



U.S. DEPARTMENT OF  
TRANSPORTATION  
FEDERAL AVIATION  
ADMINISTRATION

August 15, 1990 #90-08

Alaskan Region

# Intercom

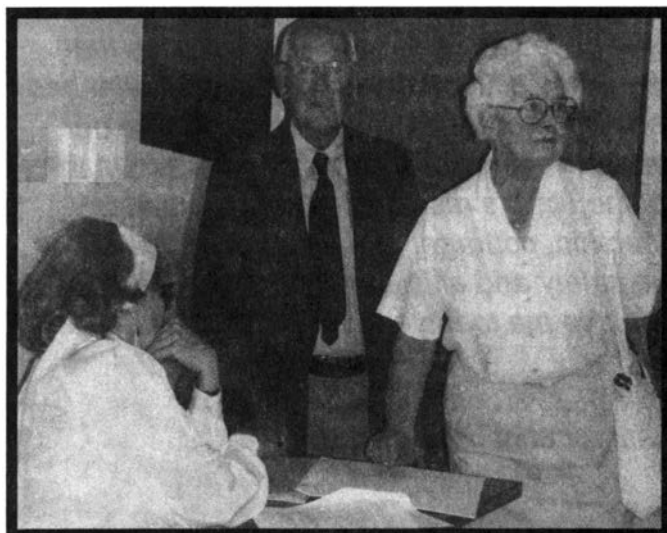
Q 2/91

## *Moving America Into the 21st Century*



**Carolyn McClelland** (center), Special Representative of the Secretary of Transportation, with **Capt. R. J. Asaro** (left), Commanding Officer, Marine Safety Office, U.S. Coast Guard and **Donald T. Keil, Jr.**, Deputy Regional Administrator, FAA Alaskan Region.

**McClelland** was actively involved in the development of *Moving America Into the 21st Century*, the Department of Transportation's planning and policy document presenting a vision for the future. She traveled to Alaska to brief other government entities and industry leaders on the transportation policy.



### RETIREES REUNION

On June 29, 1990, Alaskan Region retirees met to renew acquaintances, to reminisce, to catch up on the latest FAA doings, and to attend the Civilair Club picnic on June 30. **Hank Newman** and his wife sign in, as **Marguerite Reiss**, AAL-465a, presides over the guest book.

# A JOB WELL DONE

## President Bush Lauds FAA Administrator's First Year

President Bush praised FAA Administrator James Busey for a job "well done" during his first year at the agency's helm.

In the past year, the President wrote in a letter, Busey "has added many more accomplishments to a long and impressive record of service to our country."

The letter was read by DOT Secretary Sam Skinner at a reception to commemorate the completion of Busey's first year as Administrator.

Busey was sworn in on June 30, 1989, by Skinner at the Aeronautical Center. The public ceremony was held at FAA Headquarters on July 11, 1989. The text of the President's letter follows:

Alaskan Region

## Intercom

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If you have questions, suggestions, or complaints, please call the Editor at 271-5169.

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**The White House  
Washington, D.C.**

*June 22, 1990*

*I am delighted to send greetings to everyone to honor Admiral James B. Busey IV on the completion of his first year as Administrator of the Federal Aviation Administration — and to add my own "well done."*

*Jim has brought a wealth of talent and experience to the FAA, so it is no surprise that his first year has been a resounding success. Since accepting his current post, Jim has added many more accomplishments to a long and impressive record of service to our country. Indeed, no matter what the assignment — from combat missions over Southeast Asia during the Vietnam War to some of the Navy's most important commands — he has always demonstrated exemplary leadership, courage, and devotion to his country. As you good people work to enhance the safety and efficiency of our civil air transportation, it must be as reassuring to you as it is to me to have a man of Jim Busey's stature as Administrator of the FAA.*

*Barbara joins me in sending best wishes to Jim for continued success.*

*George Bush*



# WASHINGTON REPORTS



## SAM'S ON ITS WAY

Hand-in-hand with processing the more numerous and complicated OATS — Office Automation and Technology Services — procurements, the Logistics Service is implementing SAM — the System for Acquisition Management.

