



# FAA Intercom

## FAA Mourns Fallen, Prepares for New Era in Commercial Aviation

The days following the terrorist attacks on Sept. 11 seemed full of numbers. There were 11, 77, 93 and 175 — the flight numbers of the hijacked aircraft. More than 6,000 innocent people were reported missing.

Twenty-three is the number of FAA employees who have lost family members. Included in the deceased were one husband, one wife, brothers, nieces, nephews, cousins and in-laws, not to mention a number of close friends (see related article on page 8).

Hundreds of thousands of flights were cancelled. Millions of dollars have been raised so far to help the families of the victims.

Amid the chaos and sadness, a single digit stood above all the others: One. One represents the unity and resolve in which FAA employees, other federal, state and local government workers, and civilians responded to the crisis.

"Employees are staffing new posts, taking on extra assignments, working harder and longer as well as working-around-the clock," Administrator Jane Garvey said in a broadcast message to employees. "You are the reason we will be able to get our aviation system running again. We still have a big job ahead of us, but we know that the men and women of the *continued on page 6*



*Airport towers have become makeshift flagstaffs since the tragedy of Sept. 11. This flag flies at the Youngstown-Warren Regional Airport Tower.*

Photo: Rick Davis

### In This Issue:

**Read about the Combined Federal Campaign, aviation records set in 2000, National Disability Month, important information regarding your retirement system, and much more.**



Page 4. Aviation records for 2000.



Page 8. CFC drive begins.



Page 9. Aviation education update.



Page 12. They're jammin'.



## News in Brief

### **NAS Program Reaches Milestone**

The FAA's NAIMES Program recently achieved a major milestone when it received its ISO 9001:2000 registration.

The registration means that an independent group agrees NAIMES uses good business practices that ensure the consistent delivery of services or goods that meet customer requirements.

NAIMES stands for NAS Aeronautical Information Management Enterprise System, which consists of the joint FAA/Department of Transportation US Notice to Airmen System, its Web counterpart, and the NAS Resources Program.

### **New Web Site Developed for Job Seekers**

Persons interested in working for the FAA now may access a Web site with a plethora of helpful information.

Designed by the Office of Human Resource Management, the site gives an overview of the agency and its activities and organization, along with occupational information for air traffic control specialist, airway transportation systems specialist/electronic technician, aviation safety inspector, civil aviation security specialist and other positions. There's information about benefits, health and life insurance, health services, leave, retirement and worker's compensation. There's also information on becoming a federal air marshal.

Special hiring programs — such as Airway Facilities and Air Traffic collegiate training initiatives, scholarships, student internships, welfare-to-work, disabled veterans, retired military air traffic controller programs and veterans' readjustment appointments — are also featured.

The Web site can be accessed via the FAA homepage by clicking on "Aviation Education and Jobs" and then clicking on "Working for the FAA - Employment and Benefits Information" section. Or access the Web site at [www.faa.gov/careers/index.htm](http://www.faa.gov/careers/index.htm).

### **New Personnel Security Web Sites Debut**

FAA employees and contractors now can access two FAA Web sites for information on background check requirements when hiring new employees. The new Personnel Security and Industrial Security Program Web sites also contain contact information for personnel security specialists at Headquarters, the regions and centers.

FAA employees may visit <http://cas.faa.gov/psp.html> for general information on the Personnel Security Program, and questionnaires for non-sensitive and national security positions.

FAA contractors may visit <http://cas.faa.gov/isp2.html> for general information on the contractor and Industrial Security Program, including operating procedures and a questionnaire for public trust positions.

### **Aerospace Medicine Discusses Aviation Safety in Chile**

Two physicians from the FAA's Office of Aerospace Medicine attended an international meeting in Chile to discuss medical and psychological issues linked to improving aviation safety.

Chile's civil aviation authority invited Drs. Guillermo Salazar, Southwest Region's flight surgeon, and Alex Wolbrink from the Civil Aerospace Medical Institute as lecturers to an international congress on health and safety in civil aviation.

Discussions covered a number of topics, including pilot incapacitation, fatigue, aviation human factors and gender issues in aviation.

The FAA's presence at the meeting is part of its strategy to maintain a position of global leadership by influencing international organizations to develop, standardize and implement safety standards.

### **ICAO Advertises Openings**

The International Civil Aviation Organization (ICAO) is seeking applicants for four positions. Applications for these positions are due in API-19 by Oct. 24. Copies of vacancy announcements and information on salary, qualifications, benefits and application forms can be found on the API Web site at <http://api.hq.faa.gov>.

#### **Montreal**

PC-2001/15/P-4

Chief Registry

Distribution and Sales Section

#### **Bangkok**

PC-2001/16/P-4

Regional Officer

Air Traffic Management

PC-2001/18/P-4

Regional Officer

Safety Oversight

#### **Dakar**

PC-2001/17/P-4

Regional Officer

Air Traffic Management

### **Clarification**

An article ("United, FAA to Focus on Unruly Passenger Behavior") in the September 2001 issue of *FAA Intercom* failed to mention the important role of the Office of System Safety Promotions in developing and funding the FAA's unruly passenger brochure.





