

10TH ANNUAL ARCHIE LEAGUE MEDAL OF SAFETY AWARDS **MARCH 26, 2014**



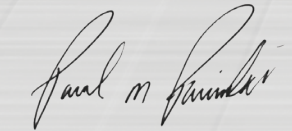
SELECTION COMMITTEE	4
ALASKAN REGION	6
CENTRAL REGION	8
EASTERN REGION	10
GREAT LAKES REGION	12
NEW ENGLAND REGION	14
NORTHWEST MOUNTAIN REGION	16
SOUTHERN REGION	18
SOUTHWEST REGION	20
WESTERN PACIFIC REGION	22
HONORABLE MENTION	24
SPONSORS	26

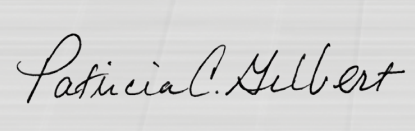
As we celebrate the 10th annual Archie League Medal of Safety Awards, it's important for us to remember that the work our members perform day in and day out to ensure our National Airspace System is safe and efficient is nothing short of heroic.

Named after the first air traffic controller, Archie League, this award captures what our membership and profession is all about, putting our unique skills, mindset, training, and experience to the maximum effect to positively influence the events under our control.

Our program tonight will highlight 20 dedicated men and women who demonstrated the very best examples of skill and professionalism this year. Each of our award winners was faced with a unique situation in which their ability to think quickly and remain calm under pressure was tested. These nine flight assists represent our members' relentless commitment to safety.

To our award winners and all our nominees, congratulations on a job well done! And to all of our NATCA members who nominated these deserving individuals, thank you for your commitment to this program and to our profession. Enjoy the banquet!


Paul M. Rinaldi
President


Patricia C. Gilbert
Executive Vice President

SELECTION COMMITTEE

DALE WRIGHT



Dale Wright served for eight years in the U.S. Air Force (USAF) as a controller with duty at Berlin Center, Germany, and England Air Force Base, La., before entering the FAA in 1983. He was a controller at Charlotte ATCT (CLT) and Atlanta (ATL) during his 24-year tenure at the Federal Aviation Administration (FAA). Dale also served as a liaison for requirements and JPDO during the time period of 2000-2005.

Dale spent many years as a member and chairman of NATCA's National Finance Committee. Upon retiring from the FAA in 2007, Dale was hired by NATCA as the safety and technology director. The department has grown over the last six years due to the commitment and support of NATCA Leadership.

BRUCE LANDSBERG



Bruce has led AOPA's safety initiatives more than 20 years. During his tenure, the organization has been nationally recognized with numerous awards for aviation safety leadership and educational program excellence.

Now, as the President of the AOPA Foundation and the Air Safety Institute, he is responsible for a broad range of foundation activities to preserve the freedom of flight including safety programs, preserving airports, the image of general aviation and growing the pilot population.

Bruce writes the monthly "Safety Pilot" column in AOPA Pilot magazine, as well as a popular weekly blog in AOPA ePilot. He represents general aviation interests with the FAA, NTSB, National Weather Service, collegiate aviation programs, and various industry groups.

A former USAF officer, he holds a bachelor's degree in psychology and a master's degree in industrial technology from the University of Maryland.

Bruce has logged more than 6,000 hours as an Airline Transport Pilot (ATP) and holds gold seal flight instructor certificates. He has been an AOPA member for more than 40 years.

CHUCK HOGEMAN



Captain Charles "Chuck" Hogeman was appointed as Aviation Safety Chairman for the Air Line Pilots Association, International (ALPA), on Aug. 1, 2011. He oversees air safety policy for the association's 53,000 represented pilots at 39 U.S. and Canadian airlines. Previously he served as Human Factors and Training Group Chair from 2008 until 2011, and Director of Pilot Training and Chairman of the ALPA Training Council from 2003 until 2006. In 2003, he was designated as an ALPA advisor to the FAA at the ICAO Flight Crew Licensing and Training Panel.

