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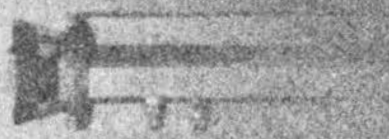

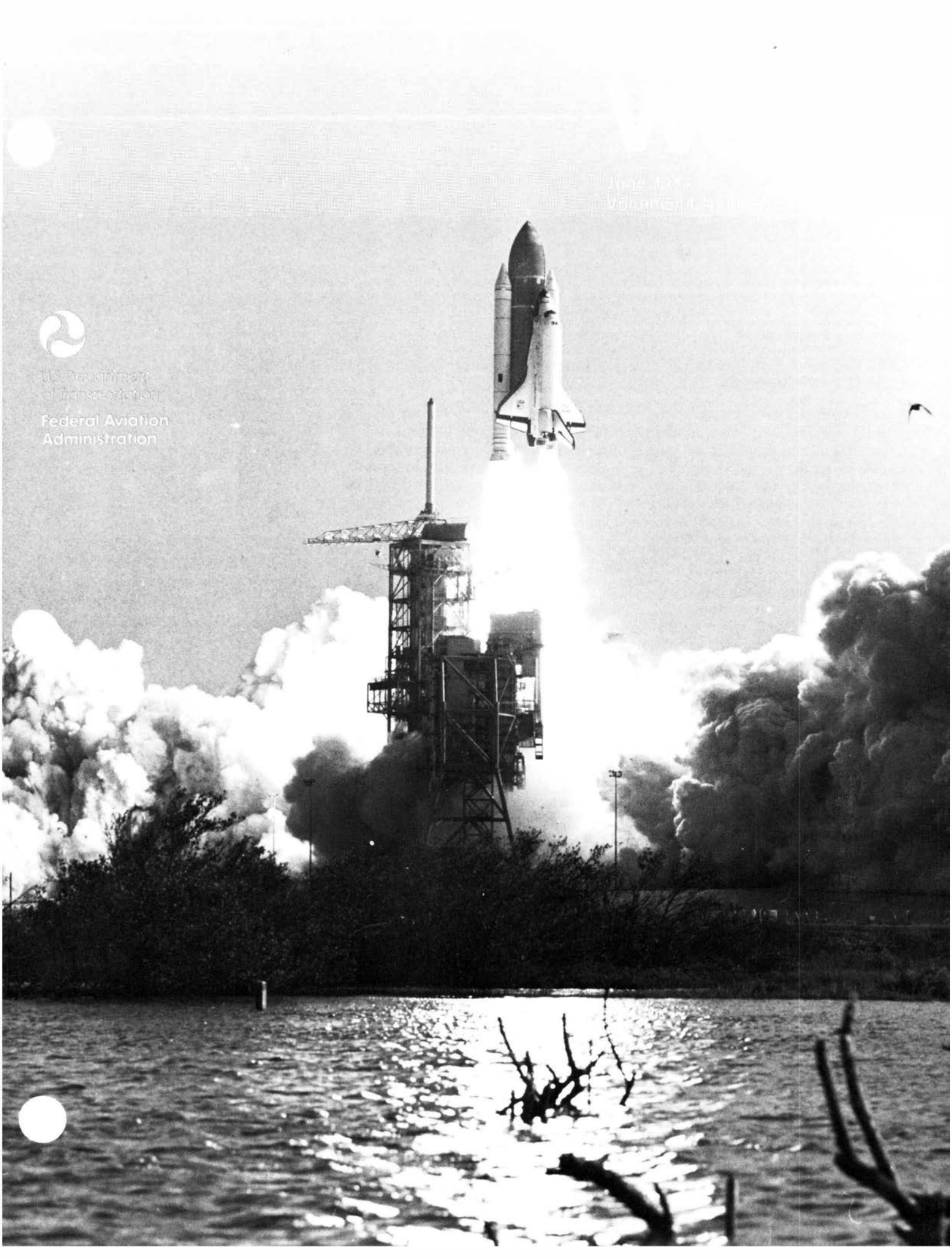
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An Oversight Remedied

At the heart of any human relations effort is good communications, and the Central Region felt it had made a good start with special courses for human relations chairpersons and managers/supervisors and individual meetings for divisions and facilities. So, regional officials were all the more chagrined when they realized that an important segment of the workforce was being overlooked—the new employee.

Many new employees in nontechnical fields come aboard with little knowledge of aviation, yet are expected to function in arcane fields. It became a priority program to provide these employees with information on general concepts of aviation and FAA's role. This would improve their efficiency and make them feel more a part of a team with other employees.

As a result, a 16-hour course titled "Aviation Insight" was developed. The first class of 20 students came from the Kansas City metropolitan area, drawn from each staff and division office. The reaction was immediate. Not only did employees volunteer their Saturday free time to complete the program but they also vocally endorsed both its objective and its execution.

According to program coordinator Charles DeWendt, the effort was to provide information that employees could easily use as a tie-in between their jobs and general aviation, allowing them to better understand their personal contribution and its effect on the mission of the FAA. To this end, the course content included principles of flight, airports and airspace, navigation and charts, medical information, radio communications, weather, aircraft engine operation, aircraft instruments, Federal Aviation Regulations and FAA organization.

The program's success has led to repeat performances at other locations in the region. ■

"People fly because they believe it is safe to fly. And they believe that because decades ago the airline industry and the government convinced them of that fact by the way they set tough safety standards. In effect, safety became the industry's 'strong heart.'

"Nothing has changed that philosophy—we simply are not going to permit a degradation of air safety. We have not in the past, and we won't today or tomorrow.

"We—the government and the industry—must do what we have always done. We must stay alert to safety threats . . . we must search for the dangerous trends . . . we must educate our flight crews . . . and in doing so we will keep what we have now: the safest aviation system in the world."

—Donald D. Engen

Front cover: *It's April 6, 1984; the space shuttle* Challenger *blasts into space, and FAA is there, keeping the airspace clear.* *See story on page 4.* NASA photo

World

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Jack Barker—Southern Region
Geraldine Cook—Southwest Region
Vacant—Technical Center
Barbara Abels—Western-Pacific Region


USA
NASA
Challenger

By Theodore Maher
The editor of *Intercom* and a frequent contributor to FAA WORLD, he is a former editor of *Our Navy* and associate editor of the *Navy Times*.

FAA Runs Interference for NASA

Agency Inspectors Keep Shuttle Launch Area Sanitized

The sky beyond the windscreen is hazy, and below, the lush Florida coastline abuts on a grey ocean.

Suddenly, the radio crackles and a voice warns, "T minus three minutes." In response to the announcement, I take a photograph of the gleaming white space shuttle called *Challenger* poised on its launching pad far below us.

"Okay," says Tom Inglima, pilot of our sleek twin-engine Beechcraft Baron and an FAA principal operations inspector from the St. Petersburg, Fla., Flight Standards District Office. Just as he starts a lazy left turn, the Patrick Air Force Base controller's voice comes back over the radio: "FAA Patrol Two . . ."—this time it's for us—"FAA Patrol Two. We have a target, heading 170 degrees, four miles, with a Mode C of 7,300."

I glance at our altimeter. It reads 5,000 feet. Then I see the vertical speed needle pop up as Inglima shoves the throttles forward. Then both of us are craning our necks, trying to find the target in the hazy sky above and in front of us.

