



FAA Intercom

TSP Open Season Finds New Rules on Loans, Contributions

The Thrift Savings Plan (TSP) open season began April 15 and ends June 30.

During this open season, employees can start or change their TSP contributions through Employee Express or by submitting Form TSP-1 election form to their Human Resource Management Division (government or franked envelopes may not be used when mailing Form TSP-1).

Employees also may change the amount of their contributions or make interfund transfers among the five funds by accessing the TSP Web site at www.tsp.gov, calling the TSP Thriftline at 504-255-8777, or submitting the Form TSP-50 investment allocation form.

Those who are enrolling for the first time in the TSP should not submit Form TSP-50 until they receive a letter confirming their new account has been established.

THRIFT SAVINGS PLAN

The amount employees are allowed to contribute to TSP increased this year. FERS employees are allowed to contribute up to 14 percent of basic pay; CSRS employees may contribute up to 9 percent of their basic pay. However, the Internal Revenue Service puts a cap of \$13,000 on any annual contribution to TSP.

FAA Turns to Mercy Pilot for One of Its Own



Karen and Mike Burye get a lift from Dan Pfeiffer (left) and John DeCarli (right).

For years the FAA has given priority status to "mercy" flights transporting seriously ill patients and transplant organs. Now the agency is relying on one of the many mercy flight organizations in this country to help one of its own.

Mike Burye, a 24-year veteran controller at the Lansing Tower in Michigan, was diagnosed last summer with five inoperable brain tumors. Despite radiation and chemotherapy treatment, it was clear by the beginning of December that things were not going well.

Hope was revived when the Burye family learned of a new treatment that could save Mike's life, but it is only

available at Duke University in North Carolina. Flying a commercial flight would require him to struggle through security, arrange to carry oxygen (which costs extra) and change planes in Detroit.

These difficulties, plus the financial burden, were unacceptable to Mike's coworkers in Lansing, so they started looking for an alternate way to get Mike and his wife, Karen, back and forth to North Carolina.

"Volunteer Mercy Pilots" proved to be the answer. Ken Osman, squadron leader and flight coordinator for the group based in Grand Ledge, Mich., jumped at the
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In This Issue:
Read about the 27th annual EEO awards, an Alaskan hero, a lesson in civics, an employee's quest to help orphans in Honduras, and much more.



Page 2. Space race heats up.



Page 10. Help to Honduras.



Page 12. Second lease on life.



Page 16. Back to school.



News in Brief

FAA Okays Historic Rocket Launch

A U.S. company successfully launched its first sub-orbital manned rocket flight one week after receiving FAA approval for the launch.

The Office of Commercial Space Transportation issued a license to Scaled Composites of Mojave, Calif., headed by aviation record-holder Burt Rutan, for a sequence of sub-orbital flights spanning a 1-year period.

The license moved Scaled Composites one step closer in the race to claim the \$10 million X Prize, to be given to the first private organization to launch a vehicle capable of carrying three people to a height of 62.5 miles, return them safely to Earth, and repeat the flight with the same vehicle within two weeks

In its 20 years of existence, Commercial Space Transportation has licensed more than 150 commercial launches of unmanned expendable launch vehicles. This license is the first to authorize manned flight on a sub-orbital trajectory.

Beyond its primary goal of ensuring public safety during launches, the FAA also requires companies to demonstrate they have the financial ability to cover any potential losses, and meet strict environmental requirements.

\$139 per Hour

That's how much it costs the FAA to provide enroute service to one aircraft, Administrator Marion Blakey told the Senate Transportation Subcommittee during testimony on this year's budget.

Cost accounting was just one of several subjects that Blakey addressed, all within the context of the agency operating more like a business. The administrator noted that the agency is working to reduce sick leave, workers compensation and overtime costs that she said are among the highest in government.



Photo: Scaled Composites, LLC

Scaled Composite's SpaceShipOne made its first sub-orbital flight in April.

Blakey reported to senators how progress on the agency's Flight Plan is tracked. The administrator offered as examples the FAA's target for general aviation accidents — which is too high — and serious operational errors, which have declined by 15 percent.

She also touched on technology issues, including a potential collision at Newark International Airport that was avoided because of the Airport Movement Area Safety System.

She reviewed the FAA's \$3.9 billion request to expand capacity and improve mobility within the air traffic system.

Hold Your Horses

Before employees start making plans for their early retirements, they should know that just because the Office of Personnel Management has approved the FAA's request for agency-wide early-outs, there's still a lot of details and analysis that needs to be done.

Budget, staffing and the impact that early outs would have on programs all have to be considered, noted Ray Thoman, deputy assistant administrator for Labor Relations.

Each line of business will decide how early-outs will work in their own organization, or whether they will be offered at all.

More Space News

The Commercial Space Office issued a license to Xcor Aerospace for a manned sub-orbital rocket flight.

Based in Mojave, Calif., XCor is trying to develop a space vehicle that will carry adventure travelers in the future. The company is not an X Prize contestant.

The license covers 35 missions of XCor's Sphinx vehicle, which is being built to prove operational and propulsion concepts for a subsequent vehicle. The Sphinx can carry up to two crewmembers.

The rocket-powered vehicle will take off on a runway as an aircraft and glide back to a landing on the same runway.



XCOR's Randall Clague (left) receives the launch license from George Nield, deputy assistant administrator for the FAA's Commercial Space Office.



TWO Seeks to Expand Membership

The Technical Women's Organization (TWO) has launched the largest recruitment campaign for new members in its history.

TWO aims to increase the number of qualified women in technical fields and maximizing their contributions to the FAA. TWO members provide technical expertise and leadership that contribute to the FAA mission.



TWO recruitment posters like the one above are being shipped to FAA facilities.

Its membership stands at about 400 current and former FAA employees representing Headquarters, the centers and all regions.