Capt. Hogeman began his career in 1977 with Commuter Airlines in Binghamton, N.Y. In 1978, he joined Denver-based Aspen Airways as a line pilot and spent 13 years there, eventually advancing to become director of training as well as chief pilot. In 1991, he joined United Airlines and was subsequently selected as a pilot instructor in the B757/B767 program. From 1996 until 2000, he managed and oversaw the development of United's line operational simulation training program for all United fleets and served on the Airline Transport Association's (ATA) AQP Working Group. He currently flies the Airbus 320 as a captain for United.

He holds an associate degree in aeronautical engineering from Daniel Webster College, a bachelor's degree in business management from Southern New Hampshire College, and a master's degree in technical communication from the University of Colorado.

NATCA members nominated their colleagues to receive the Archie League Medal of Safety. The selection committee chose the award recipients from the nominees in each region.



TODDA YONGE

ZAN



MARK LACY

ZAN

On the evening of November 4, 2013, Anchorage Center (ZAN) North Area controller Todda Yonge was working when he received a call from Fairbanks Flight Service Station. Controllers there had lost contact with a Cessna in need of navigation assistance after the pilot found himself in heavy snow with extremely limited visibility.

Fairbanks Flight Service Station: *Fairbanks Radio, out and around Tanana do you see a 7700 squawk? It may be too low for you.*

Todda: *Negative, I do not.*

Fairbanks FSS: *Well, we've got a guy out. He knows he's out in the Tanana vicinity someplace but, he's not sure exactly where.*

Yonge and another veteran controller, Mark Lacy, tried to coordinate calls with nearby aircraft to gain more information, but options were limited as traffic had quieted down for the evening and the only flights scheduled to enter the airspace were B-52 bombers whose mission was likely to be cancelled. When one of the military aircraft entered the airspace, Yonge asked if they had onboard radar, but the pilots responded that they only had ground mapping radar. Yonge asked for the aircraft to broadcast in the blind in hopes of reaching the lost Cessna pilot on his last known frequency.

Todda: *And, Hail 13, there is, uh, a Cessna 172 that's, uh, squawking 7700 in around the Tanana vicinity ... Is there any way that you could either transmit or see if, uh, call him? And Hail 13, the frequency is 122.65 and the call sign is November 5459 Romeo.*

HAIL13: *Hail 13, copy. And you said 122.65 and try to contact November 5459 Romeo.*

At this time, the B52s were 200 miles southeast of the Cessna's estimated location. When the transmission was unsuccessful, Yonge asked the military aircraft if they would be willing to continue westbound and attempt contact with the troubled aircraft, to which they responded they would. HAIL 13 from the 69th Bomber Squadron at Minot, N.D., and HAIL 14 from the 96th Bomber Squadron at Barksdale, La., flew 200 miles out of their way attempting to contact this lost Cessna, and were able to locate and make contact with the pilot who was flying low to the ground through a valley surrounded by rugged Alaskan terrain.

Todda: *And Hail 13, do you have any joy with that, uh, Cessna 172?*

HAIL 13: *Affirm sir, we were able to reach him on 122.65. He advises that he is on a 240 radial inbound into weather and it sounds like he is not IFR rated.*

The bomber pilots were able to relay vital messages between the lost pilot and ATC, and help the pilot navigate to a safe landing at the Calhoun Memorial Airport in Tanana, Alaska.



STEVE MUNROE
ALASKAN REGIONAL VICE PRESIDENT:

When Todda received the call from Fairbanks Flight Service Station about the lost pilot, he immediately recognized that there was a pilot who may need help. There was no hesitation in contacting the military pilots. Mark was nearby and saw the opportunity to assist Todda and jumped right in. Todda and Mark were committed to doing anything and everything they could to assist the lost pilot before his situation got any worse. This enthusiasm and dedication to their work, along with the cooperation of the military pilots, is what makes this flight assist so outstanding.

