

U.S. Department of Transportation

Federal Aviation Administration

Western-Pacific

Intercom



Issue 91-18

May 6, 1991

Regional Headquarters Under Renovation

It has been likened to the world's largest automatic toaster or being 1932 Modern, "but it's a big improvement over those old Quonset huts on Manchester Blvd." So said FAA employees in the spring of 1973 upon moving into the shiny, glass and stainless steel six-story Federal Office Building which is currently Regional Headquarters for FAA operations in California, Arizona, Nevada and the Pacific area.

Prior to moving to its new home, the FAA was housed on Manchester Blvd., just west of Inglewood, in ancient one-story buildings and Quonset huts. There was almost no air conditioning in those quarters which had been in use for 25 years.

This building, constructed in 1973 at a cost of about \$6.1 million, is currently undergoing a major modernization project that will cost about \$4.7 million and will take about one year to complete.

Here's an update on the current projects:

• Triangular area, first floor, northwest corner. The Training and Performance Branch vacated the space which will temporarily house AWP-460. The triangular space has walls which must be demolished for efficient utilization of space. General Services Administration (GSA) has

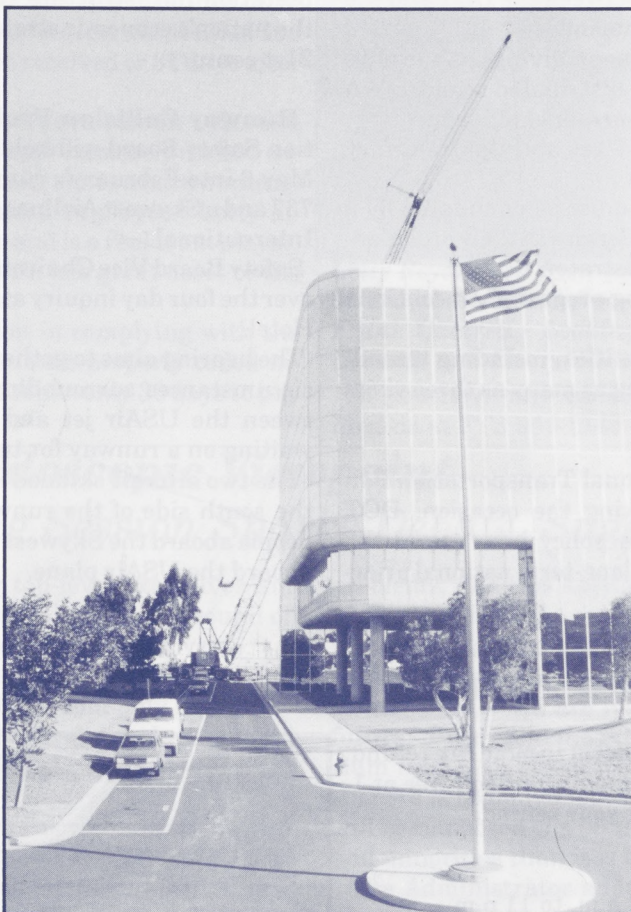


Photo by Fred O'Donnell

A large crane lifts new air conditioning equipment to the top of the Western-Pacific Region headquarters building.

agreed to fund the demolition at a cost of approximately \$20,000. After AWP-460 moves into permanent space on the fourth floor, the triangular area is expected to be refurbished and used as an auditorium.

• Minerals management area, first

floor. U.S. Geological Survey (USGS) has vacated. This space will also be used to temporarily house some 10 people from AWP-460. When they move back to the fourth floor, the USGS space may be assigned by GSA to the Department of Transportation Inspector General (DOT/IG).

• National Transportation Safety Board (NTSB) is scheduled to vacate some 3,800 feet of space on the first floor in late summer. Plans are to convert the space to a child care center based on the need as established by a survey of FAA personnel.