SAM, a national system for acquiring all types of goods and services, was developed by the Alaskan Region to eliminate some of the paperwork attached to procurement and to increase its accuracy and accountability.

Instead of typing copy after copy of PR's (procurement requests), the requests can now be generated automatically through SAM. From personal computers or Data General terminals, the user keys in the necessary information, mostly by using a copy function, and produces a detailed OATS

procurement request.

At the same time, that information becomes part of the SAM system covering all of FAA's procurements and is available for future reference.

In the Alaskan Region, SAM has been in operation for several years. Contact people who can help with questions pertaining to SAM are:

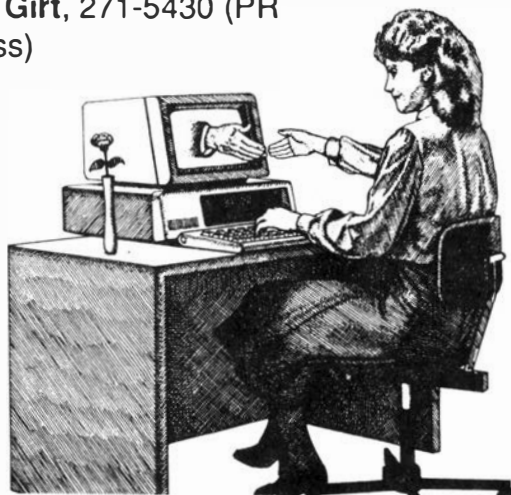
**Stan Hill**, AAL-43,  
271-5171 (Data  
Processing Manager)

**Ken Slauson**, 271-5185  
(configuration)

**Janet Girt**, 271-5430 (PR  
process)

**"A good manager is one who knows employees' strengths, puts them in the right jobs, gets them to 'buy into' the organizational goals, allows them the freedom to achieve these goals, and gives them full credit when they do."**

FAA Administrator  
James Busey



## **A SPECIAL THANK YOU!**

When Hurricane Hugo struck the Virgin Islands, Puerto Rico, and the Carolinas last year, it left behind millions of dollars of destruction, thousands of people were homeless, and countless numbers faced enormous disruption of their lives. Help was clearly needed.

With the strong support of the Secretary of Transportation and FAA Administrator, a comprehensive recovery effort was launched to restore vital aviation facilities and services, protect our employees, evacuate dependents whose homes had been destroyed, and prepare for the long-term return to normalcy. We also gave special attention to settle promptly and fairly all claims for damages.

A key element in the Hugo crisis was the establishment of a "Buddy System" to support each family. Following the dependents' arrival in Atlanta, all were provided transportation and other assistance for relocating to a temporary home.

Another vital element in our success has been the special "Hugo Relief Fund" made available through your generous contributions. We extend our warmest thanks to each of you for your marvelous support. While we have not had to expend all the funds, we have provided financial assistance to applicants who substantiated unrecoverable financial loss. A review committee has carefully considered each request and approved those which met fund criteria.

Since the Hurricane season is again approaching and severe weather forecasts have been made, we plan to retain the Hugo Relief Fund until December 1, 1990, for possible assistance to our people. If we are fortunate and no specific requirements develop, we plan to donate all remaining funds to emergency relief organizations serving victims of disasters.

If anyone who contributed to the relief fund disagrees with this final disposition plan, please advise me by November 15, 1990, in order that your concerns may be addressed.

All of us in the Southern Region gratefully acknowledge the wonderful support we received throughout the agency and department. Your efforts assured our successful recovery. Again, a special thanks to all of you for really caring.

Garland P. Castleberry  
Regional Administrator, ASO-1

# CLIMBING FAA'S CAREER LADDER

Ever feel stuck in a dead-end job at the FAA?

Then it's time to make a quick change. There are lots of other tasks to do and opportunities for challenging new jobs at the agency.

That's the advice of Joe Del Balzo, Executive Director for System Development, who drew on his 32 years of agency experience to give advice to those attending a Federal Women's Program meeting recently at FAA Headquarters.

Following are some of his suggestions:

- \* Education and training, with or without a formal degree, must be a continuing process and taken in a series of continuing doses. Continuing your education won't guarantee success, but not continuing may impose a severe penalty.

