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**Federal Aviation  
Administration**

# Western-Pacific Intercom



It's Valentines' Day At Phoenix Tower

## Cover Story

by Norma Lavinder  
Clerical Assistant,  
Phoenix Tower

Everyone knows that Valentine's Day is not celebrated during the summertime -- except perhaps at Phoenix Tower. This story personifies the FAA's human relations policy and the ways that can be found to enhance and assist the long range plans of its valuable employees, and to create a real "win-win" situation.

Stephanie and Richard Valentine are one of several wife and husband controller teams working in the Phoenix Air Traffic Hub. Stephanie, an honor graduate from Scottsdale High School, attended Pomona College on a scholastic scholarship where, in 1980, she received a Bachelor's Degree in (would you believe) Chemistry. Looking for a slightly more exciting career, Stephanie became an Air Traffic Controller at Phoenix Tower in 1982. Her long range plans are to achieve the MBA and possibly a doctorate in Business Finance. When the agency learned of her plans, and understanding the value to the FAA of such education, extended leave without pay was discussed as was the possible use of the Professional Exchange Program. However, the best avenue to realize Stephanie's goals turned out to be elsewhere. She has received a full tuition and out-of-state fee waiver from Cal Poly at San Luis Obispo, California, for its MBA program beginning Spring 1988.

The other half of the team, husband Richard, totally supportive of her goals, would at least like to live and work in the same state as Stephanie. Fortunately, FAA had plans to commission a tower in (surprise) San Luis Obispo; Richard applied for a Controller position even though it meant a two-step down grade for him; and he was selected. So, he is now in California and Stephanie is in Arizona pending her resignation date.

Congratulations and best wishes to Stephanie and Richard Valentine as they embark on this excitingly new phase in their careers = all with the help and

encouragement of facility and regional management.

As Stephanie said, "I feel the FAA, and especially Air Traffic, is an excellent career for women. Many of the women controllers are married to controllers at Phoenix, and the FAA makes an effort to accommodate the dual career family. I am particularly grateful to my chief at Phoenix Tower (Ed Couch) for being supportive of my decision to continue my education, and for helping my husband to secure a position at San Luis Obispo."

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Cover photo: Stephanie and Richard Valentine -- husband and wife team at Phoenix Tower. Stephanie is on her way to Cal Poly as Richard joins the San Luis Obispo Tower team.

## Western-Pacific Intercom

EDITOR  
Elly Brekke

REGIONAL DIRECTOR  
H. C. McClure

PUBLIC AFFAIRS OFFICER  
Barbara Abels

PUBLIC AFFAIRS SPECIALIST  
Russell Park

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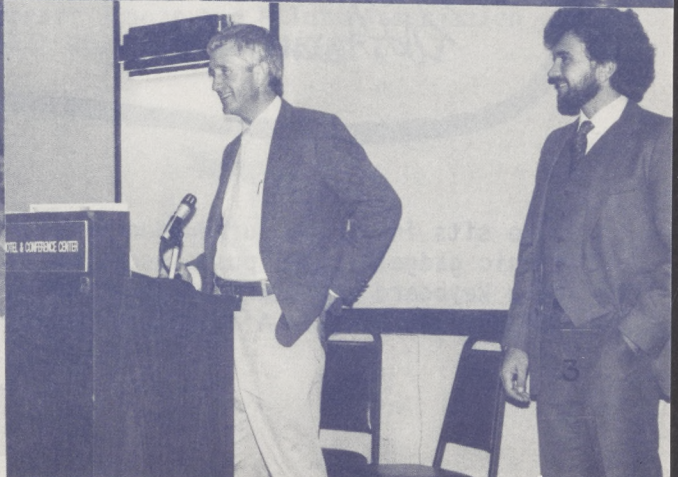
## Concord Tower Hosts Pilot Meeting

Concord Tower recently hosted their annual spring pilot meeting. The meeting, held on the airport, hosted about 325 pilots. Controllers taking part included Area Supervisor Jim Robinson and Control Specialists Steven Ingrebretson, Kyle Johnson, Kieth Kizziar, Ruth Ryan and Marianne Smith. Dennis Wassman from Oakland Bay TRACON and Vance Roskelley from the County airport manager's office also gave presentations.