• FAA has been working with GSA on a plan that will allow the heating ventilation/air conditioning (HVAC) contractor to work in occupied office space on nights and weekends so the system renovation can possibly be completed by July. This job completion will allow GSA to

See "Renovate" page 4

inside Intercom

 News in Brief.....2

Ace Account Tech.....3

HRM Pipeline.....5

"A Winner".....7

feature of the week

Women On the Move
page 5



News in Brief

Swapping Ideas. DOT Secretary Sam Skinner has announced a new fellows program allowing 25 mid-level DOT managers to swap information and share work experiences with successful private and government leaders.

The aim is to get fresh ideas on how to make the DOT a more effective organization.

The program is a joint venture between the DOT and the Council for Excellence in Government.

A career opportunity announcement, giving the specifics of the program, is expected to be distributed soon to FAA and other transportation mode personnel offices.

The program is open to GS/GM-14s and their military counterparts in the Coast Guard.

To be considered, an applicant must be nominated by a member of the Senior Executive Service in their organization and endorsed by the Administrator.

The 25 selected for the year-long program will continue to work at their current jobs.

They will have several opportunities, including attending about 12 seminars and making as many as three visits to large corporations.

First Anniversary. The National Transportation Policy is a year old, and in marking the occasion, DOT Secretary Sam Skinner said the policy has "raised the awareness of transportation as a long-term national priority."

Automated Refund System

If you have not received your federal income tax refund, you may call the Automated Refund System toll-free at 1-800/829-4477 to get the status of your refund.

Days: Monday - Friday

Hours: Push button phones -- 7 a.m. to 11 p.m.

Rotary phones -- local business hours

Before you call, you need:

- Social security number(s)
- Filing status
- Exact amount of expected refund

When to call: Eight weeks after you file your return

Best day to call: Wednesday

Best time to call: In the morning

How often is the refund information updated? Once a week.

He said the policy's "strategic vision" helped to frame last year's aviation reauthorization bill and this year's Surface Transportation Assistance Act.

"We want to ensure that strategic planning is here to stay at DOT and part of that entails building up the DOT organization," Skinner told more than 600 business and government leaders attending a day-long conference in Washington on April 11.

At the conference Skinner stressed the importance of an effective internal management system to ensure the transportation infrastructure changes necessary to maintain the nation's economic strength and competitiveness in the 21st century.

Runway Collision Probe. The National Transportation Safety Board will hold a public hearing beginning on May 6 into February's runway collision between a USAir 737 and a Skywest Airlines commuter plane at Los Angeles International.

Safety Board Vice Chairman Susan Coughlin will preside over the four day inquiry at the Los Angeles Airport Hilton Hotel.

The hearing aims to gather additional information on the circumstances surrounding the February 1 collision between the USAir jet and the Skywest plane that was waiting on a runway for takeoff.

The two aircraft skidded into an unoccupied building off the south side of the runway and burned, killing all 12 people aboard the Skywest aircraft and 22 of the 87 people aboard the USAir plane.

Western-Pacific Intercom

Public Affairs Officer/Editor.....Elly Brekke

Regional Administrator.....Carl Schellenberg

Associate Editor.....Fred O'Donnell

INTERCOM is published weekly for the employees of the Western-Pacific Region by the Public Affairs Office AWP-5. Articles and photos are welcome. If you have questions, suggestions or submissions, contact the Editor at FTS 984-1431 or 213/297-1431. When writing, address all correspondence to: Federal Aviation Administration ATTN: AWP-5, P.O. Box 92007, WWPC, Los Angeles, CA 90009-2007.

Accounting Technician Aces Prompt Payment

Accounting Division Manager Frank Cantrell recently presented Leticia "Letty" Reyes, an Accounting Technician in the Contracts and Payables Branch, AWP-28, with an On-the-Spot Cash Award. Under federal law (Prompt Payment Act) late payments require the FAA to pay interest. Letty worked efficiently and effectively for an 11-month period, therefore minimizing interest expense.

The Prompt Payment Act requires that agencies must make payments according to contract specifications or no later than the due date. The Act defines an unspecified due date as 30 days after an invoice is received or 37 days after the goods are received.

