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**Federal Aviation
Administration**

Western-Pacific Intercom



**FEDERAL WOMEN'S
PROGRAM COMMITTEE**

Cover Story

The Federal Women's Program (FWP) is designed to encourage and enhance opportunities for women employed by the Federal government. It is a national program which strives to meet the goal of equal employment opportunity for women.

In the Western-Pacific Region, there are a Federal Women's Program Committee (FWPC) and a Federal Women's Program Manager (FWPM). The Committee and Manager act together to implement the Federal Women's Program by identifying employment and advancement issues, then working to improve them.

During 1986, the FWPC intends to increase employee awareness, understanding and support for the FWP. Methods to achieve this goal include distribution of brochures about the FWP, advising all managers about FWP activities and goals, and recognition of Women's History Week and Women's Equality Day.

A second goal of the FWPC is to provide all employees with information about career advancement. Recently, Assistant Air Traffic Manager for Oakland Center, Don Schmidt, presented a career planning seminar at the Regional Office on how to develop a personal career plan. More workshops designed to provide employees with career information will be scheduled.

A third objective of the FWPC is to increase participation and attendance at FWP activities. By offering programs of interest to all employees and advertising them, the Committee hopes for greater employee involvement. As an example, the FWPC conducted a presentation in the Regional Office lobby to recognize National Secretaries Week. All employees were invited, and three guest speakers addressed

scores of people on the theme "Expanding Our World."

A fourth goal of the FWPC is to enhance career opportunities for employees in clerical and administrative positions. At the present time, the Human Resources Management Division is considering methods to restructure certain jobs to enable career advancement for lower-graded employees.

The FWP can benefit all employees. By utilizing all of its resources to the maximum, the FAA can achieve a more efficient and effective organization.

The Western-Pacific Region's FWPC meets the third Wednesday of the month between 8 a.m. and 12 noon. Everyone is welcome to attend.

This issue of INTERCOM features the women behind the Federal Women's Program Committee.

Cover photo: Committee members include, from left -- Vivian Green, Rose Marino, Cathy Trujeque, Karen Pontius, Laurel Macurda, Lorraine Nealis, Sandy Monge, Francie Pri-jatel, Francie Vandiver, Doris Lee, Barbara Adams and Joan Grimm. Unavailable for photos -- Elaine Lauer, Janet Duckworth, Linda Anderson, Yolanda Blue and Geri McReynolds.

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

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MEET . . . Cathy Trujeque, FWP Manager

Catherine Trujeque, Equal Employment Manager, Civil Rights Staff -- Cathy is the newly-appointed Federal Women's Program Manager (FWPM). She works with the Federal Women's Program Committee and Associate FWPM's in the field to enhance employment and advancement opportunities for women in the Western-Pacific Region. Cathy has over 15 years experience in the personnel management field. Prior to transferring to the Civil Rights Staff,



Cathy was a supervisor in the Human Resource Management Division, Operations Branch. In addition to her work experience with the FAA, she has worked with the Drug Enforcement Administration, Immigration and Naturalization Service, U.S. Air Force and the headquarters of the U.S. Department of Justice. Cathy also manages other internal EEO functions, such as affirmative action plan development, discrimination complaint processing and EEO program evaluation.

AND . . . The Regional FWP Committee



The Federal Women's Program Committee holds meetings from 8 a.m. to 12 noon on the third Wednesday of the month in the Regional Office. In the photo at left, the FWPC is pictured at a monthly meeting with Chairperson Rose Marino, at the head of the table, presiding.

The Women Of The FWP Committee . . .



Joan Grimm, Realty Specialist, Logistics Division -- Joan's career with the FAA began ten years ago at the Los Angeles Airway Facilities Sector as a clerk-steno. She has had a diversity of experience in the positions she has since held. These include administrative services clerk, administrative officer, personnel staffing assistant and personnel staffing specialist. After serving on a detail to the Procurement Branch in the Logistics Division, she transferred to the Real Estate and Utilities Branch as a realty assistant, and finally a realty specialist. Her duties include conference planning and space management. A past chairperson of the FWP, Joan enjoys reading, music and dancing.

Linda Anderson, Administrative Officer, Los Angeles TRACON -- Linda joined the FAA family in March 1971 under the Stay-In-School program. Her first position was in the Regional Personnel Division. Later converted to a permanent employee, Linda began working as a clerk-steno at Los Angeles Tower/TRACON. Since then, Linda has assumed the position of Administrative Assistant. Linda's hobbies include reading, volleyball and jigsaw puzzles. She also enjoys annual trips to Las Vegas.

