



AMASS RECORDS FIRST "SAVE"

The Airport Movement Area Safety System (AMASS) recorded its first "save" at San Francisco International (SFO) Airport in late October. The incident involved a departing business jet and an arriving commuter turboprop aircraft. The business jet had taxied into position for departure at an intersection approximately 6,000 feet down the runway. The commuter plane was in bound for the same runway.

Thanks to AMASS, as the commuter plane approached the airport, bright green indicators, called hold bars, illuminated on the ground radar display, indicating that the plane was headed inbound to the runway occupied by the business jet. Simultaneously, a text message appeared and a voice alert sounded, confirming the commuter's flight path. Controllers quickly instructed the commuter plane to execute a missed approach well before the runway and then instructed the pilot to land on a parallel runway. David Caldwell, a controller from SFO and a former

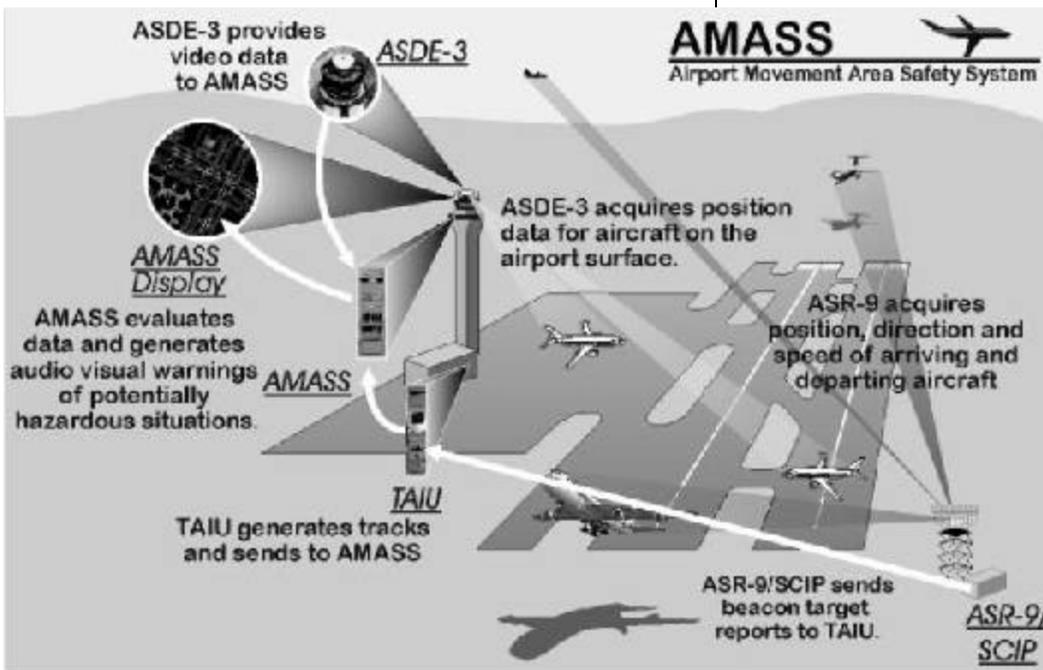
AMASS technical representative, said that AMASS "gave the controllers the information they needed with plenty of time to respond and take action."

AMASS, operationally tested and refined by ACT-310's **Jeff Livings**, **Dan Dellmyer**, and **Chuck Dudas**, visually and aurally prompts tower controllers to respond to situations that potentially compromise safety. It extends and enhances the capability of the Airport Surface Detection Equipment Model 3 (ASDE-3) radar by providing automated alerts and warnings to potential runway incursions and other hazards.

The ASDE-3 radar provides air traffic controllers with a video display of all vehicles and obstacles on an airport's runways and taxiways. It aids controllers in the orderly movement of aircraft and ground vehicles on the airport surface, especially during periods of low visibility such as rain, fog, and night operations. The AMASS system works by processing surveillance data from the

ASDE-3, the airport surveillance radar (ASR-9), and the terminal automation system. It then determines conflicts based on the position, velocity and acceleration of airborne arrival aircraft with ground-based aircraft and vehicles and alerts controllers to a potentially hazardous situation on the active arrival runway.

