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U.S. Department  
of Transportation  
Federal Aviation  
Administration



# Alaskan Intercom



U.S. Department  
of Transportation  
Federal Aviation  
Administration

## Memorandum

Subject: Letter of Appreciation

Date: SEP 22 1992

From: Regional Administrator, AAL-1

Reply to  
Attn. of

To: All Alaskan Region Employees

Since my arrival here in April, I have been privileged to watch FAA employees respond to emergency situations. The recent ash crises created by Mt. Spurr were handled in the spirit of service to our customers, cooperation at all levels, and team work. The quality of our response was due in a large part to good planning and dedicated execution. Many people were involved in these efforts, too many for me to recognize individually. Dave Morse and I salute each and every one of you for your part and feel very fortunate to be part of a great FAA team in Alaska.

  
Jacqueline L. Smith

# Total Quality Management

## Quality Improvement Planning

Part 3 of 8

by Ben Fish, AAL-44

This is the third of eight articles which will explore the eight principles guiding the Alaskan Region's quality efforts. This article focuses on Quality Improvement Planning.

Instead of focusing on short term results, Quality Improvement Planning focuses on improving customer satisfaction over the long term. For example: I recently read that a national retail chain had reduced its nationwide sales force by



3,200 positions; many of the employees were encouraged to quit when their commissions were reduced. The chain expected this cost cutting technique to reduce its expenses by \$80,000,000 annually. Shortly afterward, I went into this chain's Anchorage store to buy some paint. No one was in the paint department, and I had to wait 15 minutes before someone could help me. The clerk did not know how to operate the paint mixer and could only sell pre-mixed paint off the shelf. The store lost a customer that day. This is an example of an organization focusing on short-term results and not integrating quality improvement planning into its efforts.

The Regional Management Team has approved a regional strategy for implementing TQM which reflects the eight criteria from the President's Quality Award. In developing the FY 92 objectives, both the agency and the Region focused on long-term concerns and quality improvement. Several of the Region's objectives reflected TQM principles by focusing on process

improvement and on the concept of continuous improvement instead of numerical goals.

Each year, the Regional Administrator holds several listening sessions with both the public and employees and meets with interest groups in the Aviation Forum. Concerns raised during these meetings are addressed during regional planning efforts.

In this Region, we use a variety of information for planning purposes. This includes the results of customer surveys, public listening sessions, and meetings with interest groups. Internally generated information includes financial reports, risk assessments, data from the Region's automated regional objectives program, and weekly highlight reports.

Next month: Employee Involvement.



### Intercom

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The submission deadline is the first Friday of each month.

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



# Awards

## On-the-Spot



**Marcus L. Tomlin** (left), air traffic controller at Merrill Tower, receives an award from supervisor **Solveig (Boots) Fluharty**.



**Gail Daly**, air traffic control specialist at Kenai AFSS, receives award from supervisor **Dwight Kramer**.



**Linda Tummonds**, AAL-480.



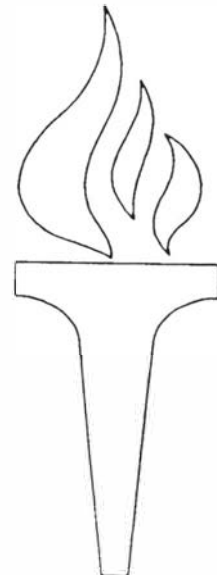
**Annie Good** (left) and **Cathy Dewar**, South Alaska Sector.



**David C. Bross** (right), air traffic control specialist at Merrill Tower, receives award from his supervisor **Solveig (Boots) Fluharty**.



**Jessie Barksdale** (right), Civil Rights Office, tucks away the award he received from Deputy Regional Administrator **Dave Morse**.



# CHIPPING AWAY AT LIFE-THREATENING ICE

## *FAA Makes Wintery Takeoffs Safer*

The FAA, moving to minimize the risk of accidents caused by snow and ice buildup on the wings of large aircraft, has adopted a new interim regulation requiring airlines to have FAA-approved ground deicing programs in effect by November 1.

"This action," FAA Administrator Thomas Richards said, "gives airline flight crews the knowledge and guidance they need for safe winter operations. Transportation Secretary Andrew Card has made a commitment to deal effectively with the deicing problem."