Doris Lee, Program Analyst, Airway Facilities Division -- Doris has been a member of the FWPC for the last four years, and acted as Chairperson during 1983. Her FAA career began as a temporary clerk-typist in the Logistics Division. After later holding a position as a clerk-steno in the Airway Facilities Division, Doris served as Administrative Officer for three years at Los Angeles Airway Facilities Sector. According to Doris, her greatest accomplishment is earning a Bachelor of Science degree in Public Administration from California State University at Dominguez Hills. In addition to being a wife and mother, she managed to achieve her degree while working full-time during the day and attending school at night. Doris plans to continue her education by pursuing a Masters Degree in Public Administration or by attending law school.

Fran Vandiver, Air Traffic Controller, Los Angeles TRACON -- Fran was born in Plainville, Kansas. While in the U.S. Navy for eight years, she completed her Bachelor of Science degree in Professional Aeronautics at Embry Riddle. After leaving the Navy, Fran joined the FAA as an Air Traffic Controller in 1982, and became the first woman to certify as a Full Performance Level Controller at Los Angeles TRACON. She subsequently spent one year as a training specialist, and is now back on the boards as a controller in the radar room. Fran's husband, Brad, is at the FAA Academy in Oklahoma City attending school for Air Traffic Control. They have two children--three-year-old Amanda and one-year-old Matthew.

Elaine Lauer, Administrative Officer, Flight Standards Division -- A new member of the FWPC, Elaine has been with the FAA for almost 20 years. During her career, she has served in the Western Region's Airway Facilities Division and Office of the Director, and in the Great Lake's Airway Facilities Division. She enjoys bowling, tennis, golf and going to the beach. She was born in Detroit, Mich., and currently resides in Torrance, Calif.

Sandra Monge, Management Analyst, Financial and Management Resources Division -- Sandy was born in Fresno, Calif., but raised in Lomita, Calif. After graduation from Narbonne High School in Harbor City, she attended El Camino College majoring in Cosmetology. After earning the required credits, she passed the California State Board examination and is a licensed Cosmetologist. Sandy has been a member of the FWP Committee for over six years. She has held various clerical positions during her 13 years with the FAA, and has worked in Regional Counsel's Office, Aircraft Engineering Division and Airway Facilities Division. Sandy also worked in Japan for the U.S. Air Force, Office of Investigations, as a clerk-steno. With a brown belt in Judo, white belt in Karate, participation in the FAA Bowling League and FAA Aerobics class, interest in volleyball and snow skiing, Sandy remains active. She also has three daughters, ages one, two and four.

Rose Marino, Area Supervisor, Hawthorne Flight Service Station -- Rose recently completed a one-year detail with the Regional Air Traffic Division, serving as an Air Traffic Specialist. Rose accomplished this through the Department of Transportation Professional Exchange Program. She is an active member of Professional Women Controllers and the FAA Toastmasters Club. Her 13 years of federal service include tours with Social Security and U.S. Customs. A former adult school teacher, Rose's interests include music and foreign films.

Lorraine Nealis, Area Supervisor, Los Angeles Air Route Traffic Control Center -- Lorraine began her FAA career at Los Angeles Center in 1978, after earning her Bachelor of Arts degree from San Jose State University. Prior to her assignment at the Center, she was an Approach Controller at Hamilton Air Force Base, Calif. While working at Los Angeles Center, Lorraine has continued her education, earning a Master of Science degree in Business Administration at California State University at Northridge. Lorraine acts as secretary for FWPC, volunteers as an EEO Counselor and is a member of the Professional Women Controllers.

Barbara Adams, In Memoriam -- Barbara was a member of the FWPC for over five years. On January 23, Barbara was fatally injured in a automobile accident. She contributed many hours of dedicated work to Committee business. Her dedication and support are greatly missed.

Geri McReynolds, Administrative Assistant, Los Angeles TRACON -- Geri has been with the FAA since 1979. She has acted as President of the Los Angeles Basin Secretaries Group for two years, and is now Chairperson for the National Black Coalition of Federal Aviation Employees. Actively studying administration of justice, Geri attends Los Angeles Valley College. Her hobby is bowling. Geri sums up her feelings with the statement -- "I'm blessed."

Vivian Green, General Supply Specialist, Logistics Division -- Born and raised in Los Angeles, Vivian joined the FAA family in 1960 after graduating from high school. When her two sons were born, Vivian left the FAA for six years to stay home and raise them. When she came back to the FAA in 1975, she held positions in Logistics Division, Aircraft Engineering Division and Airway Facilities Sector Office at Los Angeles. She recently returned to Logistics Division. Her sons are now 18 and 20 years old, and Vivian enjoys bowling, painting and vacationing.

