



MESSAGE FROM THE DIRECTOR

Dear Center Employees:

Happy Fiscal Year 2000! It is necessary that we periodically look at the Center with respect to the ever-changing environment that effects us, and that we affect. In this regard I have decided it was time to revisit and update as necessary our mission, vision and values statements. For clarity we have made some minor changes to the mission statement, and to the values considered important to all of us.

Every organization must have a clear sense of where it is going, and what it wants to accomplish. Norm Augustine, retired Chairman of Lockheed Martin Corp., uses a couple of stories in his public speeches to illustrate the important points. One of these stories is about three construction workers. Chipping away at some stones, they were asked what they were doing by a bystander. The first said, "breaking rocks;" the second, "making a living;" while the third said, "building a cathedral." These are three dissimilar statements about the same job.

I would venture to say that the motivation of each worker would be dramatically different. It is therefore essential that each of us have a clear and similar understanding of the "job" of the Center, our contributions to that job and where the Center is going.

"The Technical Heart of the FAA"

Do these words sound familiar? They should -- "the Technical Heart of the FAA" has been our Center vision for the past 3 years. After careful consideration, I have decided that this vision statement shall remain unchanged. It is very appropriate for the Tech Center to continue to shape its future based on a vision of being at the crossroads of all mission-critical technical work performed by the FAA.

Mission, Values and Desired End-States

While leaving the Center's vision statement as is, I decided that our mission and values statements needed to be updated. Along with these updates, I approved a new statement called the Technical Center's desired end-states. Desired end-states are specific goals that we will work to achieve, as a unified organization, over the next several years. I believe that achievement of these will help ensure that our Center's goals will remain in alignment with the FAA and ARA Performance Goals. This is very important to ensure that we do our job in helping the agency to provide a safe, secure and efficient global aviation system that meets the needs of a wide range of customers.

The Tech Center's mission, vision, values, and desired end-state statements for FY 2000 are listed below. In the near future, Center employees will have an icon on their personal computer that will allow access to some very useful information about the Technical Center. The information will allow each employee to access the following statements on ACT's mission, vision, values, and desired end states, via the Center's Intranet Home Page.

They will also receive updated information on ACT activities that contribute to the accomplishment of ARA's goals. These initiatives will be listed by organization, project/program title, deliverable/result and deliverable due date. The new Line of Sight Chart that shows "your role" in the ACT organization and how it relates to ARA's Performance Goals will also be on-line. You may have seen a hard copy of this chart outside the entrance to the cafeteria. The chart shows how every Center unit and employee supports the current ARA goals.

**THE TECH CENTER IS AN INTEGRATED LABORATORY
AT THE CENTER OF, AND LINKED TO, OTHER GOVERNMENTAL,
COMMERCIAL AND INTERNATIONAL LABORATORIES. IT IS THE
"TECHNICAL HEART OF THE FAA."**



Mission

To provide research, engineering and test expertise in an integrated laboratory environment for the development and support of a safe, secure, and efficient global aviation system.

Vision

The "Technical Heart of the FAA."

Values

- We honor our commitments.
- We provide quality products to our customers.
- We encourage creative thinking to meet our challenges.
- We recognize and reward our employees for quality results.
- We strive to create and maintain a model work environment, offering opportunities within a culturally diverse workforce.

Desired End-States

- The Technical Center is an integrated laboratory at the center of, and linked to, other governmental, commercial and international laboratories.
- Corporate thinking is infused throughout the Center and is in alignment with the ARA mission.
- Employee competencies are continually developed in order to accomplish the mission of the Center and ARA.
- Every Center employee clearly understands how their job supports the obtainment of Center and ARA goals.
- A strong alliance exists between the Center, the other ARA directorates, other FAA lines of business, and all Center tenant organizations to ensure mutual support and understanding.
- Effective partnerships between the Center and academia, industry, and other government agencies are maintained.
- The technology developed throughout the FAA is transferred through innovative and collaborative efforts with the commercial sector and other governmental agencies, as appropriate.
- Use of Center resources are maximized for efficient operations.

I encourage you to take our mission, vision, values, and desired end-states to heart as I have. I firmly believe that by following these we can and will lead the FAA into the 21st century.

-- Anne Harlan

ATCA '99: EVE OF THE MILLENNIUM

Last month, Anne Harlan represented the Tech Center at ATCA's 44th Annual Convention in San Diego, CA. She served on a panel titled "The Future of Aviation Research and Development." During her presentation, Anne talked about the Center's past contributions to the aviation community and the future role of the Tech Center.

Anne emphatically pointed out that "the Tech Center today, as it has done in the past, is playing a large role in developing the technologies and techniques that will ensure a continued safe, secure, and efficient global aerospace system into the next millennium." Stating that "the challenges for the future are diverse and can only be met by a coordinated and carefully planned R&D program that remains responsive to the dynamic nature of customer needs, economic conditions, and environmental concerns," Anne suggested the Center was well positioned to lead the FAA into the next century.

Highlighting the work of ACT's diverse labs, Anne discussed how those efforts will ensure the FAA succeeds in meeting its safety, security, and efficiency goals. For example, in the Air Traffic Simulation Facility, researchers can provide high fidelity simulation of the entire air-ground ATM in which advanced technologies from FAA, CAASD, NASA, or even Eurocontrol can be integrated within a future modernized ATM/CNS. This capability allows the aviation community to evaluate potential problems and

benefits committing to deployment.