# Providing the Light of Opportunity for Disabled Persons

October is National Disability Month, a time when the country focuses on the very real contributions that people with disabilities can make to the workforce.

The FAA has hired 250 full-time employees with disabilities and is well ahead of most agencies in the federal effort to increase their representation in the employee ranks. But it still wants to do more.

Acquisition officials at the Mike Monroney Aeronautical Center are a good example of the type of attitudes that make the agency a welcoming place for people with disabilities.

The San Antonio Lighthouse for the Blind recently approached the center about placing an office products store at the facility.

The Lighthouse is one of 89 located around the country whose purpose is to increase the number of people with visual disabilities in the workforce. The San Antonio chapter provided vocational, educational and support services to 1,585 persons with disabilities in 2000. It has placed office stores at 10 military bases; the FAA location is its first in the civilian part of the federal government.

The Aeronautical Center enthusiastically embraced the Lighthouse's proposal. "It immediately made sense to us," said Clif Stone, manager of the Acquisition Support Division.

Stone saw the opportunity as a win-win for the agency and the San Antonio Lighthouse. It would help support people with disabilities and accommodate a federal law that sets aside certain requirements for persons with disabilities.

Most importantly for the FAA, Stone said, it fills an employee need. Many employees were forced to go offsite to buy basic office supplies. That raised concern among center security officials whose job it is to monitor the flow of employees into and out of the building. Now employees have



*Officials from the Mike Monroney Aeronautical Center visit the new office store operated by the San Antonio Lighthouse for the Blind. They include (from left) Cheryl Williams, Cathy Routon, Lindy Ritz, Clif Stone and Bill Traylor.*

one less reason to leave the facility. Prices are competitive and are set by a committee of government representatives.

It took only three months to get the store operating after the FAA first received the proposal. It opened for business Aug. 13.

Since the agreement was reached, the San Antonio Lighthouse has offered to take over a U.S. Postal Department satellite office at Mike Monroney. It will sell stamps and other postal supplies, and mail packages for employees.

"We were delighted with the response and interest from the FAA in establishing a general supply center at the facility specifically to meet the purchasing needs of its employees," said Elvin J. Schofield, executive vice president at the San Antonio Lighthouse. "This is the type of partnership we look for, one that is beneficial for both organizations. More importantly is that this partnership enables blind and visually impaired individuals to be productive members in our communities."

The office store's staff of three includes one man who is legally blind. More importantly, the store purchases many products produced or assembled by people with disabilities who work for the Lighthouse. "The more products we can sell [at the office store], the more people we can go out and hire."

Stone said it is the Aeronautical Center's intent "to help promote the growth of [the Lighthouse's] business to other federal agencies in the local area."

Meantime, the FAA's People with Disabilities Program is putting together a tool kit that serves as a resource guide for managers and supervisors. A Web site dedicated to hiring people with disabilities also is in the works.

Each line of business and staff office has a People with Disabilities point of contact to assist with increasing hires of People with Disabilities. See the list below for their names and numbers (all telephone numbers have the 202 area code).

|     |                  |          |
|-----|------------------|----------|
| ATS | Shirley Jones    | 267-3783 |
| AVR | Laureen Bakri    | 267-9167 |
| ARA | Beverly Bond     | 267-9997 |
| ACS | Mary Cary        | 267-3198 |
| AHR | Janie Douglas    | 267-3859 |
| ARP | Stephanie Bass   | 267-3040 |
| API | Raymond Smith    | 267-9084 |
| AGC | Pamela Smith     | 267-8313 |
| ABA | Margo Inskeep    | 267-8067 |
| AST | DJ Stadtler      | 267-7829 |
| ACR | Deena Collier    | 267-8436 |
| AOA | Suzanne Holloway | 267-3852 |
| AGI | Bob Cripe        | 267-8211 |
| AIO | Calvin Mitchell  | 267-9213 |
| ADA | Suzanne Holloway | 267-3852 |
| ASY | Velma Cooper     | 493-4100 |
| AOZ | Alfredia Brooks  | 220-3421 |



# Recalling the Most Memorable Aviation Records

The National Aeronautic Association has selected its list of the "Most Memorable Aviation Records of 2000."

The six most memorable were selected from more than 100 aviation world records set in the United States last year.

The NAA honored these record-setters and other outstanding individuals at its annual Spring awards ceremony at the National Air & Space Museum in Washington, DC.

NAA's selections for 2000 are:

## **Speed Around the World, Eastbound**

Steve Fossett flew his Cessna Citation X around the world on Feb. 14-16, starting and finishing in Los Angeles with six fuel stops en route. He averaged less than 34 minutes at each of his stops at Hamilton, Ont.; Agadir, Morocco; Luxor, Egypt; Calcutta, India; Nagasaki, Japan; and Midway Island.

