

CFS WEDNESDAY

September 18, 2019



NATCA and the Air Line Pilots Association, Int'l (ALPA) have a long history of collaboration and solidarity that has advanced the lives and professions of the members of our two great unions. CFS 2019 was proud to welcome **ALPA President Capt. Joe DePete** as a keynote speaker. DePete expressed support for NATCA's "Every Day Is a Training Day" program and spoke about ALPA's "Trained for Life" training initiative.



NATCA was very excited to welcome author and retired USAF fighter and SR-71 pilot Brian Shul back to the CFS stage this year. He is one of only 93 men in history to fly the SR-71. His amazing life has been marked by perseverance, fearlessness, and pursuing his passion. Shul shared life lessons and emphasized the importance of preparedness and lifelong training for the critical moments that frequently arise for aviation safety professionals.

5 QUESTIONS



with Tom Adcock

NATCA National Training Representative



What is the purpose behind Every Day is a Training Day?

The purpose is to raise the membership's awareness of the importance of training in our profession. We should be looking at it as the need for continual improvement in our profession. It is a process that should not stop throughout our entire careers. From the time we start training in our first facility to the time we hang up our headsets, we should look at training as a way to ensure we are at the top of our game whenever we work traffic.

This initiative seems to resemble the goals of the Professional Standards effort in that it promotes the importance of continually looking for ways to improve our performance as a workforce. Is that accurate?

Absolutely, part of being a professional is understanding the importance that training plays in improving our performance on a continuous basis. Training needs to be a part of our everyday routine.

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ATC TRAINING

Tuesday's panel "ATC Training: Excellence has got to be the Norm, not the Deviation," moderated by NATCA Executive Vice President Trish Gilbert & FAA ATO Deputy COO Tim Arel, focused on training as the lifeblood of the air traffic control profession and NATCA taking leadership role in changing how we think about training and the importance of it. The panel welcomed panelists from across the National Airspace System: Tom Adcock, National Training Rep, NATCA; Jeffrey Vincent, VP of Air Traffic Services, ATO; Glen Martin, VP of Safety and Technical Training, ATO; Don Moran, National Supcom Chair, ATO; Brian Shallenberger, ZDC Facility Rep, NATCA; and Carl Adams, ZDC Air Traffic Manager, ATO.



RUNWAY SAFETY

Runway safety is a significant challenge and a top priority for everyone in aviation. To address this always-present risk, a panel on "Surface Safety: Don't let that Airport Mislead you" featured a discussion with NATCA National Runway Safety Rep Bridget Singratanakul (Gee), ALPA Aviation Safety Chairman Captain Steve Jangelis, and FAA ATO Runway Safety Manager Jim Fee.



UAS

Panelists hosted a discussion about Integrating Remotely Piloted Aircraft into the National Airspace System. Bringing expertise and experience to CFS attendees regarding "Unmanned Aircraft Systems: Impacting your Airspace Sooner than you Think," were MITRE Corporation Director of Safety and Operations Greg Tennille and UBER Elevate Director of Engineering Airspace Systems Tom Prevot.



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COMMERCIAL SPACE

For the panel “Commercial Space: Integrating the Future of the NAS,” NATCA Commercial Space Rep Paul Behan introduced ACTA Senior Project Manager Kevin Hatton and Space Florida Senior Vice President & General Manager Jim Kuzma to talk about regulating and ensuring compliance while encouraging, facilitating, and promoting commercial space operations.



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With the pilots undertaking their own training initiative, called “Train For Life,” what similarities do you see between the two efforts and how important is it that controllers and pilots are sharing this mindset at the same time?

Because we are on the frontlines of the aviation industry, we understand the importance of being on the same page as we deploy new technologies and procedures. Both professions require certification, but we understand that learning does not stop at the point of certification. It is a process that must continue throughout our entire careers.

After CFS, when members will have an awareness of Every Day is a Training Day, what is planned for the weeks and months ahead to keep the momentum going?

Great question! Beginning October 1st, Instructor Led and Web Based Recurrent Training will have modules that focus on “Why Training Matters.” Following on the heels of that delivery will be the implementation of the new national training order. The order changes the focus on how we conduct training at the facility level. It ensures NATCA’s involvement in improving the training processes at the facility level.