The regulation requires airlines to train pilots and other personnel in the detection and removal of wing ice. It also establishes limits on how long and under what conditions an airplane can be exposed to snow or freezing rain before it has to be inspected or deiced again.

The regulation, and many other agency actions, are based on suggestions offered last May at FAA's International Conference on Airplane Ground Deicing. More than 800 persons from 20 countries attended the conference. The FAA regulation is an interim rule and may be changed after next winter as a result of experience under the interim regulation and further comments.

The FAA will also:

- ✈ Use special operational procedures for controlling aircraft flow on the ground to reduce the time aircraft have to wait in line for takeoff after being deiced. For example, air traffic controllers can tell a flight crew the time it can expect to be cleared to taxi to the runway, which will allow the crew to adjust the time of deicing.
- ✈ Issue a pocket-sized manual for pilots entitled *A Pilot's Guide to Large Aircraft-Ground Deicing*. Also update and reissue its *Winter Operations Guide*.
- ✈ Make available Airport Improvement Program funds to help finance the construction of such improvements as deicing pads—possibly on taxiways to reduce the time between deicing and takeoff—and drainage systems to collect used deicing fluid.



*Airline worker sprays de-icing fluid on aircraft wing prior to a wintery takeoff.*

→  
turn to **De-icing** on page 11



# Telecommunications Management

## Part 2 - Cellular Telephone Service

by Gene Matthews, AAL-481



Last month I wrote about the Federal Information Resource Management Regulations (FIRMR) which require each agency to manage and audit their telephone usage. Traditional wire-based telephone services were discussed with regard to auditing and management.

In addition to the policy set forth in the FIRMR, FAA Order 4650.21B, Management and Control of In-Use Personal Property, and FAA Order 3750.4A, Conduct and Discipline, specify policy regarding the use of Government Telephone Systems, as well as consequences for misuse. These directives apply to all telecommunications services and equipment paid for or reimbursed by the Federal Government.

The Administrative Telecommunications Program (Admin Telco) budgets for cellular service including air time, roamer

time, toll charges, and tax. The amount budgeted for is based on the input received from each using organization. Cellular service estimates, along with other administrative requirements, are collected annually during the Admin Telco budget call.

Cellular equipment, batteries, and accessories are not provided for in the Admin Telco Program. These items are part of personal property assigned to each organization and are managed like all other office equipment with respect to budgeting, purchase, use, and maintenance. Since the Admin Telco Program has never had funds for cellular phone equipment, purchases made with Admin Telco funds were at the expense of other program areas.

The cellular service request, including requirement justification, must be signed by the requesting division manager and submitted to AAL-480 who is

responsible for arranging the service and paying the recurring charge. Purchase of cellular equipment must be coordinated with AAL-480, who is the only FAA office in the Alaskan Region authorized to spend money for telecommunications services.

Cellular telephone service allows users freedom from wires and an expanded service area, but not without significant costs. The FAA's cellular rate is \$.25 to \$.28 per minute. This figure is for "AIR TIME" which includes calls originated by or taken by a cellular user. Calls between two cellular telephones cost both users the air time rate.

Call detail listings for cellular service are similar to the CENTREX (271-xxxx exchange) in that we receive the records on magnetic media for automated auditing. The records contain call date, call time, city called, origination city, number called, duration of the call, and several other elements of information. All call activity is listed since it is a metered service.

A work group is being formed to develop an official cellular telephone management plan for the Region. Meanwhile, call detail reports will be distributed to managers for review and certification.

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Next time: Part 3 - Requests for Telecommunications Services



# To Claim or Not to Claim, That Is the Question

by Jean Mahoney, AAL-7

If the shredder eats your tie, will the Government buy you a new one?

If clothing and articles being worn are lost, damaged, or destroyed while you are performing your official Government duties, can you be compensated under the Military Personnel and Civilian Employees Claims Act of 1964 (PL 88-558)? The answer to that question is: "In most cases, you may not."

The head of an agency is authorized by PL 88-558 to prescribe regulations to settle and pay claims, up to \$40,000, made by an employee of that agency, for damage or loss of personal property incident to service. FAA Order 2700.14B transmits and implements DOT Order 2770.9A which establishes DOT procedures and guidelines for employee claims for personal property lost or damaged incident to service with DOT. Chapter 2, par. 1f of DOT Order 2770.9A provides:

"Clothing and Articles Being Worn. When clothing and articles being worn are lost, damaged or destroyed under circumstances incident to service, a claim is allowable provided such loss resulted from an unusual occurrence, i.e., beyond the normal risk of usual daily activity."