Photos Top -- Making a presentation at the pilots' meeting is Ruth Ryan.

Middle -- Also present are, from left, Marianne Smith, Dennis Wassman and Vance Roskelley.

Below -- Left -- More than 325 pilots turned out for the Concord meeting. Right -- Jim Robinson and Steven Ingrebretson attended from Concord Tower.



# True Confessions Of An FSS Specialist

by Chuck Burge Riverside FSS



He sits in a room surrounded by electronic gadgetry. He pushes some buttons on a keyboard and stares into a screen filled with light. A telephone rings

behind him as an electronic device to the right starts a staccato sound like a miniature machine gun. A speaker crackles to life with a voice, muffled

by distance saying, "Over Early Man..." That voice is drowned out by another voice over the same speaker, "Covert one R two five one five point alpha two one exit delta three two." At that exact instant the door swings open with some force, and a stranger saunters into the room, his gaunt face showing a strain. The man is carrying an oblong black object. He walks up, stares into the first man's face as if to try and determine what his next move is to be, and without waiting for a response, blurts out "I want to go to Crazy Woman!" The first man, suddenly looks at the wall, stares in disbelief for a second while his face becomes flush. He holds his hand up to the stranger as if to convey some form of non-verbal message that apparently he and the stranger understand. He runs out of a door behind him, all to the tune of continued crackle of speaker and staccato sounds of the room.

Does the above sound like a scene straight out of some science fiction movie? Well, actually it is a typical level II flight service station. The screen-filled light is a computer screen used to call up weather and flight information. The electronic device with a staccato sound is a computer printer, which gives information needed concerning weather and flight. The crackling speaker sounds are two aircraft calling for airport advisories and to report entering a military training route. The "stranger" is a general aviation student pilot carrying a brief case. He has just completed the first leg of his first cross country flight and now comes into the flight service station to obtain a weather briefing and file a flight plan for the next leg of his flight. When the first man (the flight service air traffic controller) looks at the clock and suddenly realizes that the next hourly weather observation is due, and he is running late.

He finally gets the weather observation out, provides a complete weather briefing to the student pilot, all the while constantly being interrupted by other telephone and radio calls. The student pilot is leaving the facility, fully satisfied that weather will not be a big problem for the next leg of his flight.

The speaker in the flight service station crackles to life again, and a hurried voice says "Flight service, this is Cessna two two five one five. We're lost, can you help us?" The flight service controller runs to the nearby direction finder (DF), pushes a button, picks up a microphone and blurts into the handset, "Affirmative Cessna two two five one five. How much fuel do you have on board?" After using the DF and another navigational aid as cross reference, the pilot's position is pinpointed, relayed to the him, and guidance provided to the airport.

On top of all this, the controller must contend with maintenance personnel's request to remove a piece of equipment for preventive maintenance; other controllers' and flight service stations' calls of coordination; providing search and rescue service to general aviation aircraft; broadcasting blanket advisories to aircraft in the air; filing flight plans for military aircraft, commercial airlines, and general aviation aircraft; coloring and posting weather facsimile charts; obtaining clearances from the controlling agency for aircraft needing air traffic clearance; posting and relaying Notices to Airmen (NOTAMS) and other flight advisories; and responding to numerous other requests from the public like "How hot will it be today?" or "Will it rain tomorrow?" and "How much rain did we get on June 6, 1981?"

The hectic life of a level II flight service station specialist is one of constant activity from the time he/she arrives to work until finally relieved by the next incoming specialist. All this, and, most of the time, he/she must do it all by themselves.

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--Artwork reprinted by permission from Aircraft Owners and Pilots Association (AOPA) Newsletter.



## Seattle Center Operational With Host Computer

History was made at the Seattle air route traffic control center on May 29 with the cutover to the new IBM Host computer system. It's the first en route center to achieve this capability. A dedication ceremony was held June 3.

Larry Roberts, Air Traffic Assistant Manager for Automation, said controllers are excited about working with the new equipment and proud of the fact that they are setting the pace for the agency. Among other things, the Host offers them faster response time to their instructions and provides greater on-line availability.

