



U.S. Department
of Transportation
Federal Aviation
Administration

Western-Pacific Intercom



SUPER SECRETARIES

Cover Story

by Cathy Trujeque,
Regional Federal Women's
Program Director

The role of today's secretary is rapidly changing. Technological advances have changed our world tremendously over the recent years. Computers, word processors, speed dialing, etc., are just a few of the equipment changes that have added new dimensions to our lives.

It is no wonder that the role of the secretary has changed and continues to change to meet the demands of this technological era. Today, the use of computers involves the secretary more and more in the day-to-day operation of the office.

With the changing of job titles, the FAA recognizes that "secretaries" are an integral part of an organization, and that the duties they perform are more than traditional secretarial functions. Whether in the regional or a field office, job titles range from Administrative Assistant to Equal Opportunity Assistant to Aviation Safety Assistant, acknowledging the changing role and increased involvement of secretaries in the organization.

Secretaries--and the title is used loosely to include all administrative people--constitute the focal point of information and productivity. Think of how they make a day easier by dealing with

irate citizens complaining about aircraft noise, or perhaps, arranging a tour of the facility or providing urgent information to congressional staffs. Most of all, remember, the day-to-day help they provide in dealing with staff, arranging travel, maintaining accurate records, ensuring the smooth operation of the organization, and conserving others' time by personally processing important information.

With all that is done--regardless of job title--to make the working life easier, let's take this special week to especially show how much the administrative staff folks are appreciated and valued as professionals.

This INTERCOM is dedicated to you, "secretaries" of the Western-Pacific Region.

Cover photos: This week's cover features a sampling of the Regional Super Secretaries. Photos by Rafael Riera.

FAA INTERCOM is published weekly for Western-Pacific Region employees of the Department of Transportation/Federal Aviation Administration by the Public Affairs Office.


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Please submit
material for
publication
and photos, in
black and
white only,
to AWP-5.

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**A MESSAGE FROM
REGIONAL DIRECTOR
MAC MC CLURE**

During this week-long celebration of National Secretary's Week, it is especially appropriate for all of us to stop a moment and think about the importance of the FAA Western-Pacific Region's administrative staff. The dedication and earnestness of these hardworking women and men contribute greatly to the efficiency and effectiveness of the FAA and the Western-Pacific Region.

To all of you who make up the administrative staff . . . I wish to express my heartfelt thanks and appreciation for your contributions to the agency. It's fine people like yourselves in which the FAA family takes great pride.

Frankly, we can't do without you. We salute you for a job well done!

Mac McClure





"Super" Regional Office Secretaries

Pictured here are a few of the "Super" Secretaries located in the Regional Office. Top (from left)-- Elaine Lauer, Flight Standards; Aileen Arakawa, Regional Counsel; Olga Gomez, Civil Aviation Security; Carolyn Metcalfe, Airports; Middle-- Mary Blaugh, Planning, Appraisal and Int'l Aviation; Joan Sunshine, Logistics; Verna Wong, Director's Office; Helen Monk, Human Resource Management Division. Below-- Iris Noguchi, Director's Office, Lillian Snowden, Aviation Medical and Gayle Hodges, Airway Facilities.

Photos by Rafael Riera.



"SUPER" FIELD SECRETARIES



Top left: "Super Secretaries" from Fresno Flight Service Station, Tower and Flight Standards District Office.

Top right: "Super Island Secretaries" representing Honolulu Tower, Flight Standards District Office and Honolulu Center.



Middle: Oakland Bay area "Super Secretaries" from Oakland Tower, Flight Service Station and Center; Hayward Tower; San Jose Flight Standards District Office; Bay TRACON; Monterey Tower; San Francisco Flight Standards District Office; and San Jose and Reid-Hillview Towers.

Photo by Randy Park.



Below: More "Super Island Secretaries" from Honolulu Tower, Flight Standards District Office and Honolulu Center.

Photo by Richard Reiman.

MORE "SUPER" FIELD SECRETARIES



Top: "Super" secretaries from Las Vegas Tower, Flight Standards and Airway Facilities Sector Offices.

Bottom left: "Super" secretaries from Reno Flight Standards District Office, Airway Facilities Sector and Tower.

Bottom right: "Super" secretaries from Phoenix Tower, Airway Facilities Sector, TRACON and Flight Standards District Office (Scottsdale).

SAN DIEGO AF SECTOR AWARDS



Left: Frances Draper (right), receives an Outstanding rating from her supervisor, Betty Sears. Frances has been a part of the team at San Diego Airway Facilities Sector for the past year.