Anne noted that the Center has come "a long way in creating a safer, more secure, and more efficient aviation system for today and tomorrow." To ensure continued success, however, in an era of increasing demand and decreasing resources, "we are focusing on the most critical interventions, rather than spreading resources thin on every idea that comes along. It is critical that we undertake only that work which will produce the largest benefits to safety."

ATCA will be publishing a number technical papers in the 1999 ATCA proceedings written by ACT employees. A brief bio of the authors and a synopsis of their papers follows.

"The Blending of Methodologies," by Catherine Jaggard

Cathy Jaggard, principle systems engineer, is currently working for Raytheon at the Tech Center. She has a MS in Science Software Engineering from Monmouth University and has two undergraduate degrees in Management/Computer Science. She currently holds the positions of the AIAA Chair and IEEE Computer Society Chair. She is active in the Mainland Toastmasters and has earned her CTM (Competent Toastmaster). She has over 15 years experience which includes,

air traffic control systems, and radar and communications systems within the NAS Laboratories at the Tech Center.

Her paper discusses Configuration Management (CM) techniques and the Capability Maturity Model (CMM) developed by the Software Engineering Institute with the combination of the integrated Capability Maturity Model (iCMM). The discussion combines the concepts and creates a unique methodology that will meet the FAA performance goals. The new methodology will utilize the concept of an expert system, and explore how its control structure and a knowledge base with a pool of rules, insights, and the knowledge of the experts can advance our ability to maintain quality control. The paper presents a technique that represents communication at multiple detail levels and gives a designer the ability to choose dynamically the appropriate level for various parts of the system. The system will include the following management performance assessments:

- how to establish and maintain baseline documents;
- accumulating and analyzing data which includes data storage;
- evaluating performance of systems and procedures;
- determining cost effectiveness of programs;
- measurement of levels of quality service and customer satisfaction.

The uniqueness of this system and the methodologies used will

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combine concepts to create a tailored system to meet the requirements of the FAA test facilities at the Tech Center.

"Accessing Performance Through Innovation," by **Teri A. Lowe**

Teri Lowe is responsible for the technical and project management of Configuration Management activities for the ACT-200 Engineering and Test Division. With a BS degree in Computer Science from Central State University in Ohio and a MS degree in Software Engineering from Monmouth University, Lowe has continued her education with advanced graduate studies in Communication, Information and Library Studies at Rutgers.

In her paper, Teri points out that unlike the private sector, airspace products are so unique in their design that they have no value in the marketplace, so value is often measured in terms of cost savings and benefits. Monetary expenditures or savings may not be an accurate metric or motivational incentive for airspace management success. Rather, success lies in managing the diffusion of innovations in airspace organizations.

Although there are many factors that can promote success, this paper only illuminates the primary attributes of innovation and its adoption stages. It presents a template of characteristics that can lead the NAS environment in instituting innovative behavior. It first discusses the FAA's organization structure and value-added benefits.

In the area of innovative

attributes, the paper covers relative advantage, compatibility, complexity, trialability, and observability. It also discusses organizational adoption stages, which are crucial factors in determining the success of the organization's innovative system. In conclusion, the above concepts can lead air traffic management organizations to understand how innovation in aviation management can lead to a better management of costs and benefits, and avoid limitations of a simple cost-efficiency approach.

"Airway Facilities Tower Integration Laboratory (AFTIL) Using Computer Software Tools for Control Tower Siting"

By **Bill Vaughan, Rodger Bawgus, John Aschenbach, Daniel Leary, and Daniel Delaney**

Bill Vaughan (ACT-221) is the AFTIL facility manager at the Center. He has an extensive background in computer hardware integration and software development. He has a BS in Physics from SUNY at Geneseo and a MS in Physics from Kent State University.

Rodger Bawgus is a system engineer at Intellisource Information Systems, Inc., with more than 20 years experience in ATC tower and terminal radar operations. He has a BS in Aeronautics from Embry-Riddle Aeronautical University and a MS in Education from Old Dominion University.

John Aschenbach (ACT-261) is a senior electronics engineer

with more than 25 years experience working on the NAS System at the Center. He has a BS in Electrical Engineering from Drexel University and a MS in Electrical Engineering from Monmouth University.

Daniel Leary is a senior systems engineer at Atlantic Science & Technologies, Inc., with more than 22 years experience in design, development, test, and evaluation of electronic hardware and software systems. He has a BS in Electrical Engineering Technology from DeVry Institute of Technology and a MS in Aeronautical Science from Embry-Riddle Aeronautical University.

Daniel Delaney is a CADD specialist at CSSI, Inc., with more than 5 years experience designing and drawing computerized 2D and 3D models covering all architectural and engineering disciplines. He is a graduate of the Pennco Technical Institute and Camden County College.

In their paper, they point out that Air Traffic Control Tower (ATCT) siting is one of the most important factors in the tower construction process. Air safety requires tower controllers to have an unobstructed view of all runway surfaces, approach and departure paths, and dominant views of taxiways and other movement areas. Accurately predicting the tower controller's operational view from a potential tower site can be a difficult undertaking.

Historically, tower sites were visually evaluated by taking a series of 35mm photographs from the potential site and pasting them

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together for a panoramic "out-the-window" view of the airfield.

Aerial photography at controller eye levels are not always accurate vertically or laterally and siting decisions are sometimes based upon inaccurate photographs.

The AFTIL combines all aspects of ATCT siting with state-of-the-art visual projection and air traffic simulations. The AFTIL, located at the Tech Center, is sponsored by the NAS Transition and Integration Program (ANS-1), Terminal Facilities Division (ANS-200), Terminal Facilities Program (ANS-240), and operated and maintained by ATC Engineering and Test Division, Tower/FSS Branch (ACT-220). The AFTIL assists FAA regional engineers develop control tower cab consoles along with tower site evaluations. Over the past 2 years, the AFTIL hosted site evaluations and console mock-ups for eight control towers and provided full-scale console mock-ups for four additional radar facilities.