Since the Host reached Initial Operational Capability (IOC) on May 1, controllers particularly like the system reliability and the fact that, when an interruption did occur, it only lasted a few seconds. One controller commented, "You don't even know you've had an interrupt."

FAA expects to complete Host deliveries to all 20 centers by December and bring all on line by June of 1988.

## New ELT Guide Published

Last year, the Air Force Rescue Coordination Center at Scott Air Force Base, IL, responded to 5,268 distress signals from Emergency Locator Transmitters and found that 97 percent of them were false alarms. The total direct and indirect costs of these abortive search operations was \$3.5 million.

In an effort to cut down these odds, FAA has published a new pamphlet that spells out how pilots, fixed base operators and others involved in aviation can help to reduce false alarm rates, particularly at airports where most false alarms occur. Such actions include monitoring the 121.5 MHz emergency frequency and then locating and shutting off improperly activated ELTs.

Copies of the pamphlet, "Attention to ELT'S = Insurance to Life," will be distributed nationwide this month.

## News In Brief

\* At press time, the White House announced the nomination of airline executive T. Allan McArtor for the post of FAA Administrator. A graduate of the Air Force Academy and a combat pilot in Vietnam, he currently is senior vice president of the Federal Express Corporation. McArtor, who is 44, has been with Federal Express since 1970.

\* With his July 2 departure date getting closer, Administrator Engen continues to receive recognition for his three years of service at FAA. The latest honor came at the Annual Bishop Wright Awards Ceremony on May 27 in New York. Engen was one of four persons cited for their outstanding contributions to aviation.

\* The June issue of FAA World has some final reflections from Donald D. Engen on his three years as FAA Administrator and what he believes the agency has accomplished during that time span. There also is a photo spread on the national A.F. "Sectors of the Year," a how-to-do-it piece on building your own hot air balloon, a feature on an FAAer who played the "Wheel of Fortune" and, finally, a farewell to National and Dulles Airports.

\* FAA employees attending the Management Training School in Lawton, OK, will be calling the Montego Bay Motor Hotel home after June 25. The agency's 16-year arrangement with Cameron University expires on that date and the school is disinclined to continue MTS on campus on an interim basis pending the move to Palm Coast, FL, in the fall. Some 400 FAAers are expected to pass through MTS at its temporary location this summer.

## Edwards Hub Awards

Congratulations to the recipients of the following awards:

Special Achievement Award for a Special Act -- Robert Junge and Scott Peterson.

Special Achievement Award for Sustained Supervisor Performance -- Peter Kareiva, Kelly Sandfer, Steve McDougall, Jon Ross and Lucius Hope.

Outstanding Ratings with Quality Increase Award -- Pat Faux and Mike Johnston.

## Post Impact Fires Cause Few G.A. Fatalities

Only about six percent of general aviation accidents involve post-crash fires, according to a recent study done for FAA by Events Analysis, Inc. The study looked at 36,130 general aviation accidents during the period 1974-1983 and found that 2,351 involved a post impact fire with a total of 798 fatalities. Inflight fires were an even more rare event, occurring only 153 times during the period.

Only non-commercial aircraft under 12,501 pounds were included in the study. Not surprisingly, aircraft engines were identified as the major fire origin for both single and twin-engine aircraft.

## NARE Focuses On Future

The National Airspace Review Enhancement (NARE) program is back in business after two-year hiatus.

The NARE Advisory Committee held its first meeting at FAA Washington headquarters May 28 with representatives from 28 government-industry organizations in attendance. Included were officials from the major aviation user groups and the Department of Defense, National Weather Service. New England Regional Director Robert Whittington sat in for the Deputy Administrator who is the group's permanent chairman.

Committee members appointed subcommittees to investigate airport and system capacity, rotorcraft operations, and weather issues.

Like the old National Airspace Review (NAR) program, NARE will continue to examine air traffic control procedures and the airspace structure but will shift the focus from the present system to the future system as envisioned in the National Airspace System (NAS) Plan.

## FAA Requests Funds For Additional A. T. Personnel

Secretary Dole plans to ask Congress for an additional \$51.5 million in FY 1988 funds to hire 955 more air traffic controllers, supervisors and support personnel.