Middle: Douglas Northington (left), receives the Leadership Award and Scholarship from San Diego National University for the first quarter in 1986. Presenting the award is Sandra Elwood, Associate Dean from National University.

Right: Kim Holden (right), San Diego AF Sector Environment Support Technician, receives an Outstanding Performance Rating from supervisor Ron Rudolph. A year ago, Kim was a medical records supervisor with the Veterans Administration. Today, Kim has completed six major training courses and has certification credentials for VASI systems.

Stockton Tower HRC Happenings

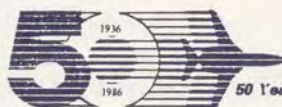
Air Traffic Manager Jerry Martin, on behalf of the Stockton Human Relations Committee (HRC), recently presented awards and special thanks to Dale Calvert, Paul Taylor and Bill Lichty for the continued excellent service in handling the facility refreshment funds.

In an effort to promote Human Relations during "People Appreciation Week," Airway Facilities folks were

invited to a party given by Stockton Tower/TRACON. Controllers Linda Parker and Ruth Ruan baked cakes which were served with ice cream for the occasion.

Controller Dale Calvert was presented with an Outstanding Performance Award by Jerry Martin. Dale and his wife Terry are scheduled to soon move to Ontario, when Dale transfers to Ontario TRACON.

ATTENTION ALL EMPLOYEES: Commemorative pins are now available for the 50th Anniversary of Air Traffic Control, which is a year-long celebration by the FAA family. Further information may be obtained from Jim Holtsclaw, Los Angeles Tower, 213/215-2069, or Jim Welton, Chino Tower, 714/597-1703.



50 Years of Air Traffic Control Excellence
— A Standard for the World —

SUGGESTIONS . . .



FROM SECRETARIES TO SUPERVISORS:

- Set a good example; practice what is preached.
- Value a secretary as a vital member of the team. Avoid introducing a new employee or visitor to everyone but the secretary.
- Be consistent in establishing instructions concerning office procedures.
- Answer questions willingly; appreciate the fact that the secretary is willing to learn.
- Inform your secretary when leaving the office, and how long before returning.
- Be receptive to new ideas or suggestions a secretary might have, ask for ideas sometimes.
- A cheerful attitude on the supervisor's part will encourage your secretary to have the same attitude.
- Leave your personal problems at home, just as you would expect your secretary to do.
- If a secretary is interested in a different career, offer as much information and assistance as possible.

FROM SUPERVISORS TO SECRETARIES:

- Maintain a sense of humor at all times.
- Ask questions when in doubt instead of taking the chance of making errors.
- When you have a specific career interest, take the initiative and pursue it.
- Do not repeat confidential or sensitive information outside of the office.
- Proofread all work before submitting it to the supervisor.
- Keep a clean, orderly work environment.
- Listen accurately in order to avoid repeating the same mistake(s).
- Prioritize your workload; know what's important.
- Limit personal telephone conversations and visits.
- Practice telephone etiquette--be courteous and helpful, take accurate messages and deliver the message as soon as possible.

TAKE PRIDE IN YOUR PROFESSION AND STRIVE FOR EXCELLENCE!

CHARIOTS OF FIRE

On March 9, 1986, Operations Inspector RC Morton, from the Riverside Flight Standards District Office, participated in, and finished the Los Angeles Marathon. This was RC's first marathon as well as Los Angeles' first. The marathon has been said to be the most successful first marathon ever held in this country. With over 8,000 runners participating, it was a running event comparable to some of the other most well-known races held annually, such as the Boston and the New York Marathons.

RC stated that, for him, the marathon was divided into seven segments of sequential difficulty: the first segment of the race being the initial 20 miles, and each of the remaining miles being the last, six, painful segments.

The completion of this marathon adds to the list of other endurance efforts RC has accomplished. In 1984, he rode his bicycle from Portland, Ore. to Riverside, Calif., and in 1985 bicycled from the south rim of the Grand Canyon to Nogales, Mexico. What he intends to do in 1987 is still in the planning stages.

The Riverside FSDO also has another bicycling enthusiast, Avionics Inspector Don Berry. He and his wife, Jean, have completed numerous extended tours, including northern and central California, sections of the California coast and Wyoming. They are currently discussing a ride from California to Florida.

Other FSDO personnel have organized numerous day rides for fellow FAA employees, family and friends. The most recent was the Third Annual End of the Year Bicycle Ride, in which over 25 riders participated. These events have had riders representing Riverside FSDO, and Ontario FSS and Ontario Tower.