Francie Prijatel, Training Specialist, Hawthorne Flight Service Station -- Francie is the Western-Pacific Region Area Director of Professional Women Controllers, as well as an active member of Toastmasters International. Additionally, Francie is a beauty consultant.

Feland Earns Top National FAA Award

Sharon Feland, Personnel Management Specialist at the Mike Monroney Aeronautical Center in Oklahoma City, has received the top national FAA Award for Excellence in Equal Employment Opportunity. She was selected from 40 FAA nominations submitted from around the country.

The award was based on Feland's work as the Federal Women's Program Manager (FWPM) for the Aeronautical Center. Garland Castleberry, Director of the Center, making the presentation at a special ceremony said, "I'm pleased to present this award on behalf of the Administrator. I know of the work that Sharon put into the program."

During her two-year tenure as FWPM, Feland's most significant achievement was developing and instituting a seminar for potential women managers at the aeronautical center. She identified course topics and resources and developed competitive selection procedures for seminar attendance. Forty-eight women in mid-level grades, representing many different job classifications, attended these seminars. Because of its recognized importance, the seminars drew participants from agency region personnel in California, Missouri and Texas.

Feland also developed an Aeronautical Center Action Plan to Improve the Status of Women. Its objectives supported the program initiatives of



FAA Administrator Engen and DOT Secretary Dole. Implementation included assigning specific responsibilities to division managers to achieve higher goals in providing training and career progression for women. Tangible results of this emphasis are seen by the increased number of female supervisors and more women holding higher grades at the Aeronautical Center.

Feland had books and self-development courses purchased for the use of employees, and her program sponsored many outstanding speakers for employee events. She also maintained an outstanding rapport with employees and managers. Her contributions are especially commendable because her accomplishments were in addition to her regular job function as a personnel specialist.



A Correction

And an apology to Ronald Tener, Area Supervisor at Red Bluff Flight Service Station, for the incorrect spelling of his name in the April 21 INTERCOM.

Reno FSS Award

LaVerna Richman, Clerical Assistant at Reno Flight Service Station, recently earned a Letter of Commendation for her performance.

Congratulations, LaVerna!

Los Angeles FSDO Honors Retirees

The Proud Bird Restaurant was the sight of the final retirement luncheon ever to be planned and organized by Vinson "Vince" Slaiter - his own. H. D. "Don" Fletcher and Vince celebrated their simultaneous retirements together with more than 100 friends and co-workers.

At the time of their retirements, Vince Slaiter was the Principal Operations Inspector assigned to Western Airlines and Don Fletcher was the Principal Avionics Inspector assigned to Continental Airlines. Each had spent more than 40 years in Federal Service.

Happy Retirement, Don and Vince!



Photos: Top — Vince Slaiter, right, is congratulated by Acting Los Angeles Flight Standards District Office Manager Allan Ashbury.

Below left — Retiree Vince Slaiter admires his going-away gift.

Below right — Retiree Don Fletcher, center, receives an Appreciation Plaque from Airworthiness Unit Supervisor Gene Dunham, left, as Assistant Flight Standards Division Chief Bill Withycombe looks on.

The News In Brief

On April 29 at Washington headquarters, FAA held a lottery to distribute 199 regional airline slots at four high-density airports -- New York's LaGuardia and JFK, Chicago O'Hare, and Washington National. The agency set aside 15 percent of prime-hour slots for new entrants and the order of selection was set by a random drawing. Another so-called "slottery" was held Feb. 11-12 for more than 80 major domestic and foreign carriers at the same airports to determine priorities for taking slots away from the airlines in the event they are needed to meet international or Essential Air Service agreements.

The IRS now is serving notice that there will be no more free rides from Uncle Sam. Newly adopted tax regulations state that federal employees who use government vehicles for commuting between home and work more than 12 round-trips a year will have a dollar-and-a-half per trip added to their gross income as shown on their W-2 forms. The new rule is retroactive to Jan. 1, 1985, and affected employees will be required to fill out amended 1985 tax forms.

In observance of the 75th anniversary of naval aviation, two WW II-era PBV Catalina Flying Boats will land in Long Island's Rockaway Channel on May 6. The event also will celebrate the first flight across the Atlantic, made in 1919 by a Navy NC-4 that took off from Rockaway and landed in Plymouth, England.

Engine Producer Fined

Avco-Lycoming Corp. has paid FAA a \$200,000 civil penalty in full settlement of an enforcement action arising from allegations that the company failed to follow approved quality control procedures.