The Secretary said the increase is needed to meet revised projections of traffic growth for 1988 and 1989 of five and six percent, respectively. Previously, FAA was forecasting a gain of about three percent for those years.

The budget request would push the controller work force (CWF) to 15,805 by the end of FY 88. At the end of April, FAA had a total CWF of 15,132 and expects to reach 15,225 by September 30, the end of FY 87. This request provides funds to hire new controllers to increase the work force as well as to fill behind controllers who are selected as supervisor and flow control specialists.

## Alternate Airport Sought

FAA remains committed to keeping the Linden, NJ, airport open but has told state and local officials that it will help them search for an alternative airport site that could provide general aviation operators with equal or better facilities.

Under the agreement with the City of Linden and the N.J. Transportation Department, FAA is prepared to fund comprehensive airport site selection study. However, if no acceptable replacement can be found, the city will continue to operate the Linden Airport for public use. The city is obligated to keep the airport open until the year 2002 under previous Federal grant agreements.

Linden is a key reliever airport for the New York City metropolitan area with some 130-based aircraft and approximately 180,000 operations a year. City officials would like to convert the 189-acre airport site to industrial use, and the issue has become highly political.

## Constance Conroy Earns Award

Congratulations to Constance Conroy, Air Traffic Controller at Phoenix TRA=CON, for earning an on=the=spot cash award. Constance received the award from Supervisor John Schassar and Air Traffic Manager Richard Miller for her dedication and professionalism in preventing a possible near=mid air collision. The grateful passengers in one of the aircraft, including John J. Rhodes, III, Member of Congress, expressed their appreciation for her act. The letters are reprinted here.



CIVILIAN AIDE  
TO  
THE SECRETARY OF THE ARMY

April 16, 1987

Ms. Constance Conroy  
Air Traffic Control Specialist  
Federal Aviation Administration  
Phoenix TRACON  
2800 Sky Harbor Blvd.  
Phoenix, AZ 85034

Dear Ms. Conroy:

On Wednesday, April 15th at approximately 5:45 p.m., I was traveling from Fort Huachuca in a beautiful U.S. Army twin turbo. There were blue skies and calm winds. Suddenly we were forced to take extreme evasive action. After the pilot brought the plane back to straight and level he was able to communicate to the passengers, which also included Congressman Jay Rhodes of the First Congressional District of Arizona and his office manager, how your continued effort to advise him of another aircraft in our same area and same altitude saved our lives. Under the same conditions, others would have thought their job complete and gone on to the next task. Thank God that you did not do so. We are convinced that your conscientious actions saved us from a disastrous mid-air collision. The pilot advised us that when he took corrective measures, we were face-to-face with another aircraft that was less than one mile away.

You are very professional in every sense of the word and I want to commend you for your great work. I hope that you give everybody the same service that you gave us last Wednesday.

My company, Ralph Watkins Enterprises, is located 2025 N. Third Street, Suite 220, Phoenix, Arizona, telephone (602) 253-4520. I would very much like to meet you if you are ever in the vicinity. If there is any way in which I can ever be of assistance to you, please don't hesitate to call me.

Sincerely,

Ralph A. Watkins Jr.  
Civilian Aide, Secretary of the Army  
Arizona

cc: The Honorable Jay Rhodes  
Richard W. Miller, Air Traffic Manager  
Donald D. Engen, Administrator, Federal Aviation Administration



HOUSE OF REPRESENTATIVES  
WASHINGTON, D C 20515

April 17, 1987

JOHN J. RHODES III  
FIRST DISTRICT  
ARIZONA

Ms. Constance Conroy  
Air Traffic Controller  
Phoenix TRACON  
2800 Sky Harbor Drive  
Room 112  
Phoenix, AZ 85034

Dear Ms. Conroy:

On Wednesday, April 15, 1987 I was a passenger on a U.S. Army twin engine fixed wing aircraft coming from Fort Huachuca to Falcon Field in Mesa; at approximately 5:15 p.m., the plane made a sudden diving and turning maneuver, which, at the very least, was quite a surprise. After the maneuver was completed, and the plane stabilized, the co-pilot leaned back and advised us that we were not to worry, that "there are a lot of small planes in the air today."