Left: RC Morton nears the finish line of the Los Angeles Marathon.

Right: FAA cycling enthusiasts, from left -- Jean Berry; Don Berry, Riverside FSDO; Phil Shelpsted, Riverside AF Sector; RC Morton, Riverside FSDO and Janet Snyder, Ontario Flight Service Station.

USN Chief Scheurer

Receives Award

Air Traffic Controller Chief Jack Scheurer, U.S. Navy representative for the Western-Pacific Region, recently received the third award of the U.S. Navy's prestigious Good Conduct Award in recognition of faithful, zealous and obedient Naval service.

Jack, born in Mankato, Minn. entered military service in June 1966 and has served in various commands prior to his present duty assignment since June 1984, where he acts as liaison to the FAA's Western-Pacific Regional Headquarters. These assignments include Naval Support Force Anartica, USS Midway; Naval Air Stations Chase Field and Barbers Point; Naval Air Test Center, Patuxent River, Maryland; and Pleiku Air Base, Vietnam.

Jack can be justifiably proud of this well-deserved award, which is the result of his industry, professionalism and distinguished achievements throughout a career served with dedication and honor.



Photo: Chief Jack Scheurer (right) is presented his third Good Conduct Award by Commander Steve Glidden. Photo by Elly Brekke.



Civilair News

A few Dodger tickets are still available for games on June 5, 8, 23, 24; July 3; August 6 and September 9, 10 and 11. Tickets are \$6.50 each. Contact Bob Kivitt at 213/297-1684 for information.

If you have a rental vacation home, Civilair is interested in providing service to help advertise it. Contact LeJeune Coffman at Hawthorne Flight Service Station at 213/679-0901 for more details.

For many years, Civilair has sponsored "FAA Day at the Races." It is under consideration to move this outing to Del Mar Track this year. Linda Murray is interested in your comments; call her at 213/297-1697 if wishing to voice an opinion.

Bob Kelm Retirement

Dinner Slated

Bob Kelm, Assistant Manager for Automation, Los Angeles TRACON, is retiring after over 30 years of government service. A retirement luncheon is planned in Bob's honor on Friday, April 25, at the Holiday Inn Crowne Plaza, 5985 Century Blvd. at Los Angeles Airport. No-host cocktails will begin at 11:30 a.m. with lunch at noon. Entree selection of Chicken Oriental or Petrale Sole Meuniere at a cost of \$17.50 per person includes tax, tip and gift.

Contact Geri McReynolds or Linda Anderson at Los Angels TRACON for reservations, phone 213/772-2016.

The News In Brief



Grim business has called FAA officials to Mexico, where a Mexicana Airlines 727-200 crashed into a mountain March 31, killing all 166 on board, and to Athens, where a TWA 727 bound from Rome to the Greek capital was damaged in flight by a suspected terrorist bomb that killed four American passengers. In Mexico, FAA representatives are working with an NTSB team and the Mexican government. In Athens, FAA officials from the Brussels office and Washington headquarters are working with the FBI, which is heading up the investigation.

The agency completed commissioning of the computerized Consolidated NOTAM System (CNS) last month by activating the domestic message segment of the system, capping a two-year implementation effort that began when the international message subsystem of CNS is designed to collect, process and distribute Notices to Airmen (NOTAM) throughout the U.S. and abroad, as well as make storage and retrieval of NOTAMs more efficient.

Louise Speitel, a senior research chemist in the Tech Center's Fire Safety Branch, has received the 1986 Women in Science and Engineering Achievement Award for DOT. Speitel, a top agency expert on gases emitted from aircraft interior materials, was recognized for her development of a special method to identify and measure hazardous gas samples.

Stiff rules adopted last January requiring pilots and crew members to submit to chemical tests for alcohol under certain conditions went into effect April 9. Under the rules, those who refuse to take the test could have their certificates and ratings suspended or revoked, as well as be subjected to a civil penalty action.

ALASKAN VOLCANO CLOSES FAA SITES

Alaska's volcanic Mt. Augustine blew its top March 27, spewing a dense fog of ash that resulted in the temporary closures of nearby Kenai Airport and several FAA facilities. The volcano, dormant since 1976, is located on Augustine Island in lower Cook Inlet, about 180 miles southwest of Anchorage.

Kenai Airport and an FAA radar facility there were closed for 48 hours after the initial eruptions. FAA officials feared that highly abrasive ash in the fog might damage moving parts in equipment at the radar site. The Kenai Flight Service Station went IFR due to ash and darkness that enveloped the area after the first eruption.