The Office of Chief Counsel, AGC-100, has construed this clause to mean that "[U]nless there has been a determination that the loss or damage was the result of an unexpected occurrence beyond the normal risk of ordinary daily activity, administrative monetary relief will not be forthcoming."



Photo by Jean Branit, Central Region

In addition to the above provisions, the loss or damage to the clothing or articles being worn must not have occurred due to negligence on the part of the claimant—the claimant must have taken reasonable precautions to avoid the loss or damage; e.g., not leaving a purse unattended in plain view or easily accessible by others. Was your necklace or dangling bracelet caught in the printer? Probably would not be an allowable claim based on your negligence.

Some examples of an ALLOWABLE claim for damage or loss to clothing or articles being worn are:

✓ A pair of slacks was torn on a piece of Government equipment or furniture which needed repair or had a fault in its construction and claimant was not aware of the faulty construction or was aware of the needed repairs and had made attempts to have the equipment or furniture repaired; i.e., a nail sticking out of a piece of furniture or a piece of trim

protruding from a desk. [This situation would have constituted negligence on the part of the Government if it had been reported and not repaired and would have been considered an allowable claim.]

✓ The heel of a shoe is broken off when caught on a piece of metal stripping used when replacing old carpeting. [When maintenance or repairs are being performed on Government property, i.e., carpet being replaced, telephone lines being installed, etc., and reasonable care was taken to avoid the area or hazard or the area could not be avoided, a claim may be allowed.]

The following claims would be denied as NON-ALLOWABLE:

✗ A dress is snagged or torn on a desk (cabinet or console) which was damaged or had faulty construction, and the claimant was aware of the condition but made no effort to report or remedy the condition; e.g., nail sticking out of console, strip on desk protruding, carpet turned up, etc.

✗ A sweater is snagged on an open cabinet (or desk drawer, etc.). [This claim would not be considered as being beyond the normal risk of the performance of claimant's duties or an unusual circumstance and



would not be allowable. Other examples of a non-allowable claim would be slacks torn on the corner of a book shelf or console, shoes scarred by chairs, etc.]

X A tie is caught in a shredder. [See related article, this page.]

Depreciation in the value of the lost or damaged clothing or articles being worn is determined by considering the replacement value and condition when lost or damaged. It can be as much as 30% for the 1st year and 10% per year thereafter (75% maximum).

In summary, several factors are considered when deciding a claim for loss or damage to clothing or articles being worn. Each claim is reviewed and adjudicated based on circumstances and facts applicable to that individual claim. No

two are alike, and they should not be compared with each other as to whether or not the claim is allowed, and if it is allowed, the amount allowable.

It is recommended that prior to filing a claim for any loss or damage to clothing or articles worn (or any other loss or damage incident to Government service) you ask yourself the following questions:

1) Was the loss or damage the result of an unusual circumstance or beyond the normal risk of my official duties and responsibilities?

2) Was the loss or damage caused in whole or part by my negligence?

3) Based on the depreciation rate and the age of the item, would there be a worthwhile allowance to warrant my time and the Government's time and money to process the claim?

If you feel that you have an allowable claim, refer to DOT Order 2770.9A, as implemented by FAA Order 2700.14B, for guidelines.

In the Alaskan Region, claims by employees are to be submitted on AL Form 2700-12 to the Assistant Chief Counsel, AAL-7. Except for claims involving losses to property while in the possession of a common carrier or commercial storage facility, supervisors shall review with the employee the rules regarding allowable and non-allowable claims, and initial in Block 4 of AL Form 2700-12 as verification of the supervisor's review.



Photo by Jean Branit

### ***The Shredder Almost Got Me!***

**“When I felt my neck going down and the shredder coming up, I knew something was wrong.”**

John Humphreys, manager, Financial and Cost Accounting Branch, Accounting Div., Central Region, had a close call with a shredder early the morning of August 4. It was so early that there was no one around to share his panic as he grappled with the hungry machine that ate six inches off his tie before he escaped.

“I turned the off button real quick,” he said.

But he was unable to detach himself from the monster machine until he pushed the reverse button.