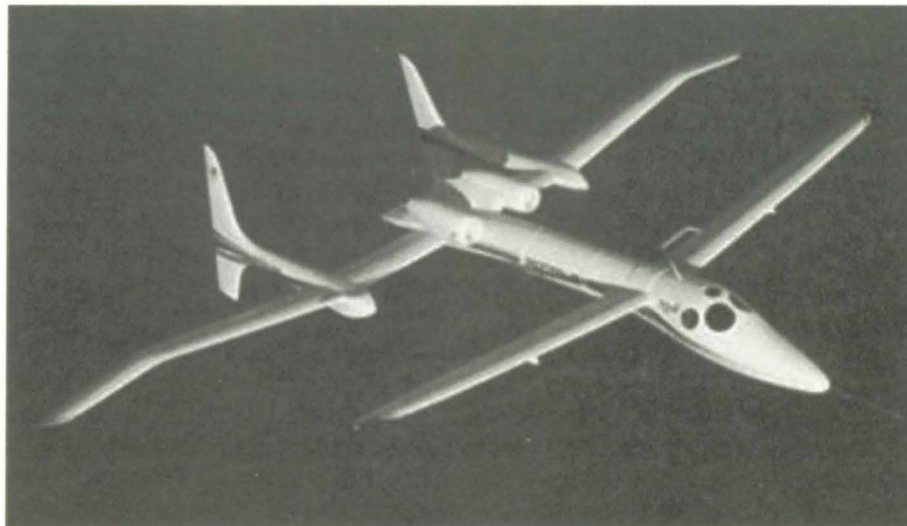
His average speed of 560 mph beat the 12-year-old record by 70 mph. Two copilots, Darrin Adkins and Alex Tai, accompanied Fossett.

## **Time to Climb to 6,000 Meters**

Bruce Bohannon climbed to an altitude of 6,000 meters (19,685 feet) in 6 minutes 40 seconds in his homebuilt aircraft, the "Flyin' Tiger." This record was set Nov. 5 in Angleton, Texas, shaving 34 seconds off the previous record from 1991.

## **Speed over a Commercial Air Route**

At the controls of a United Airlines Boeing 747-400 on Feb. 28, Captain Jim Phillips flew his passengers from Tokyo to Los Angeles in eight hours and 10 minutes at an average speed of more than 666 mph. This beat the existing record by six minutes, and is 80 minutes shorter than the regularly scheduled time for this route.



## **Altitude**

Clad in NASA pressure suits, Mike Melvill and Bob Waldmiller piloted the Proteus aircraft to 63,245 feet over Mojave, Calif., Oct. 25, beating the previous record of 54,570 feet. The Proteus, built by famed aircraft designer Burt Rutan's company, is designed to act as a long-duration, high-altitude communications relay.



## **Distance**

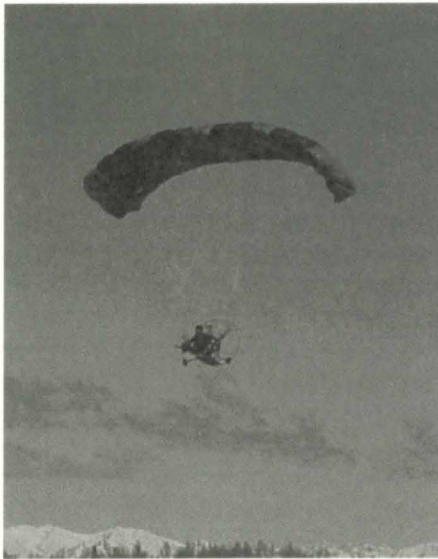
On Aug. 10, Davis Straub earned a record by flying an ATOS-brand hang glider 348 miles between the Texas towns of Zapata and San Angelo. This beat the previous record of 312 miles, set three weeks earlier.





## of 2000

## Double-Check Your Retirement System Status



### Altitude

Breaking his previous record of 17,054 feet, Bud Gish took his Six Chuter SR2-powered parachute to an even higher altitude of 17,671 feet in the skies over Birchwood, Alaska. This record was set Sept. 9.

FAA employees are reminded by the Office of Human Resource Management to make sure they are enrolled in the correct retirement system.

A law passed last year by Congress provides relief to employees who are or were in the wrong retirement plan for at least three years of service after Dec. 31, 1986. Although most employees are covered by the correct retirement system, some were erroneously placed. Many of the mistakes occurred at the time the government was implementing the transition from the Civil Service Retirement System to the Federal Employees Retirement System in 1987. However, there have been infrequent mistakes made since then.

Employees can identify their current retirement coverage by looking on Block 30

of their latest Standard Form 50, Notification of Personnel Action. To determine if their coverage is correct, employees can access the Office of Personnel Management Web site at [www.opm.gov/benefits/correction](http://www.opm.gov/benefits/correction) and click on "Frequently Asked Questions."