Full members are male and female employees who design, install, maintain or certify any element of the National Airspace System, and employees who inspect aircraft or airports. Most technical women in TWO belong to the Air Traffic Organization or to Flight Standards. TWO is extending its outreach to other FAA organizations where employees have

comparable goals, objectives, and developmental needs as current members.

Non-technical employees may join as associate members.

For more information, employees should contact their regional representative (access <http://two.faa.gov/Officers.htm>) or Marcia Corey at (202) 267-8399, or via email at Marcia.Corey@faa.gov.

New Index Confirms Price Declines

Airline ticket prices have dropped 3.2 percent from the third quarter of 2000 to the third quarter of 2003, according to a new index produced by the Department of Transportation.

The quarterly Air Travel Cost Index measures the aggregate change of ticket purchase prices, using 1995 prices as a baseline.

"The new index is another tool for tracking the health of our vital airline industry and confirms yet again that flying is more affordable today than it has been in years," said Secretary of Transportation Norman Mineta.

Low Cost and Good Performance

Low-cost carriers not only save passengers money, but also seem to offer superior service as well, according to a new report.

Three of the top four performing carriers in 2003 were low-cost, headed up by Jet Blue. That, according to the 14th annual national Airline Quality Rating, produced by Wichita State and the University of Nebraska at Omaha. The report uses consumer data compiled by the Department of Transportation.

Southwest and America West Airlines ranked third and fourth in the rating, respectively, with legacy carrier Alaska Airlines coming in second.

Inroads made into the passenger market by low-cost carriers support forecasts made by the FAA that these

airlines will handle more than 50 percent of all air traffic by 2014.

Low-cost carriers generally performed better in the survey, while traditional carriers like United, Delta and American generally performed worse. Northwest Airlines showed the biggest improvement, jumping from ninth to sixth on the list.

College Credit for FAA Training

FAA employees who have completed training courses at the FAA Academy or



Center for Management Development are encouraged to apply for a transcript. The transcript from the American Council on Education (ACE)

will list an employee's FAA courses recommended for college credit and the number of credit hours recommended for each. Employees who wait until they leave government service to file for a transcript might find it difficult to obtain an ACE transcript because FAA records must first be retrieved from federal archives.

Employees should ask their regional training office to send a copy of their FAA training history to ACE. Refer to the FAA Academy Web site at www.academy.jccbi.gov/ for guidelines and a list of regional training office contacts. Click on "College Credit for FAA Training (ACE)."

ACE will send a copy of the employee's transcript and keep a record of recommended courses.

Correction

The Airway Facilities Update on Page 6 of the April *FAA Intercom* misspelled the name of the supervisor of the Louisville SSC. His name is Steve Stoker.



ATO Assesses Value to Customers

While the Air Traffic Organization's (ATO) analysis of its products and services is meant to provide vital information to its management, it appears to have produced another, unintended, benefit.

Many employees for the first time are taking a broad-viewed look at the air traffic organization and understanding what their own jobs are and how they fit into the ATO. The process seems to have stirred enthusiasm among the interviewed and the interviewers.

The initial phase of the Activity Value Analysis (AVA) study will enable ATO management to look at its products and services in relationship to their costs and value to the customer. Eight ATO teams conducted 330 interviews with 179 organizations from the old Air Traffic and Research and Acquisitions offices. The interviews took place at Headquarters, the William J. Hughes Technical Center, Mike Monroney Aeronautical Center, and some regional offices. What interviewers found has been eye opening.

Some employees didn't expect questions about how their jobs contributed to the goals of the agency. "You should have seen the surprise of that question," said Yanelle Strong-Fischer, whose team focused on maintenance and infrastructure. "It's not typical FAA speak. In the FAA, we think of programs and projects, not product and service."

Dawn Holst from the maintenance and infrastructure team had a similar experience. "Many groups wanted to go in-depth into what they do. Bringing them up to the broad level we were trying to get to sometimes took a lot of time."

Other employees were surprised to hear what their coworkers were work-



(From left) Douglas, Parish and James conducted interviews for the ATO's Activity Value Analysis study.

ing on, said Annette Douglas, whose team surveyed the old Air Traffic System Requirements Service and various offices at the Technical Center, among others. Some employees didn't realize that other FAA offices shared similar objectives for the same product or service.

Employees were generally enthusiastic about answering questions, although some initially expressed concerns about how the ATO would affect them personally. Others were skeptical about how the information would be used. "I found that laying the groundwork about what the AVA is not, worked really well," said Strong-Fischer.

For Edie Parish, whose team focused primarily on FAA's external customers, the hardest part of the study was "being objective and accepting the input even when it was very critical of the FAA."

The interviewers also had to ensure the information they gathered was accurate and useful for the study. For them, the process was self-revealing.

"We need to understand that we 'own' an issue that is brought to us by a customer and that we need to see it through to resolution," said Parish.

Strong-Fischer hopes the ATO will give her more chances to provide input.

"It's one thing to talk about what the ATO is; it's another to have direct impact on improvement."

"I believe that with change there are opportunities and being on the AVA team is ... an opportunity to be part of a new FAA," said Maria James, who worked on the general support team. "I can't wait. I've been waiting for 15 years."

ATO Study Expands

The new phase of the Activity Value Analysis (AVA) study has begun at Eastern Region Headquarters, including interviews with employees from the New York TRACON and Center.

The ATO is interviewing FAA offices and employees throughout the country who use the products and services produced by Headquarters, the Technical Center and the Aeronautical Center, and a handful of offices in the field.

"We want to find out from the [ATO] customers if the products and services they receive internally are of value to them in doing their job, in performing their mission," said Henry Gonzalez, the AVA project manager.

If a product or service is not of value to its customers, said Gonzalez, then ATO management could consider realigning the employees to work on products or services that are of greater value to ATO customers.

This phase of the AVA is scheduled for completion by the end of May, and the overall Eastern headquarters project will be completed in July.

The ATO eventually will interview offices in the field about the products and services they produce for the agency.