We learned today that the action taken was to avoid a collision, and that the advisory of a potential collision and a call for evasive action came from you.

I do not know what to say to you except "thank you, very very much." I realize what you did was what you are hired and trained to do, and was only routine, but I wish to assure you that to me, and the other persons on the plane, there was nothing routine about it at all.

Thank you.

Sincerely,

John J. Rhodes, III  
Member of Congress

cc: Richard Miller-Chief of Phoenix TRACON

JJR/da

"Your conscientious actions  
saved us . . ."



# Awards -- Awards -- Awards -- Awards -- Awards

## Los Angeles Center AFS



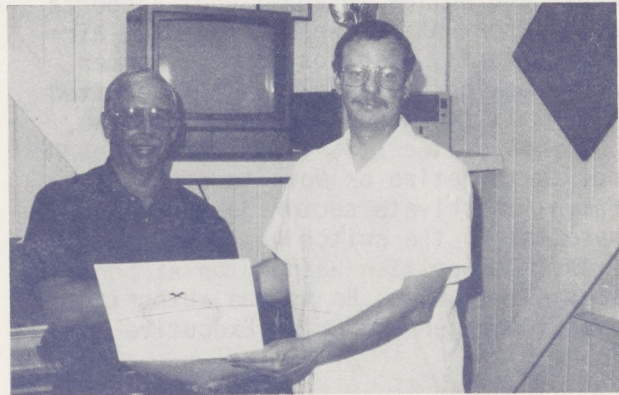
Airway Facilities, Los Angeles Center, is proud of three of its people who were part of a 15-person team effort to plan, develop and establish the Maintenance Management System (MMS). They are Don Myers, Supervisor, Flight Data Processing Unit; Jeanne Harrington, Central Computer Complex Systems Performance Specialist; and Don Frazier, the Center's NAS Program Coordinator. The overall objective of the MMS was to improve cost effectiveness of NAS facilities and equipment in support of the 80's Maintenance Program. This team made contributions that were above and beyond expectations, performing an exemplary task and producing an outstanding product.

The Deputy of Systems Engineering Service, AES-2, recognizing the team's achievement, recommended a Special Achievement Group Award based on a Special Act.

Photo: Acting Manager Burt Jones, second from left, presents the awards to (from left) Don Myers, Jeanne Harrington, and Don Frazier.



## Scottsdale Tower



Scottsdale Tower Air Traffic Control Specialist Frederick Arthur (left) receives an Outstanding Rating and Quality Within Grade Award. Making the presentation is Area Supervisor Steve Lakin.

## San Diego AFS



George Darakjian (left), General Supply Specialist at San Diego Airway Facilities Sector, was presented a Special Achievement Award based on performance. A special note from Alex Hammond, Airway Facilities Division Manager, was hand-scribed on the certificate.

Making the presentation to George is Supervisor Virginia Agilar.

## DC Airports FAA History

Going ... Going ... Gone!

On June 7, operation of Washington National and Dulles International Airports passed from FAA to the new regional airport authority with most of the former FAAers making the passage. All received at least a two percent salary increase.

Only 45 of the 715 airport employees decided to retire or move to other Government or private sector jobs. Among those making the switch was the Director of the Metropolitan Washington Airports, James A. Wilding. He is the authority's General Manager and Chief Executive Officer.

## Protective Breathing Rule

In another action aimed at improving passenger safety, FAA will require airline operators to carry protective breathing equipment for use by flight attendants in fighting on-board fires. The new agency rule also spells out performance standards for the equipment and mandates that flight attendants be trained in fire-fighting while wearing the equipment.

Under the rule, a protective breathing unit must be located within three feet of each hand held fire extinguisher. The airlines have two years to complete the installation of this equipment in its fleets.

## In Memoriam

### Charles D. Dennis

Friends of Charles "Don" Dennis will be saddened to learn of his death on February 17. Don had fought a long, courageous battle with cancer for the past several years.

Don is survived by his wife, Linda and three children. Condolences may be sent to Mrs. Dennis at P.O. Box 30192, Honolulu, Hawaii 96820. Mrs. Dennis asks that any remembrances be made in Don's name to the American Cancer Society.