"FAA Conquers Year 2000 (Y2K)," by **Robert Cranston**

Robert Cranston, a senior principal engineer with Intellisource Information Systems, has worked both the Y2K End-to-End Test Program and the international Test Program. His Y2K test career began with writing test procedures during the early conception of the program. He is presently supporting AAF-6 and AOS-500 in working International Y2K testing. He is an electrical engineer who has supported the Center for

over 11 years on projects such as Y2K, Remote Monitoring Maintenance System, Human Factors, and weather systems. Cranston is an experienced speaker who has made recent presentations to the Institute of Electrical Electronic Engineers Conference, in Phoenix, AZ, New Jersey State Police Convention in Atlantic City, and Toastmasters International District Conference in Lancaster, PA. In addition to a technical background, Cranston has a MS in Business Administration.

His Y2K story began with . . . "It is amazing what people can do when they work together!" Moreover, it has often been said, "make no small plans for they fail to inspire." These two sentences laid the foundation for the FAA's successful end-to-end test program at the Tech Center. Robert goes on to tell the story how outstanding leadership and a strong technical team helped determine that FAA facilities were indeed Y2K compliant.

"Collaboration: Developing a Global Information Exchange," by **Christopher Reilly**

Christopher Reilly is a Computer Specialist working in the NAS System Engineering Branch, ACT-560. He has held this position for more than 8 years, working in automation as a NAS computer programmer in the En Route Production Branch, AOS-340 for the first 4 years before taking on Project Lead responsibilities with the new Systems Branch,

AOS-350. While working with the AOS-350 group, he was the technical lead and key AOS-300 representative on the Data Link program during the Data Link and Host Interface Device (HID) program development.

Currently, he is the representative for ACT-560 with the NAS Concept Development Branch, ASD-130, and a key participant in the NAS Information Architecture Committee (NIAC). He serves as the NIAC Collaborative Environment Work Group leader and developer of the Collaborative Data Integration Management System (CDIMS - which is hosted at the Tech Center). Reilly holds a BS degree in Information Science from Richard Stockton College of Pomona, NJ.

The article begins by familiarizing the reader with the current techniques used by the FAA to meet and discuss various topics of importance. The costs and benefits to these methods are described to build a case for looking into alternatives that can address some of the shortcomings.

Once given a critique of key points the FAA business communication process, the reader is treated to a brief history of a few government electronic collaboration projects currently underway. It then moves along to a section that describes some of the major elements of an on-line, web-based, electronic collaboration system. He concludes by providing guidance on how to start with your own e-collaboration.

DEFINING THE BEST

Almost a year ago when DOT executive Fenton Carey toured the ACT labs one employee proudly stated that the Technical Center's NAS labs were world class. Carey responded by asking the employee "How do you know?"



To provide a quantitative answer to that question, ACT-400 Program Director, **Basilyn Bunting**,

committed the labs to achieve a level 2 capability rating in the FAA Integrated Capability Maturity Model (FAA-iCMM) in two process areas: configuration management and transition. An external appraisal to determine this rating will be held at the Center during the week of October 25.

ACT-400 began work on this effort last year when Basilyn, along with staff member **Michele Holmes**, established a core team responsible for establishing the Division's process improvement goals and providing overall leadership and direction. This core team currently consists of Basilyn, Michele, ACT-400 secretary **Beth Burket**, and ACT-410/420 branch managers **Rich Mendell** and **Don Marple**.

"We began," Michele states, "by taking a look at the whole division and then breaking down our responsibilities into functional areas. Once the team had mapped out the functional areas we began capturing the processes and proce-

dures necessary to do those functions."

Process Action Teams (PAT) were formed in ACT-410 with PAT lead **Paul Simon** and PAT members **Jerry Deibel**, **Hiram Vazquez**, **Joe Delesantro**, **Joseph Preston**, **Patrick Trench**, **Barbara Rich**, and **Al Erickson**, and in 420 with PAT lead **Beverley Hite** and PAT members **Russ Atwood**, **Joyce Robinson**, **Saliann Deavers**, **Carol Brook**, and **Fran Ramsey**. These teams worked to document all current processes and procedures used by ACT-400 in accomplishing their mission. Because in some instances processes and procedures were being performed differently by different individuals, the PATs' analyzed their work, made judgment calls where necessary, and agreed to best practices to get the job done. This they found has made a difference in the workplace, making the job at hand less confusing, more efficient, and allowed for better utilization of resources.

"We did a lot of struggling in the beginning and the job has been time consuming and thought provoking," Michele says. "But those involved believe that this will help both those doing the job today and those who will do it in the future." And, Michele adds, Basilyn has made their achievements possible. "She is the optimal communicator," Michele says of Basilyn, "as well as a supporter and a believer who has provided the direction, encouragement and resources to get the job done."

Art Sale and Auction

This year is the 10th anniversary of the NAFEC Association Child Care Center (CCC) at the Tech Center, and hundreds of children and their parents have good reason to celebrate this happy occasion. The NAFEC Association CCC is a licensed and accredited child care center whose purpose is to enrich the lives of children socially, educationally, and developmentally. Since 1989 it has offered a curriculum based educational system and developmental approach for children between the ages of 18 months and 5 years of age.