Flight Plan: Safety

Safety Focus Must Move Beyond 'Fix and Fly'

On either side of the Pacific, safety remains the FAA's focus. Having just returned from New Zealand — where he met with his counterparts from Australia, New Zealand, and Southeast Asia — Nick Sabatini addressed an all-hands meeting at the New England Regional headquarters.

Speaking before employees from the Engine and Propeller Directorate, Flight Standards and Aviation Medical offices, Sabatini, associate administrator for Regulation and Certification, discussed perhaps the biggest challenge facing his office and the agency: how to improve upon a safety record that has limited commercial accidents to just .022 accidents per 100,000 departures.

Sabatini spoke of efforts underway to achieve further reduction in the accident rate, provide better customer service, and remain a world-class organization.

Sabatini noted the FAA requires industry to have a system safety approach. "We need to step up to the same level that we require from industry. We need to switch from a 'fix and fly' method to a front-end of information approach," Sabatini added. "Much data has been gathered by industry that could help us, and even though it is hard to get, we must continue to work on getting the data."

The agency needs to learn how to measure a "non-event," he said. It's imperative to measure and understand the things that could cause an accident. "We need to analyze precursor information."

Sabatini also stressed the importance of consistency and standardization across his organization. "If we have high standards and clear and consistent processes, the FAA is less likely to unwittingly contribute to or cause accidents," he said.

In related news, Sabatini named Vi Lipski, former director of the Transport Airplane Directorate in Seattle, to lead the effort in making sure the organization is in compliance with ISO 9000 standards that ensure a sound quality management system. Her new title is director of Quality and Integration.

Flight Standards Award Winners at HQ Announced

Headquarters' Flight Standards Division recognized the following employees in its 2003 employee recognition program.

Salvatore T. Botta, AFS-900, and Richard A. Temple, AFS-400, were named mentors of the year; Deidria N. Shaw, AFS-800, was selected administrative employee of the year; and Caroline Brown, AFS-200, and Ileen M. Roberts, AFS-900, were chosen staff employees of year.

Also recognized were: Brenda Goelling-Howard and Denise Emrick, both from AFS-805, excellence in human relations; winning the commitment to people award was the team (all members of AFS-900 unless otherwise noted) of Martin Bailey, Roy Peterson, Carolyn Tucker and Jim Franklin (AGL - CVG FSDO), Paul Scheerer, Tom Conway, Steve Foulke, Donna Hughes (AVR-100), Paul Cotti, Amer Younossi, John Stevenson (ANM DEN FSDO), and Bobby Reed.

Winning the commitment to quality service and productivity was the team of

Kevin Iacobacci, AFS-160, and Dennis Nicholas, AFS-150. Daniel A. Jenkins, AFS-210, was selected to receive the mission possible award; the commitment to safety award was won by the team of Susan Buckingham, AVR-11B; John E. Cox, ASW-230; Regina Houston, Volpe National Transportation Systems Center; David Soucie, AFS-30; Joel D. Wilcox, AFS-140; Steven Buckner, ASW- DAL FSDO; Phyllis Anne Duncan, AFS-140; Bruce E. Ryerson, AFS-900; and John Stillings, AFS-540.

AOPA Earns FSDO's Friendship

The Baltimore FSDO gave its "Good Friend" award to the Aircraft Owners & Pilots Association for its efforts in educating general aviation pilots about flight restrictions.

The Baltimore FSDO handles violations of prohibited airspace in the Baltimore-Washington Air Defense Identification Zone (ADIZ) and over Camp David, the president's retreat. John Cumberpatch, an aviation safety inspector at the FSDO, said AOPA's e-mail notifications to pilots, as well as AOPA's online tutorial about the Washington ADIZ, have helped in educating pilots and reducing pilot deviations.

Cumberpatch and David Schumacher, an aviation safety technician, also briefed AOPA on the Office of Regulation and Certification's customer service initiative.



John Cumberpatch (center) and David Schumacher (far left) represented the FAA in presenting a friendship award to AOPA.



Flight Plan: International Leadership

Welcome to the Kabul Kondos

The back of the American Embassy t-shirt reads "World's Most Exclusive Gated Community." An FAA training team understood the meaning of that message after arriving in Kabul, Afghanistan on a recent mission.

The training specialists from the International Training Division of the FAA Academy in Oklahoma City visited Kabul for a weeklong assessment of Afghanistan's Ministry of Civil Aviation and Tourism. The team wanted to determine what was necessary to return the Afghan aviation industry to viability.

What the team — comprised of Tim Schroeder, Stan Bradley and Hafiz Amin from the Air Traffic Organization, and Garrison Russell from Flight Standards — saw was an industry pleading for assistance in a country still torn by the ravages of war.

The barb-wired U.S. Embassy — "one of the most heavily restricted parts of the world" said Schroeder — laid to rest any doubts they might have had about security. Bomb dogs sniffed their luggage and all vehicles, even the bulletproof Chevy Suburbans that are never left unattended, undergo 20-minute searches before entering the compound. Team members stayed in trailer-type apartments, dubbed the "Kabul Kondos."

The team's tour of the ministry, Kabul International Airport, national airline Ariana, Kabul University and the Civil Aviation Training Center left the impression that ministry employees are highly motivated, but have little to work with.

The airfield is still being de-mined. Piles of white rocks indicate the safe zones, while red rocks warn of danger. The hope is that the local children don't move the rocks in the middle of the night, which happens frequently.



Stan Bradley and Hafiz Amin from the ATO are escorted along a narrow path through a minefield to inspect a navigation aid.

Come summer, the Air Force Contract Air Traffic Program will handle traffic flying at altitudes of 29,000 feet and below, leaving Afghan controllers the higher altitudes to recover overflight fees.