Employees who believe they have been or are in the wrong retirement plan for at least three years since Dec. 31, 1986 should register their names in the Federal Erroneous Retirement Coverage Corrections Act database located on the OPM Web site. Employees will receive within two weeks a notice confirming their registration along with information about when they will be contacted to discuss their coverage.

For additional information, employees should contact their servicing Human Resources Management Division.

## Submitting Stories to *FAA Intercom*

The *FAA Intercom* is normally published during the second week of each month. Employees who would like to contribute articles or story ideas should cc:Mail Editor Jim Tise or call him at (202) 267-3443. The *FAA Intercom* does not print by-lines.

Photos also are considered for publication. Only original photographs should be submitted. Do not send negatives. Digital images in tif or jpg formats are acceptable.

The deadline for the November issue is Oct. 25. Deadlines could change, depending on circumstances. Contact the editor for further information.

## Subject: E-Mail Etiquette

Following is the latest in an ongoing series of tips to keep in mind when communicating with co-workers via e-mail. They might not apply to all situations, but they can be helpful in cutting down on the amount of reading employees have to do and make communication more efficient.

Gina Nelson, a computer specialist in the Mike Monroney Aeronautical Center's Office of Information Services, compiled these tips.

### WRITE AS THOUGH MOM WERE READING.

Regardless of who your intended reader is, write as if your boss, the media, or Mom were looking over your shoulder.

Don't treat e-mail too casually, sending electronic messages you would never record on paper. Don't write anything you would not feel comfortable saying in an elevator crowded with colleagues, customers and competitors.

Patrol officers in the District of Columbia found this out the hard way. The District's chief of police is disciplining 19 patrol officers suspected of sending inappropriate e-mail from squad car computers. The patrol officers are suspected of sending racist, sexist and anti-gay e-mails using office equipment. The scandal has attracted the attention of Congress and the Department of Justice.



# Top-to-Bottom Review of Security Begins

*continued from page 1*

FAA can get it done. We are proud to work with such a professional, able, and caring group of people."

Secretary of Transportation Norman Mineta in a news conference shortly after the attack said the 47,000 FAA employees "just performed superbly," especially those in air traffic control.

Controllers did an excellent job clearing the airspace in around the hijacked planes. More than 4,800 aircraft were diverted or rerouted by controllers after the attacks. The FAA then immediately coordinated with the military.

Many employees, especially those in the New York and Washington areas, remained on the job despite having lost personal and professional acquaintances in the attack. The administrator visited Eastern Region Headquarters and JFK International Airport on Sept. 24 to personally thank employees in that region for continuing with their work despite the loss of loved ones and friends. She also sent a letter to each FAA employee thanking them for their support.

The staffs of Air Traffic, Civil Aviation Security and other FAA organizations continue to work around the clock to devise new ways to upgrade security. The effort is a top-to-bottom review of current and proposed procedures, policies and technology.

Air traffic control towers have become makeshift flagstaffs. Pat Maiorca in the Youngstown-Warren Regional Airport Tower in Youngstown, Pa., called a nearby Air Force Reserve base to borrow an American flag that controllers draped from the tower. At 20 x 40 feet, it was nearly the size of the tower cab.



*Tammy Embree and Joyce Padgett in the Aeronautical Center's Office of Human Resources Management process some of the more than 34,000 air marshal applications received by the FAA since the tragedy. All envelopes were first X-rayed to make sure they were safe.*

"Every plane that departs or arrives at Youngstown tells us that this display is a most welcome and beautiful sight," Maiorca said. A local school bus driver told her that the children on her bus cheered when they drove by the airport and saw the flag.

The staff at the Orlando Tower chipped in \$1,000 to buy a huge flag that now hangs from the tower cab. Albuquerque Tower in New Mexico is another of many FAA facilities that are showing their true colors.

## **A New Era in Aviation**

By press time, the aviation system was nearing its pre-hijacking capacity, but many airlines had cut back on service. All major airports except Reagan Washington National Airport are accepting flights. National Airport will remain closed indefinitely while security officials consider how its future operation will be affected by its proximity to important government facilities and buildings, such as the Pentagon and the White House.

The reverberations from the terrorist act have not ended, but one thing is clear. The United States, the FAA and Americans have entered a new era of commercial aviation.

The old system no longer exists. Lines at airports will be longer. Scrutiny of bags and individuals will be greater. While our freedom of mobility will not be denied, the old convenience will no longer exist.

President George W. Bush said he will fund those states that call up the national guard to provide more security at airports. He proposed that the federal



*(From left) Jane Garvey greets Joy Crim and Joanne Roth in Eastern Region's Office of Civil Aviation Security.*





## FAA's Vital Role

government supervise passenger and baggage screening at U.S. airports. He also proposed the government perform extensive background checks on screeners and security personnel, and train and test them.

The government also plans to "dramatically increase" the number of Federal Air Marshals that fly on commercial jets. More than 240,000 air marshal applications have been downloaded from the FAA Web site at <http://jobs.faa.gov>.