Needless to say, it costs a great deal of money to support the CCC. Every parent of a child attending the CCC pays weekly tuition, in addition to the support received from the Government and the NAFEC Association. However, there is a need to supplement this income. Parents and friends of the CCC have a unique opportunity to support and show their appreciation for what the child care center has accomplished, is accomplishing, and will accomplish in the future for so many young people.

A volunteer committee has planned a very special Art Show and Auction in the Center's Cafeteria beginning at 7:00 PM on Saturday, November 6, 1999. Tickets are \$10 each. This is the single most important fundraiser of the year for the CCC.

The Show and Auction will be conducted by the Heisman Fine Arts Gallery (Ardmore, PA), and will feature many works of the "Greats," including Monet, Picasso

TICKETS ON SALE FOR ART SHOW & AUCTION BENEFITING CHILD CARE CENTER



Cézanne, Wyeth, and others. Never seen before, limited edition prints from the Barnes Foundation will be

among the offerings. Many bids are guaranteed to be between \$50-\$150. Investment works for the collector will be available, and there will be a 5-year exchange privilege at the Heisman Gallery. Visa, MasterCard, American Express, and checks will be accepted.

The evening will begin with a preview party that will feature hors d'oeuvres, live jazz music, and door prizes. Participants will be invited to mill around and enjoy the good company of others, the tasty offerings on the hors d'oeuvre tables, and a wide array of fine art that will be auctioned at below gallery prices. At 8:00 PM the sound of the auctioneer's gavel will invite all to participate in a professionally conducted public auction of paintings and other objets d'art. A number of silent auctions will also be conducted. The volunteer committee knows from past experience that a good time will be had by all, and remember, your participation will benefit a very worthy cause.

NAFEC Association CCC Director **Millie DeCicco** advises that "samples of the art will be on display in the Atrium the week of November 1st. Needless to say, while having fun and getting art pieces to die for, you will be benefiting the Child Care Center. Your children and the children of the future will be directly profiting from this wonderful evening. You may contact me at the Child Care Center, Debby Fleisher at extension 6674, Stephanie Bagot at extension 7442 or the parent of any child attending the Child Care Center, and we will be more than happy to help you with your purchase of tickets."

To get some idea of the art that will be available, the 50 most popular works that the Heisman Fine Arts Gallery offers are shown in their online gallery. Their website is at www.heismanart.com/.

WHAT'S THE DIFFERENCE BETWEEN INTERNAL AND EXTERNAL VACANCY ANNOUNCEMENTS?

The Human Resources Management Division, ACT-10, occasionally receives questions concerning the types of vacancy announcements, and who is eligible to apply for certain jobs. Hopefully, the following information will answer these questions.

Vacancy announcements are advertised as either internal or external. Therefore, in some cases two announcements may be advertised for one position. The organization with the vacancy makes the determination concerning how to advertise the vacancy.

The only difference between internal and external announcements is the Area of Consideration (AOC). The AOC identifies who is eligible to submit an application under that announcement. Applicants who do not meet the AOC eligibility will not be considered for the position.

Internal announcements may be open to current or former federal employees. The AOC may be listed as any of the following:

- Current/former Federal employees
- Permanent employees only (temporary employees are not eligible)
- Government wide
- FAA wide
- Tech Center wide (this is only for current Federal employees at the Center; employees of contractors are not eligible)
- Organizational wide (e.g., ACT organizations, AOS at the Technical Center, AAR-400 only).
- Temporary employees included.

External announcements are open to all sources. Applicants who are not current/former federal employees may apply for this type of announcement. However, applicants who are eligible to apply under the internal announcement also may apply under the external announcement if they choose. Under external announcements, additional credit for veteran's preference is applicable.

EnRoute I2F Plays Key Role in NAS Modernization and Y2K



The EnRoute Integration & Interoperability Facility (I2F), located at the Tech Center, has assumed a key role in the FAA's efforts to modernize the National Airspace System (NAS). According to ACT-230 manager, **David Montgomery**, "the facility has been providing laboratory services to the Host and Oceanic Computer System Replacement (HOCSR) program, Y2K compliance testing for en route systems and special studies for AUA-200 and interagency projects. Also, the facility is supporting formal training for field personnel."

Designed and operated by facility manager **Gayle Jones**, and ACT-233 personnel **Hilda DiMeo**, **Dyana Kelley**, **Chris Malitsky**, **Ed Marciano**, **William Monsour**, **Linda Olivo**, and **Tom Rubino**, the EnRoute I2F provides en route ATC automation systems and services. The NAS subsystems located at the EnRoute I2F include: HOCSR, Display System Replacement (DSR); DSR System Support Complex (DSSC); Peripheral Adapter Module Replacement Item (PAMRI) Emulator; Host Interface Device/Local Area Network (HID/NAS LAN); Weather and Radar Processor (WARP) Simulator; User Request Evaluation Tool (URET), Simulation Driver (SDR); mini-Target Generation Facility (TGF); and the FAA Interfacility and Radar Simulator (FIRS).

The laboratory is a full service facility able to support multiple NAS projects in various stages of development. The facility is open to both hardware and software modifications. Unique simulation capabilities and interconnectivity to other Technical

Center NAS laboratories allows the facility to participate in experiments that interface with other ATC domains. A multi-disciplinary team of FAA (ACT-233, ACT-290 and ACT-400) and contractor personnel (JSA, SRC, JVN, CSC and others) provide laboratory and engineering services to all users.