- \* The job or the organization you're in today isn't necessarily the one in which you will find success tomorrow.

If you sense you're in a dead-end position, change quickly. FAA has a lot of work to do. There are many voids to fill. Opportunities are there, so be alert

to them.

- \* Learn how to write and speak clearly and persuasively. Learn how to make interesting presentations and participate in meetings. Effective communications skills are key to one's success.

- \* Don't be afraid of risks. There is nothing truer than the adage: "Nothing ventured, nothing gained." The trick is to choose which risks are worth taking — and when — and which risks are not worth taking — and why.

"The FAA can lay out a number of career development options, but only you can make a career development choice," Del Balzo said, "but relax. Unlike death and taxes, decisions are not irreversible. Choices do come back! Change is more often a virtue than a vice."

Del Balzo also urged FAAers to become "champions of change" — never satisfied by what is, but always turned on by what can be.

"Let us strive to make FAA an agency that encourages a place and allows time for thinking and dreaming and striving for higher levels of performance," he said.

As "champions of change," Del Balzo said, FAAers should be deter-

mined to reverse the agency's "disappointing" statistics on female grade rankings and management opportunities for women and to become more sensitive to the special needs of many women — the need for flextime, part-time work, child care, and job sharing.

He said the agency should make sure that recruitment will always be decided by character, ability, and experience — not by gender, color, or ethnic background and that people will always be judged by their intellect, not by their standing in the "good-ol'-boy" network.

"And finally," Del Balzo said, "let's be determined to make working at FAA the envy of the rest of government and industry — and to attract into FAA a waiting list of 'the best and the brightest' anxious to join the ranks."

Reprinted from Central Region  
*INTERCOM*



# PUBLIC SERVICE FACTS AND FIGURES:

\* 95 percent of America's children entering schools are protected against major disease through use of vaccines administered by public employees. Thanks to the government, polio and measles have been all but wiped out.

\* Employees at the Department of Energy have created a plastic bag like those used by grocery stores that is made entirely out of potato peels and is completely biodegradable.

\* Brook Army Medical Center in San Antonio, Texas, is the world's leading burn treatment institute.

\* Clara Barton, an employee of the Patent Office, founded the American Red Cross.

\* The first person to set foot on the moon, Neil Armstrong, was a public employee.

\* The CT Scan which helps doctors diagnose many diseases was developed by government employees.

\* Half of all U.S. medical doctors in practice today received training by government employees working for the Veterans Administration.

\* In its search to unlock the mysteries of the universe, NASA scientists discovered the first Black Hole. Government employees also discovered both sonar and radar.

\* Herman Hollerith, a Census Bureau accountant, invented the first modern computer.

\* The Boeing 707 that brought commercial aviation into the jet age, was originally designed as a KC-135 refueler for the U.S. Air Force.

\* Dr. Thomas E. Starzle, a physician at the Denver Veterans Administration Medical Center, pioneered the surgical transplant of kidneys.

\* Employee suggestions, inventions, sustained superior performance, and special acts or services help save the Federal Government more than \$1 billion every year.

\* Dr. Ruth Rogan Benevito, a Department of Agriculture scientist, developed wash-and-wear fabrics.

\* Employees of the Army Corps of Engineers have constructed many of our Nation's vital assets, including the Lincoln Memorial, Library of Congress, and the world's second largest dam.

\* Football coach Knute Rockne, poet Walt Whitman, pilot Charles Lindbergh, and authors Washington Irving, Nathaniel Hawthorne, and James Thurber were all public employees.

\* Doctors of the U.S. Army Medical Corps discovered a cure for malaria during the construction of the Panama Canal.

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*"The work of an unknown good man is like a vein of water flowing hidden underground, secretly making the ground greener."*

*--Thomas Carlyle*

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## CFC

Bill Schmidtman, AAL-13C, has been identified as the FAA Combined Federal Campaign Coordinator for the 1990-91 season, and his assistant coordinator will be Frank Austin, AAL-4B. The dates of the campaign will be September 17 through October 26. FAA has a new 1990 goal of \$40,000. With the commitment and support which has been received in previous years, it is anticipated that this goal is well within reason.