FAA reported that Avco-Lycoming notified the agency that they had accepted and used more than 5,000 defective fan blades which had been

Pension Plan Rejected

The Congress' compromise pension plan for federal employees hired after Jan. 1, 1984, has been rejected by the Reagan Administration on the grounds that it would be too costly and would allow workers to retire as early as age 59.

This development could mean a 5.7 cut in the take-home pay of some 300,000 new federal workers because of increased retirement fund deductions.

The rejected compromise plan would have provided retirement benefits from Social Security, a modified civil service annuity and a voluntary tax-deferred savings plan. It would have replaced an interim plan adopted as a temporary measure more than two years ago to provide full Civil Service Retirement System and Social Security coverage for civil servants hired after 1983. Under this plan, which expired April 30, employees paid 1.3 percent of their salary into the civil service plan and 7.15 percent into Social Security.

With the rejection of the compromise plan and expiration of the interim plan, federal agencies on May 1 began deducting the full civil service retirement contributions of seven percent as well as the 7.15 percent Social Security contributions. The result is a 5.7 percent net pay reduction. New employees (those hired after 1983) will see a reduction in their May 27 paychecks unless Congress takes temporary action such as extending the interim plan.

produced by a company-owned supplier during the period of March 1983 to Oct. 1984. Some of the blades later were installed in two jet engine models used on the Canadair Challenger and British Aerospace BAe-146, respectively.

A total of 33 engines were involved. All have been removed from service along with the other defective fan blades.

Las Vegas Tower Joins Western Airlines Celebration



It is recorded, however, that famous humorist Will Rogers so wanted to be the first passenger that he purchased enough postage stamps to mail himself to Los Angeles, but didn't get to make the trip because of weight restrictions!

Las Vegas Tower folks have found it a pleasure working with Western Airlines, and congratulations are extended for having completed 60 years of commercial airline service. Bravo, Western!

Photo: At far right is Bill Maloney, Air Traffic Manager, Las Vegas Tower. He is shown with controllers and staff of Las Vegas Tower and Western Airlines employees attending a ceremony celebrating 60 years of airline service at Las Vegas.

On April 17, the controllers and administrative staff of Las Vegas Tower were pleased to participate in a mini-celebration marking the 60th year of continuous operations of Western Airlines.

Western's first flight stopped in Las Vegas April 17, 1926, en route to Salt Lake City from Los Angeles. This service was inaugurated to connect Los Angeles to the transcontinental air mail service that went through Salt Lake City from New York to San Francisco.

The schedule consisted of one flight each way per day. The airplanes in use were Douglas M-2's and DeHaviland DH-4's, all powered with 400-horsepower Liberty engines.

Western was the first contract air mail carrier to advertise for and transport paying passengers. The M-2's carried one passenger in the forward open cockpit, and in the first year, a total of 41 passengers were boarded. The fare was \$90 for the flight between Salt Lake City and Los Angeles. Time en route was six and one-half hours, including a fuel stop at Las Vegas. So few passengers boarded or deplaned at Las Vegas that history does not record the cost of a flight that started or terminated here.

Flight Standards Awards



Congratulations to the following Flight Standards folks who recently earned awards: Letter of Commendation to John Wilkins, Fresno Flight Standards District Office (FSDO) -- Letters of Appreciation to Joseph Budro, AWP-205; Ralph Palmer, Riverside FSDO; Yoshiaki Fukumoto, AWP-250 and James McCann, AWP-250 -- Career Service Emblems, 15-year pins to Allan Ashbury, Los Angeles FSDO; Donald Smith, San Diego FSDO; Lonnie Giles, Scottsdale FSDO; Alvin Toll, AWP-250 and Larry Perkins, AWP-250--25-year pins to Thomas Blatz, Scottsdale FSDO and Frank Kellogg, Reno FSDO--30-year pins to Ritchie Phillips, AWP-220, Darrell Rucker, San Francisco FSDO and Frank Nakamura, Honolulu FSDO--and a 35-year pin to Harold Gauer, AWP-220.

Some HRM Programs Saved

Several important human resource management programs, such as training courses for middle managers and executives, are being eliminated because of insufficient resources. However, other major human resource programs, including the Supervisory Identification and Development Program (SIDP), Supervisory initial training for newly selected supervisors, and the 1986 FAA employee survey, are being spared from budget cuts. Associate Administrator Charles Weithoner says these decisions send "a clear message that FAA is committed to improving human resource management."