As word spread that he had almost choked himself, he was subjected to a lot of good-natured kidding by other Accounting Div. personnel.

Obviously more conscious of security than safety, Humphreys said he had forgotten he was wearing a tie when he lifted the shredder off its container to clear it so he could continue his shredding project.

The tie had been a gift from his mother.

*Reprinted from Central INTERCOM*

## Our Co-Workers

# "His Hands In

by Nora Brugg

Since 1804 when the French turned over the rule of Haiti to the Haitians, it has been recognized as the voodoo capital of the world.

It is in this country (and other third world countries) that I, **Nora Bruggemann**, FAA Alaskan Region Travel Section, choose to spend my leave and vacation time.



*Nora with sick child in the pharmacy.*

Some years ago, I formed a non-profit organization called "His Hands In Service." I recruit and organize primarily medical teams to go into the jungle on short-term mission work to give health care.

Each person pays his or her own way, and they carry their own food, water, medical supplies, sleeping bag, and whatever they need for 10 days to 2 weeks. Then they return home to save their money and leave time in order to go again.

Besides providing health

care, the teams also drill wells, develop food depots, build cisterns, build schools, etc.

In Uganda, only one percent of the children are immunized against such diseases as whooping cough, measles, etc. Because of malnourishment,

50 percent of the children die before the age of 5 years. A team went to Uganda on an immunization program to give injections and health care to babies and pregnant mothers.

I took a construction team to Kokstad, South Africa, and built a church (helping lay the blocks myself) for the blacks who were having their meetings in the open air. I went with a medical team to Guyana.

But Haiti is the prime

target. I sometimes take leave without pay to go on mission trips and go at least once a year, sometimes two or three times.

Since Haiti is 85 percent illiterate, I find sponsors for children for \$15 a month, which will provide one hot meal a day for 5 days a week, buy a pair of shoes and school uniform, and provide teachers for the children.

After flying all day from Alaska, the teams usually spend one night in Port Au Prince, where we pick up our water, interpreters, and rice to take to the villagers. Then we head out in a "tap tap" (rightly called because the driver of the bus knows when to stop when one taps on the side) for a rough journey of approximately 6 to 9 hours to the water's edge. We are then carried piggy-back in the water to a little boat which will take us another 2 or 3 hours to the edge of the jungle, usually arriving after dark. There we are met by natives carrying torches. A hike into the jungle (carrying luggage, food, water, medical supplies, etc.) takes us to the first village where we set up base camp and hold a clinic. From there we will go to other villages by canoe, boat, or foot.

Once we leave Port Au Prince, the only communication with the outside world is by occasional 2-way radio. We go where there is no electricity, no telephone, no running water, no bathrooms.

With no lines of communication, it is amazing how fast word travels over the mountains. When we get ready to hold a clinic, we are met by hundreds of people who have journeyed by canoe, donkeys, or foot many hours, carrying their sick and injured.

Malnourishment, dysentery, pneumonia, worm infesta-





# "Service" to Haiti

ann, AAL-42C1



*...To the edge of civilization.*



*Rice! Welcome nutrition for hungry people.*

tions, malaria, leprosy, AIDS, machete injuries, and burns are common. The people cook over open fires, and many children are burned by falling into the fire.

Team members often witness dying, which is very much a part of life in Haiti, and also new birth, which is a time of rejoicing.

The teams hold clinics almost anywhere — in banana groves, grass-thatched huts, open air. The clinic is organized into areas for diagnosis, scrubbing, injections, worm medication dispensing, and pharmacy where the medicine is dispensed.

Since most of the Haitians cannot read, the instructions for medicine are given with the help of a little picture drawn to indicate time to take it:



rising sun



full sun



going down



night

Many mothers die in childbirth, leaving a newborn baby for the papa to feed. If he cannot find a wet nurse, the baby will not survive long on sugar water. "His Hands In Service" has purchased goats to give to the papa to milk for the baby, and the teams take as much baby formula as they can, along with bottles and nipples.

On the last trip to Haiti, I was able to take over \$3,000 to purchase rice to dispense to the hungry Haitians. What a sight that was. Women held their skirts open to hold the rice, men took off their hats to hold the rice. They pushed and shoved, hollered, and broke the gate!

What's next? To a rather primitive tribe of AmerIndians in Guyana in February as leave time permits and to Zaire, Africa, in midsummer.