In July 2000, Jeff, Dan, and Chuck coordinated and carried out with the help of the ACT-370 test pilots a successful flight demonstra-



AMASS (CONT.)

tion of the AMASS system at SFO and Detroit. These flight demonstrations tested the AMASS alert parameters and gave controllers the confidence to use the AMASS system. The most challenging job for ACT-310 was to analyze months of AMASS data and develop an AMASS alert parameter set, which would provide an additional safety margin without causing nuisance alerts. This parameter set was accepted by the AMASS Air Traffic working group and is now the standard parameter set to be used at all 33 AMASS equipped airports.

The AMASS system is currently operational at three international airports: San Francisco, Detroit, and Los Angeles. The system will be deployed to 30 additional busy airports by the end of next year, as part of the FAA's ongoing commitment to improve runway safety.



Dan Dellmyer (sitting) and Jeff Livings.
(Chuck Dudas is not pictured.)

OPEN SEASON

Do you know that the Federal Employees Health Benefits (FEHB) and Thrift Savings Plan (TSP) open seasons are drawing near? Do you want to make changes to FEHB and TSP in the fastest, most efficient way possible?

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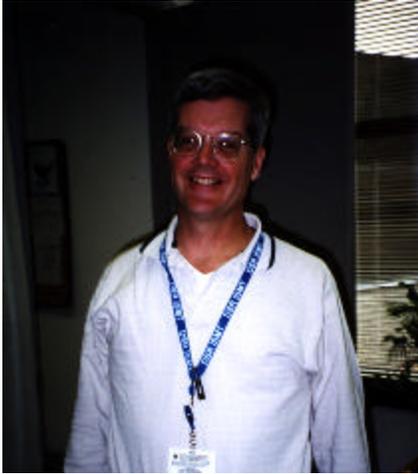
FIND.FAA.GOV



You can now find the address, organization, and phone number of FAA employees on-line at <http://find.faa.gov>. You can also access the directory from the FAA Intranet homepage (Telephone Directory). This directory is searchable by name, organization, routing symbol, facility type, or phone number. It includes all employees in Washington, regional, and center headquarters, as well as managers at field facilities and international offices.

Each organization has a designated directory representative responsible for the organizations' information. The Tech Center representative is **Linda Tropiano**, so, if you find information that is incorrect, please notify Linda.

KEN BYRAM MEMORIAL AWARD PRESENTED TO DAN MCGOVERN



The ARA Management Team recently presented **Dan McGovern** (ACT-230) with this year's ARA Ken Byram Memorial Award, recognizing him as one of FAA's best and brightest and a role model for all employees.

This award is given to ARA employees who consistently display the characteristics that made Ken Byram such an effective change agent. Criteria for the award includes: accomplishing each mission with intelligence, integrity, humility, trust, and humor; being honest about the issues and sharing lessons learned; asking the tough questions to get at difficult issues; and working with people, not positions, to do whatever it takes to resolve issues.

Dan more than deserves this year's award. He began his FAA career 27 years ago as a co-op in the Air Traffic Control Simulation Facility. In 1980, he began working in the Software group on the AAS project. From 1987 - 1993 he played a key role as the Deputy

to the Automated En Route ATC (AERA) Program Manager. During this time, that program won a Popular Science Award for being one of the 100 "Best of What's New in Science and Technology."

He later worked at the Oceanic Development Facility as the Tech Center's Lead for Oceanic Air Traffic Control. When the Display Channel Complex Rehost (DCCR) Program Office Director became seriously ill, Dan McGovern stepped in and his strong leadership abilities allowed him to steer the team along a firmly laid foundation. What-if scenarios were developed to accelerate the deployment schedule using three concurrent levels of testing. This was a novel approach at a time when the Acquisition Management System was in its infancy. The associated risks were documented and mitigated. As a result, the DCCR program finished 8 months ahead of schedule and significantly under budget.

From its inception in 1998, Daniel McGovern has served as the Lead of the Display System Replacement (DSR) In Service Management Team. This unique organization is composed of both ACT and AOS personnel, and is responsible for deploying and maintaining the En Route DSR Air Traffic Control System.

Dan's role on the team is two-fold. He is responsible for second level maintenance of the DSR sys-

tem, which is operational at 20 En Route Air Traffic Control Centers, and is the supervisor of the ACT-231 team members.