Employees at the regional headquarters in Anchorage were sent home several hours early March 28, as were many other office workers, because electrical generators in buildings were susceptible to damage from the windblown ash that gave the city a light dusting. Also, Anchorage International Airport experienced heavy delays in flights bound for Pacific routes.

Augustine's awakening prompted a warning from FAA to pilots that "eruption columns" of gas and ash commonly reach 40,000 feet and can easily damage aircraft. The warning also noted that winds aloft may disperse the columns into plumes that often extend downwind for distances of 700 miles or more.





Awards

Top: Dan Sato (left), on detail from Honolulu AF Sector as Guam Resident Director/AFSFO, made two presentations. Receiving 25-year Career Service Emblems are: Art Chase (left photo), Administrative Officer, Guam AFSFO, and Yasuko Aoki (right), Environmental Support Unit Supervisor, Guam AFSFO.

Middle: From left--Norman Martin, Tucson Flight Service Station Specialist, who recently received a Special Achievement Award for quality performance....Nestor Hipolito (left), Electronics Technician with the Guam SFO Radar Unit, receives a Letter of Commendation for his exemplary service during the recent Mt. Santa Rosa Radar evaluation. Presentation is made by Jaun Taisague, Acting Resident Director/AFSFO Manager....and, at the right, David Lizama, Electronic Technician, Guam SFO, Nav/Comm Unit, receives his 15-year Career Service Emblem from Supervisor Michael Musgrove. David has since transferred to the Aeronautical Center as an instructor.

Low: From left--Ronald Turner, Area Supervisor, Red Bluff FSS, recently received an Outstanding Rating with a Quality Within-Grade Increase....James W. S. Ching (right), Electronics Technician with the Guam SFO Radar Unit, receives a Letter of Commendation for his exemplary service during the recent Mt. Santa Rosa Radar evaluation. Presenting the letter to Jimmy is Juan Taisague, Acting Resident Director/AFSFO Manager....and last, but certainly not least, Garry Wohlleib and Thomas Huber, San Diego Airway Facilities Sector, are shown receiving Quality Within-Grade Increases with Outstanding Ratings from Supervisor Ronald Rudolph (right).



International News

ELAINE P. CARTER, INTERNATIONAL AVIATION SPECIALIST, AWP-4(F)

(213) 297-1333

FTS: 984-1333

FRENCH ATC INSTRUCTOR STUDIES AT PALMDALE

Mr. Jean-Jacques Patacchini, Instructor at the Ecole Nationale de l'Aviation Civile (ENAC) in Toulouse, France, was a recent guest at the Los Angeles Air Route Traffic Control Center. He was here to observe Air Traffic Control (ATC) procedures in the U. S. and to evaluate how they might be adapted to enhance the French ATC system.

As a part of the preliminary planning for a visit such as this, the Instructor must outline his specific objectives for the trip. Mr. Patacchini's objective was to study our coordination procedures for the purpose of obtaining ideas to improve the procedures currently used in France. Since much of our routine coordination is now accomplished by automation, this required that he become familiar with the use of Computer Radar Data Processing. He was able to accomplish this by sitting in on different sectors and discussing applicable procedures with controllers.

Upon return to his country, Mr. Patacchini will compile a presentation about what he learned and his recommendations for application into the French National System. This exchange of information is not unusual for the French. During the five-year term that a controller must spend at ENAC as an Instructor, he is required annually to visit field facilities for familiarization. Two of the five trips must be to other countries.

The Ecole Nationale de l'Aviation Civile (National School of Civil Aviation) is equivalent to our FAA Academy at Oklahoma City. All prospective French controllers must attend and successfully complete training at ENAC.

Mr. Patacchini was one of four controllers from the French ENAC to visit the United States facilities this past year. During his stay in Palmdale, he was hosted by Los Angeles Center controller, Nancy Cullen, who provided assistance, hospitality and familiarization with the local area. Nancy volunteered to do this, as she had been a recent visitor herself to the French Air Traffic Control Center on the outskirts of Paris and felt she should reciprocate for the royal welcome and hospitality she had received. Thanks, Nancy, for a job well done, including the data provided for the major portion of this article.



Marx Tyler Retirement Luncheon

May 22



Mark Tyler, Regional Logistics Division Manager, is retiring after 38 years of service. There will be a buffet luncheon served in his honor at the Proud Bird Restaurant, 11022 Aviation Blvd., Los Angeles, Calif., on **Thursday, May 22 at 11:30 a.m.** Cost is \$13 per person, including tax, tip and gift.