Some \$500 million is being set aside to implement new safety ideas, including fortified cockpit doors with stronger locks, video monitors that enable pilots to view the cabin, and remote control technology that would enable controllers to land an aircraft in distress. Also being pursued is installation of transponders that can't be switched off when a plane is flying.

Secretary of Transportation Norman Mineta has created two rapid response teams to make further recommendations about improving aviation security.

One team will concentrate on aircraft security, emphasizing cockpit access. Peggy Gilligan, deputy associate administrator of Regulation and Certification, will head the team that also includes representatives from the airline industry, and pilot and flight attendant unions.

The other rapid response team, headed by Charlie Keegan from the Free Flight Office, will focus on increasing security at airports, especially in the areas of screening and airport access control.

The FAA already is requiring airports to revalidate airport identification badges for all employees who have access to the secure areas of the airport, including flight crews, baggage handlers, contractor maintenance workers and screeners.

The *FAA Intercom* will continue to report on the fallout of the terrorist attacks and their ultimate impact: a strengthened and more secure national airspace system.

*Following are excerpts from the letter Administrator Jane Garvey sent employees on Sept. 19.*

This has been an extraordinary time for our nation and for the FAA. As the nation recovers after last week's tragic events, FAA



people are working around the clock to restore our nation's aviation system. You have done a magnificent job under the most trying conditions. I cannot stress enough how much I appreciate your

professionalism and your dedication. You have exemplified the very best in public service. And I thank you.

We will continue working to restore the system to its full level of service. I cannot say that we will be returning the system to what it was before last Tuesday's tragic events. Security is now at unprecedented levels. And, as we enter what is literally a new era of aviation, we are looking at ways to further improve security in our airports and on our aircraft.

One thing is certain — the events of this past week dramatically underscored the critical importance of aviation — to our nation's economy and to our way of life. It stressed for all of us the vital role we in the FAA have in helping make aviation safer and more secure. I know I can count on each one of you as I assure the flying public — as I assure Americans — that the FAA will do whatever is necessary to provide a safe and secure system.

## Heartfelt Gratitude

*Following are excerpts from Secretary of Transportation Norman Mineta's prepared remarks to DOT employees on Sept. 25.*

I want to thank everyone in the Department for your extraordinary efforts in the face of these attacks and for all your hard work in helping return our nation's transportation systems back to full operations. From the very first hours of this crisis, DOT employees have stepped up to the plate.



Thanks to all the folks at the FAA who first alerted the country that some commercial aircraft had veered dangerously off course on that fateful morning and then who responded so efficiently and calmly to my order to close down America's airspace for the first time ever.

After the immediate threat had passed these same professionals have led the way in restoring operation of America's civil aviation system with an array of heightened security measures in place.

I wish I could tell you that your efforts are drawing to a close, but I cannot. Our nation has entered into a new era in the history of transportation, an era in which one of our most cherished freedoms — the basic freedom of mobility — has been challenged.

Today, I am asking all of you, the dedicated men and women of this department, to help ensure that all Americans know that this challenge is being met.

But if those who brought down one of America's proudest buildings also believe they can bring down our faith in our transportation systems, we will emphatically prove them wrong.



## Bravery in the Face of Terror

Bob Macchia in the FAA's Eastern Region thinks back to his wedding day 30 years ago.

His 4-year-old nephew, Johnny Napolitano, is walking down the aisle with the wedding rings placed on a pillow. "PeeWee," a nickname that stuck with John as he grew older, took the pillow and threw it across the aisle and made a sour face. Everyone in the church got a kick out of his antics.

That day his Uncle Bob and Aunt Diane both waited in anticipation to receive the rings from their nephew and begin a new life together.

The Macchia family's wait today is much grimmer. Like so many thousands of others, they wait to see if John's body will be

found in the rubble of the World Trade Center.

Napolitano, 33, was a firefighter in Rescue Company #2 of the New York City Fire Department. His company was one of the first units called to the scene after the terrorist attack.

The unit was last seen climbing the North Tower stairwells of the World Trade Center in the hopes of helping victims. The tower collapsed before they could escape.

Bob Macchia chokes up when talk turns to the recovery process. Anything that wasn't incinerated in the 1000-degree heat from burning jet fuel was probably pulverized beneath the tons of rubble.

"There'll be no closure for this," he predicted sadly.

He described his nephew as a true

family man who regularly visited family spread out over the New York City region. "He was always there" for family functions.

Beyond his family, Johnny's life focused on helping others. Besides his job as a full-time firefighter with the NYFD, John also volunteered with and was a former captain of a Long Island rescue squad. "He dedicated his life to saving lives," his uncle said.

It helps to know that his nephew died a hero, Macchia says. But that knowledge doesn't disguise the sorrow in his voice when he lists the names of Johnny's immediate family who survive him: his wife, Anne; daughters Elizabeth, six, and Emma, two; his mother, Joann, and father, John; and two sisters, Dawn and Stacy.

## CFC Kicks off this Month

The FAA's Combined Federal Campaign begins this month and runs through Dec. 14.