SIDP is a two-year test program designed to change the methods the agency uses to identify, select and develop first-line supervisors. Now being tested in air traffic facilities in the Southwest and Northwest Mountain regions, the program uses a combination of peer and supervisory ratings and a performance-based interview to identify employees who demonstrate the potential to perform successfully in supervisory positions.

Administrator Engen noted that supervisory initial training for newly selected supervisors, which has been conducted at the Management Training School since 1971, also will continue to be fully funded. "It is essential to provide new supervisors with the basic tools of supervision and give them an awareness of their role as supervisors and an awareness of the impact they have on the workforce," he explained.

"Retention of the 1986 employee survey will give FAA management the essential information needed to evaluate progress from the initial 1984 baseline survey," Weithoner pointed out.

"Because of current budget restrictions, management seriously considered cutting back on the employee survey, but in view of the benefits, and since it will cost only \$1.50 per person from operations, the decision was made to go ahead with it."

Increased Advertising Brings In ATC Applicants

FAA is turning to such advertising devices as broadcasting radio spots and distributing fliers and posters to college campuses and employment offices in order to increase the number of applicants during the current air traffic controller recruiting campaign. Recruitment officials at the Aeronautical Center are hoping to get close to 80,000 applicants as a result of this advertising campaign.

In the first call for applicants following the 1981 strike, approximately 130,000 people applied. But the number of applicants fell to less than 15,000 by the 1984 recruitment drive. However, during the past several drives, limited advertising increased this number to almost 42,000 during each campaign.

FAA World Focuses On AF

The focus is on A.F. technicians in the May issue of FAA WORLD. The cover story looks at the implementation of the remote maintenance monitoring program and there also is a photo spread on the two A.F. "Sectors-of-the-Year" for 1985 (New York and New Orleans). Other articles deal with the new employee attitude survey, the Gramm-Rudman-Hollings budget-cutting legislation and the 60th anniversary of the Air Commerce Act. Pick up a copy at the office or facility because home delivery has been suspended due to the above-mentioned G-R-H Act.

Senate Passes ATC Bill

Getting ready for the 50th anniversary of air traffic control, the U.S. Senate passed a bill designating July 6 as National Air Traffic Control Day. The bill honoring controllers, FSS specialists, and AF technicians now must be approved by the House.

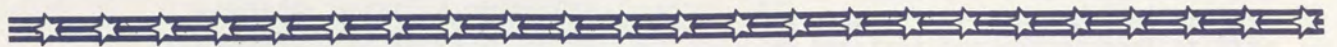
The Federal government got into the ATC business on July 6, 1936, when it took over from the airlines the operation of en route control facilities at Newark, Cleveland, and Chicago.

Fresno FSDO Honored By Deputy Administrator Visit

FAA Deputy Administrator Dick Jones, accompanied by his wife Anne and Special Assistant to the Deputy, Larry Kotzker, recently visited the Fresno Flight Standards District Office. Their visit coincided with the FAA's Employee Appreciation Week and was capped with an all-hands luncheon in recognition of the occasion.



Above photo: Front row, from left--Wayne Smith, Nita Jacobsen, Dick Jones, Kay Elliott and Pat Davis. Back row, from left--Cliff Gibbons, Phyllis Cleveland, Larry DeCosta, Ed Hammonds and John Roach. Not pictured are Jim Shamp and Norm Wilkins.



Mt. Kaala Technicians Honored



Two Electronic Technicians at the Mt. Kaala Airway Facilities Sector Field Office recently received Outstanding ratings with Quality Within-Grade Increase awards. Awards were presented by Manager Sus Furuike.

Left: Glen Wong, right, receives award from Sus Furuike.

Right: Thomas Shimomura, left, is presented an award by Sus Furuike. Congratulations, Glen and Thomas!

1984 Employee Attitude Survey Evaluation: Feedback

Early last December, in a letter to all employees, Regional Director Mac McClure announced plans for conducting an evaluation of Action Plans implemented as a result of the 1984 Employee Attitude Survey. The evaluation was conducted in January and February, data compiled, and a report submitted to Headquarters on March 31st. As promised in the Director's letter, feedback regarding the results of that evaluation is provided.

The initial plan for conducting the evaluation of Action Plans implemented as a result of the 1984 Employee Attitude Survey called for visiting 40 field and regional office locations to conduct interviews with employees. To accomplish this, 14 field and regional office supervisory and non-supervisory employees were trained in interview and report-writing techniques, and assigned to a three-person team that included a division or staff office manager. Their assignment was to interview small groups of employees and individuals concerning the development and implementation of Action Plans in their facility or office, and determine what progress, if any, was made toward improving conditions as a result of those plans.