Let's give Marx a fond farewell. Please contact Janice Beccue at 213/297-1107 or Sandy Libby at 213/297-1171 for reservations no later than May 16.

Marx began his federal career in 1944 at the age of 16 under a special program approved by the governor of Utah. Marx worked part-time at the Ogden Arsenal in Clearfield, Utah, for (as he recalls) 58 cents-per-hour. He graduated from Weber High School and attended Weber College. In 1948, he worked at the Utah General Depot and spent the next 10 years as a laborer, parts classifier, parts processor, processor foreman, production control specialist, preservation packing specialist, storage specialist and as a management analyst. He

also served in the U.S. Marine Corps. In 1958, Marx was selected by FAA as a Property Accounts Supervisor and was later promoted to Assistant Chief, Property Operations Section in the General Services Division.

In 1961, he was selected to establish a pilot field Material Section at Salt Lake City Airway Facilities Section. The study lasted until May 1964 and was the forerunner to the present regional General Supply Specialist program. In 1964, Marx was selected as a Supervisory Material Specialist in what later became the Salt Lake City Area Office.

From 1964 to 1968, he was a Contract Specialist, Chief of the Salt Lake Area Contract and Procurement Unit. In September 1968, Marx became a Contract and Realty Specialist in the Regional Office, transferring to the Northwest Region in 1972 as the Regional Realty Specialist.

In 1973, Marx was selected as the Real Estate and Utilities Branch Chief in the Western-Pacific Region, and several months later was selected as the Assistant Chief, Logistics Division. He has been Division Manager for the past five and one-half years.

Marx has a lovely wife, Glenna, five children and 13 grandchildren. He plans to continue his hobbies of fishing, painting and drawing. Marx is looking forward to spending more time with his family after his retirement on April 25.



Thomas Sheridan Retirement Dinner Set For May 3

Thomas Sheridan--Supervisor, Operations Unit, Riverside Flight Standards District Office (FSDO)--has announced his retirement from the FAA. Tom, commonly known as "Ole Dad" to many of his fellow co-workers, began his career in 1969 and has also served at Ontario General Aviation District Office and Phoenix FSDO.

A retirement dinner to honor him is to be held at Carlos O'Brien's, 3667 Riverside Plaza, Riverside, Calif., on Saturday, May 3. No-host cocktails will begin at 6 p.m.; Mexican/American buffet dinner will start at 7 p.m. The cost is \$11 per person, including tax and gratuity.

Please contact Margaret Pritchard at Riverside FSDO for reservations (714/351-6701).

Savings Bond Campaign To Begin May 1

The FAA Western-Pacific Region U.S. Savings Bond Campaign is scheduled to be held during the month of May this year. The campaign "Kick-Off" is scheduled for May 1. The Chairperson for this year's campaign is Bill Withycombe and the Co-Chairperson is Joe Budro, both of the Flight Standards Division.

Investment in U.S. Savings Bonds is a convenient way of saving for your future as well as an investment in America. Your Division Coordinator will be contacting you during the month of May with further details on the advantages of purchasing U.S. Savings Bonds.

Toastmasters Club Dinner-Debate Set

FAA Toastmasters Club is sponsoring a Dinner Meeting to be held on Wednesday, April 23, at the Lion's Den Restaurant, 21180 Hawthorne Blvd., Torrance, Calif. Social hour begins at 4 p.m.; dinner will be served at 5:30. Entree choices are Teriyaki Chicken Breast or Broiled Halibut, each at a cost of \$8.

Club members, spouses and friends are invited to share in the special program following dinner, which will be highlighted by the "Great Debate" involving two of the Club members.

Interested persons should contact Joan Zubarik, ext. 1178, or Cliff Rustad, ext. 1496.

Relocation Income Tax Allowance Payments

The Accounting Branch has finally received the necessary information to begin processing Relocation Income Tax Allowance (RITA) payments for employees who relocated effective November 14, 1983, or thereafter. These payments are intended to reimburse employees for additional taxes they incurred in connection with their moves.

FAA Notice 1500.61, Relocation Income Tax Allowance--dated January 23, 1985--was distributed to all employees and explains the procedures to follow for qualified employees in submitting claims. Vouchers will be processed along with other payments, with the documents received earlier being paid first.

The Accounting Branch asks that you refrain from calling to check on the status of a particular voucher, as the Branch has received hundreds of RITA claims, and telephone calls only delay the payment process.