Ariana pilots claim to navigate with a hand-held GPS unit "and pray" because there are no navigation aids except for a newly installed ILS at Kabul that has no procedures to fly it. Kabul International Airport handles 120-140 operations per day, and the flight information center provides information to approximately 400 flights a day, even though there are only a few commercial carriers operating into Afghanistan and no flight safety inspectors to evaluate the operations. Most of the traffic is either military or United Nations aircraft.

The team saw much of what they anticipated; Afghanistan has very little, and needs most everything. What the country does have is a strong desire to rebuild its system. "In an area torn by the evils of conflict for that long, the most amazing thing is that hope lives at all," Schroeder said.

Other International News

Three FAA air traffic control towers recently hosted a contingent of new Chilean controllers to share with them the agency's procedures for separation of air traffic.

Towers located in Chattanooga, Tenn., Lexington, Ken., and Raleigh, N.C., each hosted a group of controllers for a week. The 24 controllers are recent graduates from Chile's only university that teaches air traffic.

The controllers will work in facilities throughout Chile and at least one will work in the airspace and procedures branch at Chile's civil aviation authority. Many of these controllers are going to open facilities in their country.

Chile has state-of-the-art radar and automation equipment, but still primarily use non-radar procedures and separation. Chilean aviation officials hope this educational trip will enable the country to better use its equipment and standardize procedures. The controllers also got the chance to practice their English, the required language for international air traffic control.

more international news on next page



Diane English and Joe Martino (right) from the Lexington Tower hosted Chilean controllers Miguel Alberto Schweitz, Lorena Gabriela Mulatti and Carol Andrea Alfaro.



Beware of Credit Card Fraud Schemes

FAAers Selected for ICAO Fellowships

Three FAA employees have been selected to work at the headquarters of the International Civil Aviation Organization (ICAO) as part of the agency's effort to increase American participation in the work of the organization.

Increased participation in ICAO is one of Administrator Marion Blakey's priorities for the FAA to exert more leadership in the international aviation community.

Chosen to participate in the new FAA/ICAO Fellowship Program are: Dawn Flanagan, international aviation operations specialist in the Office of International Aviation; Robert Tegeder, aviation safety inspector; and David Van Ness, manager and chief pilot in the International Flight Inspection Office. Under the program, these employees will work at ICAO Headquarters in Montreal, Canada, for periods of six months to a year.

Flanagan offers expertise in developing safety oversight for one of ICAO's Asia/Pacific programs. Tegeder will support an ICAO group studying required navigation performance. Van Ness will work on procedures for air navigation services-aircraft operations programs. They were selected from nearly 100 applicants.

The FAA will offer the Fellowship Program again next fiscal year. Watch for broadcast messages and notices in the *FAA Intercom* starting in October.

FAA employees carrying government-issued credit cards should be aware of two fraud schemes that have been occurring recently. The Treasury Department's Financial Crimes Enforcement Network (FinCEN) provided the following information.

Recently, many Americans have received a series of fraudulent e-mails directing them to Web sites where they are asked to verify sensitive personal information. The e-mails claim that the information is necessary to assist in the fight against terrorism or for some other law enforcement reason.

These e-mails are purportedly sent from government agencies, including the Federal Deposit Insurance Corporation, the Office of the Comptroller of the Currency, the Securities Investor Protection Corporation and others. Consumers are referred to Web sites that are very similar to, if not actual clones of official government sites. The e-mail attempts to con the user into surrendering private information that could later be used for identity theft.

Federal financial agencies do not use e-mail to request important personal information, such as your name, account numbers, date of birth, or social security number.

The second scheme involves fraudulent anti-terrorist stop-order letters, purportedly sent by FinCEN to bank customers. Consumers are notified that an anti-terrorist certificate — often costing in the \$25,000 range — is needed before transactions may be completed.

In fact, these letters attempt to steal money from customers. Consumers should not provide any information nor send any funds to any address indicated in these letters. Nor should consumers follow

any instructions contained in these letters to access their accounts on-line.

Some letters claim that FinCEN is freezing assets and endorsing investment schemes. Neither is true.

Combating Fraud and Identify Theft

- ◆ Report suspicious activity to the Federal Trade Commission at uce@ftc.gov. If you believe you've been scammed, file your complaint at www.ftc.gov, and then visit the FTC's Identity Theft Web site (www.ftc.gov/idtheft) to learn how to minimize your risk of damage from identity theft.
- ◆ If you get an e-mail warning that an account of yours will be shut down unless you reconfirm your billing information, do not reply or click on the link in the e-mail. Instead, contact the company cited in the e-mail using a telephone number or Web site address you know to be genuine.
- ◆ Avoid e-mailing personal and financial information. Before submitting financial information through a Web site, look for the "lock" icon on the browser's status bar. It signals that your information is secure during transmission.
- ◆ Review credit card and bank account statements as soon as you receive them to determine whether there are any unauthorized charges. If your statement is late by more than a couple of days, call your credit card company or bank to confirm your billing address and account balances.



Bridging the Gap: FAA Sponsors 27th



Just in time for the commemorations surrounding the 50th anniversary of the Supreme Court's landmark decision, *Brown vs. Board of Education*, the FAA held its 27th annual Equal Employment Opportunity Award Program.

Thirty-eight employees were recognized for their individual or team efforts in improving equal opportunity, affirmative employment and diversity. There were 44 nominations in six categories for this year's program.

These are the employees, as Administrator Marion Blakey acknowledged in her keynote speech, that are "bridging the gap" that exists in the fair and equitable treatment of all employees. "As is the case with most businesses and most government organizations, this agency has its share of complaints," she told the audience. "We need to be diligent in reducing those. But more than that, we need to be diligent in changing the climate that produces them."