Dan's teammates report that he has an uncanny ability to dedicate himself to the health and integrity of the DSR system, while simultaneously displaying compassion and interest in the lives, careers, and families of his teammates. He has unique abilities to focus on the task at hand and to overcome the cultural differences between varying organizations within the FAA.

He has a keen sense of the agency's mission and knows how to achieve agency goals. In meetings, such as the weekly Critical Thread Review, he always asks the right questions to get to the core of the issue. The strength of his leadership lies in his ability to stay informed, make decisions, and empower his team to execute those decisions. While managing all of the complex problems that arise in the DSR system, consisting of approximately 600,000 lines of code, Dan manages to lead the team in the constant pursuit of process improvement. In his world, technical issues, improvements in team communication, and overall process improvements are all highly valued.

Perhaps, Dan's success is partially the result of his keen wit and sense of humor. If you are an expert in software development, in Dan's vocabulary, you're a "software weenie." His many phrases,

NEWS FROM AROUND THE CENTER

Secretary's Awards: Secretary of Transportation Mineta recently presented awards to two Tech Center employees at his annual employee recognition ceremony. He recognized **Dr. Richard Lareau**, a research chemist in AAR-520, for his work in organizing a coalition of government agencies that are pursuing new and cutting edge technologies. That work includes developing the essential technical groundwork in the very promising nanotechnology field, as well as work on micro electro mechanical machines.

The Secretary also recognized **Rosanne Weiss**, a mathematician in AAR-424, for her commitment and dedication to the principles and objectives of Equal Employment Opportunity. Ms. Weiss made several well-received presentations on Model Work Environment issues, sat on various civil rights panels, and regularly works to promote the principles of Equal Employment Opportunity.

Academic Achievement:

Therese Brennan (AAR-540), **Patty Reichenbach** (AAR-530), and **John Tye** (AAR-520) successfully completed all the required courses to earn a Master's Certificate in Project Management from George Washington University.

AAR-500 Welcomes New

Employees: Varrick J. Smith is AAR-510's newest employee. In May, he received a B.S. from Tennessee State University in Aeronautical and Industrial Technology, with an emphasis in

Industrial Engineering. He began his FAA career as an intern in the Crashworthiness Program (AAR-431) during the summer of 2001. On October 9, he joined **Walter Wall's** team in Systems Integration, as a member of the Human Factors Program.

AAR-510 also welcomes **Mark Torbeck**. Mark was raised in Chicago, IL, and received his undergraduate degree from Southern Illinois University in 1973. In 1976 he graduated from Keeler Institute in Chicago, becoming a licensed polygraph examiner. From 1975 to 1989, he was one of two principal owners of G.S. Torbeck, Inc., a security firm specializing in polygraph investigations and security consulting. In 1989, the original Midway Airlines hired him into the corporate security department. In 1995, the new Midway Airlines hired him as the Director of Corporate Security. While at Midway, in 1996, he served as one of two Regional Airline Association representatives to the FAA's Baseline Working Group, and then, from 1997 to October of this year, as the association's core member to the FAA's Security Equipment Integrated Product Team.

Security Partnerships: In an effort to save time, money, resources, and redundancy in testing between government agencies **Joe Kunkle** (AAR-540) developed a memorandum of understanding (MOU) between the Federal Bureau of Investigation (FBI) Explosives Unit and AAR-500.

This MOU serves as a vehicle for joint research, development, test, and evaluation of security technologies and security projects. Joe also arranged a memorandum of agreement (MOA) between the FBI Explosives Unit and AAR-500 for the United State's Explosive Materials Collection Project, which includes multiple foreign law enforcement and intelligence agencies.

Labs Retain Top International Quality Rating:

The Laboratory Management Division is proud to announce that its Quality Management System has been evaluated, and it is retaining its certified ISO 9001:94 status.

Registration to ISO 9001 is a continuous process. After initial certification, maintaining certification to the standard requires surveillance audits to be conducted every six months. The partial audits are conducted to ensure that a quality system is maintaining compliance with the requirements of ISO 9001, and so managers can demonstrate positive progress toward improvement.

The audit found no areas of noncompliance, and found marked improvement in the division's contracting and purchasing procedures, and strong support for ISO 9001 by management and staff. The audit also found the division's internal audits to be in depth, on time, and successful in assuring the effectiveness of the system, as they are conducted independently.

The next surveillance audit will be conducted in May 2002.