## AFOB SPACE

To help ease the existing space crunch, Aircraft Certification (ANM-191A) will be moving to their new space in the Old Federal Building on August 6, and System Engineering and Integration Contractor (SEIC) will be moving on or before October 1. SEIC has not yet selected their new location.

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## INFORMATIONAL EXHIBIT

The Anchorage FSS and Merrill Tower hosted an informational exhibit at the Merrill Field Air Show on July 4. ANC FSS employee **Ross Flavel** generously offered the use of his motorhome to house the exhibit.

The exhibit provided attendees with material on FAA employment opportunities, aviation safety/education, and other items of interest. People from AAL-14 and FSDO-03 also participated in the event.

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## CONGRESSIONAL LIAISON

Charlene Derry, AAL-4, has assumed the responsibility of Congressional Liaison. All three Federal congressional offices have

been advised of this, and expressed positive responses to the formalization and focusing of this function in one person.

Charlene has also established contact with state legislative officials and aviation interest groups.

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## STUDENT EXCHANGE

Robin Held and Gary Badger, both controllers at Anchorage ARTCC, departed July 5 en route to the U.S.S.R. to attend Kiev Aviation Institute on a 6-week student exchange program sponsored by the University of Alaska Anchorage.

## More Glasnost

In conjunction with the University of Alaska's faculty/student exchange program with the U.S.S.R., Merrill Tower, Anchorage Flight Service Station, and Anchorage Tower hosted tours for about 20 Soviet and UAA people.

# TOTAL QUALITY MANAGEMENT

## An Emerging Management Philosophy

During the next few months, you will be hearing a lot more about Total Quality Management (TQM) in the Alaskan Region.

TQM is an intensive, long-term effort to transform all parts of an organization, including suppliers, into an integrated management system for achieving customer satisfaction. It involves all managers and employees, and uses quantitative methods to achieve continuous improvement of the organization's processes and the way we do business.

TQM represents a shift from traditional quality assurance concepts. TQM emphasized **prevention** rather than inspection and correction, **error-free performance** instead of error standards, and **trust building/respect** as opposed to policing. TQM also recognizes that most problems must be corrected by changing the systems through which work is done, not by changing the workers.

TQM also shifts the emphasis from scattered, narrowly focused efforts to a total systems approach. Traditional programs are generally built around one individual technique (product inspections, statistical analysis, customer service studies) which focus on individual functions and emphasize quick solutions. TQM focuses on the best solution and emphasizes the direct management of quality to assure full customer satisfaction through every aspect of operation.

Traditionally, quality has been defined as having achieved the servicing organization's objectives. Instead, a founding principle of TQM is based on the customer, whether it be an external customer or another organizational component. **Quality is achieved when the organization meets the expectation of the customer 100 percent of the time.**

A TQM awareness effort has already begun in the Region. The Resource Management Division is currently briefing work groups in the Anchorage

area and is finalizing a video tape for distribution to the field. This fall we are planning to conduct a series of intensive training sessions for managers.

We are currently developing a strategy for implementing TQM in the region. Once the awareness effort is well underway, we will be working with managers to develop employee skills and to identify ways that TQM can be implemented in the work place. You will be hearing more about this in the future.

Watch your thoughts;  
they become words.  
Watch your words;  
they become actions.  
Watch your actions;  
they become habits.  
Watch your habits;  
they become  
character.  
Watch your character;  
it becomes your  
destiny.

-- Frank Outlaw



# BLUE ZONE/RED ZONE——

by Marge Cholometes  
Relocation Service Coordinator

Before you purchase or build that dream home in the mountains, be sure to consider the blue zones and red zones——

The “Anchorage Snow Avalanche Zoning Analysis” report, prepared by Arthur I. Mears, P.E., Inc. and dated September 1982 identified Lot 15, Block 2, of Mountain Valley Estates Subdivision as being within the moderate hazard zone (blue zone) for snow avalanche. The primary purpose of the study was to identify the location and extent of snow avalanche hazard areas affecting municipal and privately owned land within the Municipality of Anchorage.