It doesn't surprise me when Tom finds it first. Even after I spot it, the little white plane looks very far away. As I congratulate myself, Tom talks into the mike. "We got him in sight," he says. "Looks like a single engine Cessna type, but still too far to be sure."

Patrick doesn't answer us. They are working FAA Patrol One. We hear

them say, "You have two at 10 o'clock, four miles, no altitude, no Mode C. They are well into the restricted zone."

I hear Dunton Wyatt, FAA Patrol One's pilot, ask, "How fast are the targets moving?"

"T minus one minute," Patrick comes back, "moving very slowly."

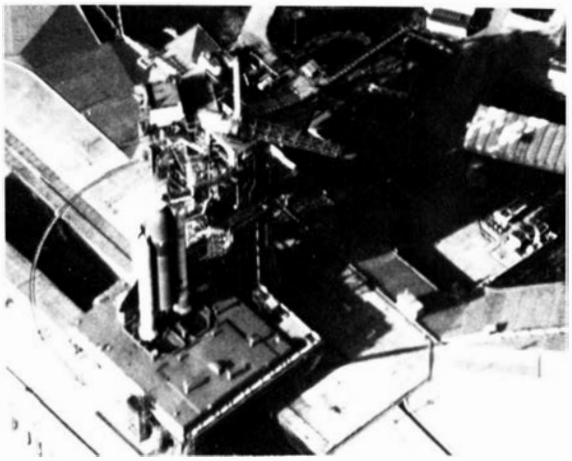
Then I hear Wyatt say, "Boats," and, to be sure, they turn out to be boats.

However, the target we had closed on was no boat. It's a blue and white 172 Cessna, which heads out of the restricted area as soon as they see our FAA-marked plane.

We're just banking into a climbing left turn when I hear the now familiar "5-4-3-2-1" countdown on the radio. Peering out of the window, I see the miniature space shuttle, now several miles away, rising on a plume of smoke and flame. Only seconds later the white dart-like *Challenger* passes through our altitude on its way into space.

"It's off!" I comment to Inglima, who was too busy to watch the show. "So are we," he answers, pointing to a white speck in the sky above us and not far from the still smoke-obscured launching pad.

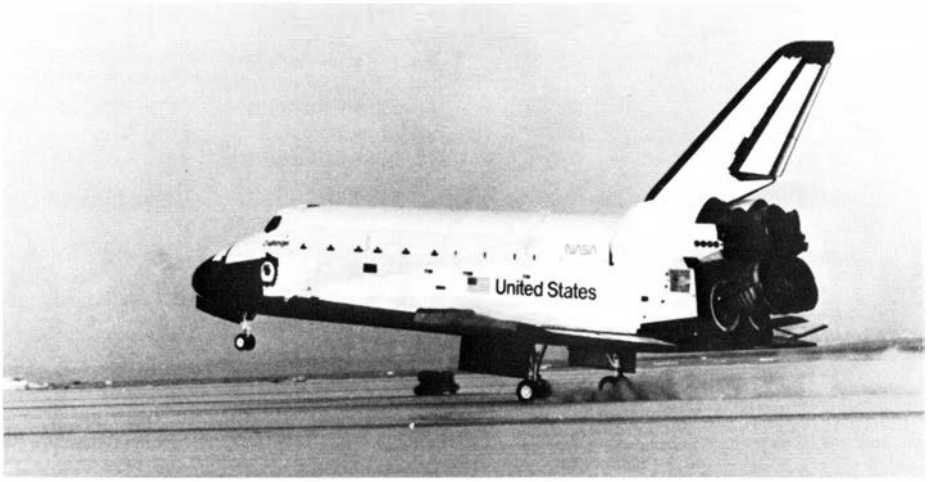
When the light twin, flown with professional precision by Inglima, quickly catches up to the single-engine intruder, we get a surprise. Instead of hightailing it obediently out of the area, the pilot becomes evasive, trying to get away from us so we couldn't read his "N" number. He goes into a tight diving turn. Pulling Gs, which I feel in my face, Inglima follows the acrobatic intruder at a safe distance. After a few more steep turns, we get close enough to read the number. The pilot must have



As FAA's patrol begins early on launch morning, the shuttle waits on the pad, hidden at the left by its fuel tanks and booster, which cast giant shadows.

Photos by Theodore Maher

a roll of thunder and a pillar of flame, the space shuttle Challenger *lifted off from the Kennedy Space Center on April 6, assured of an interference-free launch by the presence of the FAA.* NASA photo



Its mission completed, the five-man crew brings Challenger *down a week later on the lakebed runway at Edwards AFB, Calif.* NASA photo

known, for then he left the area.

While we were chasing this ill-advised pilot, Patrol One was chasing a white and yellow Cessna 152 that was attempting to make a low-altitude—500-foot—penetration of the restricted area. We heard their chatter on the radio as Patrol One reported the small plane's "N" number and escorted it out of the area.

Of course, all this didn't just happen. Patrol One and Patrol Two didn't just happen to be flying around when no less than six intruders penetrated the restricted areas set up for the impending space shuttle launch. The FAA patrols were there at the request of the National Aeronautics and Space Administration.

Standing in front of the Patrol One Beechcraft Baron, Tom Inglima does a little "hand flying" afterwards, telling Dunton Wyatt (left) about one of his chases of an intruder.

Because the St. Petersburg FSDO aircraft are only ad hoc pursuit planes, inspectors Tom Inglima (left) and Bill Wilt have to tape on big and bold identification.

The pilots and observers, including me, spent the previous afternoon attending a space-shot briefing in a hangar-like structure on Patrick AFB. Only those with a need to know attended the meeting. All times were given relative to the time of launch, which, the Air Force briefer told us, was still set for 0855, local time, the next morning.

He then went over the schedules for all supporting aircraft. I didn't pay much attention until he announced that FAA Patrol One would leave Patrick at launch minus one and a half hours and that FAA Patrol Two would leave 20 minutes later. At "T" plus one-half hour, he said, both planes would be free to leave the area, which meant we would be airborne about two hours. That was fine with me. I'd be sitting in the co-pilot's seat where I could really appreciate everything that was going on.

Inglima had flown patrol on all but two Cape Canaveral space shuttle launches and recoveries. He explained that the patrols were there not to catch violators but to keep intruders out of the area during critical times. However, Inglima said they have come up with at least a dozen provable violations, and pilots do have licenses suspended when they're caught in these restricted areas.

"We're doing the job we're supposed to," Inglima said, "and not a single space shuttle launch or landing has been delayed or endangered by an intruder aircraft." ■

FAA Patrol One lowers its gear on its approach to Patrick AFB after helping turn away half a dozen intruders.

By Marjorie Kriz
A Great Lakes information specialist and former reporter, she has been published in the *Chicago Tribune* and *Chicago History* magazine.

'Radar Willie' Hangs It Up

Controller Spent All 27 Years at O'Hare Tower

His retirement party was on Friday the 13th in April, but Wilfred E. Johnson Jr., known to FAAers and airline pilots as "Radar Willie," was not superstitious. After over a quarter-century in the Chicago area, he was moving to retirement somewhere in Missouri, where the tax bite, he says, is less.

Johnson left his boyhood home in Michigan's Upper Peninsula in 1948, right after graduating from high school, and joined the Navy, where for nine years he was a Navy air traffic controller. He was attached to the Atlantic Fleet but was at sea only once—13 days from Norfolk to Bermuda via Argentia, Newfoundland, then a naval air station.