A SAFETY MINUTE

FROM THE SECURITY OFFICE

ENVIRONMENTAL BRANCH (ACT-640)

A Shock For Your Life

Consider these features: it is small, it is user friendly, it comes with its own convenient carrying case, and in an emergency it will give you the shock of your life. Actually, it's more accurate to say that you will receive a shock for your life.

What are we speaking of? The answer is an Automated External Defibrillator or more commonly known as an AED. An AED is a portable lightweight device that provides a means for a broader range of people to respond to and provide lifesaving technology to someone who is experiencing a heart attack. If you haven't noticed already, we wish to point out that there are now AED's located near each elevator and at various locations throughout the Tech Center. The devices are housed in a white box, known as a Heart Station Box, that is mounted on a wall or column.

With the deployment of AED's throughout the Center it is important to heighten your awareness of the devices and the Heart Station Boxes. Therefore, we have highlighted key features of both below:

AEDs

- To use an AED you must be trained. Training is ongoing and is conducted by the Safety Office. Individuals trained will

receive a certificate by the American Heart Association in CPR and AED use.

- The AED is secured in a Red Carrying Case that includes 2 sets of pads and easy to follow instructions.
- Once the AED is turned on and pads applied to the victim the device will analyze the victim and advise what you should do next.
- The AED is powered by a lithium battery that is good for 5 years.

Heart Stations

- Heart Station Boxes are equipped with an alarm. When the door is opened the alarm will sound notifying other personnel in the area that the device is being used.
- The alarm is operated by a 9-volt battery. When the battery runs down it will begin to beep. If you hear a beeping sound coming from the box, you should call the Safety Office, x6360 to have the battery replaced.
- The key to shut off the alarm is inside the box. Insert the key in

the key slot located at the top of the box and turn it into an upright position.

- The Heart Station Box is stocked with related accessories to perform CPR or to prep the victim for the AED to be used.
- The number to call in case of an emergency and the number to the Safety Office are located on the side of the Heart Station Box.

We hope this information not only heightens your awareness, but also increases your interest in the AED. The AED Program is a volunteer effort to improve the Center's ability to respond to a life-threatening emergency.

The device can only save a life if you are willing to learn how to use it! Therefore, the more employees who learn how to use the device the better. For more information about the AED and Heart Station Boxes or to become trained in the use of the AED, contact the Safety Office (ACT-640) at x6360.



NAVAL AIR STATION WILDWOOD FLY-IN



Naval Air Station Wildwood hosted its 5th Annual FlyIn & Pancake Breakfast in mid-August. This year's event, dubbed "AirFest 2001" proved a great success with nearly 3,200 in attendance. This year featured a large number of attractions. With nearly 100 exhibitors and vendors, historic Hangar #1 had something for everyone.

As in the past, the Tech Center sponsored a Community Outreach/Aviation Education booth, which was staffed by **Carleen Genna-Stoltzfus** (ACT-70), **Keith Biehl** (ACT-370), **Dot Buckanin** (ACT-300), **Rosanne Weiss** (AAR-424), **Barbara H. Para** (ACT-510), and **Charleen Biehl** (Keith's wife).



Air Bear entertained the crowds, young and old.

The Tech Center representatives had a busy day as visitors stopped by the booth to discuss aviation careers, history, and to find out more about the Center. Keith and Dot fielded a lot of questions about the King Air aircraft on display. Special thanks to Wackenhut employees **Jim Adams** and **Joe Burns** who helped set up the displays and glider aircraft.

Throughout the day, the main area of the hangar abounded with action as visitors enjoyed the many

displays by community organizations and vendors. Bob Ferris' orchestra, called "SwingTimers," performed throughout the afternoon. Robert Polillo, (HiTec Systems) along with Mary Jane Morey and Elaine King provided great entertainment for the crowd as well. Naturally, the tunes were from the 30's & 40's with a couple of great dancers providing entertainment for all!

The Naval Air Station Wildwood Foundation is a not-for-profit organization whose mission is to restore Hangar #1 at the Cape May County Airport, Lower Township, New Jersey, into an aircraft museum honoring the 38 Naval airmen who perished while training there during World War II. Hangar #1 was listed onto the National Register of Historic Places September, 1997.