Since that study was completed, the Municipality has considered the establishment of new regulations to address new development in avalanche hazard areas, but has taken no action to effectuate any. Instead, Municipal policy has focused on what is informally referred to as “informed choice.” The Mears study, along with the associated ava-



lanche hazard maps, are made available to the public so that anyone interested in purchasing an interest or living in an area affected by snow avalanche hazards can make an informed decision to do so. (NOTE: Copies of the Mears report and associated maps are available from the Alaskan Region Relocation Service Coordinator (RSC), Marge Cholometes.)

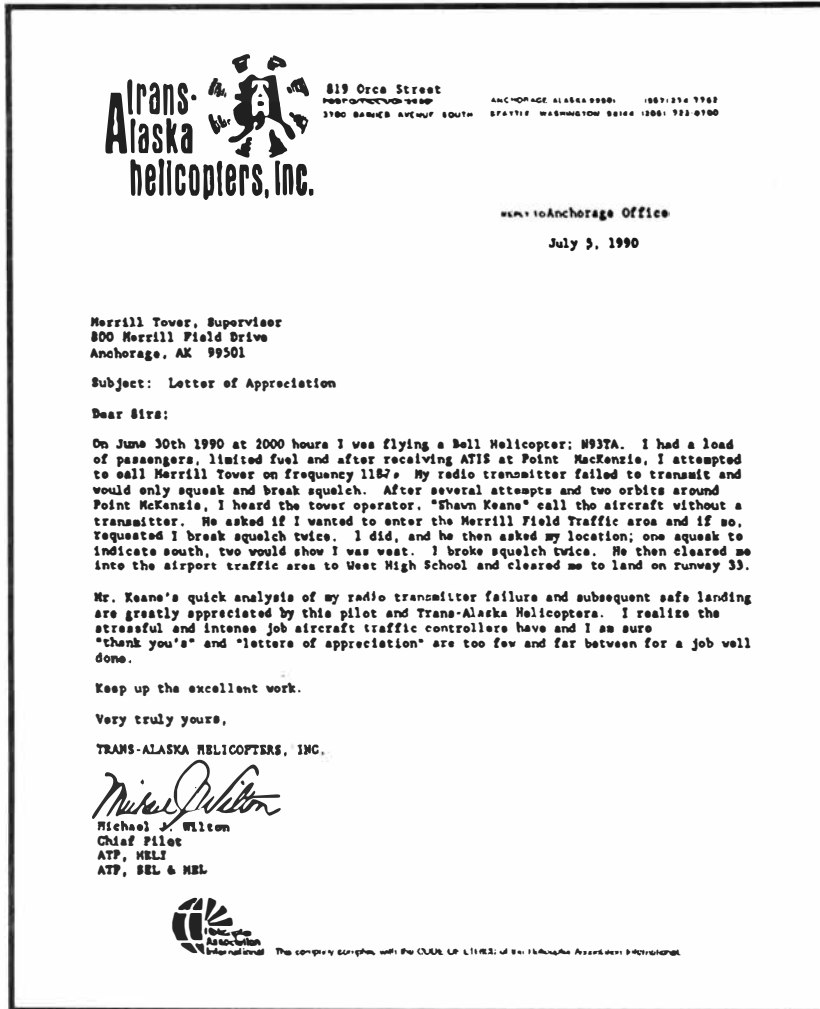
The Municipality of Anchorage does not have any mandatory or discretionary authority whatsoever to preclude the construction of any structure due to it's being located in an avalanche hazard area. Thus, the Municipality cannot deny any land use or building permit for

construction of any structures on Lot 15, Block 2, Mountain Valley Estates Subdivision, for the reason of its location being within the moderate avalanche hazard zone.

It is not known at this time if any FAA employees own property in this area, or if an employee is contemplating the purchase of property or building in this area. As the Alaskan Region RSC, I contacted the Travel and Relocation Systems Division, AAA-300, and PHH Homequity to determine the steps that would be taken if an employee wanted to utilize the relocation service contract for the sale of a home in this area. According to AAA-300 and PHH Homequity, any property in this area would be reviewed on a case-by-case basis prior to acceptance into the program for home purchase.