CENTRAL REGION



ANDREW SMITH

ZKC



JOSEPH MOYLAN

ZKC

Air traffic controllers are trained to respond to any kind of emergency in their airspace.

On the evening of October 14, 2013, a Piper Cherokee was en route from Brainerd, Minn, to Topeka, Kan. The pilot was cleared for an instrument flight rules (IFR) approach into the airport and had already switched to the tower's frequency, but he was unable to complete the approach. Kansas City Center (ZKC) controller Andrew Smith noticed the aircraft had wandered off course when he contacted the tower himself and learned the aircraft was nearly out of fuel. When the pilot returned to Smith's frequency, Smith learned he was also disoriented.

N7627D: Center, Aero7627 Delta declaring emergency. Uh, low on fuel and can't figure out where I'm at. 27 Delta.

Andrew: November 6727 Delta, roger. You're, uh, seven miles northwest of the outer marker there for the ILS 13 at Phillip Billard.

N7627D: Give me vectors, help me, help me around, I'm low on fuel.

Smith vectored the pilot back around and lined him up for a straight-in approach to runway 13, giving the pilot frequent, reassuring updates of his distance from the field.

Andrew: November 27 Delta, how many people do you have on board, and how much fuel do you have?

N76287D: Three on board, and I'm showing empty, 27 Delta.

The pilot was still ten miles from the airport and had a layer of clouds to navigate through before he was able to attempt a second landing. When he was nine miles from the airport, Smith received another call from the pilot.

N76287D: I'm sputtering.

Smith quickly gathered weather information from the tower and informed them that the Cherokee's engine was sputtering. The tower ensured there was no traffic in the area that would affect the pilot's ability to land. He had only one more chance.

When the aircraft was on a five-mile final, Joe Moylan, the controller who was assisting Smith and who was familiar with the Piper Cherokee as a pilot himself, asked the pilot to verify he had switched tanks and activated the fuel pump. He also reminded the pilot to put his landing gear down. The pilot got the field in sight and, with a sputtering engine, made a successful landing.



KEVIN PETERSON CENTRAL REGIONAL VICE PRESIDENT:

On the evening of October 14, 2013, the pilot of a Piper Cherokee was flying to Topeka, Kan. Weather at Topeka was IFR conditions and the pilot was cleared for the ILS13 approach, but he was unable to complete it. The pilot contacted Andrew and told him that he was disoriented and almost out of fuel. Andrew vectored him back around and lined him up for a straight approach to the runway, while Joe had the pilot verify he had switched tanks and activated the fuel pump, and put his gear down. That night, a distressed and disoriented pilot made a safe landing because of the quick actions and calm, reassuring instructions of Andrew and Joe.



ROBERT EZZARD

ZNY

On the afternoon of June 13, 2013, Robert Ezzard, a 27-year New York Center (ZNY) Oceanic air traffic control veteran, was working traffic to and from Bermuda when Bermuda Tower called and requested a release on Delta 657, a Boeing 757 flying from Bermuda to Kennedy Airport (JFK).

Ezzard built the 757's protective profile in the Oceans 21 nonradar system, and included information such as route, proposed time of departure, requested altitude and Mach speed. Delta 657 had requested FL300, but when Ezzard probed FL300 against known traffic, the system found N860QS, a Hawker jet, in the opposite direction at the same altitude. Ezzard instead cleared the Delta aircraft to FL290 so there was no conflict and sent the amended information to Bermuda Tower.

A little while later, after Delta 657 departed Bermuda and was climbing to altitude, the pilot asked to climb to his initial altitude of FL300. Ezzard probed the aircraft against known traffic and found no conflicts. He then cleared the Delta aircraft to FL300.

Unbeknownst to Ezzard, the Hawker jet's company had filed a return flight plan already, which inadvertently removed N860QS from the system. Ezzard could no longer see the target or any flight information for N860QS and the two aircraft were on a direct collision course;

they were scheduled to arrive at the same fix, JIMAC, at the same time and same altitude.