This year's winners are:

EEO

Nancy Shelton
Great Lakes Region

Affirmative Employment

Alfredia Brooks
Headquarters

Craig Sparks
Northwest Mountain Region

Eastern Region Flight Standards Team
Lawrence Fields
Loretta Alkalay
Brunhilda Sanders-Lane
Gloria Quay
Marcus Davis
John Hay
Jan Henock
George Galo
Mel Freedman
Ronnie Chin
Alan Siperstein

Model Work Environment Employee of the Year

Rosanne Weiss
William J. Hughes Technical Center

Civil Rights Officer/Specialist of the Year

Harnetta Williams
Headquarters

Model Work Environment Supervisor/Manager of the Year

Jo Tarrh
Southwest Region

Michael Gallagher
Central Region



Annual EEO Awards

Managing Diversity

John Lapointe
William J. Hughes Technical Center

Glen Cardin
Western Pacific Region

Richard Ducharme
Eastern Region

Tyree McAfee
Great Lakes Region

Arthur Kenne II
Eastern Region

Richard Petersen
Great Lakes

Diversity Council
Raymond Stover
Edwin Mack
Jennelle Derrickson
Rosanne Weiss
Paul Lawrence
Ken Beisel
Baxter Stretcher
Beverly Hite
Clifton Baldwin
Brian Colamosca
Joseph Richie
Gary Graybill
Stacey Hamilton
Stacie Graves
Vienna Drago
William J. Hughes Technical Center



Organizing this year's ceremony were Helen Savoy (left) and Deena Collier. A photo of aviation pioneer Bessie Coleman is in the background.

Baker's Calling Card was Change

Taking a timeout from its often complicated relationship with the aviation industry, the FAA took a few moments on April 28 to honor a "statesman" who played a major role in aviation, and in the FAA's efforts to increase safety and efficiency.

Department of Transportation Secretary Norman Y. Mineta, Administrator Marion Blakey and scores of other high officials gathered to dedicate the administrator's conference room in honor of Bob Baker, the former vice chairman of American Airlines who died last year at the age of 58.

Baker's 35 years at American were marked by much success, but it was his relationship with the FAA that took center stage at the ceremony.

"Making a difference was Bob Baker's calling card," said Blakey. "He didn't

just change the way American flies, he changed the way America flies."

The administrator cited Baker's work on the Free Flight steering committee, his service on the FAA's Management Advisory Committee, and his major role in forming a rapid response team after the Sept. 11 terrorist attacks.

Russ Chew, chief operating officer of the Air Traffic Organization, often has cited Baker as a mentor. He recalled Baker's advice on how to deal with people: "Don't yell at them unless you mean it."

Chew announced that the final approach fix for a runway at Dallas/Ft. Worth International Airport would be named "Baker" in his honor.

A plaque was presented to Baker's wife, Marty, their children and other family and close friends. The plaque,



Chew presents a plaque to Marty Baker as Administrator Blakey looks on.

a copy of which will be hung outside the conference room, reads: "He changed the face of U.S. aviation and helped the FAA launch landmark programs for technology and security."



Airway Facilities Update

This Jack of all Trades is the King of Hearts

Years of living as a self-professed "adrenalin junkie" must have given Mark Evans a pretty big heart.

While many people would rate their vacation by how tan they got or the number of cultural sites they visited, Evans has something more concrete to show for his time. He has helped build two orphanages, a school and dormitory in the town of San Pedro, Honduras.

2004 marked the fourth straight year that Evans, an air traffic systems specialist for the Independence System Management Office at Wilkes-Barre/Scranton Airport, traveled to Honduras for two weeks to help AIDS-infected orphans and the nuns who care for them.

The \$1,000 cost for Evans' flight and lodging seems small when compared to the lives led by the orphans — ranging in age from infants to 18 years — many of whom were abandoned by their parents.

Honduras presents a tough physical environment in which to work. Evans' labor can range from hauling cinderblocks for the buildings — wood can't be used because of termites — to wiring buildings for electricity. "You're expected to be a jack of all trades," he said. The workday runs from 5 a.m. to 2 p.m., by which time February temperatures hovering around 110 degrees make labor unadvised.

"The emotional part is a lot harder than the physical part," Evans said. It's sad enough that the children have been orphaned and face a deadly disease that has claimed about 60 percent of the children Evans first met four years ago.

But many of the younger teenagers are old enough to know the promise of America and plead with Evans to take them back with him.

"I really don't know how to deal with it on an emotional level," Evans said. "I

think it helps that by us going down there, we're doing all that we possibly can to help these kids."

Evans' son, Mark, Jr., goes on "vacation" with him. At 15, the younger Evans relates well with the orphanage kids because they're in the same age range, even though they don't share a common language.

After two weeks in abject poverty, returning to the United States can take some adjustment. "I believe 'culture shock' would be a good term," Evans said.

Evans almost sounds as if it's luck that took him to Honduras for the first time. "We're actually very fortunate that I do have the time and financial resources to do something like this," he said, recalling how his parents didn't have the time or money to accomplish good works like this.

"It makes you glad to get up and go to work every day," Evans said.



Mark Evans and his son, Mark, Jr., help build an orphanage in Honduras.

Other Airway Facilities News

Headquarters: Officials from Operational Support and the Transportation Security Agency met to discuss biometric and intrusion detection ideas for airports, as well as a concept for an identification card for transportation workers. The smart card might provide a ready solution to FAA logistical access requirements.

Southwest: The Lone Star System Management Office worked NASCAR races at Texas Motor Speedway last month. Local adaptation software was installed for ARTS radar and employees from the Fort Worth System Support Center supported Alliance Airport onsite, in the event highway traffic delayed any restoration requirement.

Operational Support employees installed a radio frequency backup link to provide a redundant path from Terminal Doppler Weather Radar equipment to the Dallas Tower. The Technical Support Staff and DFW Radar System Support Center supported the effort.

Northwest Mountain: The new ASR-11 airport surveillance radar has reached operational readiness demonstration status at the Boise (Idaho) Airport. The radar provides coverage over a 60-mile radius area around the Boise Airport. It replaced an earlier tube-type generation system, the ASR-7, which went into service in 1974.