Another area we are working with the FAA on is the development of micro-learning modules that refresh core critical tasks that we rarely have the opportunity to use in a normal workday. These modules will take just a couple of minutes to complete, but allow us to refresh us more frequently on these seldom used tasks.

What is most important for our members to know as we move forward and raise the awareness and implementation of Every Day is a Training Day?

We want to see the members that attend CFS this year take what they learn at the conference and go back to their facilities and act as leaders in fostering the culture change that ensures that we destigmatize how we view training and its importance in the continued development of Certified Professional Controllers.

AWARDS LUNCHEON

Named for NATCA's former Director of Safety and Technology, the **Dale Wright Award** honors an extraordinary, positive impact made on our ability to call the U.S. National Airspace System the world's safest. This award, first presented in 2012, symbolizes a career devoted to service to NATCA and safety.

This year's winners: Andy Marosvari, NATCA Procedures Rep; Garth Koleszar, NATCA Professional Standards Co-Lead; Tom Adcock, National Training Rep; and Julio Henriques, New York Center (ZNY).



Andy Marosvari



Tom Adcock



Garth Koleszar



Julio Henriques

The **Helping Hearts Award** is presented by NATCA's Occupational Safety and Health Administration (OSHA) Committee to the facility with 15 or more employees that has the highest percentage of people trained to use an Automated External Defibrillator (AED). The NATCA OSHA Committee honored Providence ATCT (PVD) with the Helping Hearts Award. When a person suffers a sudden cardiac arrest, their chance of survival decreases by 7-10 percent for each minute that passes without defibrillation. AEDs in properly trained hands greatly improves the chance of survival from cardiac arrest. Great job, PVD!



Named for the Chairman of the NATCA National Safety Committee, the **Steve Hansen Safety Advocate Award** is presented to a NATCA member who has made extraordinary achievements and has worked tirelessly on NATCA's behalf to be a leader in furthering the cause of aviation safety.

Congratulations to Chrissy Padgett (Washington Center, ZDC), who was presented with the Steve Hansen Safety Advocate Award.



NATCA's **National Professionalism Award** was created to recognize those who have demonstrated a consistent personal commitment to safety and excellence, and whose professional contributions and individual performance have enhanced the standing of our profession. Congratulations to the 2019 winners of the NATCA National Professionalism Award: David Keifer, Indianapolis Center (ZID), Karena Marinas, Los Angeles Center (ZLA), and Tom Adcock, Miami Center (ZMA).

NATCA's Director Safety & Technology Jim Ullmann was awarded **Raytheon's Controller of the Year** award for 2019. Great job, Jim!



Raytheon

Raytheon Company is a leader in providing technology and innovation for defense, civil government, and cybersecurity solutions. Raytheon's Intelligence, Information and Services business's Standard Terminal Automation Modernization and Replacement System (STARS) team is responsible for sustaining, enhancing, and deploying STARS as part of the Federal Aviation Administration's (FAA) NextGen modernization of the U.S. air traffic control system, managed by the Federal Aviation Administration (FAA) and Department of Defense (DoD). STARS replaces the legacy Automated Radar Terminal System (ARTS) with a single automation platform, under the Terminal Automation Modernization and Replacement (TAMR) initiative. To date, Raytheon has deployed 237 systems to FAA, 107 systems to DoD to more than 600 locations.

Because of the close partnership with NATCA, the FAA, and Raytheon, deployment of STARS across the National Airspace System (NAS) has been successful and effective.

Raytheon's Air Traffic Systems Automation Director Jack McAuley manages all of the organization's automation programs including STARS, NextGen Weather Processor (NWP), SWIM Terminal Data Distribution System (STDDS) and international ATC automation in multiple countries – all of Raytheon's forward-thinking initiatives that integrate with NATCA and the work of aviation safety professionals.

"We consistently interact with all of the NATCA safety and technology reps, and we have a good relationship with NATCA Program Management Organization (PMO) Rep Jeff Woods," McAuley said. "It's important to us to know early what is important for operations and the controllers who use our technology. Technology isn't there for technology's sake. It's there to support the operation."

McAuley and Raytheon Transportation and Support Services Intelligence Executive Technical Director Rachel Jackson say user input is the cornerstone to successful development and implementation of any new technology.

