MONDAY, MARCH 20

7:30 a.m.  Registration
12:00 p.m.  Welcome | Steve Hansen, NATCA Safety Committee Chair
12:15 p.m.  Keynote Address | Paul Rinaldi, NATCA President
12:45 p.m.  Keynote Address | Teri Bristol, Chief Operating Officer, ATO
12:45 p.m.  Keynote Address | Paul Rinaldi, NATCA President
12:00 p.m.  Registration
7:30 a.m.

Welcome to Communicating for Safety 2017! On behalf of the National Air Traffic Controllers Association, we thank you for your attendance and commitment to collaboration, dialogue, and continuous improvement in aviation safety. We count on every one of you to contribute to the conference dialogue to ensure that we continue to run the safest, most efficient airspace in the world as we expand and grow.

CFS is the premiere aviation safety conference. With nearly 1,500 attendees for the past two years, CFS has become an essential opportunity for members of the aviation community – including industry stakeholders, pilots, Federal Aviation Administration (FAA) leadership, and of course, air traffic controllers and aviation safety professionals – to come together and discuss the most relevant topics in aviation safety.

Each year, we welcome a host of fascinating experts, speakers, and panelists, and 2017 is no different. For the fourth year, we welcome Gordon Graham back to the CFS stage to discuss risk management in his engaging style. We will gain insight into media coverage of aviation with an interview with ABC transportation correspondent David Kerley, and hear the remarkable story of pilot Jessica Cox. We will hear from several keynote speakers including FAA Air Traffic Organization (ATO) Chief Operating Officer (COO) Teri Bristol, NTSB Chairman Christopher Hart, RTCA President Margaret Jenny, and FAA Administrator Michael Huerta. We will have panels on topics including the popular pilot-controller communications, the ongoing programs making NextGen a reality, myths and facts surrounding weather, and how government regulations and policies can affect aviation safety, efficiency, and growth.

The safety professionals we represent constantly rise to difficult challenges and uncertain circumstances, providing reliable service and staying calm, collected, and coordinated in emergency situations. We will conclude the conference on Wednesday evening by honoring an individual or group from each of NATCA’s nine geographical regions who stepped up when it was needed most and provided life-saving ATC services. These individuals represent the best of our profession.

It is essential that we continue to provide these services in the face of challenges, confusion, and complacency. By working through collaboration and focusing on the operation, we will be certain to continue to run the safest, most efficient system in the world. It is our hope that the relationships formed here will provide the basis to work together to achieve a shared vision. Have a wonderful time at the conference, learn from each other, and keep the conversation going.

Welcome to Communicating For Safety 2017!

Make sure to download the CFS App from your device's app store!

Bristol to Introduce Today's Collaboration Panel

Teri Bristol, Chief Operating Officer (COO) of the Federal Aviation Administration (FAA) Air Traffic Organization (ATO), will open today’s collaboration panel with remarks on the progress that has been made by the FAA and NATCA.

Bristol has stressed this progress in other remarks she has made to employees and the aviation community throughout her tenure as COO. For example, in a Labor Day message to ATO employees last year, she celebrated what she called, “the strong and continuous collaboration” the Agency enjoys with its labor partners that, “is helping us to accomplish our mission to ensure the safest, most efficient aerospace system in the world.”

“At the FAA, we work with our labor partners on numerous safety, workplace and modernization efforts,” Bristol wrote. “In support of our proactive safety culture, we’ve developed programs and campaigns such as the Air Traffic Safety Action Program, Recurrent Training, Take a Stand for Safety, Turn Off Tune In and Fully Charged. We’re also in the process of developing the RESPECT campaign to establish and maintain an environment of mutual dignity, support and respect between all individuals that work to protect the NAS. We collaborate on many modernization efforts such as TAMR, Data Communications, NAS Voice System and others.”

Just two months prior to that, Bristol joined NATCA President Paul Rinaldi, NATCA Executive Vice President Trish Gilbert, NATCA Eastern Regional Vice President Dean Iacopelli, and FAA ATO Vice President Tim Arel in a video marking the new NATCA-FAA collective bargaining agreement covering air traffic controllers, NOTAM specialists, traffic management unit employees, and Alaskan Flight Service specialists.

The contract teams for both sides became the first to establish an article within a contract solely about collaboration. It incorporates all of the collaborative principles and processes we have worked hard to establish, and will provide stability for the workforce through 2022. Collaboration is not simply a memorandum of understanding, the parties agreed. It is a practice that has been fostered by NATCA and the FAA for the last five years, and is now memorialized by the contract.