Western-Pacific: The Los Angeles Implementation Center was scheduled to make a site visit to the Rainbow Ridge ARSR near Crescent City, Calif., to gather data related to a modification to the lightning protection system that will be made later this spring. The modification was developed by the national program office to reduce high voltage standing wave ratio during lightning storms. High voltage wave ratio can affect the quality of the radar data transmitted to the air traffic control facilities.



Hero Takes a Bow

James Betts, an air traffic control specialist from the Fairbanks Automated Flight Service Station (AFSS), won the 2003 Secretary of Transportation's Valor Award for his heroic actions last August. Space limitations at the time prevented the FAA Intercom from detailing his efforts.

Betts was one of thirteen Alaskans recognized last month at the annual Real Heroes breakfast sponsored by the American Red Cross of Alaska. Following is his story.

On a stormy day last August, a pilot flying over the Bering Sea called the Fairbanks AFSS to report a man being carried out to sea. Charles Foster of Kotzebue and another man had been attempting to cross

a small creek on 4-wheelers when Foster was washed out to sea by the strong current.

Specialist Don West immediately called search and rescue. John ST. Germain, the pilot who saw Foster, flew to Kotz to get a floatplane and go back for Foster. Betts volunteered to accompany him. He gathered up warm clothing and the two returned to the Bering Sea where another pilot was tracking the location of Foster.

ST. Germain managed to land the floatplane on choppy seas and Betts climbed out on the float. He threw a rope to Foster, who was hypothermic by then. He was not strong enough to grasp it, so Betts moved to the back of the float while

ST. Germain worked to keep the plane from capsizing. On the second attempt, Foster managed to grab the rope and Betts pulled him on to the float. Once in the aircraft, Foster was flown to Kotzebue for medical attention. He survived without any permanent injury.



James Betts

Flying on the Wings of Mercy *continued from front page*

chance to help.

Osman recalled the first time his organization flew an organ transplant for a little girl who was critically ill. The plane had to fly through Chicago O'Hare airspace at a busy hour during difficult flight conditions. Controllers normally only have a few moments to deal with pilots during those times, but Osman said O'Hare controllers talked his pilots the whole way through.

It's experiences like those that made Osman so enthusiastic about assisting the Buryes. "It's nice to be able to help someone who is almost one of our own," Osman told the *Lansing State Journal*.

"Probably a dozen times or more, [Mike] has helped pilots come in who may have been having trouble. I had never met him before last week, but I have probably talked to him 100 or 200 times, giving me directions and



Mike Burye

keeping me out of harm's way," he told the paper.

Using Volunteer Mercy Pilots means Mike doesn't have far to walk at the airport or is forced to change planes or go to

baggage claim. Most importantly, he's not exposed to diseases or viruses on commercial flights that are relatively harmless to most people, but could weaken him.

Volunteer Mercy Pilots fly Mike and Karen to Duke round trip every month.

On the first trip down to North Carolina, controllers along the flight route radioed their regards to Mike. "It was like we were carrying a load of precious gold," said Osman.

For Karen and Mike, the help

offered by Volunteer Mercy Pilots is worth more than gold. Volunteer Mercy Pilots employees "have all become part of our family and we love them," Mike and Karen said.

In 1999, the FAA assigned a 3-letter identifier code that can be used by pilots flying mercy flights that makes it easier for them to file flight plans, reduces potential confusion about their mission and provides a heads-up to controllers about the type of flight they will be handling. Five years later, that code is benefiting one of the agency's own.

Volunteer Mercy Pilots is part of the Air Care Alliance, a group of non-profit charitable organizations that provide medical transport for patients and tissue/organ transplants, as well as emergency/disaster relief. Access the Web site at www.aircareall.org/ for more information.



Keeping Health All in the Family

Most people would be upset to discover they'd gained 30 pounds in just five months. But Brenda Carignan is not only happy about her expansion, she's enthusiastic!

It wasn't long ago that the reality specialist in the FAA's Real Estate Policy Office had trouble pulling herself out of bed in the morning or carrying anything heavier than a purse. Ravaged by Type 1 diabetes — often called juvenile diabetes — Carignan's kidneys were failing. Weakened by the onslaught of the condition, she faced the grim prospect of treatment on dialysis machines.

Five months later, looking fit as a fiddle and dressed stylishly, Carignan arrives for an interview toting several bags. The remarkable turnaround in her health is due to Roger Sheppard, her daughter's fiancé and father to Carignan's two granddaughters.

Determined to stay off the kidney dialysis machine, Carignan conducted an independent search for a kidney donor. Unfortunately, her husband and daughter could not contribute because of their health. So Roger nonchalantly offered his. "I just thought, 'That's nice,' not believing he was serious," Carignan recalled.

But Sheppard was serious. On Sept. 22, 2003, Carignan received one of Sheppard's kidneys and a new lease on life. She describes her health as "outstanding . . . I wish I could think of a better word." She's equally tongue-tied when she tries to express her appreciation to Sheppard. "I struggle with that everyday. I'm in awe of him," she said.

Carignan has decided that the best way to show her appreciation is to advocate for organ donations. She recently gave a presentation on organ donation to Headquarters employees as part of the Technical Women's Organization's luncheon series, and would like to do more. Someday she might help patients find organ donor matches.

Although she did not have to go through an organ transplant organization to locate a kidney, Carignan is listed on the United Network of Organ Sharing (UNOS) for a new pancreas. With a new pancreas, she would be non-diabetic for the first time since she was 10 years old.

Whether it's kidneys, bone marrow, livers, hearts or lungs, organizations like UNOS could be lifesavers to the roughly 82,000 people seeking new organs. That number could very well grow



Brenda Carignan poses with Roger Sheppard and her granddaughter, Sierra.

as the baby boomer generation gets older and health problems — especially those associated with obesity — begin to affect the health of older Americans.

She's particularly enthusiastic about UNOS because its Web site (www.unos.org) registers patients for transplants, matches donated organs to waiting patients, and manages the time-sensitive, life-critical data of all patients, before and after their transplants.