"If NATCA didn't support it, we probably wouldn't bother with it," McAuley said. "I was in the FAA in the early STARS days, as a member of the STARS Computer Human Interface working group and as program manager for first Full-Service Level STARS at Philadelphia ATCT/TRACON. Without NATCA input we would not have been successful and be here today. I've valued that ever since."

"I'm not an engineer or a controller, but I've learned the most about this business by being there for equipment transitions and implementations," Jackson said. "NATCA makes these transitions more structured, and is also able to work out and prioritize, not only capabilities, but also what the future ought to look like."

"We see NATCA as part of the team. We need the users to be part of the process. You are no less important than anything you do day to day."

Exhibiting at CFS in 2018, Raytheon brought a demo of the Multifunction Automation Rehosting System (MARS). The system consists of a large screen, which integrates the STARS display and can include additional capabilities such as an Information Display System (IDS), advanced weather, electronic flight strips, and everything else a controller might need on one display.

"We demonstrated it, and based on the feedback we received at last year's CFS and other conferences, we made it more interactive, with a better keyboard and touchscreen," McAuley said. "We collected more than 50 comments from NATCA controllers that helped us make it better. Comments and suggestions came from both

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smaller and larger facility controllers, and that's really good because we got a variety of domain expertise.

"NATCA did a really smart thing by growing CFS to be as big and broad as it is today. The value for the membership is huge, the speakers are amazing, the format's good, and it just flows perfectly. You're not overburdened by vendors trying to sell you something. For us, it's about us finding out from the end-user community what's really good."

CFS presents NATCA's industry partners like Raytheon with an opportunity to participate in national-level discussions about aviation safety, integration of new technologies, and what's on the horizon.

"I always enjoy CFS because of getting the opportunity to work with NATCA's safety committee," McAuley said. "You're always balancing efficiency with safety. That ability to communicate and talk to the safety committee is invaluable, not just about new things, but about enhancements of existing systems and how we can improve what we have."

Speaking to the 2019 CFS conference theme and NATCA's ongoing effort to change the way the workforce perceives training, Jackson and McAuley agree that Every Day is a Training Day, and that consistent, incremental training is as important as initial developmental training.

McAuley said, "There are a lot of different ways to learn, especially for newer generations. When it comes to training, it's not one solution fits all. I look forward to seeing implementation of more interactive training methods."

"I love that idea because it's true that you never stop learning. Things are changing constantly," Jackson said. "It's no secret that air traffic controllers are competitive, so being driven to be excellent all the time is a great way to motivate learning."

McAuley agreed. "Things are changing all the time and so it needs to be part of my makeup that 'Today I'm going to learn whatever the new thing is today.' That's also how CFS helps NATCA members," he said. "They are hearing things at a more national policy level. The tyranny of the urgent is moving this airplane from here to here, and spending this time thinking very broadly gives a lot of perspective."

In line with that broader perspective, NATCA's industry partners value the savings from user involvement as a huge benefit of collaborating with the FAA and NATCA on development of new technologies, McAuley explained.

"For everything we do, bringing in a rep from NATCA or PASS to help us from the beginning, for the money we spend up front by having a rep to help us, it pays dividends," he said. "We went through a period where controllers were not allowed to be involved. And it cost exponentially more in time and changes. The NATCA rep program is one of the best things that ever happened."

"I wish we could have more NATCA reps. You sit a user next to a developer and you can create the best thing ever and get it to test quicker. There is nothing better than sitting a user along with the developer. 'Can you make it do this?' 'tap tap' 'Yeah, that's what I meant!'"

In addition to the advantage of working with NATCA reps directly on projects, Raytheon has admiration for the leadership of the Union.

"In the leadership of NATCA, you've got people who want to work toward the same goals and objectives," McAuley said. "They are so respected by their peers in the aviation business. People want them at the table not only because they recognize the huge force they represent, but also because they bring a reasoned approach to the priorities. They bring such a wealth of background and experience it's a pleasure working with the NATCA leadership team."