For example, supporting HOCSR, the EnRoute I2F was utilized to train NAS NOM, NAS Technician and NAS Operator personnel on the new processor subsystem and the Series 1 Replacement (S1R). For S1R, the EnRoute I2F supported system development, integration, and factory qualification testing. Formal S1R training is ongoing at the facility. Supporting Eunomia Communications Gateway, the EnRoute I2F provided potential vendors with a high fidelity EnRoute automation environment to allow installation and integration of prototypes prior to formal demonstrations.

In support of the FAA Y2K program, the en route I2F was configured at the Seattle Center and participated with other WJHTC systems in the End-to-End Test. The DSSC at the EnRoute I2F was used by Lockheed Martin to develop and validate the DSSC tool set to ensure Y2K compliance. The EnRoute I2F also supported Y2K testing for the URET.

Some users of the EnRoute I2F include AUA-200, ACT-250, ACT-500, AOS-300, NASA and industries such as Sensis Corp., Sunhillo Corp., and Lockheed Martin ATM. Some of the ongoing special studies and future projects being conducted at the EnRoute I2F include URET Core Capability Limited Deployment (CCLD), HOCSR Phase 3 & 4 Proof of Concept and Early Engineering Assessment, Decision Support Automation Research (DSAR), Air-to-Ground Implementation Experiment (AGIE), EnRoute Systems Management (ESM), EnRoute Network Development Laboratory (ENDL), Next Steps (Host S/W Evolution project), and Display Processing Assessment, Design and Demonstration.

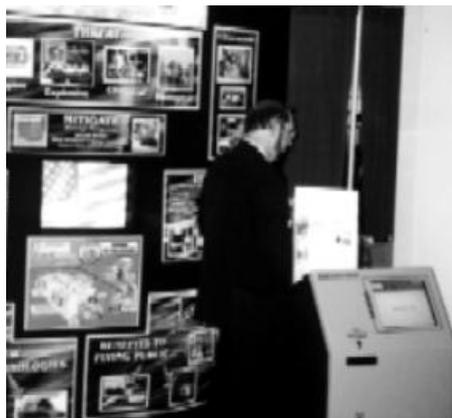
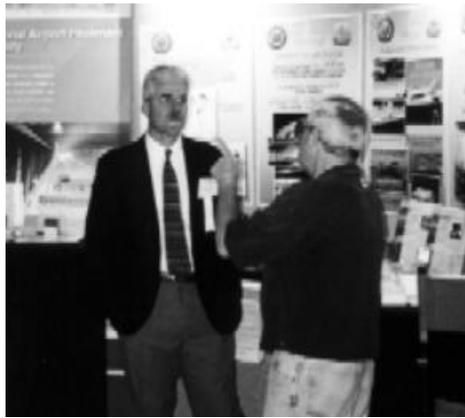
More information on the EnRoute I2F can be found by visiting the EnRoute I2F web site at: <http://www.I2F.tc.faa.gov>.

EXHIBITS ON THE ROAD IN WILLIAMSBURG

Last month, ACT-73's **Mike Roames** swung into action to prepare, set-up, and coordinate a joint technology exhibit with NASA at the National Association of State Aviation Officials annual convention in Williamsburg, VA. Helping Mike from the expert ACT-73 staff were **Carl Jenna** and **Ron Boyden**. ACTers joining Mike at the convention included **Anne Harlan** who



presented an overview of FAA's R&D programs on a panel entitled, "A Partnership for the New Millennium," and exhibitors **Paul Jankowski** and **Patty Reichenbach** from AAR-530 and **Jim White** and **Pete Sparacino** from AAR-410. Here are some photos of the team in action.



EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC) REVISES TITLE 29 OF THE CODE OF FEDERAL REGULATIONS PART 1614 FEDERAL SECTOR EQUAL EMPLOYMENT OPPORTUNITY

On November 9, 1999, the final rule revising the EEOC federal sector complaint processing regulations will become effective. The rule revises procedures throughout the complaint process and addresses the perception of unfairness and inefficiency in the process. The EEOC is requiring that agencies make available alternative dispute resolution programs. The EEOC is revising the counseling process, the bases for dismissal of complaints, and the procedures for requesting a hearing. The EEOC is providing administrative judges with authority to dismiss complaints and issue decisions on complaints. Agencies will have the opportunity to issue a final order stating whether they will implement the administrative judge's decision. The EEOC is also revising the class

complaint procedures, the appeals procedures, and the attorney's fee provision. Some of the most significant changes include:

Informal Process - Equal Employment Opportunity (EEO) Counseling

EEO Counselors will no longer be required to provide aggrieved individuals their rights and responsibilities both orally and in writing. They will only be required to provide this information in writing.

Aggrieved individual will have the option to choose either EEO counseling or an Alternative Dispute Resolution (ADR) process. ADR processes will be available during both the pre-complaint process and the formal complaint process.

NEWS FROM AROUND THE CENTER

At a recent process improvement managers meeting, **Bruce Singer** "rallied" the troops encouraging his managers to excel in meeting the FAA Integrated Capability Maturity Model (FAA-iCMM) goals and the WJHTC "stretch" goals of being appraised at a level 2 in System Test, Configuration Management, Transition, and Contract Management. At that meeting, **Bud Hanlin**, FAA-iCMM Manager, presented the status of the process improvement program, and **Luan Jones**, Display System Replacement (DSR) In-Service Management Team, and **Gary Morfitt**, Computer to Pilot Data Link Communications (CPDLC), shared the value of process improvement within their projects.