During the 11-month period between March 1990 and January 1991, Letty processed approximately 10,000 invoices. According to her co-workers, she is a hardworking, conscientious and a well organized employee. Letty always projects a cheerful attitude and is a real team player. Her high degree of professionalism is a great asset to the Contracts and Payables Branch.

Accounting asks for cooperation in complying with the Prompt Payment Act. Please submit properly coded invoices timely. Remember the FAA has only 30 days to pay the vendor.



Letty Reyes, third from left, displays a facsimile of a cash award she received from Accounting Division Manager Frank Cantrell. Looking on from left is Mike Medina, Cantrell and Kathy Warner.

If you have any questions, feel free to contact Mike Medina at FTS 984-1148 or 213/297-1148.

Wanted: A Kaleidoscopic Viewpoint

Diversity Listening Session Sparks Debate, Suggestions

About 230 FAAers, including top-level executives and senior staff, had a chance earlier this month to sound off about how to make the FAA workforce more diverse.

FAA Administrator James Busey kicked off the meeting with brief remarks to the standing-room-only crowd.

Busey said he was there to listen to employees' ideas about developing a more skilled and diverse workforce and how to accomplish it.

"I urge you to speak out and give us your ideas," he said.

"That's the whole idea of this listening session -- to get your ideas on how we can create a more diverse work place at the FAA and what may be holding us back from accomplishing this goal.

"It is one of my top priorities -- on a par with the Capital Investment Program and the other major programs I have initiated," he told the group.

Before Busey asked for questions and ideas, he emphasized that it is "important for our workforce to reflect the ethnic and cultural makeup of the United States as a whole.

"As I have said before, this cultural/ethnic mosaic has helped make the United States a better country, and I think it will make the FAA a better agency." Busey said there is a "decided advantage" in having a diverse, multi-cultural, multiethnic workforce.

"It provides a richer, broader perspective on issues and

problems, and this kaleidoscopic viewpoint will serve us well as we face the enormous challenge of building the national aviation system of the future," he stressed.

The workforce is changing, and FAA must remain ahead of the curve. "We are in a race for the workforce of the future," Busey told the group gathered at the GSA auditorium near FAA Headquarters in Washington.

"There is no denying that the workforce of the year 2000 will be composed of a far greater representation of women and minorities than it is today."

The Administrator added, "So, what we must do right now is to begin recruiting and training women and minorities so that when the year 2000 rolls around, FAA will have the technically proficient workforce it will need to do the job.

"That won't just happen. It'll happen if we make it happen, and we can't wait. The continued preeminence of the United States in world aviation depends on it. It's that simple and that complex.

"So make no mistake. We are not here to do a little social engineering to make people feel better.

"This is a very serious business with some very sweeping implications for the future of world aviation and FAA's role in that future."

See "Wanted" page 4

Higher Standards Better Airport Security Training Proposed

The FAA has proposed stiffer hiring, training and performance standards for airline and airport security personnel.

The agency also proposed a requirement that each airport designate an airport security coordinator who would monitor all security-related functions and serve as a focal point with the FAA on all security issues.

"These higher standards are designed to ensure the professional performance of security responsibilities at all our airports," said FAA Administrator James Busey.

The new standards for those who screen passengers and their carry-on luggage for weapons and explosives -- the largest group of full-time security employees -- cover education or work experience required as well as

necessary skills, training and testing.

The proposed standards would require either a high school degree, a General Equivalency Diploma or a combination of education and experience that suitably equips the applicant to do the job effectively.

Under the notice of proposed rule-making, other entry-level requirements include the ability to speak, read and write English; visual and aural acuity; good color perception; and physical dexterity.

Successful completion of initial, recurrent and specialized training is required for continued employment.

Under the proposal, a previously qualified employee who fails an operational test of his or her performance as a screener could not perform that function again until successfully

completing remedial training.