# Aviation History Material Donated to UAF

Many things about Alaska intrigued **Kay J. Kennedy** when she arrived in 1936, but aviation captivated her. For more than 5 decades, Kennedy has flown with and interviewed pilots and collected and documented Alaska's civil aviation history.

On Sept. 8, Kennedy's invaluable contributions to the University of Alaska Fairbanks' Rasmuson Library Archives were formally recognized at a brief ceremony and reception. Kennedy, a retired journalist, freelance writer, and public affairs professional, has over the years archived many items at UAF.

"I've given them material on mining, oil, trapping, politics — you name it. When you write freelance, you cover a lot of things," Kennedy said. The

aviation materials begin with events in the 1920's.

As part of the archive collections, the materials are available to researchers, descendants of pilots and aviation officials, and the public. The collection includes photographs, interview notes, clippings, documents, correspondence, and more.

Kennedy's collection represents a whole story of Alaska's aviation industry, including the economic, political, and social aspects. There are nearly 100 document boxes of Kennedy's files in several collections. The aviation file fills 48 boxes, and her general material from freelance and newspaper work fills some 40 boxes.

"I am grateful to the

hundreds of folks who have contributed their memories, pictures, copies of clippings and miscellaneous information," Kennedy said. "They and future researchers should know that these records are safely stowed in the UAF archives."

Kennedy says the collection represents a "self-appointed bootstring operation." She said it was her hope to produce a manuscript of how aviation changed the map of Alaska within 25 years from the beginning of commercial operations. "That was the dream. I got started a little late, ran out of money, eyesight — and now time." Kennedy says her files will allow someone to pick up the idea and ultimately complete the story she began more than 50 years ago.



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## IN MEMORIAM



**Lester W. (Les) Juhnke** passed away August 16, 1992, and was buried in Lebanon, Oregon. He received his A & P license in 1945, and worked with the CAA and FAA from 1952 until his retirement in 1972. His last 10 years with FAA were spent as Chief of Maintenance at Anchorage International Airport. His wife, Louise, wrote: "We enjoyed our years in Alaska, 27 in all, and have been quite active until the last 1 and 1/2 years."

**Truman Middleton** passed away early in September. A memorial service was held in Juneau on September 13. He worked for FAA both in Airway Facilities and in Flight Standards. He was the Southeast Alaska representative for the Aviation Safety Foundation and was working hard for aviation safety in his retirement years. Tom Wardleigh of the Aviation Safety Foundation remembers his as "always super cheerful."

**Louis Victor (Vic) Kuster** died September 19 at his Big Lake, Alaska, home after a 6-year battle with cancer. After a career with the Air Force, he worked as a civilian electronics engineer at Elmendorf Air Force Base and then for the FAA in Airway Facilities. He retired in 1988.



## UAA Gives Award to Brubaker



*Dave Brubaker (right) accepts plaque from Dean Vern Oremus.*

**Dave Brubaker**, Organizational Development Branch, was recognized in August by the College of Career and Vocational Education of the University of Alaska Anchorage.

In the fourth annual award ceremony, **Dean Vern C. Oremus** presented Brubaker a plaque in recognition of his outstanding service to the College of Career and Vocational Education.

Three department chairmen of the College nominated Brubaker for the award: **Mike Pannone**, Air Traffic Department, for his work on the advisory council and air traffic pre-hire program; **Ray Noble**, Electronics Technician Department, for help with the electronics technician pre-hire program; and **Lin Bauer**, Architectural Engineering Technol-

ogy Department, for autocad training and quality leadership.

Dean Oremus expressed appreciation also for Brubaker's work on the Airway Science grant and quality leadership. Senator Stevens proposed and Congress has approved \$6.9 million for completion of UAA's aviation complex.



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## Deicing *from page 4*

➔ Encourage airport, airline and air traffic control officials in snow-belt airports — airports that historically have experienced takeoff delays or have longer-than-average taxiing distances — to get together and develop a deicing plan tailored to their specific airport.

Although the interim regulation does not apply to

foreign airlines, Richards pressed for similar action in other countries at a meeting in Montreal, Canada, of the International Civil Aviation Organization. "We are calling upon the international community to join us in reviewing and revising deicing procedures to ensure the safety of the traveling public," Richards said.

The new regulation applies to passenger and cargo operations using large aircraft.