"I would hope that my story would encourage people to become organ donors," Carignan said. "I was blessed to get an organ. I wanted to spread the word."

Ill from failing kidneys, Brenda Carignan weighed just 106 pounds at the time this photo was taken. She's playing with her granddaughter, Sierra, as Roger Sheppard looks on.





Plain Talk from Plane Time Promotes Safety

Carrying videos with titles like "Weight and Balance Surprises" and "Kicking Tin, Walk Through of a Crash Scene," the FAA Safety Center and Production Studios can't compare with the latest cinematic offerings from a Blockbuster video store.

But with a thousand requests a year for videos from pilots, flight instructors and mechanics, the Safety Center in Orlando, Fla., has earned itself a niche as the Hollywood of aviation tapes.

The idea to videotape and archive these safety videos originated with Obie Young, a safety program manager in the Orlando Flight Standards Division Office (FSDO).

Throughout the year the center — which is part of Flight Standards — hosts many safety-oriented seminars concerning aerobatics, helicopters, search and rescue, ultralights, and balloons, among others. They are produced at the center, based at Lakeland Linder Regional Airport in Florida where the Sun 'n Fun air show is held annually.

The center has been accumulating an archive of thousands of videotapes with safety-related themes for 12 years. Many of them were taped live and broadcast over the FAA's aviation training network, the government educational training network, and the Florida aviation network, reaching as many as 8,000 people in 45 states, including employees of the U.S. Coast Guard and Department of Defense.

FSDOs around the country disseminate information from these broadcasts and videos to pilots, mechanics, flight inspectors, college students, and even to youth attending aviation magnet high schools.

The studio broadcasts a new seminar every Monday at 11 a.m. EST (see the box at right for more information).

Four times a year, the center airs its "Plane Time" interview show. In a



Coleman chats with aviation pioneer Chuck Yeager before interviewing him for the FAA's Plane Time program.

"Tonight Show"-type format, Ben Coleman, Airworthiness Safety Program manager in Orlando Flight Standards, interviews interesting aviation personalities. He's chatted with Buzz Aldrin, Chuck Yeager, air show performers and top FAA officials, including former administrator Jane Garvey and Chris Hart, assistant administrator for System Safety.

"We try to have some fun with the dynamic subject of aviation safety and how it is presented to the viewers without diluting the vital serious nature of our industry," Coleman said.

A pilot for decades, Coleman has lost enough close friends in aviation accidents — most of them due to pilot error — to make safety his labor of love. As an accident investigator, first for Piper Aircraft Corp. and then the National Transportation Safety Board, Coleman has witnessed the ugly end of too many accidents.

Coleman brings out recurring safety themes in his interviews. He warns pilots not to get too cocky and stay within their limitations. While respectful of Federal Air Regulations (FARS), Coleman emphasizes that they are the minimum standards imposed by the FAA. "There's a lot of merit in [pilots] increasing their

personal standards above the minimum of the FARS," he said.

To further the goal of aviation safety, Flight Standards has established a 1-stop "shopping" site for flight safety information at www.faasafety.gov.

The Studios Need Your Review

In order to justify the cost associated with running its operation, the Safety Center and Production Studios asks FAA facilities that view the weekly broadcast to provide feedback on the show. Without such feedback, program funding could be cut.

Facilities interested in viewing the live feed should access www.faaproductionstudios.com and click on "FAA Production Studio — Brochures, Print Materials, Books, & Studio History." Then click on "FAA Production Studio-Satellite Frequency Schedule."

Feedback should be provided to obie.young@faa.gov, or by fax at (407) 812-7710, Attn: ATN/ESP broadcast.



Recognition

Vincent Capezuto and **Michael McNeill** won prestigious Laurel Awards from *Aviation Week & Space Technology* magazine for developing the Airport Surveillance Detection Experiment-X system commissioned earlier this year in Milwaukee and set to roll out to 33 other airports. ASDE-X should help reduce runway incursions.

The Indianapolis Center recognized **Tammy Burroughs** as the Indianapolis Center supervisor of the year.

Diane Morse, an Airway Facilities civil engineer in the Great Lakes Region, was recognized as the FAA's engineer of the year in a national awards ceremony. The Professional Engineers in Government Division of the National Society of Professional Engineers sponsored the award.

Women In Aviation International selected **Arlene Feldman**, Eastern Region administrator, as one of five women to be inducted into its Pioneer Hall of Fame. Among other accomplishments, Feldman was picked for her support of aviation education programs, and providing leadership for some of the nation's most complex airspace. The Hall of Fame honors women who have made significant contributions as record holders, pioneers or innovators.



Arlene Feldman has been voted into Women in Aviation International's hall of fame.



Bobby Sturgell recognized the Safety Management System Team for its work in integrating safety risk considerations into agency planning.

Deputy Administrator Bobby Sturgell recognized the FAA's **Safety Management System Team** for their contributions to the development of a safety risk management approach that integrates policy, system architecture, assurance, and safety promotion into a single framework.

The Oklahoma Historical Society is giving the **FAA** its Citation of Merit for rehabilitating the Douglas DC-3 (a.k.a. N-34) for the centennial of flight celebration.

A group of FAA employees was presented with a Department of Transportation team award for its contribution to the department in the area of promoting minority and women-owned business enterprises. Comprising the team were **Dave Bailey, Thais Davis-Campbell, Dave Ford, Steve Holliday, Eileen Lee, Jamie Marek, Michele Merkle, Richard McCarthy, and Jan Smith.**

Nick Sabatini, associate administrator for Regulation and Certification, received the 2003 Nuts & Bolts Award from the Air Transport Association's engineering, maintenance and materiel council. The award recognizes airline, government and industry leaders in the fields of commercial aviation engineering, maintenance and materiel management. One of last year's winners was John Hickey, director of the Aircraft Certification Service.