On September 25, the Society of Automotive Engineers (SAE) awarded Dr. **Cathy Bigelow** (AAR-430) the Distinguished Probabilistic Methods Support Award. SAE's Reliability, Maintainability, Supportability and Logistics (RMSL) Division Probabilistic Methods Awards were established to recognize excellence in probabilistic methods: implementation by industry; support by government, education by academia; and service by the G-11 Probabilistic Methods Committee. The awards are open to the entire science and engineering community. The Support Awards are for excellence in supporting policies and funding programs in probabilistic methods technology exemplifying commitment. Cathy earned the award for her work in supporting the development and promulgation of probabilistic methods technology in the FAA through the development and use of an analysis tool for aging aircraft risk assessment and extended life analysis.

John Warburton (ACT-360) presented "Integration and Testing of a Wide-Band Airport Pseudolite," a paper discussing the results of ACT's recent tests with a United Parcel Service B-767, at the annual meeting of the Institute of Navigation. This international meeting is held each year to discuss current

GPS topics. At the end of each conference, one paper from each technical session is selected as that session's "outstanding paper." Congratulation to John, whose hard work earned him recognition for his session's "outstanding paper."

ACT welcomes **Polly E. Gongwer**, a new employee in AAR-500. Polly has a Ph.D. in Chemistry, and prior to starting work with AAR-520, she was employed by Galaxy Scientific Corporation as a Research Engineer. Polly is now working in the Explosives & Weapons Detection R&D on the Trace project, working on the Canine Detection, and with Chemical/Biological Agent Detection programs.

Welcome also to **Mike Snyder**, who is joining AAR-500 in its Aviation Security Human Factors program as an Engineering Research Psychologist. Mike comes from NYMA, Inc., where he most recently supported the Aviation Security Human Factors Program. In that capacity, he co-authored the users' guides for the Rapiscan and EG&G Threat Image Projection (TIP) systems. In addition, he was one of the primary instructors for TIP. He also supported the Screener Assist Technologies effort, the investigation of on-the-job training programs at three Cat X airports, the checkpoint baseline task at Detroit Metropolitan Airport, and assessments of the screener selection tests and the Screener Readiness Test.

Effective October 15, **Debbie Stuart** is ACT-51's newest employee. Before joining ACT-51, Debbie worked for Galaxy Scientific Corporation where she supported AAR-500's strategic planning and reporting efforts in compliance with the Government Performance and Results Act and the new ARA compensation system.

HEADQUARTERS HEADLINES

FAA Awards New Contract for Oceanic Data Link Communications. On October 6, the FAA selected Societe Internationale Telecommunications Aeronautiques (SITA) of Atlanta to provide Future Air Navigation System (FANS-1) data link communications services to the Oakland, CA, New York, and Anchorage, AK, Air Route Traffic Control Centers.

The FANS-1 data link system provides controllers and pilots with the Controller Pilot Data Link Communication (CPDLC) application. CPDLC uses highly reliable digital data links for the exchange of air traffic control-related messages, such as clearances, clearance requests and advisories. The CPDLC service has been in operation at the Oakland and Anchorage Centers since 1995. The New York Center is expected to begin operations later this year.

A second FANS-1 application, Automatic Dependent Surveillance (ADS), is expected to become operational within the next three years. ADS allows aircraft to send automatically navigation and guidance data derived from the flight management system and onboard navigation sensors, such as the Global Positioning System (GPS), to air traffic control facilities for the purpose of accurately determining aircraft position. CPDLC, ADS, and GPS, coupled with enhanced controller automation tools, form the basis of the Communications, Navigation, Surveillance/Air Traffic Management concept allowing for

reduced oceanic separation standards and dynamic rerouting, with the eventual goal being oceanic free flight.

The FAA has, in the past, paid for this communication service on a per-message basis. As use of the service has increased, so has the cost to provide it. SITA proposed a managed data communications service provided at a fixed cost no matter how many messages are sent or received. This arrangement will allow the FAA to accurately forecast data link communications costs throughout the life of the contract. A cost analysis has shown that this could save up to \$6 million.

FAA Taps Lockheed Martin for Conflict Probe Deployment. The FAA has chosen Lockheed Martin to field the initial stage of a critical technology that will help pave the way for eventual implementation of the revolutionary air traffic management concept called "Free Flight." Under a \$200 million modification to the company's existing contract for the FAA's Display System Replacement (DSR) program, Lockheed Martin Air Traffic Management, Rockville, MD, will continue to develop and deploy the User Request Evaluation Tool (URET).

URET, also called a "conflict probe," is a powerful software tool that gives controllers a 20-minute strategic, look-ahead capability to detect potential conflicts when considering pilots' requests for altitude and route changes.

URET will be deployed to seven FAA air route traffic control centers that handle aircraft flying at higher altitudes: Memphis, Indianapolis, Kansas City, Cleveland, Washington, Chicago, and Atlanta. The contract modification contains incentives for early delivery by Lockheed Martin. It also incorporates strong cost control provisions and establishes a price ceiling. The agreement covers the period from now through fiscal year 2004. The system will be deployed and available to controllers in late 2001 through 2002.

The FAA chose to modify the DSR contract and use Lockheed Martin because URET will be highly integrated with the DSR consoles now being deployed at FAA en route centers around the country. The FAA had previously structured the DSR contract to accommodate such future upgrades. Development of URET has been a collaborative effort between the FAA and the National Air Traffic Controllers Association (NATCA). Controllers have been involved in work on design, human factors and procedures since URET prototypes were delivered to Indianapolis Center in 1996 and Memphis Center in 1997. This collaboration ensures that controllers will have an operational decision support tool that will produce benefits for users of some of the nation's busiest airspace. URET is an important part of the FAA's Free Flight Phase 1 program to bring concrete benefits to U.S.