The FAA is continuing to monitor winter operations of commuter airlines and business aircraft to see if further rule making is necessary.



# Letters of Commendation



**Michael L. Gagnon** (left), air traffic control specialist, Merrill Tower, received a Letter of Commendation from Air Traffic Manager **John H. Craft**.



**Gene Webb** (right), electronics technician, Kenai SFO, was presented a Letter of Commendation by **Ed Billiet**, SFO manager.



# Drug Prevention Principles for a Young Person

by Mary Grindrod, Drug Abatement Program Specialist

What in the world does the above topic have to do with the FAA Intercom?

Our employees have children who have recently started back to school. Because we want to prevent adolescent drug abuse, we need to know the risk factors in order to reduce them. There are some predictive factors that we can identify.

Early antisocial behavior is a predictor of drug abuse. Intervention efforts to reduce early antisocial behavior should begin very early, even before those to advance a child's academic success. Academic failure, however, is another important clue and should be addressed as early as elementary school.

The greater the number of risk factors present, the greater

the risk of adolescent drug abuse. Prevention programs need to be implemented in places where a high proportion of youngsters are facing family management problems, academic failure, behavior problems, neighborhood disorganization, or extreme economic and social deprivation.

We as parents should offer a variety of protective factors for our children. We should instill in our children a good feeling of self-worth. It may mean good health and making wise choices. It may mean personal happiness and meeting one's responsibilities. A child should have positive relationships with others, an investment in the future, and a strong belief about right and wrong. He or she can acquire these traits through family relationships with non-drug users.

Children should be given new responsibilities at home to provide them with the opportunities to develop the necessary skills to succeed. Adults should provide a system of rewards and recognition for their children. Children, like adults, need to know when they are doing well. Praise or recognition reinforces children's efforts and makes them feel accepted.

We within the FAA should be aware of the risk that our children face on a daily basis. We must promote a consistent message about drug abuse. We should promote community efforts to prevent drug abuse. Our children will quickly know where we stand in this war on drug abuse. We can begin to set the example for them by exercising a comprehensive prevention strategy.



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## Letters of Commendation



*Air traffic control specialists at Homer FSS received Letters of Commendation from Traveling Supervisor **Ron Glonek** for their efforts as participating and supportive team members during the months leading up to the Homer FSS full-facility evaluation. Pictured left to right: **Glonek, Derryl Blood, Robert Moore, Stan Porter, and Chip Dodd.***

# QTP Gets a Foothold in Alaska

Quality Through Partnership (QTP) has come to the Alaskan Region. The national Air Traffic program is aimed at increasing employee participation in decisionmaking. It was initiated several years ago in the Eastern Region and has been gradually adopted by other regions.

Air Traffic Manager Henry Elias and the members of the Joint Regional Steering Committee which will oversee the implementation of the program held a series of seven briefings at the Anchorage Air Route Traffic Control Center (ARTCC) to inform employees about QTP.

Characterizing QTP as a program that makes economic sense, Elias noted it is a refinement of earlier efforts to develop a partnership between management and the union membership.

Joined by Sam Rich, NATCA regional representative, and Rob Stephenson, NATCA, Elias and Joe Woodford, manager of Anchorage ARTCC, explained



## VISION

*FAA and NATCA will jointly create an environment where employees can achieve work satisfaction by applying their imagination, creativity, and wisdom in developing and maintaining the world's finest air traffic control system. That system will be staffed by employees and managers at all levels who recognize the advantages of teamwork, communication, and involvement in the decision making process and who are trained to fulfill their joint responsibilities.*

the organization used to implement QTP and the training which will be provided to participants of Facility Action Teams at the Anchorage ARTCC.