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As a start-up organization that is privately held and began in 2011, to now having over 75 employees, Aireon believes it is important to have direct access to the user. The mixture of the workforce comprised within NATCA is valuable to Aireon because NATCA members cover all domains Aireon reaches. The relationship between Aireon and NATCA has always been

very strong. NATCA members assist Aireon with assessing processes, procedures, and overall best-practices, which highlight collaboration and tell the story of the aviation safety specialist.

Aireon representatives say CFS is one of the best conferences to attend. The CFS forum opens Aireon representatives' eyes to the work done daily in the National Airspace System, as an extension of the NATCA member. Last year while attending CFS, Aireon representatives presented a plaque to NATCA in honor of the Union having a named satellite, which is currently in orbit. To-date, 12 customers have either implemented, or will shortly be deploying Aireon's space-based ADS-B product globally.

To further showcase the relationship between Aireon and NATCA, Aireon has recently adopted NATCA's training focus. The company believes "Every Day is a Training Day" is very important and is promoting it within its workforce.

Aireon is delivering mission-critical services to ANSPs, and in the near-term, it is looking into delivering data services to the airlines, regulators and a wider group of industry stakeholders for safety enhancements and resource optimization. Thanks to NATCA's endorsement and work with Aireon's space-based ADS-B system, the direction and focus of Aireon is growing. Aireon considers itself to be "true blue" brothers and sisters with NATCA with one focus and one goal in mind: safety. **Visit Aireon at booth 100 for more information.**

BREAKOUT SESSIONS: Wednesday, September 18

➔ TRACK 1: PERSONAL LEADERSHIP

1 – 3 pm | Skyview 2/3/4 (26th floor; take North Tower elevators)
Instructors: Kelly Richardson, Jeremy Ferg, Justin Faircloth

This session will include two classes emphasizing communication and relationship building. Good relationships are the key to getting things done and are essential when your success is dependent on others. This session will show why building sustainable relationships will lead to greater progress and give techniques on how to accomplish this objective.

➔ TRACK 2: PROFESSIONAL DEVELOPMENT

1 – 3 pm | Palace 1-5

During this session, discussion will touch on the various aspects of the Foundations of Professionalism, including Professional Standards, Respect, Turn Off Tune In, Fully Charged, ATSAP, and ATSAP-X. It will also include topics intended to enhance the thinking for those that run, maintain, and utilize technology.

Human Performance – Aaron Katz

How does today's ATC training culture shape your mindset? Is your learning valve open or shut? We will discuss the difference between the "learner" and the "knower" and how easily a small shift in your approach can make an immediate impact.

Professional Standards – Josh Cooper

This session will cover professionalism as a concept – how improved professionalism enhances all of our work relations, and how challenges to professionalism affect us all. Cooper will also tie in the opportunity to utilize the Professional Standards program to work towards an improved and more professional work environment, with a focus on confidentiality and its approach to working cases. Also to be discussed is the methodology for personal professional development.

Critical Incident Stress Management (CISM) – Chris Schenk

Learn about your NATCA CISM team – who we are, why we are here, and how we can help after a traumatic event.

VSRPs – Cher Oxenburg

This session will provide information regarding updates on Air Traffic Safety Action Program (ATSAP) reporting. Discussion will include recent reporting rates, trends, best practices, ATSAP positives, and where the data goes that's collected through ATSAP.

Partnership for Safety – Erin Murdock

Murdock will lead a discussion that will cover these questions: What is Partnership for Safety? What are Local Safety Councils (LSC) and what do they have access to? What are SAFE discussions?

Procedures – John Murdock

Murdock will be focusing on procedures and wake turbulence topics that affect the NAS. The presentations will discuss wrong surface landings and takeoffs, hearback/readback, issues related to weather, and the future of wake turbulence, recategorization (RECAT), and Consolidated Wake Turbulence.

➔ TRACK 3: EVERY DAY IS A TRAINING DAY

1 – 3 pm | Skyview 5/6 (26th floor; take North Tower elevators)
Instructors: Richard Kennington, Jamaal Haltom, Tom Adcock

This entertaining and informative workshop will focus on the culture of training in air traffic control facilities. How is the culture influenced and what factors determine if training is viewed positively or negatively? We will explore the idea that "Every Day is a Training Day" and why this is so important in a safety industry. Participants will learn their potential for leadership and affecting change in their facilities.

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