FEHB OPEN SEASON

The next Federal Employees Health Benefits (FEHB) open season runs from November 8 through December 13. The following information is provided by ACT-10 to answer some common questions concerning FEHB.

WHO IS ELIGIBLE FOR FEHB?

Most permanent employees, and temporary employees with at least 1 year of continuous service, are eligible to enroll in FEHB.

WHEN CAN EMPLOYEES ENROLL?

New Hires: New hires that meet the eligibility requirements can enroll at the time they are hired. All new hires are given health insurance information on the day they are hired as part of the new hire processing.

Open Seasons: These are held annually from early November through early December. Elections are effective in January of the following year.

Life Event: Upon change in marital status, birth or adoption of a child, etc., an employee may be eligible to elect coverage or change from Self Only coverage to Self and Family coverage.

Any Time: An employee can change from Self and Family to Self Only coverage or cancel coverage entirely. An employee must be continuously enrolled in FEHB for the 5 years immediately preceding his/her retirement to be eligible to continue FEHB coverage into retirement. You do not have to remain with the same plan for 5 years to meet the requirements for retirement coverage, but you must be continuously covered in one of the plans. **NOTE:** Employees are responsible for notifying the Human Resource Management Division about any situations that may affect coverage or the opportunity to make changes in coverage.

WHAT CAN EMPLOYEES DO DURING AN FEHB OPEN SEASON?

- Eligible employees who are not enrolled may enroll.
- Enrolled employees may change from one plan to another.
- Enrolled employees may change from Self Only to Self and Family if they have eligible family members.
- Employees may cancel coverage or change to Self Only coverage at any time.
- See note above regarding retirement eligibility.

WHAT IS TEMPORARY CONTINUATION OF COVERAGE (TCC)?

TCC is an option that allows certain groups of people to continue health insurance coverage after FEHB coverage ends. Some examples of eligible groups are:

- Covered employees who resign before retirement.
- Former spouses of covered employees, under certain conditions.
- Children of covered employees who reach age 22. In most cases, the employee is not notified that coverage is ending for a child who reaches age 22. It is the employee's responsibility to contact the Human Resource Management Division prior to the child's 22nd birthday if he/she is interested in TCC for the child.

If you think you may be eligible for TCC, please contact the Human Resource Management Division immediately. Elections must be made during specific time limits.

WHAT HAPPENS WHEN AN EMPLOYEE GOES ON LEAVE WITHOUT PAY (LWOP)?

When an employee goes on extended LWOP (30 days or more), he/she must make arrangements with

the Accounting Branch to pay the employee share of the health benefits premium. The employee's coverage will continue for 365 days of LWOP, provided the premiums are paid. On the 366th day, coverage is terminated and cannot be reestablished.

IMPORTANT: Failure to pay FEHB premiums can result in the employee incurring a debt to the Government. Such a debt, if not paid, will be obtained by deductions from the employee's next pay check (if any), annual leave payment, or even his/her income tax refund. ACT-10's goal is to prevent debt situations for our employees and to provide uninterrupted health coverage for as long as the employee is eligible. To assist employees in this regard, ACT-10 will implement the following new procedures effective November 1, 1999.

1. When an organization becomes aware that an employee will be on LWOP for at least 30 days, the organization must provide the employee with the FEHB LWOP form.
2. The employee must complete the form and submit it to the Human Resource Management Division for signature. The signed original form will be filed in the employee's Official Personnel Folder (by ACT-10). The employee will be provided with two (2) photocopies.
3. The employee must submit one copy of the signed form to the Accounting Branch and make appropriate arrangements to pay the premiums during his/her period of LWOP. The Accounting Branch will accept only the form signed by ACT-10.

WHERE CAN YOU GET MORE INFORMATION ON FEHB?

-- At the Reception Desk
in Human Resources

**REMEMBER FEHB OPEN SEASON RUNS FROM
NOVEMBER 8 THROUGH DECEMBER 13, 1999**

-- On the Internet at www.opm.gov/insure -- This web site has information on both health and life insurance. In addition, the plan brochures of many health insurance providers can be accessed via this site. This is especially helpful during FEHB Open Season

-- From the Employee Services Team
Leona Wilkes - Lead - Extension 8897
Patricia Sampson - Extension 6621
Lana Haug - Extension - 6490

P.S. - DON'T FORGET ABOUT EMPLOYEE EXPRESS!

You can make FEHB Open Season changes using Employee Express
CALL 1-800-827-6289 - 24 Hours a Day, 7 Days a Week
Have your PIN, SSN, and Most Recent Pay Stub Handy
LOST YOUR PIN? Call the Employee Express Help Desk at (912) 757-3030

**PLEASE JOIN US At The
ANNUAL HEALTH FAIR - NOVEMBER 9
TECHNICAL BUILDING ATRIUM
10:00 a.m. - 3:00 p.m**

EEOC REVISES REGULATIONS

(Continued from page 9)

**Formal Processing of
EEO Complaints**

Two new reasons for dismissing complaints have been added.

1. Complaints that allege dissatisfaction with processing of a previous complaint, and
2. A clear pattern of abuse of the EEO process.

In addition, they have removed failure to accept a certified offer of full relief as a basis for dismissal of a complaint.

Complainants may amend complaints to add issues or claims

that are like or related to the original complaint any time prior to the conclusion of the investigation.

There is no immediate appeal of partial dismissal on complaints. The agency must fully document reasons for partial dismissals in the record.

Hearings

Requests for hearings will no longer be made through the agencies, but directly to the EEOC.