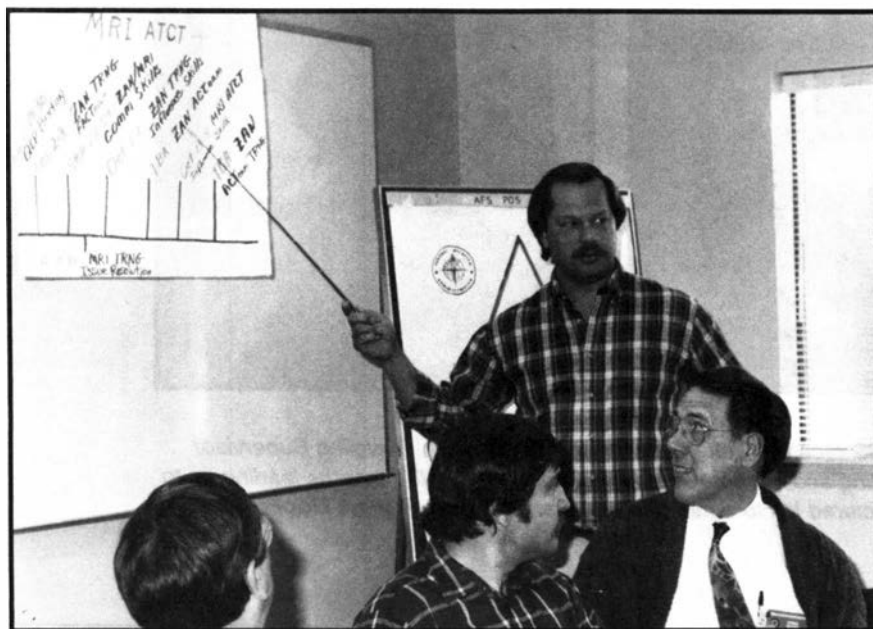
"All key interests will be involved in the problem solving efforts," said Woodford. He added

that the facility would be designing some of the processes "as we go."

The region has dedicated \$100,000 to the QTP program which will be started at the Center first and Merrill Field Tower simultaneously.

Members of the Joint Steering Committee include **Henry Elias, Sam Rich, Joe Woodford, Karl Elwood, Art Gumtau, Nancy Lathey, John Craft, Grace Davis-Nerney, Jerry Whittaker, Cathy Frantz, Bruce Porter, and Rob Stephenson.**

**Cynthia Endsley, Ricky Thompson, and Denny Wegner** are the program coordinators.



**Ricky Thompson**, a member of the QTP Steering Committee, discusses the schedule for implementation at a briefing at the ARTCC. Seated in front are: **Henry Elias, Karl Elwood, and Denny Wegner**, other members of the committee.



## Flight Standards Division Offers Appreciation to Regional Administrator



**Tom Stuckey** (right), Flight Standards Division Manager, chats with **Paul Wegrzyn**, Manager of Logistics' Material and Management Branch, as Paul follows up to assure customer satisfaction.

To: Jacque Smith, AAL-1:

"As we come toward the conclusion of a busy and successful fiscal year, we want you, Dave, and your staff to know how much we appreciate the continual support we receive.

"In the heat of meeting the missions, handling challenges, responding to deadlines and the other tasks of a line organization, we sometimes fail to appropriately express how much we depend upon and value the strong support we receive from the Region. Indeed, whenever we call upon Resource Management, Human Resource Management, Logistics, the Regional Operations Center, or your Executive Staff in Planning, Public Affairs, or Civil Rights, we know we are dealing with seasoned veterans who are working for and with Flight Standards. Too, while we may occasionally hear advice which is counter to our original plans, we have confidence we will get a correct, professional, responsive reply to our requests. The trust level we have with your staff—that we will be told what we need to hear, not just what we want to hear—is critical in building a quality product for our mutual customers.

"On behalf of all of us in Flight Standards, please convey our sincere appreciation for the tradition of quality, innovation, service, and excellence we have come to expect as your standard. "

A handwritten signature in black ink that reads "Tom".