After Ezzard cleared Delta 657 to climb to FL300, his years of training and experience, along with his instinct, told him something was not right. Ezzard recalled the conflict during his initial probe and quickly stopped Delta 657's climb at FL290 while he attempted to locate N860QS, all while working several other aircraft into and out of Bermuda.

Ezzard immediately called another air traffic controller who was working nonradar around Bermuda and had also noticed the missing flight plan. The two quickly determined what happened and were able to correct the mistake.

Thirty seconds after N860QS passed over JIMAC at FL300, Delta 657 passed in the opposite direction, 1,000 feet below the Hawker thanks to Ezzard's skill and professionalism.



PHIL BARBARELLO
EASTERN REGIONAL VICE PRESIDENT:

New York Center (ZNY) oceanic controller Bob Ezzard has worked at ZNY for nearly 27 years. When he first started, he learned how to separate airplanes using strips, visualizing their routes of flight, altitudes, speeds and maintaining constant awareness in relationship to other traffic. ZNY switched to a fully automated system, Ocean 21, in 2004, but Bob never forgot the skills he learned previously and knew when something was amiss. Because of Bob's veteran expertise in the non-radar and radar environments as well as his keen instincts, he investigated the situation on June 13 and prevented a catastrophic event from happening. Not only do I congratulate Bob on his outstanding work that day, but also for his work at ZNY for over two and-a-half decades.

GREAT LAKES REGION



JACK DEUTSCHER

On February 21, 2013, Jack Deutscher, a controller of 12 years, was working approach at Madison Tower/TRACON (MSN) when the chief pilot at nearby Watertown Municipal Airport called to report a distressed pilot reporting trouble over the airport's UNICOM frequency. Deutscher issued a squawk code and a frequency to be relayed to the pilot of the distressed aircraft.

The pilot then contacted Madison Approach, stating he was disoriented and needed help. Earlier in the day, he had taken off for a few touch-and-go's, but flew into worsening weather and now, due to icing, he could barely see. His plane was getting harder to control, and he didn't know where he was.

Deutscher issued a vector to the pilot in an attempt to get him back into Watertown Airport, but increasingly low ceilings and poor visibility prevented that. Since the pilot had only one or two IFR lessons years ago, it would be nearly impossible for him to land in those conditions. Deutscher decided to vector the aircraft to MSN and attempt an ASR approach, during which air traffic control gives a pilot every heading and altitude.

During the ASR approach, the aircraft strayed from the headings Deutscher had given. As the aircraft neared Madison, Deutscher guided the pilot over the airport a number of times to help him catch sight of it, which was increasingly difficult because the pilot could only see it through the small corner of his windscreen that wasn't covered in ice. The tower, in an attempt to help the pilot, had put all of the airport lights on their highest setting.

Jack: *November Niner Delta Mike, you're a half mile away from the Madison Airport. It's just ahead and to your left. If you can see anything, let me know. The lights are all the way up on all the runways.*

N229DM: *We're doing just a little bit out of the corner of the window and barely.*

Jack: *All right, so you're not seeing the airport at all? I mean I can take you out for an ILS but I'm going to need to have you climb. You're getting really low.*

N229DM: *I got it full throttle. We're not going nowhere.*

Finally, the pilot saw one of the runways through a gap in the ice and went in for his last-chance landing – the pilot was flying full throttle at only 95 knots and was still losing speed because the plane was so heavy with ice.

When the pilot was lined up to land, the tower controllers called Deutscher to let him know. Deutscher relayed the information to the pilot, but by then the ice on the Piper's antenna was breaking up their communications. Deutscher stayed on the landline with the tower to hear whether the pilot landed. After a few tense moments, the tower reported the pilot's safe landing.