Administrative Judges will no longer remand complaints or portions of complaints for supplemental investigations by the agency.

The Administrative Judge will ensure that the record is sufficiently developed during the hearing process. Administrative Judges can now dismiss complaints directly.

Administrative Judges will issue final decisions on complaints directly after a hearing or without a hearing based on the case record.

Appeals

Both complainants and the agency can appeal final decisions issued by the EEOC Administrative Judges.

(Continued on page 14)

IMPORTANT REVISIONS TO EEOC REGULATIONS

(Continued from page 13)

Attorney's Fees

The EEOC Administrative Judge is authorized to calculate the amount of reasonable attorney's fees for cases at hearing, including the awarding of attorney fees incurred during EEO Counseling.

Class Complaints

Complainants can request complaint certification at any time during the process. The EEOC will accept (certify) or dismiss the class complaint directly. The EEOC must approve class complaint settlement agreements.

These are just a few of the major changes to the federal com-

plaint processing regulations. The Center's Civil Rights Staff is planning workshops and training sessions to provide details on the EEO Complaint Process and other Civil Rights issues. If you have any questions, please contact a member of the Civil Rights Staff, at (609) 485-6675.

YOUR OLD FLAME

A SAFETY MINUTE

BROUGHT TO YOU BY THE SAFETY OFFICE,
ENVIRONMENTAL BRANCH, ACT-640, x6360



As you enter the room the warmth consumes you, and as you move closer there is a glow on your face. Your senses are alive and you feel your breath being taken away as you meet your old flame. Sounds rather nice huh! Well guess again. You're on the floor sucking for air as your old flame is in fact a raging fire that has you trapped in your office. While the title of this message may conjure up images of your high school sweetheart the picture we wish to paint is that fire prevention should be taken as serious as your first date.

Fire can be one of the most devastating of all worksite emergencies. Statistics indicate that workplace fires injure and kill more than 5,000 workers each year. The unfortunate thing is that most of these fires and the fatalities that they caused could have been prevented. By recognizing fire hazards and learning how to correct them, you can help prevent fires and save lives. We have listed a few fire prevention tips below to help you get started:

- Keep equipment and machinery that you use clean and in good working order.
- Make sure all electrical equipment is protected.
- Never overload circuits.
- Store flammable/combustible materials in appropriate containers.
- Keep work areas clean of flammable materials and debris.
- Never leave open flames unattended.
- Use caution and follow established procedures when using spark-producing equipment.
- Know where alarm boxes are located and your buildings fire evacuation procedures.
- Always keep fire exits/escape routes clear and well marked.



As a final thought if you study and pay attention to these tips as you did with "Your Old Flame" the only thing the Safety Office will have to worry about is finding enough Chaperone's for the fire drills.

October is National Fire Protection Month Make it Safe!





Don't Forget

***** ART SHOW & AUCTION *****

BENEFITING THE NAFEC CHILD CARE CENTER

Presented by
HEISMAN FINE ARTS GALLERY, INC.

Saturday, November 6, 1999
William J. Hughes Technical Center - Cafeteria

Preview: 7:00 PM
Auction: 8:00 PM
Admission: \$10.00

Preview Party

Hors D'Oeuvres * Live Jazz Music * Door Prizes

Many bids guaranteed between \$50-\$150
For the collector, investment works are available
5 year exchange privilege (at the gallery)
All art guaranteed below the gallery prices

Artists which may be represented include:

| | | |
|-----------|-------------|--------|
| Agam | Hatfield | Max |
| Behrens | Hibel | Neiman |
| Borelli | Lena Liu | Powell |
| Cezanne | Llewelyn | Renior |
| Ebgi | MacWilliams | Szynal |
| Erte' | McKnight | Tarkay |
| Fairchild | Maimon | Wyeth |
| | Monet | |

Limited Edition Prints From the Barnes Foundation
Never Seen Before

Samples of the art will be on display in the Atrium the week of November 1st

Visa, Mastercard, American Express and Checks will be accepted

For ticket information, please contact
Debby Fleisher at x6674 or Stephanie Bagot at x7442



HEADQUARTERS HEADLINES

(Continued from page 11)

airspace users by the end of 2002. Site selection was done through a consensus with industry to make sure that stakeholders had a voice in determining the initial airspace where benefits from URET would first be realized. Ultimately, conflict probe technology such as URET will be an essential component of the FAA's air traffic management operations in a "Free Flight" environment. Under Free Flight, pilots will collaborate closely with controllers to choose the most efficient routes, speeds and altitudes for the conditions existing at the time.

Houston Debuts 21st Century Air Traffic Control System. On September 22, the FAA dedicated a new radar display system and HOCSR, the oceanic computer system replacement, in the Houston ARTCC at George Bush Intercontinental Airport. The Display System Replacement (DSR) succeeds older equipment at the facility with high resolution color displays, improved real-time weather information and weather displays, improved operational flexibility, built-in redundancies and efficient software upgrade capabilities. With DSR in operation, Houston Center air traffic control operations have moved to a

new control room environment. The complex transition of operations to the new environment was accomplished in two days without interrupting or compromising service to the flying public.

Belger also dedicated the Houston Center's new operational Host and Oceanic Computer System Replacement program, or the new HOCSR. The system gathers all the flight data in domestic and oceanic airspace, processes it and distributes the information to other facilities. The new HOCSR retires the IBM 3083 and 4381 computer processors and provides a platform for future enhancements.

WILLIAM J. HUGHES TECHNICAL CENTER *INTERCOM*

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Don't forget!

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