This year's theme, "Caring is Sharing," captures the spirit of generosity among Americans following the World Trade Center and Pentagon tragedies.

The CFC is a perfect opportunity to continue to make a real difference in people's lives throughout the coming year. CFC organizations improve the quality of life for all through medical research, education assistance, civic groups, the arts and more. With CFC, employees can designate which charities they want to sponsor.

Employees should note that a special solicitation is being made on behalf of the

families of victims in the terrorist bombings. Keep reading for more information.

All CFC catalogs with lists of eligible charities have been distributed. Employees

who have not received a catalog should contact their local CFC coordinator.

Headquarters employees should refer to the "Back to Headquarters"

section on page 11 for local information about the CFC campaign.



### FAAers Have Several Avenues to Contribute to Disaster Relief

Employees who wish to contribute money to charities that support the victims of the terrorist acts have several options.

Employees may contribute cash or checks directly to organizations supporting relief efforts. Access the Office of Personnel Management's Web site at [www.opm.gov/cfc](http://www.opm.gov/cfc) or the CFC site at [www.cfcnc.org](http://www.cfcnc.org) for disaster relief information and a list of organizations providing disaster relief assistance.

They also may contribute through the CFC drive. Employees should contact their local CFC coordinators for more information.





# Aviation Education Program Rings in a New School Year

With school back in session, the *FAA Intercom* interviewed Shelia Bauer, head of the agency's Aviation Education Program, to see how the program is progressing. She and her staff maintain the FAA's Aviation Education (AVED) Web site at [www.faa.gov/education](http://www.faa.gov/education) and help coordinate more than 1,400 volunteers and partners involved with Aviation Career Education (ACE) summer camps across the country.

*What is the status of the aviation education program?*

We were thrilled to see for the third quarter ending June 30 that our counselors reached 26,000 students, nearly 300 teachers and more than 257,000 of the general public. I think we'll be just as excited when we close out the fourth quarter, which will encompass our summer activities, especially the ACE summer camps.

*Does the aviation education program tend to lose momentum during the summer months when kids are on vacation?*

Summer months are hot for us both literally and figuratively. Ask any ACE camper or AVED counselor who has attended one of FAA's 28 cosponsored ACE camps. Over a thousand youngsters attended one of these camps. We're very proud of these numbers considering most of those camps are implemented through partnerships and volunteerism.

Take a look at some of these kids in action on our Web site. The camps began in 1990, so we're just now beginning to hear of youngsters enrolling in aviation colleges and the military today. It's really the most exciting part of what we do, finding out that we did something to really change lives and goals for the good.



*Do you have any special plans for the upcoming school year?*

We've begun to feature individual areas from our AVED Web site in the central section of our homepage.

In August and September our site featured a suggested curriculum for teachers. Throughout the fall emphasis will be placed on the "Eye on You" section, which looks at our counselors and the terrific public outreach these folks perform.

We'll then roll into December with a focus on the Wright Brothers and planned outreach initiatives that will lead us up to 2003 — the 100th anniversary of powered flight. We hope to power up students and educators, as well as our FAA family for this great milestone in aviation.

We'll be promoting FAA careers to graduating students when school lets out in the spring through our newly developed FAA Careers section.

*Where could you use more help?*

FAA's Aviation Education outreach program relies primarily on employees' willingness to share their experience, knowledge and expertise with students, educators and community groups. We continually receive requests for these special people to volunteer their skills to assist education throughout the year. So I would say that

we're always looking for a strong support systems of willing volunteers.

*How does someone become a volunteer?*

They should contact their regional aviation education program manager. The program manager will let them know when and where the next counselor workshop will take place. Aviation Education Program managers are listed below.

*Is your program collaborating with other organizations?* The name of the game is partnership and the Aviation Education Program is a very active player.

We are very excited about our latest collaboration with the National Black Coalition of Federal Aviation Employees, Historically Black Colleges and Universities Program, Organization of Black Airline Pilots Association and International Black Aerospace Council. This collaboration will ensure a diverse, qualified aviation workforce for the future.

## Aviation Education Outreach Program Managers

|     |                         |                |
|-----|-------------------------|----------------|
| ANE | Shelia Bauer            | (781) 238-7378 |
| AMC | Robert L. Hoppers       | (405) 954-5332 |
| ACT | Carleen Genna-Stoltzfus | (609) 485-6515 |
| AAL | Mary Lou Dordan         | (907) 271-5377 |
| ACE | Stephanie Webb          | (816) 329-2420 |
| AEA | Mary Ann Asaro-Singh    | (718) 553-3363 |
| AGL | Jan Lebovitz            | (847) 294-7375 |
| ANE | Julie Seltsam           | (781) 238-7389 |
| ANM | Connie Lacadie          | (425) 227-2065 |
| ASO | Opal R. Neely           | (404) 305-5310 |
| ASW | Debra Myers             | (817) 222-5833 |
| AWP | Hank Verbais            | (310) 725-3802 |
| ANM | Connie Lacadie          | (425) 227-2065 |



## Tracking Missiles in Paradise

On July 15, 2001, a Minuteman II intercontinental ballistic missile (ICBM) carrying a mock warhead and decoy launched from Vandenberg Air Force Base in California. Its target was Kwajalein, Marshall Islands, a rarely noticed atoll 4,800 miles away in the central Pacific Ocean.