## News On Relocation Income Tax Allowance Claims

Employees who received relocation reimbursements in calendar year 1986 will be eligible to recover additional income taxes paid as a result of their moves. However, these payments have been delayed due to the changes in the tax rates that became effective on January 1, 1987.

Tax rate changes have mandated a new computer program to calculate employee claims. When the Accounting Branch receives the necessary computer software package, vouchers will be processed for payment, with the vouchers received earliest being paid first. In the meantime, all eligible employees should file their claims with Accounting, attention AWP=44B, as soon as possible.

## Chemical Abuse Meetings

Chemical Abuse Meetings are regularly held in the Regional Office. Old and new members are welcome. For more information, contact Anne Clayton in the F&E Program Section, Airway Facilities Division, at 213/297-1420.

## Red Bluff Picnic Slated

It's time again to start thinking about getting reservations in for this year's Red Bluff FAA picnic. The event will be held on July 31 through August 2 at Wiskeytown Lake near Redding, Calif. Everyone is welcome!

There will be a group campground available for the three days with the picnic being held on Saturday, August 1. Swimming, fishing, waterskiing, volleyball and various other activities will be available. A BBQ pig will be the highlight of the meal on Saturday.

The cost of the event will be \$7.50 per person, which includes the cost of the campground. Kids under 12 are free. For further information or reservations contact Ron Tener at Red Bluff FSS, 916/527-2334; Frank Urriolagoitia at Red Bluff AFS, 916/527-7920; or Jerry Walker at San Francisco Tower, 415/876-2883.

## Drug Quiz

The following questions test your knowledge about drugs and drug abuse. You might be surprised when you check your responses against the answers.

1. The most commonly abused drug in the United States is:

\_\_\_\_\_ marijuana      \_\_\_\_\_ alcohol      \_\_\_\_\_ cocaine      \_\_\_\_\_ heroin

2. People who are dependent upon heroin keep taking it mostly to

\_\_\_\_\_ experience pleasure      \_\_\_\_\_ avoid withdrawal  
\_\_\_\_\_ escape reality      \_\_\_\_\_ be accepted among friends

3. Which of these is not a narcotic?

\_\_\_\_\_ heroin      \_\_\_\_\_ marijuana      \_\_\_\_\_ morphine      \_\_\_\_\_ methadone

4. Which age group has the highest percentage of drug abusers?

\_\_\_\_\_ 10-17      \_\_\_\_\_ 18-25      \_\_\_\_\_ 26-36      \_\_\_\_\_ 36-60      \_\_\_\_\_ 61 and over

1. Alcohol. It is estimated that about 10 million people in the United States are dependent on alcohol. About two-thirds of all adults are occasional drinkers of either wine, beer or some other alcoholic beverage. About one-half of all junior high students have tried some type of alcoholic drinks.

2. Avoid withdrawal. When heroin addicts are deprived suddenly of the drug, they develop physical withdrawal symptoms.

3. Marijuana. Marijuana, an illegal drug, was classified as a narcotic in the past but it is not now. The way the drug works on a person's mental and physical system differs from the effects of narcotics.

4. 18-25. The findings from the 1982 National Survey on Drug Abuse showed that among the three major age groups surveyed (12-17, 18-25 and 26 plus), illicit drug abuse was most prevalent among young adults, ages 18-25.

--Reprinted from Northwest Mountain INTERCOM

# Drug Awareness Week

**STOP!**  
DON'T START!

# If your child's not talking, maybe she's trying to tell you something.

DRUG AWARENESS WEEK  
JUNE 22 - 26

Call 213/688-0989

714/972-3902

800/321-3886 (Calif.)

800/321-8669  
(outside Calif.)



She's at war with the world. And herself. You know she's drinking and she might be mixed up with drugs. She needs your help, but you don't know who to turn to. One place to start is with the phone number below. Call for confidential, off-premises counseling. And start communicating again.

CompCare



12 LifeStyle Center

IF YOU HAVE ANY QUESTIONS  
PLEASE CALL NATALIE  
GREENBERG, AWP-16,  
FTS 984-1831.