WORKING TO IMPROVE AVIATION SECURITY



In the aftermath of the horrific events of September 11, the aviation security research and devel-

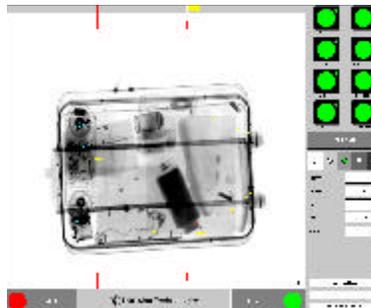
opment (R&D) program (AAR-500) has dramatically increased efforts to determine what security technologies are worthy of accelerated development and deployment.

AAR-500 is receiving suggestions for new and improved security technologies from a wide variety of sources, including private citizens, major companies, small businesses, other government agencies, such as NASA and the Department of Transportation's Volpe National Transportation Center, as well as various national laboratories such as Sandia, Idaho National Environment and Engineering Lab, and Oakridge. Universities are also sending in ideas or projects they have been working on that may have security applications. In addition, FAA organizations, such as the Civil Aeromedical Institute (CAMI), various air traffic and air navigation organizations, and the Office of Civil Aviation Security (ACS) are also making recommendations.

AAR-500 has created a series of evaluation criteria to guide assessments of these ideas and proposals to determine if the projects will have a high payoff, have tech-

nical credibility, and if they need to be re-assessed in light of the current heightened security needs. One example of this last criterion would be the x-ray backscatter

personnel screening system. These systems are capable of seeing beneath clothing and would raise privacy issues. However, they do find hidden objects and are currently used by U.S. Customs under a different set of criteria.



To facilitate evaluation of the many proposals, the AAR-500 Aviation Security Team grouped the technologies into descriptive categories: passenger/carry-on processing; checked baggage and cargo/mail; airport intrusion control; human factors; systems integration; and threats, vulnerabilities and risk.

The first three categories represent possible ways of introducing threat objects on board aircraft. The human factors program cuts across all research activities. The



goal of systems integration is to ensure that equipment not only meets specifications, but also functions operationally in the airport environment. The last category includes an assessment of new and emerging threats and vulnerabilities.

To date, AAR-500 has received 152 recommendations for passenger/carry-on processing; 79 recommendations for checked baggage; 70 for cargo/mail; 93 for airport intrusion control; 138 human factors proposals; 46 for systems integration; and 46 for threats, vulnerabilities, and risks. In some cases, suggestions appear in more than one category. Recommendations continue to come in and are being evaluated as quickly as possible.



HEADQUARTERS HEADLINES

Busick Named to Head Office of Civil Aviation Security: Administrator Garvey has named retired Rear Admiral Paul E. Busick to assume the responsibilities of the Associate Administrator for Civil Aviation Security.

Busick is an aviator who has commanded the Coast Guard Air Station in San Francisco, CA, and the Aviation Training Center in Mobile, AL. He has served as deputy chief of the office of law enforcement and defense operations, U. S. Coast Guard Headquarters. Following his promotion to rear admiral, he was appointed director of the Department of Transportation's Office of Intelligence and Security where he served as the Secretary's national security advisor with policy responsibility for security measures in all modes of transportation. In 1996, he joined the National Security Council as a special assistant to the president and senior director for Gulf War Illnesses. Busick left active service in June 1998.

In October 1998, North Carolina Gov. James B. Hunt Jr., named Busick president and executive director of the state's Global TransPark Authority, a business center supporting companies involved in national and international commerce. Busick was appointed to a presidential oversight board for certain Department of Defense investigations in April 2000.

Busick's military awards include the Defense Distinguished

Service Medal, the Coast Guard Distinguished Service Medal, and the Legion of Merit. He has also received the Department of Transportation's Distinguished Service Award and the FAA's Extraordinary Service Medal, its highest accolade for contributions to civil aviation.

A native of Lindenhurst, NY, Busick is a graduate of the U.S. Coast Guard Academy. He holds a master of science degree in industrial administration from Purdue University and is a graduate of the National War College in Washington, D.C. Busick is married to Sarah Mullikin of West Lafayette, IN, and has three sons—Paul Jr., Don, and Thomas.

Sabatini Named to Head Office of Regulation and Certification.

Administrator Garvey has appointed Nicholas A. Sabatini as Associate Administrator for Regulation and Certification.