The evaluation plan was ambitious, including site visits in all four regional states. Last minute budget constraints restricted travel severely and resulted in an abbreviated schedule of field visits. However, regional office interviews that did not require expenditure of travel funds continued. In spite of the limited coverage, participants provided invaluable insight into areas that could be improved and identified areas in which progress was made.

Areas in need of improvement include:

(1) More timely feedback on issues of employee concern, such as staffing, OMB budget cuts, retirement eligibility criteria, and the negative image held of Federal employees by the public.

(2) More demonstration of upper management support and concern.

(3) Taking into account and consulting with field personnel when establishing policy or when issues affecting work conditions are involved.

Findings also indicated that Action Plans were available at all organizations visited. However, supervisory personnel were more aware of them and their contents than non-supervisory employees.

Areas in which progress is reported include:

(1) Communications through frequent and continued staff meetings.

(2) Increased training for supervisors and non-supervisors.

(3) Participative management.

(4) All-hands meetings.

(5) Team building sessions.

These findings will be incorporated in the regional planning process as preparation is made for the 1986 survey.

Weather Videotape Available For Teachers

A new videotape is now available for loan to lower and middle grade science teachers. Entitled "Unchained Goddess," the hour-long videotape is available in 3/4" and 1/2" (VHS) is an excellent teaching aid in science courses teaching students about the weather.

The videotape may be borrowed from the Public Affairs Office (AWP-5) on a first-come, first-served basis, to be shown to your favorite science teacher.

Flight Standards Conference

Early this year, the Regional Flight Standards Division held a Manager/Administrative Officer conference in San Diego.

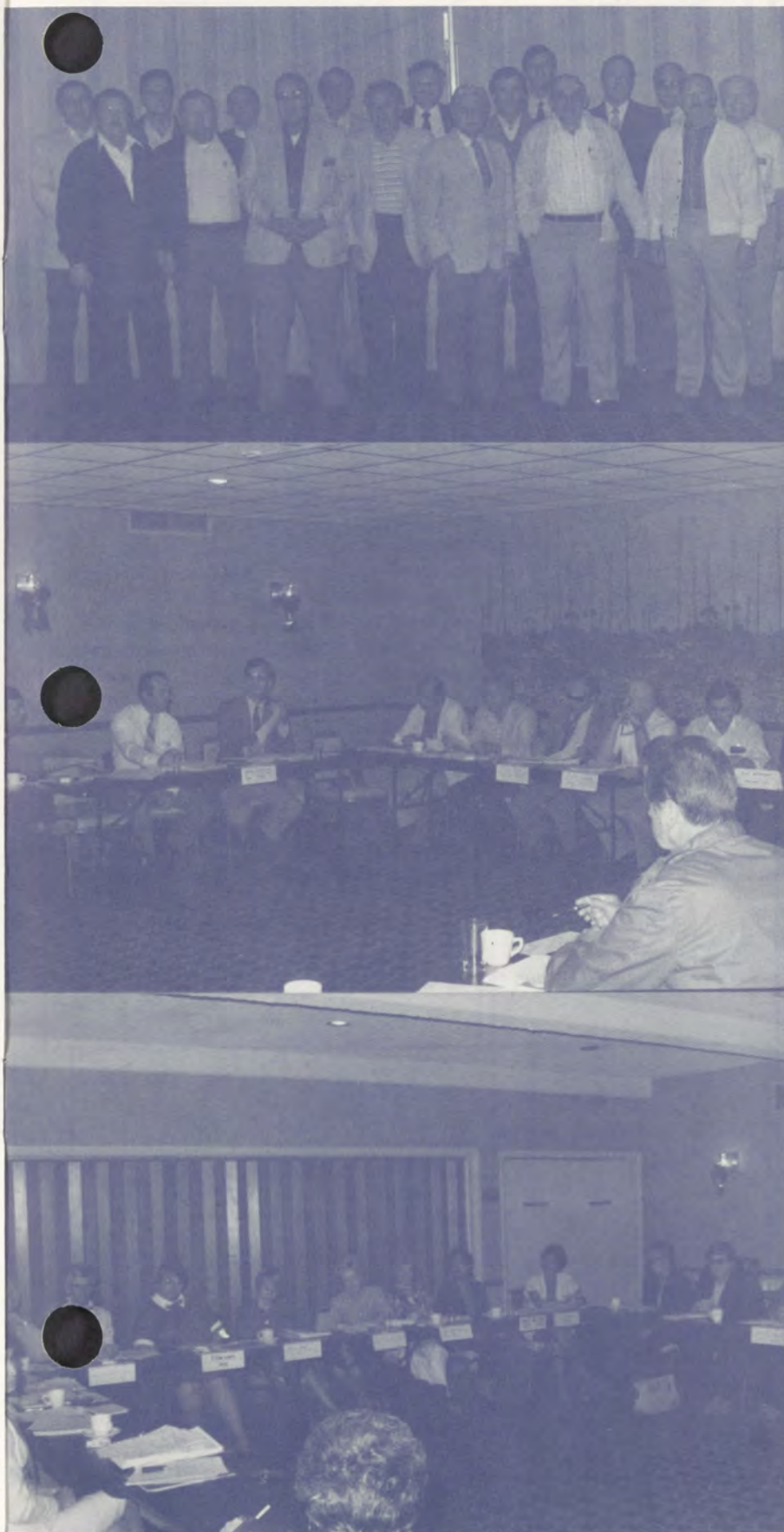
Attending the conference were all the Flight Standards District Office managers and administrative assistants, plus guest speakers from Logistics, Human Resource Management Division, Legal, Medical, National Transportation Safety Board, Northwest-Mountain Region and Washington headquarters. Agenda items ranged from technical subjects to chemical abuse and concluded with a Washington update given by John Kern, AFS-1.