An airline security official also would be required to make semiannual evaluations of each screener's abilities, skills and performance.

Also, airlines would have to limit the length of time a screener can be allowed to work at an X-ray screening station to make sure that fatigue does not diminish alertness.

The proposed standards would apply to both airline employees and the employees of companies that do screening for the airlines on a contract basis.

In addition, the FAA proposed a requirement that each airport establish a security training program for all employees who hold airport-issued identification cards authorizing access to security areas.

Congress mandated more stringent standards on November 16, 1990, when it passed the Aviation Security Improvement Act of 1990.

Soviet-American Exchange Underway

As many as 18 FAA air traffic controllers are traveling to the Soviet Union this year as part of a technical and cultural exchange program.

The first two Americans spent early March in the Soviet Far East. They took part in training and toured air traffic facilities in Anadyr, Magadan and Providenya.

Just about a month earlier, two Soviets had finished a two-week stint at the Anchorage Air Route Traffic Control Center. They were senior controllers from the Soviet Ministry of Civil Aviation's Anadyr Area Control Center.

By the end of the year, 18 American controllers will have made the trip to the Soviet Union and the same number of Soviets are expected to find out how the FAA manages air traffic control.

"We are proud to be the leaders in this venture that will make a worldwide impact upon the aviation indus-

try as it continues to bring economic, cultural, social, political and peaceful exchanges among the many nations of the world," said Ted Beckloff, Alaskan Regional Administrator.

Negotiations leading to the controller exchange had been in progress since 1989.

Last October, formal ceremonies took place in Anchorage and Anadyr to recognize the cooperative efforts of the FAA and Soviet Ministry of Civil Aviation.

The exchange program aims to familiarize Soviet and American controllers with methods, procedures, techniques and equipment used by the two nations to provide air traffic control services. This is vital because of the new air routes being opened between Alaska and the Soviet Far East.

Thanks to the Alaskan INTERCOM for this report.

"Wanted" from page 3

FAAers needed no prodding to express their views. Meeting facilitator Donna Marits, AHD-100, and her recorder team were kept busy during the next hour moderating the meeting and recording ideas expressed.

"Hands just went up all over the place," said one participant.

When the hour was up, the talk was still in full swing.

"Renovate" from page 1

have exclusive use of vacated floor space so renovations can be made on schedule.

As a result of building refurbishment and HVAC system rework, FAA will have an entire building of six floors that is newly painted and carpeted, with all new mini blinds. The building should serve FAA needs, as is, with the existing furniture until 1993. The plan calls for installation of Systems Furniture to allow for personnel growth and better space utilization.

Jan Proper Named AWP-14C Supervisor. Jan Proper has been selected as the supervisor of the Employment Section for Air Traffic and Flight Standards.

Jan began her federal career in 1975 with the Veterans Administration as a Personnel Clerk. She worked her way up to a Classification Specialist and Personnel Staffing Specialist.

She joined the FAA in August 1986 as a Personnel Management Specialist, and for the past two years, has served as manager of the Supervisory Identification and Development Program (SIDP). Jan attended the University of Maryland and received her bachelor's degree from the University of San Francisco.

In her new role, Jan has a staff of experienced professionals. The Air Traffic Recruitment and Testing group is headed up by Andrew Estrada. Staffing Assistants are Suzanne Robnett, Carolyn Thornton and Shawn Wade.

News from the



Pipeline

Carlos Robles is a Student Aid on the staff.

The Section's Staffing Specialists include Monique France, Barbara Perez, Joyce Perkins, Jackie Reed and Teresa Wolanin. They are ably supported by Student Aid Iliana Flores and Staffing Assistants Sonya Cravin, Marilyn Neff and Dedra Stephens.

FWP Features 'Women on the Move' Display

In celebration of Women's History Month, the Federal Women's Program Committee presented a display of "Women on the Move" in the Regional Headquarters. The exhibit included photos and biographies of women from varied careers within the Western-Pacific Region.

