were recently presented with a Special Commendation Award from FAA Administrator Donald Engen for their dedication and outstanding personal and professional contribution to the success of the Federal Aviation Administrations Hazardous Materials Program. Prior to his transfer to LAX CASFO, Lyle was Regional Hazardous Materials Coordinator. Lyle has been with the FAA for 25 years. Dick previously served as Hazardous Materials Coordinator for the LAX CASFO prior to transferring to the Regional Office. Dick has been with the FAA for five years. The awards were presented by Regional Director Mac McClure.

Mike Millen

Earns

Award

Outstanding Performance Award, with a well deserved Quality Within-Grade is presented to Mike Millen, Air Traffic Manager at the Bakersfield Flight Service Station. Presenting the award is Frank Jones, recently retired from the Air Traffic Division with Operations Branch Specialist Job Smith adding Congratulations.





Letters We Like To Receive

David N. Steiner
P. ENG

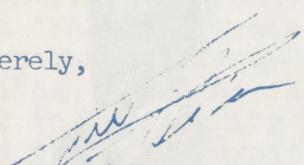
September 19, 1985

Mr. Stan R. Watt
Manager
Deer Valley Tower
524 W. Deer Valley Drive
Phoenix, Arizona 85027

Dear Mr. Watt,

On September 12, 1985 after having installed some new equipment in my plane I decided to take her up for a test flight. After flying her around the pattern a few times I was on final approach to land when the alert crewman on duty in the Tower instructed me to 'Go Around' as my landing gear was in the up position. My instruments showed the gear was down and locked and if the Tower crew had been just a little less alert a accident would have been imminent. At this time I just want to say 'Thank you', thank you for being there and thank you for the excellent job you do and the courteous way you do it.

Sincerely,


David N. Steiner P.ENG.
Bellanca, N9776E

Local Controller - Dennis M. West