BRYAN ZILONIS GREAT LAKES REGIONAL VICE PRESIDENT:

February 21, 2013, started as a routine day for two people – an air traffic controller reporting for his shift, and a pilot departing to execute a few touch-and-go's. The pilot became disoriented, and to make matters worse, the weather worsened and icing made it difficult for the pilot to see. Jack Deutscher, a 12-year veteran air traffic controller, received a call from the pilot in distress and quickly assessed the situation. Jack realized that the pilot would likely not be able to return to the Watertown Airport, so he carefully vectored the aircraft to Madison using an ASR approach. His quick thinking and actions ensured the safe landing of a pilot in distress. I am extremely proud to have him as the recipient of the Great Lakes Archie League Award.

NEW ENGLAND REGION



BOS

NUNZIO DIMILLO

On September 27, 2013, around 7 p.m., JetBlue Captain T.R. Wood was piloting an Embraer 190 down Taxiway B at Boston Logan International Airport (BOS). At the same time, Nunzio DiMillo, a 23-year veteran controller, was watching out of the tower cab window as a Cirrus SR22 turned to line up for a landing on Runway 4L.

Oftentimes, pilots of smaller aircraft, like the Cirrus, will fly a dog-leg approach to Runway 4L. By lining up with the runway when they are over the numbers painted on the ground, they are usually able to avoid the turbulence and choppy air left behind by larger aircraft.

As the Cirrus pilot made the turn towards the airport, he apparently got confused. In the darkness, he struggled to find Runway 4L among the various lights on the airport, the lights of the city and the nearby harbor. Instead of lining up with the runway, the Cirrus pilot lined up with Taxiway B, and put his plane on a direct collision course with the JetBlue Embraer.

In the tower, DiMillo could tell something was wrong with the Cirrus' approach. He quickly glanced up at the ASDE-X display and saw the Cirrus was lined up with Taxiway B. He immediately told the pilot to go around.

Nunzio: *Six Bravo Juliet, go around. Six Bravo Juliet, go around, please. Go around.*

N246BJ: *Six Bravo Juliet is going around.*

Nunzio: *That was — you were lined up for a taxiway, Six Bravo Juliet.*

About 30-feet off the ground, the Cirrus began to gain altitude, flying close enough over the Embraer that Captain Wood could hear the engine through all the noise proofing material that surrounds the cockpit. DiMillo, thinking the Cirrus pilot would probably be shaken up by the close call, kept him on the tower's frequency as he executed the go-around. Meanwhile, the tower turned up the airport lights to help the pilot make a safe landing.

DiMillo himself had to remain calm as he continued to work the busy West Local position, a position that required him to talk to every landing and departing aircraft at Boston. In the hour that the event occurred, DiMillo spoke to 92 aircraft. His experience as a veteran controller helped him remain focused on the other aircraft under his watch.



MIKE ROBICHEAU
NEW ENGLAND REGIONAL VICE PRESIDENT:

Working Logan Tower operations presents unique challenges due to its compact size. We've seen incredible saves there before, but what Nunzio DiMillo did last year is in a class by itself. A small aircraft, landing at night amidst a sea of airport lighting, is tough to spot, let alone determine if it's lined up for a taxiway and not the runway. But that's where Nunzio's quarter-century of experience, razor-sharp instincts and the highest level of professionalism saved the day, and this event. I am extremely proud to call Nunzio a NATCA brother and, now, an Archie League Award winner.

NORTHWEST MOUNTAIN REGION



S46

JARED MIKE

On February 22, 2013, the pilot of a Piper PA-34 Seneca departed Spokane Airport (GEG). In an attempt to make better headway at a low altitude and avoid stronger headwinds reported at higher altitudes, he made an uneventful climb to 6,000 feet.

At 10,000 feet, the pilot experienced moderate turbulence, and as a precaution, requested a block of altitude from Seattle TRACON (S46) air traffic controller, Jared Mike, who is a pilot himself. The mountain waves were causing 300-foot altitude deviations, so Mike cleared the pilot from 9,000 to 11,000 feet. Once through the waves, the pilot climbed to 13,000 feet and remained there until he initiated his descent into the Seattle area.