The participants, who individually received Letters of Appreciation from the Federal Women's Program Manager, were:

- | | | | | |
|--|--|---|--|--|
| Nancy Adams
Manager
Hayward Tower | Deborah Fonzelle
Legal Technician
Regional Counsel | Joan Heidel
Technical Proficiency
Specialist
San Diego AFS | Debbie Reed-Mathis
Legal Technician
Regional Counsel | Nelindia Reynante
Clerical Assistant
San Jose Tower |
| Helen Akins
Flight Standards
Technician
Flight Procedures Branch | Michella Ford
Area Supervisor
Hawthorne Automated
Flight Service Station
(AFSS) | Patricia Hughes
Logistics Management
Specialist
L.A. Center AFS | Marty McGrath
Air Traffic Specialist
AT Division | Shanon Russell
Electronic Technician
L.A. Center AFS |
| Nancy Bloom
Legal Technician
Regional Counsel | Antonia Garcia
Paralegal Specialist
Regional Counsel | Zelda Hutcherson
EEO Specialist
Civil Rights Staff | Betty Nolan
Program Analyst
AT Division | Maria Sanchez
Program Assistant
Human Resource
Management Division |
| Elly Brekke
Manager
Public Affairs | Terri Guerrazzi
Unit Supervisor
Riverside Flight Standards
District Office | Elinor Jackson
Controller
Hawthorne AFSS | Jeanne Perrion
Attorney
Regional Counsel | Sally Smith
Management Analyst
AF Division |
| Rachel Brown
Training Specialist
Bakersfield TRACON | Carol Gupton
Inspector
Honolulu Civil Aviation
Security Field Office
(CASFO) | Geraldine Kendrick
Legal Technician
Regional Counsel | Carol Polson
Civil Aviation Security
Inspector
Honolulu CASFO | Janet Snyder
Security Assistant
Honolulu CASFO |
| Rozella Cusic
Training Specialist
Air Traffic Division | Patricia Hardy
Controller
Hawthorne AFSS | Doris Lee
Program Analyst
AF Division | Daryn Rasch
Administrative Services
Coordinator
L.A. Center AFS | Naomi Tsuda
General Attorney
Regional Counsel |
| Jan Ellis
Administrative Officer
Airway Facilities Division | Jeanne Harrington
Specialist
L.A. Center Airway Facilities
Sector (AFS) | Sally Savage-Leghart
Program Analyst
AT Division | Diedre Rawlings
Technical Proficiency
Specialist
L.A. Center AFS | Olivia Valentine
General Attorney
Regional Counsel |
| Darleen Elston
Paralegal Specialist
Regional Counsel | | Rose Marino
Manager
Torrance Tower | E. Gail Reid
Lead Project Engineer
AF Division | Kimberly Valverde
Controller
L.A. Center |

Scores Of Suggestions

FAAers Zero in on Career Development to Recruitment

FAA's first cultural diversity "listening session" sparked scores of comments, ideas and recommendations.

At the end of the April 1 meeting, 21 issues and recommendations had been proposed and discussed.

Still, when the audience was asked to jot down issues and recommendations that needed additional discussion, 46 were turned in to the Office of Civil Rights.

What topics were the focus of the meeting?

Issues discussed included:

- Hispanic under-representation and under-utilization.
- How to develop and promote current employees.
- The need for career development plans outside the technical areas.
- Ways older, more experienced employees can contribute their expertise.
- Recruitment problems, methods and sources.
- The lack of black females in the Senior Executive Service and the SES Candidate Development Program.
- The perception that white males believe diversity will push them out of the workforce.

Written comments and ideas, which

were turned in by about 20 percent of the audience, addressed such issues as:

- Ways to spread information about FAA careers.
- Reinstating the training agreement program.
- The need for more entry-level positions.
- Lack of cultural diversity on the Administrator's senior executive team.
- Using the talents of current employees by getting better goals and zoning in on their skills.
- Including "sexual orientation/affectional preference" under the agency's nondiscrimination policy and the definition of diversity.
- The Air Traffic National Selection System, set up to evaluate potential managers.
- Funding for development and recruitment programs.
- How to bring blacks and Hispanics the same benefits from upward mobility that white women have acquired.
- Publicizing minorities who are successful air traffic controllers to encourage minority applicants.
- Practicing creative ways of hiring and promoting.