Thanks to all guests and attendees for making this a most successful conference.

Top left: The entire group of Flight Standards managers from the field, as well as the Flight Standards Division Manager and his assistant, and the Branch Manager.

Middle: Working session for all managers.

Below: Working session for all administrative officers.



655 West Whitman
Pocatello, Idaho

Mr. Ben Baker
Tonopah Flight Service
Station - Nye Co. Airport

Dear Mr. Baker:

I want to thank you for your assistance when I was enroute from Pocatello to El Monte. Your help that night contributed towards making my trip a success. I wanted to let you know how grateful I was.

I know how thankless your job sometimes is - again I want to say "Thanks" for going out of your way.

David Littlefield

Inspector Orcutt
Honolulu Flight Standards
District Office

Thank you for coming to talk to the fourth grade A.G.T. class. The information was very useful to our project. We really show this information to other people in our school. We have learned that planes are safer than cars. You have helped us get over the fear of airplanes. You have helped us with our project. We hope you can come back and see our project when we are finished.

Sincerely yours,
Fourth Grade A.G.T. class
Kainalu School

Archibald B. Alexander
6540 E. Cholla, Scottsdale, Arizona 85253

Mr. Jay Olson, Manager
Tucson Flight Service Station

Dear Mr. Olson:

Thank you for your letter of March 27. Special thanks to the Tucson FSS for helping me across the border on my return flight from Punta Penasco. I was receiving Tucson and Nogales VOR signals but could not locate the Nogales Senior Airport, and did not want to cross the border without assistance. Thank you very much for your help!

Mr. Olson, until I received your letter, I had not been able to reach anyone who could tell me what the custom clearance procedures was coming out of Mexico.

Sincerely,

A. B. Alexander

A. B. Alexander



Mr. Forney Lundy
Monterey Airport
FAA Air Traffic Control Tower

Thanks to the Tower Controller on duty Jan. 17. He did an excellent job of handling the IFR departure of Seneca N8340N.

I had flown to MRY with one of United's maintenance customers. The fog began to roll in during our meal, so an IFR was filed at Oakland FSS. The controller did a good job coordinating two inbound flights at 2245. He also effected our release. All this right up to the tower closing time of 2300.

Just as we were cleared for takeoff, the fog rolled in to further lower ceiling and visibility. Without request, the controller turned up the runway lights, which we appreciated. He also remained with us past 2300 through MRY4 SID until we were on our way to San Jose.

Our subject on the way home was the superior handling received from a controller who put that little "added extra" into his job. Please pass along my thanks.

(Ed. note: Hats off to controller Robert Mitchell)

Ken Rhodes
Ken Rhodes
Contract Sales Manager

LETTERS WE LIKE
TO RECEIVE

Mr. Joseph A. Palumbo
Assistant Manager, San Francisco
Air Traffic Control Tower

Dear Joe, Our sincere thanks for the time and effort you and your people put into your briefing and tour for our group. Your interest and enthusiasm made our visit fascinating and educational.

A special thanks to Tom Carmen for looking after us on our return in the evening. The concern shown in answering each of our questions and your people's patience in explaining details were most helpful. We are concerned about understanding all aspects of today's ATC activities; you and your people have been helpful.