As the pilot began his descent to 8,000 feet he noticed there was slight chop with icing, but the further he descended the worse the turbulence and icing became. Mike couldn't get the pilot much lower because of the terrain. When the pilot reached 8,000 feet, the turbulence was so extreme that items on the copilot seat and utility boxes bungeed down in the rear of the aircraft were thrown about the cabin. Mike noticed the pilot was having trouble maintaining altitude and decided to check in with the pilot to see what was happening.

Jared: *Airpac 55, are you having a hard time holding altitude?*

APC55: *Yes, sir.*

Jared: *Airpac 55, roger. My safest altitude I'm showing ... is 5400. That's my safest altitude. It's not my en route altitude of 7000. If you can hold 7000, maintain 7000.*

APC55: *I'll do what I can, Airpac 55.*

Jared: *Roger. In a few more miles I can get you down to six, sir.*

APC55: *I'm going to be down to six no matter what.*

The pilot descended but was still battling turbulence that was making his aircraft nearly impossible to control. He was experiencing power fluctuations, and his airspeed indications were failing due to overwhelming ice. At that point, Mike declared an emergency for the pilot. Fortunately the pilot was able to descend through 6,000 feet and exit the clouds at 2,000 feet. Mike gave the pilot instructions based on landmarks until the ice melted away and he was able to see out of the aircraft again. As the pilot continued, the turbulence subsided, and the pilot was able to continue on to land safely at Boeing Field Airport (BFI).



JIM ULLMANN
NW MOUNTAIN REGIONAL VICE PRESIDENT:

From the moment that Jared knew the pilot needed a little extra help, he was committed to doing everything he could to not only safely navigate the pilot through the weather and terrain, but to also ensure his actions helped the pilot remain calm. Jared's skills and professionalism directly resulted in this flight assist ending on a positive note.

I'm proud to have Jared working in the Northwest Mountain Region, and I thank him for keeping our skies safe each and every day.

SOUTHERN REGION



MIA

EDWARD HOLDEN



MIA

RAMIRO MARTINEZ

On May 21, 2013, Miami Tower/TRACON (MIA) controllers Ed Holden and Ramiro Martinez were working local control and ground control, respectively, when a pilot misunderstood taxi instructions and inadvertently began moving onto an active runway. Martinez needed to reposition N870AG on the airport to allow for another aircraft to pass by.

Ramiro: *I'm going to cross you over to the south side onto Lima so I can get UPS out of the way. Uh, taxi and hold short of 8L on Kilo 2.*

Ramiro: *November 870 Alpha Golf, cross runway 8L and I want you to turn left on Lima, eastbound.*

N870AG: *Turning, cross 8L, left, and turn, turn left on Lima.*

Ramiro: *November 870 Alpha Golf, hold short of runway 8L at Taxiway Zulu.*

N870AG: *Hold short of Zulu.*

N870AG correctly held short of Taxiway Zulu as instructed. Holden then cleared American Airlines 2145 for takeoff on Runway 8R at the same time as Martinez told N870AG to cross Runway 8L to return to the side of the airport he needed to be on. Instead of crossing Runway 8L, N870AG began taxiing onto Runway 8R, putting him on a direct collision course with American 2145.

Ramiro: *Hey! Hey. Stop, stop, uh, November 70 Golf, hold right there, hold right there. November 870 Alpha Golf, stop.*

Ed: *Delta 18, correction American 2145, cancel your takeoff clearance.*

AA2145: *Cancel takeoff clearance.*

Ramiro: *November 870 Alpha Golf, ground.*

N870AG: *Let's see, uh, ground.*

Ramiro: *November 870 Alpha Golf, you were instructed to cross Runway 8L.*

N870AG: *It's already crossing 8L.*

Ramiro: *No sir, 8L is to your left.*

As veteran air traffic controllers – Holden has been an air traffic controller for 28 years and Martinez has been one for 24 years – both have been trained to constantly monitor for confused pilots and possible translation issues. Because of their experience and cognizance, Holden and Martinez were able to prevent a disaster at MIA.