Sabatini is responsible for the certification, production approval, and continued airworthiness of aircraft; certification of pilots, mechanics, and others in safety-related positions; certification of all operational and maintenance enterprises in domestic civil aviation; development of regulations; civil flight operations; and the certification and safety oversight of some 7,300 U.S. commercial airlines and air operators. He will oversee a work force of approximately 6,000 employees in the FAA's Washington Headquarters, nine regional offices, and more

than 125 field offices throughout the world. The FAA's annual regulation and certification budget is more than \$700 million.

Prior to this appointment, Sabatini served as the director of the FAA's Flight Standards Service. From 1990 until May 2001, he was manager of the Flight Standards Division for the FAA's Eastern Region. From 1979 to 1990, he served in a variety of aviation operations and management positions in the agency's Eastern Region, as a principal operations inspector, aviation safety inspector, manager of the Flight Standards Division Operations Branch, and assistant manager of the Flight Standards Division.

Prior to joining the FAA in 1979, he was a pilot for the U.S. Customs Service in New York. From 1958 to 1976, he was a police officer and helicopter pilot for the New York City Police Department. Sabatini served in the U.S. Army from 1956 to 1958.

Sabatini holds an airline transport pilot certificate and the following ratings: airplane multi-engine land, rotorcraft-helicopter, DC-9, CE-500, BH206, EMB110, commercial privileges, airplane single-engine land, as well as flight and ground instructor certificates.

Sabatini attended the John Jay College of Criminal Justice, the Kellogg School, Northwestern University, and the Fletcher School of Law and Diplomacy at Tufts University. Sabatini and his wife Ginny reside in Alexandria, VA.

DAN MCGOVERN (CONT.)

such as "Don't do what I say, unless I'm right" and "DSR is Hard," are well known throughout the agency.

Dan is the winner of this year's Ken Byrum award, because he knows how to make work fun,

while at the same time leading his team to continued success. He also understands the value of balancing work and family life. He is a devoted family man. He recently organized a youth basketball league that debuts this summer.

Dan is certainly a role model to anyone who has ever worked for him and with him.

Congratulations on being an inspiration to us all!

ITWS IS THE "BEST OF WHAT'S NEW"

Popular Science magazine has selected FAA's Integrated Terminal Weather System to receive a 2001 "Best of What's New Award" in the aviation and space category of its 14th annual awards honoring the most important innovations of the year. The award winners are featured in the magazine's December 2001 issue.

ITWS is an automated weather system that provides near-term (0-30 min.) prediction of significant terminal area weather. ITWS integrates data from radars, sensors, and automated aircraft reports, and then generates products including windshear and microburst predictions, storm cell hazards and lightning information,

and terminal area winds aloft. ITWS can differentiate between real weather radar returns from those caused by anomalous propagation.

The technical expertise and weather laboratories at the Tech Center have been critical to the development and testing of ITWS, which will be a tremendous aid to air traffic controllers, enhancing the efficiency of the entire airspace system. ITWS prototypes are now operational at Orlando, Memphis, Dallas/Fort Worth and New York centers. It is expected that ITWS will be operational in the nation's 45 airports currently installed with Terminal Doppler Weather Radar, by late 2003.

"This is a wonderful, most well-deserved recognition," said Center director **Anne Harlan**. "ITWS will make a real difference for the controller, and ultimately, the passenger. The work conducted at the Center on ITWS will certainly contribute toward enhancing the efficiency of air travel in the future."

Congratulations to the ITWS team: **Bill Benner**, manager, Weather Branch (ACT-320); **Tom Weiss**, ITWS test director; **Tom Carty**, **Steve Viveiros**, and **Starr McGettigan** (all from ACT-320); and **Jim Olivo**, **Gerry Di Massa**, **Steve Maciejewski**, **Patt Munn**, and **Donne Wedge**, all from BCI (Basic Commerce and Industry).

STAY INFORMED

Don't forget -- you can now get to the VOICE webpage through the FAA intranet at interweb.faa.gov. Once in the VOICE page, click on Hot Topics, to see the latest agency news. The Hot Topics are updated daily. And, don't forget to call 1-877-888-4325 to keep informed about agency happenings. The message is updated weekly on Wednesdays.