It was on March 12, 1957, when Johnson joined CAA and was assigned to the tower at Chicago O'Hare International Airport, where he spent his entire civilian controller career.

It was an auspicious day for Johnson and aviation, for on March 12, 1957, O'Hare welcomed the jet age with the arrival of the first commercial jet, a B-707 still in Boeing markings because it was flying across country for display.

Salaries were lower when he started at O'Hare, $123.50 every two weeks, and the big influx of traffic was just beginning.

Chicago Midway was then still the world's busiest airport. O'Hare at the time had one terminal building, since remodeled into the international terminal. There were fewer runways—only two approaches, fewer procedures, and no huge jet aircraft. The number of employees, both government and airline, was few enough so almost everyone knew everyone else. There were just 26 people working the tower, compared to 120 now.

As with other new O'Hare controllers, Johnson started at the top, in the cab. He then trained for the terminal radar control room, and it was there in 1958 that he was dubbed Radar Willie.

He had just been certified as a radar controller by Edmund Burke, who said, "You're checked out and you better be at work in the morning, Radar Willie." Others heard the soubriquet and it remained with him for the next 26 years.

Johnson explained that he was advised to be on time the next day because some controllers liked to celebrate their advance and would be too tired to come in the next day.

In 1977, when the average stay at hectic O'Hare was six or seven years, Johnson became the first air traffic controller to have continuously controlled aircraft in and out of O'Hare for 20 years. He figured he had handled well over a million aircraft in his time. And that became his end to air traffic controlling but not air traffic control. Johnson transferred to full-time training of new controllers.

On his last day on the job, March 30, 1984, Johnson came in early so he could complete some paperwork and give final instructions to his successor.

As for retirement, after the Johnsons and their seven-year-old daughter, Cindy, find their new home, Radar Willie expects to play more golf, do some deer and bird hunting, "and a lot of other things there just hasn't been time for."

Radar Willie had served under five tower chiefs: George Niles, O'Hare's first, and Daniel Vucurevich, both in the old tower, then in the new tower, Vucurevich, Vincent Malone, Patrick J. O'Sullivan and Chester Anderson. ■

By Leonard Samuels
The editor of FAA WORLD, he has edited and written for *Popular Mechanics* and business and government magazines.

'No-Fault EEO' the Way To Go

Informal Process Saves Tempers, Settles Disputes Faster

It would be great if equal employment opportunity complaints just dropped right off the charts simply because there wasn't any more inequality. That won't happen, but resolving such complaints at an early stage is cutting mightily into the numbers of costly, emotion-charged formal complaints.

While there has been a reduction in complaints—due not to utopia but to fewer jobs available to bid on and to a perception of lowered emphasis on affirmative action—there also has been an improvement in the handling of complaints, says George F. Gordon, manager of Internal Programs in the Office of Civil Rights.

On the one hand, the resolution of discrimination complaints in the Department of Transportation and the Equal Employment Opportunity Commission in favor of complainants has risen from two or three percent just over a year ago to about 25 percent, helping to build confidence in the system that it's working.

On the other hand, more significantly, Gordon says, "We've had an increase in resolutions across the board in the counseling stage. We estimate that 80 percent of the cases taken on in the informal stage are resolved there."

One aspect of the informal process that has helped boost resolutions, he pointed out, is that "We don't treat these complaints as adversarial situations. If something has been done wrong affecting an employee, we take the approach not that the agency or the official is at fault but that the official violated an agency policy. The attempt is to correct the violation.

Such was the case in the hiring of a procurement agent. The vacancy was bid nationwide. Responding from across the country was a woman who already had such a position and who had taken additional studies and acquired a master's degree that related directly to the position. In fact, she was the only bidder who was qualified for the job.

Of course, she didn't get it, and she filed a discrimination complaint. It turned out that the selecting official ignored her qualifications and chose a friend who hadn't qualified by modifying the job requirements for him.

Officials were flabbergasted at its blatancy. She was the only person on the list, was obviously well qualified,

Western-Pacific Region equal employment opportunity counselor Shirley James works to get opposing parties to a complaint to "settle out of court" in an informal resolution. The region has been very successful at this. Photo by Rafael Riera

there was an agency affirmative-action program for women and the Secretary had announced her intention of increasing women in certain types of jobs.

The facts alone were enough to validate her claim. Although the job had been filled, the resolution of the complaint demanded that the agency find her an equivalent job.

"In the informal resolution process," Gordon explained, "we don't even look for whether the discrimination occurred or not. We look to see f what took place had any irregularities—that is, if any facts were overlooked in a hiring process, for example. It's a fact-finding process."

The idea in handling it this way is to defuse the situation, if possible—to take it out of an emotional framework. Al Miller, Southwest Region's Civil Rights officer, quotes Lincoln: "Discourage litigation. Persuade your neighbors to compromise whenever you can. Point out to them how the nominal winner is the real loser . . . in fees, expenses, and waste of time."

Miller applies this philosophy in training his EEO counselors to "bring the principals together, forget about fault, identify the problem and then seek common ground for a resolution. Once fault is no longer an issue, no 'villain' or 'incompetent' is to be fingered and the principals have no need to be defensive."

In the informal process, Miller sees the counselor's role as that of a mediator. He lets the principals talk, steering the dialogue and not often voicing an opinion of his own, giving them a chance to see the issues themselves and no longer feel they have to defend a position.

Western-Pacific Region Civil Rights officer Joe Alvarez terms his efforts as making the complainants and supervisors "partners in resolution."

"Our counsel to supervisors is that their beliefs or even their prejudices are not the issue, rather that a particular supervisory decision or action is being challenged."

While there have been increases in informal resolutions throughout the system, the biggest ones have come from Western-Pacific. Alvarez' formula for success combines adherence to the "no fault" counseling sessions and the fact that informal resolution of discrimination complaints has been made a part of the performance requirements for supervisors and managers.

"Making a genuine, affirmative effort to resolve a complaint is now an inherent responsibility of every manager," Alvarez explains. "At higher management levels, including the regional director, quantifiable measurements are included in performance standards."

The region's directive seeks to ensure that supervisors attempt informal resolutions regularly by specifying the supervisor ought to have a certain percentage of resolutions.

"Critics say it almost forces supervisors to resolve every complaint, regardless of merit," Alvarez continues. "We disagree. We believe they will use their management ingenuity to informally settle a problem instead of abdicating by saying, 'Let his complaint go the route and let someone else decide whether I'm right or wrong.' "

In a fairly tough situation, EEO counselors are encouraged to continue the informal process at higher levels of supervision. The Civil Rights officer is available for advice, but line management takes the lead in resolving the complaint. In most instances, Alvarez says, the Civil Rights role is to formulate the agreements reached into a proper Settlement Agreement, which closes the complaint.

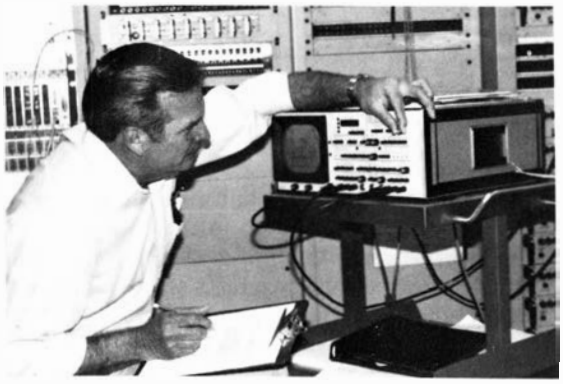
Apart from the better morale engendered in the less-tense informal process, there are the expenses and time Mr. Lincoln referred to, which even in these inflationary times sound excessive. When an EEO complaint goes the full litigative route, the cost, not including awards and damages, can run as high as $20,000–$30,000; then the motivation to find cost-effective equitable results becomes obvious, says Al Miller.