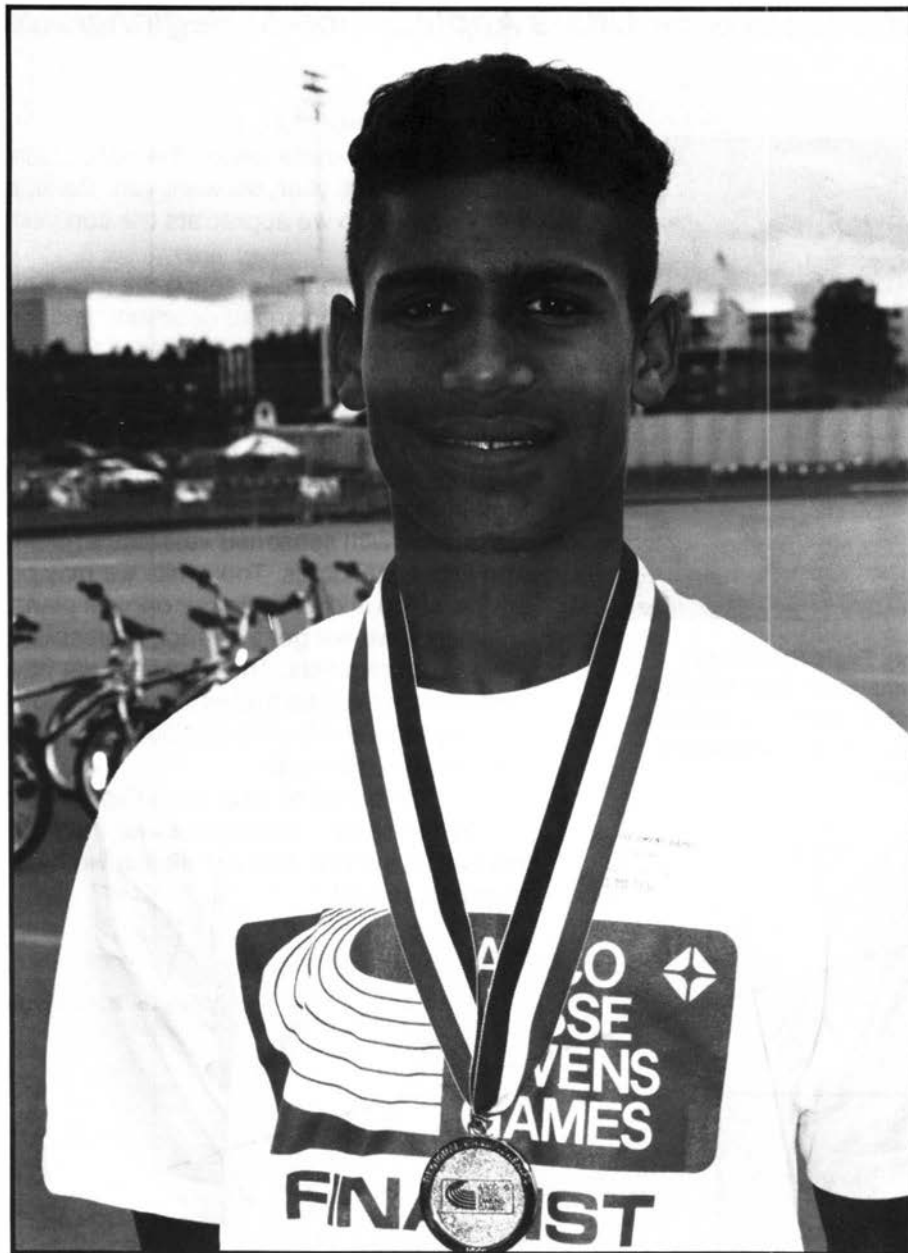
Thomas E. Stuckey



**Heath Spott**, developmental electronics technician, was selected as Anchorage SFO employee of the quarter for 3rd Quarter FY92. Heath was recognized for providing invaluable technical assistance during the installation, cutover, and transition to a new telephone system at the Anchorage FSS.

The Anchorage Center Employees Club donated money for two scholarships for the 1992 Aviation Career Education (ACE) Academy in Anchorage. The week-long camp provided a unique opportunity for learning about aviation to 27 sixth graders. **Mark Ramp** and **Shirley Newhart** display an FAA ACE Academy tee shirt and the check.





## *Everyone's a Winner — Especially Yohance'*

**Yohance' Humphery**, age 13, participated in the national championships of the Arco Jesse Owens Track and Field Games in August. He is the son of **Mack** and **Brigitte Humphery** of Eagle River. Mack is an electronics technician in AAL-461.

Along with 23 other Alaska regional champions, Yohance' left for Los Angeles on August 6 to compete in the national championships, which were held at Patterson Field, Occidental College, Pasadena, California, on August 7.

Yohance' ran the 100-meter race and placed seventh, which indicates that he is the seventh fastest in his age group in the United States.

The next day all 192 Arco Jesse Owens Games participants from eight regions within the United States spent the day at Disneyland. That evening they were honored at a banquet at the Pasadena Center. The theme was "Everyone's a Winner."

Sunday morning they all departed for their homes with memories that will last a lifetime of their moments on the track doing their personal best.