W. D. Bryden, Jr.

Bill

IBM

704 Quince Orchard Road
Gaithersburg, Maryland 20878



Desert Sportsman Pilots Association

Zeke Clark
Falcon Tower - Mesa, Arizona

Zeke,
Please accept this short note as my sincere thanks for a job well-done at the recent DSPA/Papsi Spring Airshow. Events of this magnitude require a little "give and take" from all concerned, and your and your staff gave a lot.

Do pass along an "atta boy" to your staff; we very much enjoyed working with them.

Many thanks,
T.O. Daley
Tim O. Daley
Exec. Dir. DSPA



U.S. Department of Justice
Federal Bureau of Investigation
Mr. William F. Maloney
Las Vegas Air Traffic Manager

Dear Mr. Maloney:
Thank you and your staff for the outstanding support provided to the FBI. Your unit has consistently furnished our pilots the finest support possible, often under difficult circumstances. Area Managers Messrs. Harry Boyle, Dale Shriver and Bob Mikes have particularly contributed to the fine working relationship. Please extend my personal appreciation for their contribution.

Very truly yours,
JOHN SCHREIBER
Special Agent in Charge

Marysville Flight Service
Station,
Attn: Station Chief

Today we dropped in on your station -- all of us pilots of various levels of certification.

Evelyn Watts presented a well organized, comprehensive briefing on the mission of the FSS.

Dick Fazio presented a helpful and clarifying briefing on ARSA.

All of us benefited from these well-presented briefings and compliment you on having such competent & cooperative subordinates.

Yours truly,
David Childs
CFII, CFI, CFI (S), CFI (A), CFI (M), CFI (P), CFI (R), CFI (T), CFI (U), CFI (V), CFI (W), CFI (X), CFI (Y), CFI (Z)

U.S. Department
of Transportation
United States
Coast Guard



Torrance Airport Tower
Attn: Mr. Tom Huntington

Dear Mr. Huntington:
Please convey my "special thanks" to your tower operators for the outstanding support they continually provide to our aircraft while operating in your airport traffic area. On 2/13, the Coast Guard helicopter 1465 was involved in a search and rescue case and was required to land at Torrance Memorial Hospital Pad. The weather was ceiling at 300 overcast and visibility 3/4 mile in rain and fog. The pilot immediately received a special VFR clearance. As the aircraft groped its way to the airport, frequent position update requests were made by tower personnel to assist the pilot in locating the field. Tower personnel limited communications to allow the pilot to concentrate on obstruction avoidance.

Following a safe landing and transfer of patients to an ambulance, your tower personnel offered assistance to the crew. They provided weather information and coordinated with Coast Approach Control to provide radar following the 1465 enroute to Long Beach.

Although the crew recovered three men from the cold Pacific waters, your tower operators assisted in getting them safely to the nearest medical facility. This team effort resulted in saving of three lives. They are to be heartily commended for their professionalism and courtesy they extended.

Sincerely,
Ham Dillman
Commander, USCG

(EDITOR'S NOTE: Hats off to Air Traffic Control Specialists Jim Morris, Kathy Radley, Carl Gainer and Supervisor John Hudson for a job well-done!)

california air charter

Mr. Ben Kennedy, Facility Manager
Oakland Airport Tower Facilities

Dear Mr. Kennedy:
I would like to take this opportunity to express my gratitude for the professional, competent, helpful and friendly facility which you operate. In my book, all of your controllers are top notch. They continually help us speed up our operation, are well aware of aircraft capabilities and are a credit to the air controllers' profession.

Ken
Kenneth J. Couche, Oakland Division Manager



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

Prescott Flight
Service Station

6500 Wilkinson Drive
Prescott, AZ. 86301

April 15, 1986

To Whom It May Concern:

The Federal Aviation Administration has embarked on a program called "Safety In The Skies Through Aviation Education."

The purpose of this activity is to help serve the needs of education and to promote a better understanding of aviation and the role of transportation in the modern World. We would also like to see young people become more aware of career opportunities in aviation.

With this in mind, we are providing you with several copies of:

1. Teacher's Guide for Aviation Education
(for use in grades two through six)
2. Demonstration Aids for Aviation Education

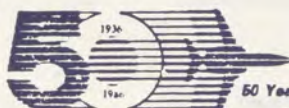
It is our hope that this material be integrated into your present curriculum. If you require more material, or have any questions regarding the Aviation Education Program, I may be contacted at 602-778-7810.

Sincerely,

Howard L. Bjork, FAA Coordinator
Prescott Automated Flight Service Station
6500 Wilkinson Drive
Prescott, Arizona 86301



(Editor's Note: Hats off to Larry Bjork for this excellent letter which was sent to Northern Arizona Schools. This is something any manager can send to local schools. Publications should be available through the FAA Coordinator for your area.)



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