So, when Alvarez' approach to increasing informal resolution of complaints was mentioned at a regional directors' conference, the Administrator was so impressed he immediately recommended that it be made a part of the performance appraisal system throughout FAA. ■

A Matter of D

Airway Facilitie

Salt Lake City ARTCC Sector



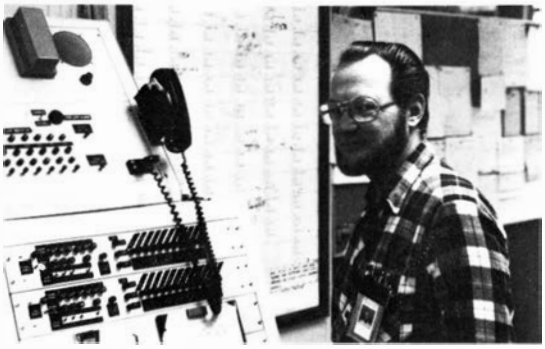
Tom Gilbert, Radar Data Processing Unit processor technician, conducts a typical line run between the Los Angeles and Salt Lake City centers.

Working out their agenda for the day are sector manager Wes Stats (left) and assistant sector manager Gary Hurley.

Logistics specialist Nancy Krogh uses a microfiche reader to verify a component's stock number.

Bob Hutchins, central computer complex technician in the Flight Data Processing Unit, attaches logic analyzer pobes to the compute element 1 of the IBM 9020A.

Betsy Griggs, secretary for the sector and the NA tor field office, divides her time between the CAI processor and an electronic typewriter.



Standing by to answer any trouble calls is communications technician Bennett Stone of the Radar/Communications Unit.

Engineering technician Marty Overdiek, Environm Support Unit, Salt Lake City center sector, trouble central computer monitoring system.

c^tion and Pride

ectors of the Year

One has the largest territory; the other has one of the most remote. Both have the distinction of being the national Airway Facilities Sectors of the Year for fiscal 1983—the Salt Lake City (Utah) ARTCC Sector in the enroute category and the King Salmon (Alaska) Sector in the general NAS category.

Year after year, the elements that make winners are dedication and pride, which are expressed in teamwork and good morale.

The Salt Lake City sector's nomination points to "dedication to the FAA mission and the Human Relations Program objectives, of providing the most effective and efficient service to the flying public, while improving the worklife within the sector."

The Alaskan Region nomination says that "motivation and dedication that enables a sector to continue to produce highly reliable facilities in a harsh environment is a product of good human relations in action."

It's always been that way; now we have a name for it.

Serving the largest area of domestic airspace in the nation—more than 325,000 square miles—the Salt Lake City ARTCC Sector notes its leadership in establishing the western switch of the National Airspace Data Interchange Network (NADIN). It also instituted a 24-hour point of contact for the public through the FAA coordinator or the systems engineer, launched a satellite development program at an area college that will deploy a satellite (NUSAT) this year from the space shuttle to permit improved radar beacon antenna alignment and established a fitness-at-the-worksite program, which it is believed is cutting sick leave use and boosting productivity.

The King Salmon Sector boasts high facility availability and reliability despite the severe weather it experiences and its remoteness—there is no highway access. To be cost effective and still provide the services, each King Salmon technician must carry a broad range of certification capabilities.

Both sectors work at energy conservation and have made major savings, but King Salmon has to look for savings both in facility and residential areas.

The sector includes the Cold Bay and Bethel Sector Field Offices. ■

Maintenance mechanic Gary Terry overhauls the engine of an FAA truck.

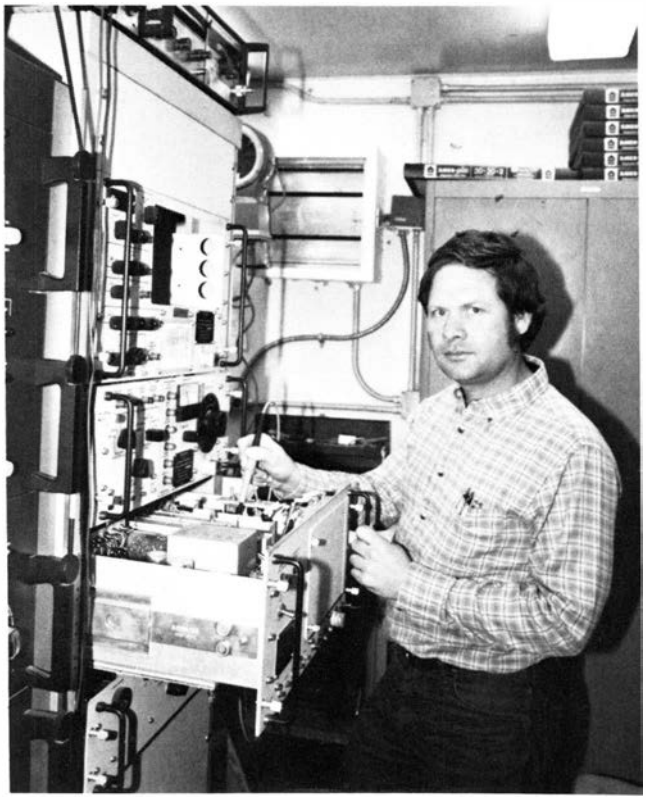
Sharing an office at the King Salmon Sector are secretary Doreen Williams (left) and administrative officer Be Wenzel.

(Continued on next page)

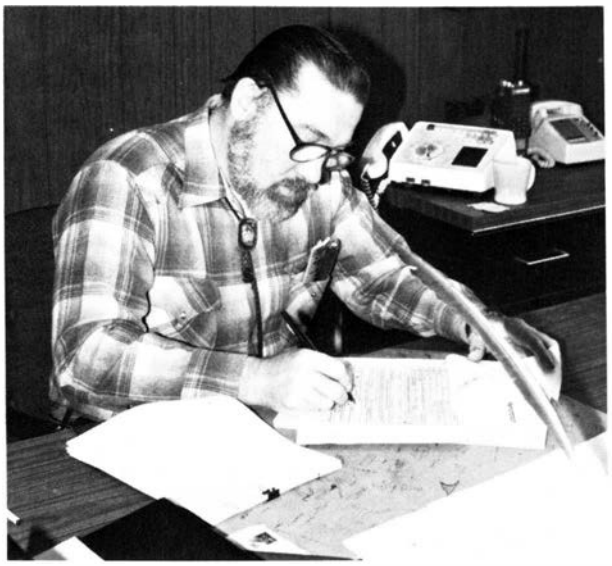
King Salmon Sector

Technician-in-depth Larry Fields and electronics technician Jerry Wieber (foreground) check their inventory for a second-generation VORTAC installation.

Electronics technician John Fredenburg aligns King Salmon Flight Service Station's weather facsimile machine.



Electronics technician Fred Roath performs maintenance on a Cardion distance-measuring equipment (DME) drawer in Dillingham, Alaska, Sector Field Unit.



Paperwork is the lot of King Salmon's assistant sector manager, Lowell "Rocky" Oliver.