VICTOR SANTORE SOUTHERN REGIONAL VICE PRESIDENT:

Edward Holden and Ramiro Martinez both played an integral role in keeping the flying public safe last May. Each day, air traffic controllers catch incorrect pilot read backs, observe wrong turns on the airport, and overcome communications hurdles. This job requires air traffic controllers to be 100 percent, 100 percent of the time. Ed and Ramiro were 100 percent when they stopped this potential disaster. Ed and Ramiro's actions illustrated the importance of this job. Sometimes it's not enough to guide pilots through the NAS, sometimes we have to be their eyes and ears to ensure they're kept safe on the ground, too.



I90

STEWART PEARCY

On February 25, 2013, the pilot of a Cessna 172 Skyhawk departed the Texas Gulf Coast Regional Airport (LBX) heading to the Bay City Municipal Airport (BYY). Weather that day called for instrument flight rules (IFR) ratings, but this pilot was only rated for Visual Flight Rules (VFR).

With ceilings at 200 feet, the pilot began climbing immediately after takeoff and got lost above a thick layer of clouds. Air traffic control didn't have contact with him for two hours – the pilot had no autopilot, no GPS, no instrumentation to help him navigate, and every airport within 70 miles reported solid IFR conditions. Stewart Percy, a controller since 2008 and a pilot with commercial single and multi-engine ratings, was working at Houston TRACON (I90) that day and noticed this aircraft. He reached out to a Southwest Airlines flight in his airspace and asked them to try and reach out to the disoriented pilot on the Gulf Coast Airport's UNICOM and direct him to Percy's frequency. The Southwest Airlines pilot connected with the Cessna pilot and got him in touch with Percy.

After Percy verified the aircraft and established his position, he learned that the pilot was hoping to return to an airport that was completely covered in clouds. Knowing this was not possible, Percy asked about remaining fuel before contacting other areas to find the best course of action. Luckily, the pilot still had two and a half hours of fuel remaining so Percy was able to direct him to Giddings-Lee County Airport, near Austin.

Stewart: *Skyhawk Niner Foxtrot Zulu, there is no airport in the Houston area, um, that has VFR conditions. Um, I did talk to the, uh, approach controls over at Austin Approach, and they are VFR Austin if you, uh, I think that's going to be our best bet to just go to the west. Everything to the east is IFR at the moment.*

N739FZ: *Roger that. I gotta tell you, it's very comforting, guy. I, uh, I was getting a little nervous up here.*

Stewart: *Niner Foxtrot Zulu, yep, that's no problem. We saw you out there and just glad we were able to get a hold of you and help you out. I am a pilot. I fly, uh, about 200 hours a year, I've been flying, um, about 10 or 12 years now, and I have, uh, almost 2000 hours of flight time.*

N739FZ: *I've got to tell you, your voice is very comforting. I was getting pretty nervous up here. Thank you so much.*

Stewart: *That's what we're here for, sir.*

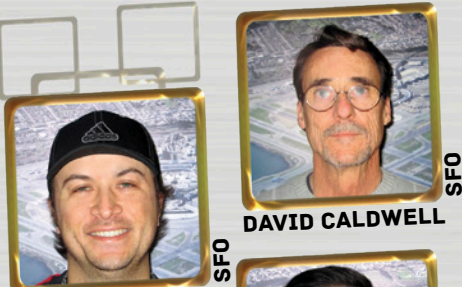
From there, air traffic controllers guided the pilot all the way to a safe landing nearly three hours after the pilot took off.