Minutes later, a prototype ground-based missile launched from Meck Island on Kwajalein Atoll intercepted and destroyed the ICBM.

Providing air traffic control and missile range surveillance for the National Missile Defense (NMD) mission is one of the FAA's smallest facilities. The Kwajalein Combined Control Facility operates the only air traffic control radar in the central Pacific Ocean. Its staff of three controllers and an Air Traffic manager provide radar coverage for more than 100,000 square miles of airspace.

During the NMD mission, controllers provided separation services for airborne sensor aircraft and monitored the missile hazard airspace for airborne intruders. Controller radar monitoring also aided in identifying surface vessels, critical for mission success and security.

The facility also provides air traffic control services during space missions. It's special missions like these that keeps work interesting to Controller Jeff Winter. After all, there's not a lot of civilian traffic flying in and out of Kwajalein.



*Controllers handle tower, approach and center activities from this control panel.*

"The range of duties goes well beyond what one would normally expect of controllers," Winter said. "A lot of what we do here would be considered a special operation anywhere else."

Aside from its size and location, KWA is a special facility in other ways. It's the only radar facility where one controller works all three specialties at the same time: center, approach and tower. It's also the only FAA control facility based in a foreign country.

Life on a Pacific atoll is paradise to some, a strain for others. Controllers must bid to work at the facility and commit to a 3-year stay, with options to reup for two 2-year extensions.

Controller Harry Hale, III, has lived on the atoll for two years and plans to take a 2-year extension. He and his wife love the laid-back life, the beautiful ocean and the

opportunity to pursue one of their passions, scuba diving. Hale said it's easy to get to know people because there's only about 2,500 residents on the atoll.

The hardest part is being away from family and the cost of traveling to the United States, said Hale.

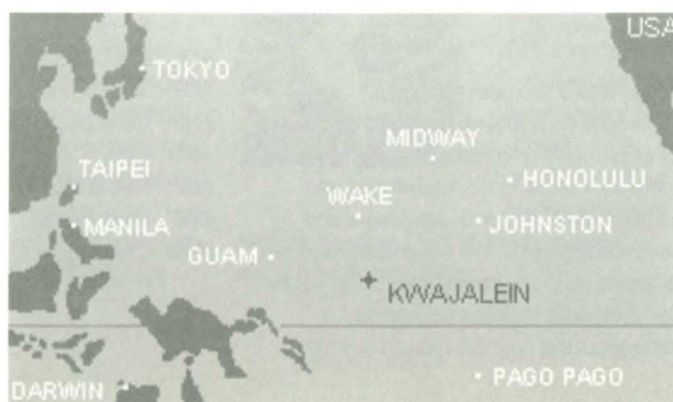
Winter likes the pace of island life, too. And not having to deal with snow and ice is nice, although the tropical rains can be daunting. Nonetheless, for some the pleasures of island life are not enough to suffice for the inconveniences.

"I am more than ready to return to the United States," said Winter. "Some people visit here for a short time and call it utopia. Having been here for almost three years, I can say it is not. The conveniences now considered necessary in the U.S. aren't available here. You have to learn to do without. It's more difficult for some than others."

The U.S. military network provides television programs. Some people stock up on videocassettes and DVDs to play when there is nothing to watch on the two channels. With limited channel-surfing capability, it's not surprising that life on Kwajalein is oriented toward anything outdoors, including snorkeling, diving, boating and softball.

Still, there's a waiting list for controllers to work at KWA and find what they hope is a little piece of paradise in the Pacific Ocean.

*Kwajalein is one of the smallest ATC facilities run by the FAA.*







## Back to Headquarters

### Headquarters' CFC Goal is about \$500,000

The Combined Federal Campaign at FAA Headquarters has begun.

Last year, Headquarters employees donated \$471,174 CFC through payroll deduction, individual donations and other fundraising activities. This year's goal is just under \$500,000.

Dave Knorr from the Office of Free Flight is Headquarters' CFC coordinator this year. The points of contact for each line of business at Headquarters follow:

|      |                      |          |
|------|----------------------|----------|
| AIO  | Chuck Weigl          | x73665   |
| ABA  | Denise Wallace       | x79105   |
| ASY  | Pam Anderson-Taplett | x79616   |
| ACR  | Mary Winston         | x77551   |
| AHR  | Mark Palmisano       | x78104   |
| AOZ  | Jenene Montgomery    | 220-3323 |
| API  | George Chitwood      | x79979   |
| AOA/ |                      |          |
| ADA  | Susan Halloway       | x73852   |
| AGI  | Gladys Stuart        | x73277   |
| AST  | John Sloan           | x77989   |
| ARP  | Janel Showalter      | x75756   |
| ACS  | Megan Morgan         | x78004   |
| AVR  | Phyllis Duncan       | 493-4958 |
| ATS  | Rose Merchant        | x73162   |
| ARA  | Donnica Crossland    | x73337   |
| AGC  | Tony Palladino       | x66400   |



*A BAe Jetstream 31 like the one here will be used to shuttle FAA employees between Washington, D.C. and the Tech Center.*

### BMA to Operate FAA Shuttle

Boston-Maine Airways is the new provider of air shuttle service between the FAA William J. Hughes Technical Center and National Airport in Washington, D.C.