- Providing more career ladders.
- Providing facilities and training for employees with disabilities.
- Retaining employees.
- Preparing secretaries for advancement.
- Management commitment to individual development plans.
- Opening up senior-level positions for women and minorities.
- About 50 percent of the audience asked to receive follow-up information, along with a record of the issues and comments generated by the meeting.

"I never saw such audience participation," said George Gordon, Deputy Assistant Administrator for Civil Rights. "It was exciting for me just being there."

"In the past, we really didn't take advantage of different perspectives, forcing employees to fit what was already there." Today's approach of increasing diversity is "a refreshing and exciting way to manage our difference," he said.

Plans are in progress to set up future listening sessions at Headquarters and also in the field.

Still On The Job

Ben Stonebraker: An 'Exuberant Doer'

At 86, Ben Stonebraker still works for the FAA repairing controllers' chairs at the Denver enroute center.

Stonebraker, described by co-workers as a "modern thinker and exuberant doer," got the job by accident more than 20 years ago. It all happened after he ended a supermarket career and owned his own meat shop in California.

He retired in 1959, and nine years later moved back to Longmont, Colo. A friend encouraged him to apply for a guard job at the FAA air traffic center. Once on the job, he noticed his chair

was frayed and unpadding.

Just after he retired, he enrolled in an upholstery school as a hobby, so he transformed his own chair.

The center manager stopped by one day and saw the "new" chair. Soon Stonebraker was employed in the center's chair repair shop.

He's worked there part-time ever since. Stonebraker and his wife Lou celebrated their 63rd wedding anniversary last September.

By the way, back in 1928 when Stonebraker was the manager of the first Safeway supermarket in

Longmont his weekly salary was \$35. That's when a dozen eggs cost eight cents, milk was eight cents a quart and hamburger sold for three pounds for 25 cents.



FAAer's Talented Daughter Wins \$5000 First Place Prize

By Martha Crommett

Human Resource Management Division

When Shameka Bell was three years old and her school or church expected her to give a speech, she had difficulty memorizing. So if you can't speak it, sing it. Or at least that's the solution chosen by her mother, Laghretta Bell, a Personnel Management Specialist in the Human Resource Management Division. What three-year-old do you know who can memorize a song completely in five minutes and sing it successively before a crowd of strangers? Might this little girl have a future?

Perhaps you were lucky enough to have heard her sing as part of the 1990 Black History Week Observance last year. This lady can sing! Not exactly what you expect from a 15-year-old. Indeed this was the power of gospel/opera/pop/musical presence, all rolled into one.

And now the judges of the Dorothy Chandler Pavilion in downtown Los Angeles have made it official. She won first prize in the Pop/Musical Comedy Vocal category at the Music Center's Spotlight Awards, a prestigious performing arts competition for high school seniors.

As one of the judges, Tony Martin, said in a recent article about her in the *Los Angeles Times*, "She had a wonderful sense of humor and a sort of go-for-broke style. She just effervesced."

Shameka sang with a 30-piece orchestra in front of an audience of 3,000. The other two judges for her category were blues singer Joe Williams and Ginny Mancini, wife of composer Henry Mancini.

To achieve this award, Shameka had to compete in a preliminary round in December, sing her way through semifinals in February, and then outsing a San Clemente High School student, Trisha Rapier, two weeks ago. Shameka's "*Man in the Mirror*" won over Trisha's "*Stepsister's Lament*."