TIM SMITH
SOUTHWEST REGIONAL VICE PRESIDENT:

The way in which this scenario played out epitomizes how controllers go above and beyond in performing their duties. The guys at I90 knew it was IFR conditions, and saw this VFR target circling. They were not able to talk to the pilot directly, so Stewart Percy had another aircraft on frequency go to the LBX Unicom frequency to see if the aircraft was there. Stewart was able to get the aircraft onto his frequency and assist him with getting to an airport where he could land VFR. Good job and congratulations, Stewart.

WESTERN PACIFIC REGION



FRED NAUJOKS



JOSEPH OKUDA



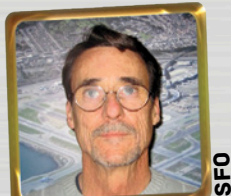
PETER SACHS



ALEXIS SHIRKEY



DAWN MCMULLIN



DAVID CALDWELL



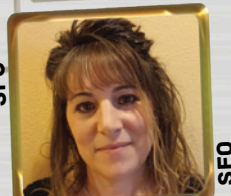
DAN FERLITO



NICOLE FINDLAY



RUSSELL KIPKER



DAWN MCMULLIN

On the morning of July 6, 2013, the team of air traffic controllers working at San Francisco International Airport (SFO) were busy issuing taxi instructions and takeoff and landing clearances when Asiana 214, a Boeing 777 that was on a normal visual approach to Runway 28L, crashed into the sea wall just short of the runway. The events that unfolded in the seconds and minutes after the crash were a testament to the controllers' unparalleled commitment to ensuring the best possible outcome for the passengers and crew onboard Asiana 214.

Joseph Okuda, Alexis Shirkey, Nicole Findlay, Peter Sachs, Russell Kipker, Dawn McMullin, Fred Naujoks, Dan Ferlito, and David Caldwell were the NATCA members on duty during the incident.

"I saw what every air traffic controller never wants to see," wrote David Caldwell. "A cloud of dust rising a hundred feet in the air and just visible through it, the bare nose of an aircraft."

Okuda was training Kipker at the time of the incident, and calmly assumed control of the position, clearing the airspace.

Joseph: Skywest 6389, go around.

Skywest 6389: San Francisco, go around, Skywest 6389.

Joseph: Cessna 737 Zulu Delta, San Francisco Tower. Remain clear of the San Francisco Class Bravo airspace, contact San Carlos Tower.

N737ZD: Seven Zulu Delta, contacting San Carlos Tower and, uh, remain clear.

Joseph: Helicopter 30 Foxtrot, leaving the Bravo airspace in two miles, radar service terminated, squawk, maintain frequency change approved.

Shirkey quickly informed Northern California TRACON of what happened and proceeded to update them on aircraft exiting the airspace.

Alexis: San Fran.

NorCal TRACON: This is uh, Woodside.

Alexis: Yeah, 6389 is going around, heading 280 at 3000. We just had an aircraft crash on Runway 28 left.

Findlay fielded questions from pilots on the ground while ensuring they stayed clear of the area. She also played a pivotal role in sharing information from pilots near the crash.

Nicole: If there's any rescue on ground frequency, there's aircraft, or there's people on the approach end that need help at the numbers, uh, on the approach end of Runway 28.

"I have been doing this since 1979," wrote Caldwell. "I have seen a lot of things in my time. But I have never seen anything like this; and by this, I mean the team. We spent the rest of that day and night calling each other to make sure we were okay. To make sure we were a team."



HAM GHAFFARI WESTERN PACIFIC REGIONAL VICE PRESIDENT:

Our brothers and sisters at San Francisco Tower, along with their management team, had just witnessed the horror of a potentially catastrophic crash on their runway. But that's when one of their greatest professional moments began. They immediately went to work, relying on their training and steely nerves as they made the safety of the Asiana passengers and crew, all other aircraft, and the airfield their focus. It was their worst day on the job at SFO, yet it was one of the finest examples of air traffic control teamwork – NATCA and FAA management – we have ever seen.

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