ENSURING THE SAFETY AND SECURITY OF OUR MAIL AND MAILROOM

With the recent anthrax attacks around the country, the Tech Center has been working to ensure the safety and security of the mailroom. **Joann Masur**, our industrial hygienist, has met with many of the secretaries and administrative officers to discuss safe mail handling procedures. She distributed yellow cards, which you may see posted in many areas where mail is opened, with a few suggestions and reminders.

As you can see from the photos below, the mailroom has also been thoroughly tested and declared free of the harmful anthrax bacteria.

If you do see or receive any suspicious package or envelope, call 1111 immediately. Gloves are available if desired. We do also have some respirators, though these are not really recommended by CDC for those outside of the mailroom environment. However, if you have a special concern or need, please contact Joann at 5-8214.

Thanks for your heightened vigilance.



FLYING SAFE



If you're traveling by air this holiday season, the FAA has issued the following tips to help air travelers accommodate and assist the heightened security measures implemented since the Sept. 11 terrorist attacks. Travelers should note that they will now be limited to one carry-on bag and one personal item on all flights.

Allow extra time

- The heightened measures require more time to properly screen travelers. Travelers should contact their airline to find out how early they should arrive at the airport.
- Take public transportation to the airport if possible. Parking and curbside access is likely to be controlled and limited.
- Curbside check-in is available on an airline-by-airline basis. Travelers should contact their airline to see if it is in place at their airport.

Check-in

- A government-issued ID (federal, state or local) is required. Travelers may be asked to show this ID at subsequent points, such as at the gate, along with their boarding passes.
- Automated check-in kiosks are available for airlines that have appropriate security measures in place. Travelers interested in this option should check with their airline.
- E-ticket travelers should check with their airline to make sure they have proper documentation. Written confirmation, such as a letter from the airline acknowledging the reservation, may be required.

Screener Checkpoints

- Only ticketed passengers are allowed beyond the screener checkpoints, except for those with specific medical or parental needs.
- Each traveler will be limited to one carry-on bag and one personal bag (i.e., purse or briefcase). All electronic items, such as laptops and cell phones, may be subjected to additional screening. Be pre-

pared to remove your laptop from its travel case so that both can be X-rayed separately. Limit metal objects worn on person.

- Travelers should remove all metal objects prior to passing through the metal detectors to facilitate the screening process.

Items Prohibited from Aircraft Cabins

The following items must be placed in, or transported as, checked baggage or risk confiscation.

- Knives of any length, composition or description
- Cutting instruments of any kind and composition, including carpet knives and box cutters (and spare blades), any device with a folding or retractable blade, ice picks, straight razors, metal scissors and metal nail files
- Corkscrews
- Baseball/softball bats
- Golf clubs
- Pool cues
- Ski poles
- Hockey sticks
- When in doubt, transport item in checked baggage



At the Gate

- Travelers must be prepared to present a valid photo identification card, along with their boarding pass.
- Travelers and their bags may be subjected to additional screening.

At all Times

- Control all bags and personal items.
- Do not bring anything onboard for another person.
- Report any unattended items in the airport or aircraft to the nearest airport or airline personnel.



TALKIN' TURKEY



Did you hear about the trucker who planned to cook his Thanksgiving turkey on the engine of his truck? It's a true story, one of hundreds that the Butterball Turkey Hotline amasses each year from turkey bakers around the country. Here are other bird-brained tales (by the way, the trucker had called to find out if his turkey would cook faster if he drove faster):

- One woman called to find out how long it would take to roast her turkey. To answer the question the hotline asked the woman how much the bird weighed. "I don't know," the woman said. "It's still running around outside."
- A woman called the hotline to report her experience with buying a frozen turkey. She had picked through all the frozen turkeys at the store but couldn't find one big enough for her family. So she asked the stock boy, "Do these turkeys get any bigger?" The stock boy replied, "No ma'am, they're dead."
- A Georgian woman took the motto "be prepared" to the next level. One Thanksgiving Day she called the hotline for turkey tips because she had just agreed to host the holiday party-the following year.
- A woman from the West Coast wanted to be sure no one would get sick from her bird. So she called the hotline to find out how to clean off the bleach she used to scrub the bird clean. (She was directed to immediately chuck the turkey.)

(Adapted from Huddlenet.com and HumorMatters Web sites.)

DON'T FORGET

Please try to get *Intercom* submissions (articles, photos, ideas) to Terry Kraus via email by the second Tuesday of every month.

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