People

Aeronautical Center

■ **Jose M. Adame,** supervisor of the Line Maintenance Section of the Sacramento FIFO, from the Los Angeles FIFO.

■ **Lloyd L. Aiken,** supervisor of the Resource Management Section, Systems and Technology Branch, Data Services Division.

■ **Robert W. Anderson,** supervisor of the Flight Inspection Section, Sacramento FIFO, from the Los Angeles FIFO.

■ **Vernon E. Cruse,** supervisor of the Procedures Section of the Atlantic City, N.J., FIFO, promotion made permanent.

■ **Suzanne Higgins,** supervisor of the Support Section, Aircraft Registration Branch, Airmen and Aircraft Registry.

■ **Linda L. Krause,** supervisor of the Inventory and Cost Accounting Section, General Accounting Branch, Accounting Division.

■ **Frederick M. Nicolai,** supervisor of the Procedures Section, Battle Creek, Mich., FIFO, promotion made permanent.

■ **John D. Pearsall, Jr.,** supervisor of the Procedures Section of the Sacramento FIFO, from the Seattle, Wash., FIFO.

■ **Clyde H. Slyman,** supervisor of the Data Evaluation Section, Operations Standardization Branch, Flight Programs Div., Aviation Standards National Field Office, from the Minneapolis, Minn., FIFO.

■ **James H. Vaughan,** supervisor of the Large Aircraft Section, National Safety Data Branch, Regulatory Support Div., Aviation Standards National Field Office, promotion made permanent.

■ **Harold W. Walls,** supervisor of the Flight Inspection Section, Battle Creek FIFO.

Alaskan Region

■ **Verne B. Braman,** unit supervisor in the Juneau Central Maintenance Facility, Juneau Airway Facilities Sector.

■ **William E. Carson,** manager of the Nome Central Maintenance Facility of the Fairbanks AF Sector.

■ **Joel L. Collins,** area manager at the King Salmon Flight Service Station, from the McGrath FSS.

■ **Kaye B. McLeod,** manager of the Northway FSS, from the Bethel FSS.

■ **Timothy R. Rahmn,** assistant manager of the Fairbanks FSS, from the Gulkana FSS.

■ **Briggs N. Willoughby,** assistant manager for automation at the Anchorage ARTCC, from the Operations, Procedures & Airspace Branch, Air Traffic Division.

Central Region

■ **Rosalyn R. Asbury,** area supervisor at the Kansas City, Mo., Flight Service Station, from the Hill City, Kan., FSS.

■ **John J. Beard,** area supervisor at the Eppley Airfield Tower, Omaha, Neb.

■ **John R. Colomy,** unit supervisor in the Des Moines, Iowa, Flight Standards District Office, promotion made permanent.

■ **Donald D. Early,** manager of the Kansas City ARTCC, from the Lambert Field Tower, St. Louis, Mo.

■ **William A. Horstman,** assistant manager of the St. Louis Airway Facilities Sector, from the Omaha AF Sector.

■ **Gary M. Lewis,** area supervisor at the Lambert Field Tower, St. Louis, from the Springfield, Mo., Tower.

■ **Gordon E. Montney,** supervisor of the Maintenance Engineering Electronic Section, Maintenance Engineering Branch, AF Div., from the Establishment Engineering Branch.

■ **Cecil R. Wall,** manager of the Lambert Field Tower, St. Louis, from the Plans and Programs Branch, Air Traffic Division.

■ **William P. Watson,** section supervisor, Leased Communications Staff, Program & Planning Branch, AF Div., from the St. Louis AF Sector.

Eastern Region

■ **Sherelle T. Carper,** area supervisor at the Morristown, N.J., Tower, from the LaGuardia Tower, New York.

■ **Michael J. Finneran,** area supervisor at the Morristown Tower, from the Essex County, N.J., Airport Tower, Caldwell, N.J.

■ **Donald J. Greenlee,** area supervisor at the Andrews Air Force Base Tower, Camp Springs, Md., promotion made permanent.

■ **John R. Grogan,** operations inspector, Safety Section, Safety & Standards Branch, Airports Div., promotion made permanent.

■ **Richard J. Higgins,** assistant manager for program support at the New York ARTCC Airway Facilities Sector.

■ **Theodore M. Kiladitis,** unit supervisor in the New York ARTCC AF Sector.

■ **Leroy E. Joppie,** manager of the Albany, N.Y., AF Sector Field Office, Albany AF Sector.

■ **Michael J. Lemon,** manager of the Utica, N.Y., Tower, from the Griffiss AFB RAPCON, Rome, N.Y.

■ **Dorothy M. Nimal,** supervisor of the Training Section, Human Resources

(Continued)

Development Branch, Human Resources Division.

■ **John A. Pallante, Jr.,** manager of the North Philadelphia, Pa., Tower, from the Philadelphia Tower.

■ **Mario A. Paolotti,** area supervisor at the Farmingdale, N.Y., Tower, from the Operations Branch, Air Traffic Div.

■ **Joseph J. Patrick,** unit supervisor in the New York ARTCC AF Sector.

■ **Aaron Rappaport,** supervisor of a Staffing Section in the Human Resources Management Branch, Human Resources Div., from the Personnel Management Division.

■ **Michael C. Senkovich,** area supervisor at the Essex County Airport Tower, promotion made permanent.

■ **Richard C. Worrell,** unit supervisor in the New York ARTCC AF Sector.

Great Lakes Region

■ **Denis C. Burke,** planning & procedures officer at Chicago O'Hare Tower.

■ **Joel W. Campbell,** unit supervisor in the Michigan Airway Facilities Sector.

■ **Robert D. Ellingsworth,** area supervisor at the Peoria, Ill., Tower, from the Timmerman Airport Tower, Milwaukee, Wis.

■ **Dean V. Falcicchio,** assistant manager for program support in the Michigan AF Sector, from the Little Rock, Ark., AF Sector.

■ **Alberto R. Ferran,** area supervisor at the Janesville, Wis., Tower.

■ **Wilbur A. Fredrick,** area supervisor at the Minneapolis, Minn., ARTCC.

■ **George R. Garrety,** area supervisor at the Timmerman Tower, Milwaukee, from the Dayton-Vandalia, Ohio, Tower.

■ **Lanny B. Grandell,** watch supervisor in the Michigan AF Sector.

■ **Barbara L. Hansen,** area supervisor at the Moline, Ill., Tower, from the Madison, Wis., Tower.

■ **Jeffrey A. Jameson,** supervisor of the AF/FS/Staff Section, Employment Branch, Personnel Management Div., promotion made permanent.

■ **George R. Lasko,** assistant manager for program support at the Cleveland, Ohio, ARTCC AF Sector.

■ **John D. Lewkowicz,** area supervisor at the Flint, Mich., Tower, from the Detroit (Mich.) Metro Tower.

■ **Harry L. Mellott,** assistant manager for system performance in the Cleveland ARTCC AF Sector.

■ **Jose A. Perez,** manager of the Willow Run Airport Tower, Ypsilanti, Mich., from the Detroit Metro Tower.

■ **John A. Randolph,** area supervisor at the West Chicago Flight Service Station, promotion made permanent.

■ **Melvin H. Smith, Jr.,** area supervisor at the Detroit Metro Tower.

■ **Richard J. Specht,** assistant manager for technical support at the Minneapolis, Minn., ARTCC AF Sector.

■ **Jerome E. Tegen,** unit supervisor in the Grand Rapids, Mich., General Aviation District Office.