And what musical background enabled Shameka to win the \$5,000, which she plans to use for college tuition next year? Two key experiences. First was Shameka's singing in the children's choir and the youth choir of the Park Windsor Church. The second experience is as a student of the High School for the Arts, where her courses include



Photo by David Schreiber. Reprinted with permission of *The Daily Breeze*, © 1991.

gospel choir, jazz choir, music theory and ear training.

Aside from listening to her daughter sing 24 hours a day how does Laghretta describe her? "She loves volleyball, dancing, and trying her hand in cooking. She loves people and is sort of a confidante to her friends."

No wonder Shameka plans to major in music and child psychology at Baton Rouge's Southern University! Sincerest congratulations, Shameka.

Chivalry Lives FAAer Rescues Family

Never let it be said that chivalry died with Camelot!

Milton Ragsdale, an Air Traffic Assistant at Honolulu CERAP, was driving home during the wee hours after his regular fencing practice. A young woman holding an infant suddenly appeared on the side of the road. She was crying and bruised.

Milton quickly braked and went to her aid. As he was

assisting the woman into his car, a man emerged from the roadside bushes shouting obscenities at the woman and waving his arms in a threatening manner.

Milton quickly reached into his car for his prized Cossack fencing saber and menacingly slashed the air.

The bully fled, and the woman and her baby were delivered safely to their home.

Special thanks to Pat Faux, Personnel Management Specialist at Honolulu CERAP, for this report.

Equal Employment Opportunity Counselors

California

Barbara Arrighi

L.A. Center
(805) 265-8233

Dean Barnes

L.A. Center
(805) 265-8234

Edward Harris

Golden Gate AFS
(405) 273-7955

Betty Herron

Riverside Tower
(714) 687-2114

Karen McDonald

Air Traffic Division
(213) 297-1182

Valerie Nolan

L.A. Center
(805) 265-8234

James Parris

Riverside FSS
(714) 351-3020

Katherine Raulston

L.A. Center
(805) 265-8262

Howard Reagin

L.A. Center
(805) 265-8232

Gertrude Williams

Air Traffic Division
(213) 297-1403

Thomas Wood Jr.

L.A. Center
(805) 265-8233

Arizona

Robert J. Juarez

Phoenix AFSFO
(602) 379-6680

Nevada

Isaac Cornett

Las Vegas Rad/Com SFO
(702) 388-6200

Hawaii

James Gau

Honolulu Center
(808) 734-6606

William Kenneth

Hawaii-Pacific AFS
(808) 839-0321

Leonard Nagata

Maui Tower
(808) 877-0725

Diane Tom

Honolulu Center
(808) 734-6602

American Samoa

Sioeli Fuimaono

Pago Pago
International Airport
Tafuna
(684) 699-9485

Cowtown News

by **Blaine Bowman**

Chino Tower

Dateline ... Chino, California. The year opened at Chino Airport Traffic Control Tower with three consecutive record-setting months for total aircraft operations. After the current three-month period, the tower count is 4,000 operations ahead of last year's record-setting pace for the same time frame.

Tower highlights for 1991 are:

January: Either through hook or crook, Russell "Rusty" Strickland

transfers to Palomar Tower. Teresa Miller and John Hellander parlay a tower lottery into a weekend vacation working the Cable Airport airshow.

February: Johnny McCracken realizes his lifelong dream and departs for John (The Duke) Wayne Tower in Santa Ana, Calif. Maria Nauman successfully, and with much fanfare, completes training in the "Eden of the Midwest" -- Oklahoma City.

March: Blain Bowman runs the Los Angeles Marathon in three hours and 26 minutes and claims that three hours will be broken next year. Allen "Skip" Burt is named temporary supervisor.

April: Saturday the 13th saw the busiest day in recorded history at Chino Tower -- 1,243 patiently-controlled operations. Mike Reedy spends his "fantasy vacation" with the National Guard in a fox hole on the central California coast. On the 15th, a hog gets loose from a local farm and runs amok on the runways. Eventually several coyotes join together in stalking the footloose and fancy-free swine. Just as the drama reaches its peak, the sun sets, leaving us with our imagination.