The Technical Center awarded a contract to BMA, a subsidiary of Pan American Airways Corp., last month.

BMA will provide two round trips on Tuesday, Wednesday and Thursday of each week using a 19-seat turboprop British Aerospace Jetstream 31.

Visit the shuttle's Web site at [www.tc.faa.gov/shuttle](http://www.tc.faa.gov/shuttle) for more information.

### COTS Course Planned

The FAA is planning a regular monthly course for employees about acquiring commercial off-the-shelf (COTS) products and systems.

The course also will help employees deal with equipment obsolescence and frequent system updates.

Later this month, the FAA's System Engineering Council will begin hosting its new in-house course, "COTS Risk Mitigation." The three half-day workshops are designed to train both program/projects leads and "performers" in using a risk management approach when acquiring COTS products and COTS-based systems.

The course covers a variety of topics — such as identifying COTS risks and understanding commercial market forces — within the context of the FAA's Acquisition Management System.

Also included are exercises to aid participants in determining what market research they need and how to use it as part of system evolution planning.

The course is structured around the *FAA COTS Risk Mitigation Guide: Practical Methods for Effective COTS Acquisition and Life Cycle Support*, which can be accessed on the Internet at [www.faa.gov/aua/resources/cots](http://www.faa.gov/aua/resources/cots). To find out course dates and other information, contact Gordon Shaffer at x66429 or via cc:Mail.

### Acquire Training Class Scheduled

An Acquire buyer training class is scheduled for Oct. 16-18 in Room 609 from 9 a.m. - 4 p.m.

Those interested in attending should register on the Acquire HQ Training Signup Center Web site at <http://interweb.faa.gov/acquire>.

If the Web site cannot be accessed, contact Brenda Henderson via cc:Mail or the Acquire help desk at x79920.



## Love (and Music) Will Keep Them Together

Like the Captain and Tennille, or Johnny and June Cash, Ellen and Steve Tatro seem destined to make beautiful music together.

Whether working, playing or sharing their musical tastes, they harmonize fully.

Both work as aviation inspectors at the Indianapolis Flight Standards District Office. They met there after Steve, who had been flying for Colgan Airlines, accepted a job with the FSDO. During some idle conversations they discovered each has an extensive background in music.

Steve grew up near Cape Cod, Mass., and had been playing guitar in bands since the age of 14. He has performed in smoky bars and theaters as lead guitarist in a show band that toured New England.

Ellen's background was more classical. Growing up in Prairie du Chien, Wis., she was a musician in her high school and college orchestras, as well as a member of the University of Wisconsin marching band. She has played in many Green Bay Packer and Minnesota Viking half-time shows. She also has been a regular keyboardist for her church.

Perhaps it was their love of music that first drew them together, but it became obvious that the two were in sync in much deeper ways. On May 19, 2001, they were married. At the wedding reception, they danced to a CD of their own music. By that point, they'd already become a musical team called "The Leading Edge," a group they put together to continue their adventures in music.

With Steve on lead guitar and Ellen on keyboards, The Leading Edge adapts golden oldies such as "Brown-Eyed Girl," Marvin Gaye's "What's Going On" and Willie Nelson's "Always On My Mind" to their light jazz sound. "We like to take songs that people recognize and do our own thing with them," she said.



*Ellen and Steve Tatro have expanded their musical connections into a more permanent gig — marriage.*

"Steve plays what I call a 'sweet lead melody,'" Ellen said. "I'm like the orchestra behind it with the keyboards. The drums are prerecorded, but nothing else is."

The Leading Edge plays about 50 events a year, many of them fundraisers and benefits. They're also in demand for weddings, parties and other affairs. Only about half are paid gigs, but the money seems to matter little to the pair. "As far as the music, we totally enjoy it. We look at it as a night out," Ellen said.

She described rehearsals that easily turn into four-hour jam sessions. "We'll just sit there and lose ourselves practicing."

Steve agrees. "Sometimes when I am in a middle of a song, I get so wrapped up in my music, I forget there is anyone else there."

Their children appear to have taken notes from them. Both of Ellen's sons play piano and the eldest is an accomplished jazz pianist. Steve's daughter is an accomplished Marimba player who teaches percussion to high school students.

"It's very unusual that you can find somebody that you can mesh with like that," said Ellen. "I think the fact that we do share the music solidifies our marriage."

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