New England Region

■ **Kenneth F. Acker,** area supervisor at the Boston, Mass., ARTCC, promotion made permanent.

■ **Ray R. Ashenhurst,** area supervisor at the Boston ARTCC, promotion made permanent.

■ **Leonard S. Cushing,** assistant manager for military operations/plans & programs at the Boston ARTCC.

■ **Terrence J. Devaney,** assistant manager, airspace and procedures at the Boston ARTCC.

■ **Raymond W. German,** assistant manager for quality assurance at the Boston ARTCC.

■ **Robert F. Jenkins,** area supervisor at the Boston ARTCC, promotion made permanent.

■ **Marion S. Jozefowski,** aviation safety inspector (manufacturing) at the New York Aircraft Certification Office, Valley Stream, N.Y.

■ **Thomas H. Killion, Jr.,** area supervisor at the Portland, Maine, Tower.

■ **Joseph C. Lacker,** manager of the Cummington, Mass., Airway Facilities Sector Field Office, Windsor Locks, Conn., AF Sector, promotion made permanent.

■ **Robert E. Lane,** area supervisor at the Bedford, Mass., Tower, promotion made permanent.

■ **William F. McCarthy,** manager of the Quonset, R.I., TRACON, from the Plans and Programs Branch, Air Traffic Div.

■ **Ralph D. McDonald,** manager of the Bridgeport, Conn., Flight Service Station, from the Evaluation Branch, Air Traffic Division.

■ **William A. Rumph,** area supervisor at the Boston ARTCC, promotion made permanent.

■ **Rodman D. Williams,** supervisor of the Environmental Engineering & Construction Section, Facilities Establishment Branch, AF Div., promotion made permanent.

■ **Mary J. Young,** area supervisor at the Lawrence, Mass., Tower, from the Norwood, Mass., Tower.

■ **William C. Yuknewicz,** area supervisor at the Boston ARTCC, promotion made permanent.

Northwest Mountain Region

■ **Gregory S. Briggs,** area supervisor at the Seattle, Wash., Flight Service Station.

■ **Dennis L. Ferguson,** area manager at the Seattle ARTCC.

■ **Richard F. Martin,** assistant manager of the Salt Lake City, Utah, ARTCC.

■ **David A. Rieden,** area supervisor at the Salt Lake City ARTCC.

■ **William G. Stowe,** supervisor of the Installation Section of the Seattle Field Office of the Airway Facilities Div., from the Denver Field Office.

Southern Region

■ **Lloyd K. Alley,** manager of the Huntsville, Ala., Tower, from the Macon, Ga., Tower.

■ **Paul T. Callihan,** area supervisor at the Orlando, Fla., Tower, from the Orlando Executive Tower.

■ **Drewey M. Clack, Jr.,** area supervisor at the Greer, S.C., Tower, from the Wilmington, N.C., Tower.

■ **John F. Esty,** manager of the Miami, Fla., Airway Facilities Sector Field Office, Miami Hub AF Sector.

■ **Colleen A. Forrer,** area supervisor at the Memphis, Tenn., ARTCC, promotion made permanent.

■ **Anthony P. Gavio,** manager of the Fort Myers, Fla., AF Sector Field Office, Tampa, Fla., AF Sector.

■ **Edward W. Groth,** area supervisor at the Tampa Tower.

■ **Thomas B. Howell,** area manager at the Miami ARTCC.

■ **James E. Kellett,** area supervisor at the Dothan, Ala., FSS, from the Nashville, Tenn., FSS.

■ **Bobby L. Perkinson,** manager of the Knoxville, Tenn., AF Sector Field Office, Covington, Ky., AF Sector, from the Raleigh, N.C., AF Sector.

■ **Jefferson W. Washburn,** area supervisor at the Tampa Tower.

■ **Larry B. Wesley,** area supervisor at the Standiford Field Tower, Louisville, Ky.

Southwest region

■ ***William H. Bauerle,*** *assistant manager* of the Austin, Tex., Airway Facilities Sector.

■ **Robert N. Bowen,** area supervisor at the Deming, N.M., Flight Service Station, from the El Paso, Tex., FSS.

■ **Jimmie C. Clark,** supervisor of the Operations Section, Information Resource Management Branch, Resource Management Div.

■ **Alden L. DeWitt, Jr.,** area supervisor at the Monroe, La., Tower.

■ **Eugenio T. Garcia,** assistant manager for training at the Houston, Tex., ARTCC.

■ **Charles E. Gilmore,** assistant systems engineer in the Houston ARTCC AF Sector.

■ **Ronald A. Hatherley,** assistant systems engineer in the Houston ARTCC AF Sector.

■ **Charles S. Jefferson,** area supervisor at the Waco, Tex., Tower.

■ **William E. Krout,** unit supervisor in the Oklahoma City AF Sector, from the Austin, Tex., AF Sector.

■ **Albert M. Lewis,** area supervisor at the Amarillo, Tex., Tower, from the Lubbock, Tex., Tower.

■ **James T. Lewis,** area officer at the Houston ARTCC.

■ ***Eric D. Malmberg,*** *area supervisor at* the Fort Worth, Tex., ARTCC.

■ **Robert J. McCormick,** manager of the McAllen, Tex., Tower, from the Love Field Tower in Dallas, Tex.

■ **Jimmy W. Peavy,** unit supervisor in the Little Rock, Ark., AF Sector.

■ **Treney L. Raney,** manager of the Austin AF Sector Field Office, Austin AF Sector.

■ **Wingate K. Williams,** supervisor of the Systems Management & Analysis Section, Information Resource Management Branch, Resource Management Div.

Technical Center

■ **James D. Clayton,** woodcrafter foreman, Supporting Services Section, Plant Operation & Maintenance Branch, Facilities Div., promotion made permanent.

■ **Angelo L. Forte,** supervisory engineering technician, Engineering & Modifications Section, Airborne & Ground Based Facilities Branch, Facilities Div., promotion made permanent.

■ **Richard J. Gerrek,** supervisor of the Enroute Production Section, National

(Continued on back cover)

Retirees

HARPER, HARRY L.—AC
HARRISON, ALVA W.—AC
MANGUM, BILLY P.—AC
MCCLURE, EARL W.—AC
SPIRES, CHARLES H.—AC
TOURTE, ROBERT L.—AC
ULSTAD, DELWIN L.—AC
WENZEL, JO (LUTGEN)—AC

BLOGIN, JOHN L.—CE
BUSCHMEYER, HAROLD A.—CE
CLARK, OPAL F.—CE
CONNET, GERALD L.—CE
PENDERGIST, ROY H.—CE
TOWERY, WILLIAM A.—CE

EASTERDAY, ADELE E.—CT
KURTZ, BENNETT ●.—CT
LEON, CARLOS J.—CT
THOMPSON, PHILIP J.—CT

BERNSTEIN, BENJAMIN—EA
HOWROYD, RICHARD R.—EA
MALONEY, CATHERINE A.—EA
MEIER, BERNHARD M.—EA
TENNIS, RICHARD R.—EA
VAUGHAN, SUSAN H.—EA

ANZALONE, LOUIS R.—GL
BOSTON, DONALD L.—GL
BOYD, BERTHA L.—GL
CONNORS, WILLIAM L., JR.—GL
DAVIS, MARVIN ●.—GL
DRAKE, RAY—GL
GAULITZ, ROGER W.—GL
JOHNSON, WILFRED E., JR.—GL
KISH, ROBERT W.—GL
KOESTER, ROBERT F.—GL
POWERS, GEORGE A.—GL
SEYMOUR, ROBERT E.—GL
SMELTZER, JOSEPH D.—GL