If you have any questions or would like to review the “Anchorage Snow Avalanche Zoning Analysis” report, please do not hesitate to contact Marge Cholometes, RSC, at 271-5803.

# MERRILL TOWER'S SHAWN KEANE APPRECIATED



# SURVEILLANCE

Fairbanks FSDO personnel conducted holiday surveillance at Fairbanks International Airport, Chena Marina, Phillips Field, Metro Field, Bradley Sky Ranch, and Nenana on June 29-30 and July 2-3. Their message concerned safety of flight operations and continued aircraft airworthiness. High density altitude, calculated risk landing in silty water, and adequate fuel were discussed.

# BEAR FACTS

Bears have been sighted near the airport area at Dillingham. Bears have not been a problem in this area for many years, but recently numerous bears have been seen at the city dump, approximately 9 miles from the airport. A small creek runs near the dump to the south end of the runway, and it may be that the bears are following the scent of the creek down to the airport area and finding other food. Dillingham FSS air traffic manager Julius K. Wery says, "We are being a little more alert for more sightings."

# TEMPORARY TOWER

At the request of the Bureau of Land Management (BLM), the FAA Alaskan Region established a temporary tower at Tanacross to support flight safety during the fire-fighting efforts in the area around Tanacross. The tower became operational at 8 a.m. on July 20. The mobile tower and communications equipment are being provided by the Alaskan Air National Guard (ANG). Controllers manning the tower are FAA controllers from Fairbanks, Merrill, and Anchorage International Towers and from the Alaskan Air National Guard.

# SCENES FROM THE ANNUAL CIVILAIR CLUB PICNIC

June 30, 1990, Mat-Su Lodge



Fun and Games



Chow Time



“Here’s suds in your eye!”  
**Andy Billick**, Logistics  
Division Manager

# Personnel Moves, AT

**Helen Wall** has been tentatively selected as the Quality Assurance Staff Manager, AAL-506. **Helen** is presently manager of the System Improvement Branch in headquarters. She began her FAA career as a classification clerk in the Alaskan Region Personnel Office in February 1970. In May of 1970, she began her air traffic career as a developmental controller at Anchorage Center where she progressed to full performance level. She also served as a data systems specialist and team supervisor at the Center. **Helen's** career includes working as an operations/automation and

plans and programs staff specialist in the Alaskan Air Traffic Division, area manager at Denver Center, assistant air traffic manager and manager at New York Center, and manager of the Evaluations/Quality Assurance Branch in Headquarters. She has an associate degree in Air Traffic Control.

**Joseph F. Woodford** has been selected as the Air Traffic Manager for Anchorage Center. **Joe** began his FAA career at Jacksonville Center in 1974, where he progressed to FPL and facility staff specialist. He has also worked at Honolulu Center; Minneapolis Center, as an area supervisor and as assistant manager for traffic management and military operations;

Northwest Mountain Regional headquarters, as a staff specialist; Seattle-Tacoma Tower; and is currently the assistant air traffic manager at Salt Lake City Center. **Joe** has a B.S. in Business Administration and holds a commercial pilot's certificate.

Air Traffic Division has announced the MPP selection of **Jeff Wheeler**, area supervisor at Sitka FSS, for the air traffic manager position at Nome FSS. The pickup date is September 9, 1990. **Jeff** began his Alaskan Region FAA career at Cold Bay FSS. From there he moved to journeyman at the Anchorage FSS, where he became a training specialist prior to progressing to his current position.

## ORDER NAME BADGES

IF YOU ARE PINING AWAY FOR ONE OF THOSE BLUE NAME BADGES WITH THE FAA LOGO, PINE NO MORE. **VICKIE SHERBURNE** WILL BE ORDERING THEM AGAIN IN OCTOBER. CIVILAIR CLUB SPONSORS THE SALE OF THESE NAME BADGES.

THE PRICE FOR EACH BADGE IS \$5.00, WHICH MUST BE PAID AT THE TIME YOU PLACE YOUR ORDER.

CONTACT **VICKIE SHERBURNE**

AAL-450.1  
271-5198

DEADLINE FOR ORDERING IS  
**OCTOBER 10.**