Paul Polski, former head of the FAA's security research and development laboratory at the William J. Hughes Technical Center, has been awarded a 2003 Service to America Medal. Polski, one of nine winners this year, was recognized for his work at the FAA in developing explosives detection devices, and now at TSA for having them installed at major airports in the country.

The Air Traffic Supervisors Committee selected as its managers of the year **Jim D'Ambrosio**, Houston Center; **Dawn Holst**, Minneapolis Tower/TRACON; and **Paul Infanti**, Kansas City Center. There were 17 nominations this year, the most ever.



Winners of this year's Air Traffic Supcom managers' awards are (from left) Paul Infanti, Dawn Holst and Jim D'Ambrosio.



Western-Pacific Region's Flight Standards office recognized four employees. Flight Standards Division Manager Larry Kephart presented **David K. Hopson** with the Mission Possible Award; **Connie Kanagusuku** with the Administrative Employee Award; **Gino Rezzonico**, Inspector of the Year – Operations; and **Lorraine Winfield**, Excellence in Human Relations.

The Drug Enforcement Agency presented **Dallas/Fort Worth Tower and TRACON** with plaques to representatives of management and NATCA in recognition of the service and support provided to the DEA by air traffic personnel.

The Oklahoma Labor Management Council named **Samuel B. Hendrix**, Ph.D., president of the Professional Association of Aeronautical Center Employees, as a member of its board of directors.

Washington State Governor Gary Locke has appointed **Mary Ewbank** of the Northwest Mountain Region's Airway Facilities Division to the state's committee on disability issues and employment for a 4-year term.



Mary Ewbank

The National Aeronautic Association awarded the 2003 Frank G. Brewer Trophy for aerospace education to **Phillip Woodruff**, a senior manager with the FAA. Woodruff's greatest contributions have come as an aviation and space education advisor and program director, and in his work fostering partnerships among government, industry and education.

The Conference of Minority Transportation Officials honored **Mamie Mallory** with its 2004 Salute to Women in Transportation Trailblazer Award in recognition of her "outstanding contributions to your organization as well as to the transportation industry."

In Columbus, Silence Isn't Golden. It's Green

For the Brittany Hills and AmVet's Village areas of Columbus, Ohio, Earth Day signaled the beginning of a more peaceful and quiet neighborhood.

On April 22, the FAA announced a \$3.7 million grant to the Columbus Regional Airport Authority that enables residents of those two communities to acquire noise insulation for their homes and for a noise barrier to be built at the north side of Columbus's airport.

Some 130 homes are eligible for insulation under the Residential Sound Insulation Program, which receives 80 percent of its funding from the FAA and 20 percent from the authority.

To date, 437 homes that fall within the FAA-defined noise contour area have been insulated. Residents living within that area are eligible for treatments

that include insulation, acoustical windows, new doors, air-conditioning and heating systems, as well as related electrical work, drywall, and painting. Homeowners are not charged to participate in this voluntary program.

The FAA will distribute \$307 million in grants to soundproof homes and schools and provide other noise mitigation in at least 29 communities across America during this fiscal year.

"The authority is committed to the proper management of noise to achieve a balance between the demands for improved air service and the resulting noise impacts," said Elaine Roberts, president and chief executive of the Columbus Regional Airport Authority. "By partnering with the U.S. DOT and the FAA, we are making this a reality."



Woodie Woodward, associate administrator for Airports, announces an FAA grant in Columbus, Ohio as local community leaders observe. The window is of the type that will be used to insulate local homes against aircraft noise.

Photo: Angie Neal



Civics Lesson Draws FAAer Back to Classroom

Tests, cliques and broken hearts. High school is a tough time for many people. So tough, in fact, some people wouldn't want to experience it again.

For Pat Boyd, a program analyst in the Office of Rulemaking, going back to the high school classroom is a rejuvenating and reassuring experience.

For the last six years, Boyd has volunteered to instruct high school juniors and seniors for one week in the Presidential Classroom Scholars Program.

The program brings together more than 170 high school students from around the country for a week of seminars and discussions about the federal government, Washington culture and democracy.

The classroom provides an invaluable learning experience for these top students to hear different opinions, debate issues and gain insight into how the government works.

Their enthusiasm seems to have rubbed off on Boyd — or maybe it's the other way around. With two teenage sons, Boyd can relate to the students and the issues that concern them.

Boyd learned about Presidential Classroom 10 years ago when he participated in the executive branch fellowship program of the Council for Excellence in Government. "I look at it as an opportunity to interest high-caliber young people ... interested in working for the government," he said.

As federal employees approach retirement age, Boyd thinks it's imperative that bright, young citizens will be available to fill the ranks. By volunteering as an instructor, Boyd hopes to put a human face on a government that many students learn about only through 30-second stories on the national news.

He also hopes to educate them about the FAA and its responsibilities. "A lot of them are quite unfamiliar with what the FAA does," he said.



Pat Boyd is a teacher in the Presidential Classroom Scholars Program.

Discussing the FAA's role on Sept. 11, 2001, when the agency safely landed thousands of airplanes, helped establish the agency in the minds of the students. "I think that had some meaning for them, some connection," he said. "I tried to build off of that." Boyd talked about rulemaking and some of the regulations devised by the FAA and why they are necessary.

The students' interests reflected the top issues of today. They debated the war in Iraq and the perception of America as "policeman" of the world. They also discussed the controversy over gay marriage, and affirmative action in college admissions.

Boyd found the students' level of discussion and their breadth of knowledge reassuring.

"They're so many high-quality interested, involved, articulate, active young people out there," he said. You don't hear about them. You only hear about people getting shot."

Boyd encourages anyone interested in volunteering to check the program's Web site at www.presidentialclassroom.org. The Office of Personnel Management encourages federal offices to allow their employees to volunteer without using leave, although it is up to individual offices.

Boyd said the 1-week break from work "recharged my batteries." He finds it difficult to pass on the opportunity "to see things through their eyes," so Boyd hopes to be back in the classroom next year.

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