EVERETT, GARY L.—MA
MANUEL, SCOTT C.—MA

BISHOP, BILLY D.—NE
BURKE, PAUL J.—NE
CULP, EARL T.—NE
ZUSCIN, JOHN A.—NE

BARKDULL, ORSON R.—NM
BUNKOWSKE, ALVIN W.—NM
ELSTON, DONALD L.—NM
WINGER, DONALD L.—NM

CLARK, WILLIAM G., JR.—SO
GREEN, JEAN F.—SO
HICKS, JOHN B., JR.—SO
HOYLE, ROBERT A.—SO
MOORE, GLENN S., JR.—SO
PASCOE, WILLIAM H.—SO
REEVES, MIKE C.—SO
SLAMA, JOSEPH J.—SO
WIGGINS, LEO R.—SO
WRIGHT, JOHN T.—SO

BEVERIDGE, THOMAS E.—SW
BRAGG, MARVIN W.—SW
CARLILE, JOHN L.—SW
CERRONE, PATRICK C.—SW
DOOLY, DWIGHT D.—SW
HORNER, EUGENE S., JR.—SW
LYNCH, ROBERT V.—SW
MESSINA, LEON A.—SW
MORGAN, ALFRED C.—SW
POWDRILL, HOWELL L.—SW
PRESSON, ROBERT L.—SW
VENABLE, JAMES E.—SW
WAGNILD, ORRIS, J.—SW
WHITE, JOHN C.—SW

BLAKE, CHARLES L.—WA
BORG, MARY E.—WA
RAMOS, RAFAEL A.—WA
SIRKIS, JOSEPH A.—WA
SPENCER, LOREN J.—WA

DARE, SHERRY—WP
ELLIOTT, MELVIN R.—WP
GIBSON, GERALD D.—WP
HAVENS, IRA T.—WP
HICKERT, BRUCE W.—WP
HOFF, MARILYN R.—WP
HUGHES, JACKIE L.—WP
KUSABA, DUKE S.—WP
MORRIS, JANET L.—WP
RAY, GLEN R.—WP
VOJON, V. WALTER—WP
WOLFE, JAMES D.—WP

Wayne Dimmic Means 'Cool'

Controller's Mike-side Manner Saves Untrained Pilot

cool \kül\ *adj* [ME *col*, fr. OE *cōl*] **1:** moderately cold: lacking in warmth **2a:** marked by steady calmness and self-control **b:** Wayne Dimmic **3:** . . .

A new definition is needed for the word that describes the professional manner of an air traffic controller in a tense situation. Not an inflection, not a decibel of change in Wayne Dimmic's voice betrayed the terrifying moments to a scared, untrained pilot that he was assisting.

It was 3:30 in the afternoon on March 18 this year when Dimmic, a pilot and radar controller at Lambert Field, St. Louis, picked up a Piper Cherokee Dakota in distress. A corporate King Air had first received the message that the pilot had passed out about 60 miles from St. Louis, enroute from Arkansas to Illinois, and that his unlicensed wife was flying the plane. Obviously, she also didn't have an instrument rating for the clouds she was in.

Fortunately, there was a nearly full load of fuel and the plane was equipped with an autopilot. Dimmic cleared other aircraft off the frequency.

"Okay, bravo victor, you're going to be the only one on this frequency from now on, so we're just going to talk to you without using your number," Dimmic explained. "First of all, we understand you have a single-access autopilot on board, which means that only controls the roll rate in the airplane. And with that autopilot, we're going to attempt to give you radar vectors to our final approach course and get you down through this."

He first instructed the woman, Illa Vanderwater, on how to set up a shallow descent from her 5,000-foot altitude by backing off some power. However, she relayed that her rate of descent was between 800 and 1,000 feet per minute.

Dimmic: "All right. That's no problem ma'am. You don't want to play with your elevator; just leave it fall where it wants to fall, and we're just going to make a shallow descent. . . .

"Let's go ahead and level the plane off again and just push that power back up to 21 inches, okay?"

Pilot: "Okay."

Dimmic: "Let me know when you get that done and the airplane is fairly well leveled off. . . .

"Okay, bravo victor. I don't want to disturb you too much ma'am, but I think you are making a left turn here, and we don't want to make any turns whatsoever. Can you level the wings?"

In her anxiety, Mrs. Vanderwater repeatedly released the microphone key before finishing talking, interrupting the transmissions.

Apparently, the autopilot had gone off, so Dimmic explained about the artificial horizon and how to level the wings and switch the autopilot on again. Then he asked for her altitude again.

Pilot: "Pulling up. I'm 1,500."

Dimmic: "Okay. What I want you to do if you can possibly do it is to

add some more power there. I want you to push the power all the way in.

"Okay. Now, you may notice that the airplane will want to pitch up; just go ahead and let it pitch up. Don't do too much with it, just let it go ahead and climb. We're going to get some more altitude. You're a bit too low for where you're at right now."

With the wings banked and too high a rate of descent, Mrs. Vanderwater had gone into a spiral. But Dimmic's voice betrayed no panic. Repeatedly, he would reassure her saying, "That's good. That's excellent. Now, we're doing a good job."

He had her stabilize her altitude by maintaining elevator back pressure and throwing in forward trim. The second problem arose when he attempted to turn her from northeast to west. The autopilot began to turn her left, then quit. He then had her set the autopilot for slow right turns, monitoring her altitude.

Once again, he had her cut the power back, very slowly, instructing her to keep the nose of the airplane on the artificial horizon just a quarter of an inch below the horizon.

Dimmic: "You're doing a terrific job now; you're in a right turn and you're about 10 miles from our airport, and you're just doing a terrific job. We are only about five or six minutes from getting you out of the clouds."

As she continued to descend, he asked for further altitude readouts, checked the barometric setting of the altimeter and asked, "By the way, as ve are talking here, do you have any experience in landing the airplane at all?"

Pilot: "I landed this with my husband once. It's been quite a while. I took some lessons in a Piper Tomahawk and I landed that a few times. But it's been quite a while ago."

Now, he accelerated the cutbacks in power, bringing her down below 2,000 feet.

Dimmic: "Okay, in a little while, just a little bit to the left, you may notice some lights—some approach lights."

Pilot: "Can't see 'em yet. Oh yeah, I see 'em okay.

Dimmic: "Okay. Now, you've got everything in sight, and what I'd like you to do is take your time and circle the airplane to the left. And keep visual contact with any runway you see down there that looks inviting to you."

Pilot: "I think I'm passing over all of them."

Dimmic: "That's okay ma'am. Just line up with one or two . . ." As the tower cab relayed information to him, without a change in his calm voice, he continued, "Why don't you just level the airplane off right now with your power and make a left turn. And you're only about 30 feet off the ground ma'am. Just go ahead, and . . . okay, you're pulling up. You're doing just fine. Add some power here and pull up just a little bit. Very good. Just continue your climb. Try to stay a little bit below the clouds."

Once more, he had her cut power and make left turns to line up with the runways, finally with an 11,000-foot runway. As he coaxed her down, the tower told him she was going around again. She was too far left of the runway, she told him.

This time, he tried to line her up farther out and cautioned her to maintain 100 mph speed.

Dimmic: ". . . Go ahead and start the airplane down; you are lined up with the runway. And pull your power back, too. That's okay. You're doing a good job, ma'am. Doing a good job and you're on the ground. You made it. Let the airplane just go ahead and roll out. Don't worry if it goes in the grass; no problem."

Tower: "Pull the power off, pull the power off!"

Dimmic: "Pull the power off all the way, ma'am. If you know how to put the brakes on, put the brakes on. Pull that power all the way off.

"All right ma'am. You're doing a good job. And as calmly as you can, I want you to turn all the power off in the airplane. Turn the master switch off.

"Did a good job there, Illa. We got you on the ground."

Mrs. Vanderwater walked away with only minor aircraft damage, but her husband, who had suffered a heart attack, died later that day.

Wayne Dimmic walked away from his 57-minute trial with a letter of commendation from President Reagan, presented by Secretary of Transportation Elizabeth Dole.

It was Dimmic's sixth save and an outstanding example of cool professionalism. ■

The First of the Future

Bridgeport FSS Launches Era of Automated Stations

The first of FAA's 61 consolidated flight service stations designed to be an automated facility opened for business in March in Bridgeport, Conn.

Leased from the city, the building combines the operations of the Boston and Windsor Locks, Conn., stations in separate operations and administrative-service areas. The new facility's ultimate staff of 77 is expected to provide more than one million services to pilots in southern New England.

The Bridgeport FSS is now using equipment from its predecessors, but before the year is out, it will be getting Model 1 automation, which includes alphanumeric weather data from computers linked to the Kansas City Weather Message Switching Center and automated flight plan processing. Its computers will actually be located at the Boston ARTCC, but, according to Ralph McDonald, the new manager of the FSS, his facility "will have quite a bit of data storage capacity in the back room."

Weather graphics and direct user access (pilot self-briefing) will be introduced later in Model 2.

Right now, McDonald says, pilots have better access to the FSS through its WATS lines and PATWAS (pilots automatic telephone weather answering service). With Model 1, "We'll be able to handle all the calls more efficiently, we won't have so much movement internally, and there won't be any manual delivery of flight plans, NOTAMs and pilot reports." ■

Secretaries Betty Warner (left) and Florence Lynch position a "welcome" plant presented by a well-wisher.

Spiro Magoulas (left) and Ed Pike, electronics technicians in the station's Airway Facilities sector, begin work on a telephone patch rack.

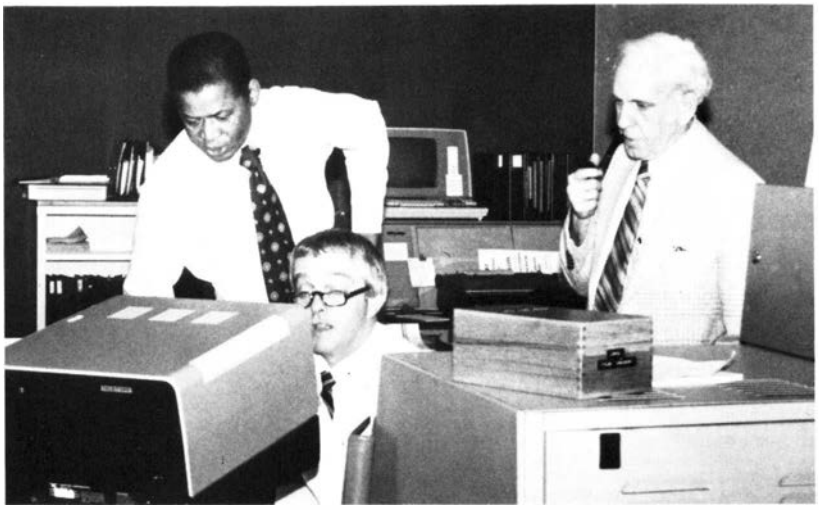
Specialist John Brine (right) works one of the preflight positions; the rear positions are flight data.

In the flight watch section, Joan Polumbi gets some training from Andy Chartier (with eyeglasses). Inflight specialist Ted Thompson is in the rear. The three telephones behind him are the fast file for flight plans.

Regional operations specialist Chuck Rocheteau (left) consults with deputy manager Ed Stanton at the commissioning.

Specialist Bob Thompson (foreground) works preflight at one of four banks of consoles that make up the operations area. In the rear are the teletypes.

John Machado (left) and William Moriarty, flight data aids, and specialist Mona Williams work in the teletype section. Moriarty is obtaining data for TWEB and PATWAS broadcasts.



Area supervisors (left to right) Frank Harris, Bob Roche and Bill Broshears check some data on the display of the Management Information System.

FSS manager Ralph McDonald.

People *continued from page 15*

Program Development Branch, Procedures Div., promotion made permanent.

■ **Robert B. Hull,** supervisor of the Supporting Services Section, Plant Operation & Maintenance Branch, Facilities Division.

Western-Pacific Region

■ **Nick Boyiazis,** supervisor of the Navigation/Landing Program Section, Establishment Engineering Branch.

■ **Donald J. Chapman,** assistant manager for quality assurance, Oakland, Calif., ARTCC.

■ **Beverly J. Clark,** area supervisor at the Ontario, Calif., Flight Service Station, from the Red Bluff, Calif., FSS.

■ **Bobby J. Cobb,** area manager at the Fox Field Tower, Lancaster, Calif., from the Palm Springs, Calif., Tower.

■ **William D. Coons,** area supervisor at the Los Angeles TRACON.

■ **Ronald F. Debelak,** area manager at the Oakland ARTCC.

■ **Donald A. Dunn,** assistant manager for training at the Oakland ARTCC.

■ **Levino R. Garcia,** assistant manager, airspace and procedures, Oakland ARTCC.

■ **Michael A. Gonzales,** supervisor of the Electronics Section, Establishment Engineering Branch, from the Maintenance Operations Branch, AF Div.

■ **George H. Gunter,** assistant manager, plans and procedures, Oakland ARTCC.

■ **Ronald R. Hayes,** area manager at the Ontario TRACON, from the Coast TRACON, El Toro MCAS, Santa Ana, Calif.

■ **J. Henry Maag IV,** manager of the Santa Monica, Calif., Tower, from the Oakland ARTCC.

■ **John J. Medina,** area manager at the Phoenix, Ariz., TRACON.

■ **Thomas E. Moody,** area supervisor at the Douglas, Ariz., FSS, from the Fairbanks, Alaska, FSS.

■ **James L. Neal,** supervisory engineering technician in the Environmental Engineering Section, Maintenance Operations Branch, AF Div. from the Tonopah, Nev., AF Sector Field Office.

■ **George W. Park,** area supervisor at the Los Angeles ARTCC.

■ **Joseph R. Pepe,** assistant manager, traffic management, Oakland ARTCC.

■ **Austin A. Smith,** unit supervisor in the Los Angeles AF Sector, from the Program and Planning Branch, AF Div.

■ **David F. Solomon,** area supervisor at the Oakland ARTCC.

■ **James R. Stagner,** supervisor of the Environmental Section, Establishment Engineering Branch, AF Div.

■ **Larry P. Suppan,** area supervisor at the Los Angeles Tower, from the Air Traffic Operations Branch, AT Div.

■ **Russell A. Teske,** unit supervisor in the Communications, Surveillance and Interfacility Program Section, Establishment Engineering Branch.

■ **Jack L. Woods,** area supervisor at the Ontario FSS, from the Reno, Nev., FSS.

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