“Most of the changes you will see in the contract really reflect just a change of acknowledging the way we have been working for quite some time,” Bristol said when the contract was signed.

Last October, at a banquet honoring Rinaldi with the Air Traffic Control Association’s Glen A. Gilbert Award, Bristol praised the important role that Rinaldi and NATCA have played in building and growing the success of what she called, “a culture of collaboration.”

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PANEL PREVIEW: Improving Safety Through Collaboration

Monday, March 20 • 1:00 p.m.

MODERATORS:
Phil Hughes, National Lead for Collaboration, NATCA
Tammy Burroughs, Manager, ATO Collaboration, FAA

PANELISTS:
• Chrissi Padgett, NATCA Safety Committee, Partnership for Safety Rep
• Ernesto Lasen, Safety Programs Manager, ATO
• Fred Najoukis, SFO Facility Rep, NATCA
• Dawn Cawrse, SFO Support Manager, ATO
• Jay Barrett, NATCA Safety Committee, Human Performance Rep
• Jason Demagalski, Human Performance Manager, ATO
• Brandon Miller, PCT Facility Rep, NATCA
• Stephen Smith, PCT Manager, ATO
• Al Arecece, ATSAP X ERC Member, NATCA
• Cliff Rusted, ATSAP X ERC Member, ATO

The panelists will discuss collaborative safety successes and challenges. Topics will include Partnership for Safety initiatives, local safety councils, and how facilities can use collaboration to deal with common issues like staffing.

Hughes says Miller offers a great collaboration lesson because his challenge as a new FacRep at PCT was “walking into a great relationship and keeping the bar at that level,” due to the efforts made by his predecessor, Matt Sullivan. “It’s about relationship building,” Hughes added. “Just because you’re at a good facility, you still have to work at it. It’s not a light switch.”

“How do you instill that [collaboration] at your facility?” Burroughs said. “How do you push it down to everyone at the facility and make it sustainable? That’s what we will explore.”

Hughes said the FAA and NATCA are approaching what he called the “sweet spot” in collaboration. “It takes five to seven years for a cultural change in any organization to occur,” he said. “It’s now starting to be accepted and embraced.”

Added Burroughs: “We’re starting to see facilities where it is just what they do. We’re starting to see that it’s less like a program and more of how they do business.”

But by relaying best practices, personal experiences, and concrete examples of success, Hughes said his hope for the panel is that CFS attendees come away inspired. “We want to challenge the audience to say, ‘you too can be up here next year.’”

PANEL PREVIEW: NextGen Implementation Challenges and Successes

Monday, March 20 • 3:00 p.m.

MODERATORS:
Jim Ullmann, Director of Safety and Technology, NATCA
Kris Burnham, Vice President, Program Management Organization, FAA

PANELISTS:
• Mark McKelligian, Deputy Director, Safety and Technology, NATCA
• Donna Creasap, PhD, PBN Programs and Policy Group Manager, ATO
• Tom Adcock, Training Rep, NATCA
• Abi Smith, Director, Technical Training, ATO
• Jeff Woods, Program Management Organization Rep, NATCA
• Steve Reynolds, En Route and Oceanic Second Level Engineering Group Manager, ATO
• Steve Hansen, Chairman, National Safety Committee; NATCA
• Terry Biggio, Vice President, Safety and Technical Training, FAA
• Mike MacDonald, Region X Vice President, NATCA
• Vaughn Turner, Vice President, Technical Operations, FAA

NextGen initiatives are already modernizing the National Airspace System (NAS) with new, safe, and effective equipment and procedures. The program seeks to apply all available data and research to develop new technologies to modernize the NAS while maintaining the highest standard of safety.

Today, a panel of distinguished experts will give their perspectives on the challenges of implementing multiple new technologies and procedures in the NAS, the impact on facilities, and how – through collaboration on NextGen initiatives – we can all advance the NAS.

NATCA Director of Safety and Technology Jim Ullmann and FAA Vice President of the Program Management Office Kristen Burnham will moderate the panel.

“Kristen and I are excited for this panel,” said Ullmann. “The vast experience and collaborative working relationships of the panel members should make for interesting conversation. This panel will explore the current state of NextGen implementation and the importance of solid working relationships. We will discuss lessons learned from some recent successes, and take an in-depth look into some of the challenges that lie ahead.”

In collaboration with NATCA and industry stakeholders, the FAA has delivered $2.7 billion in benefits to date, completing 103 commitments of the NextGen and NextGen Advisory Committee Prioritization Plan. The Agency is on or ahead of schedule with some of the most critical programs. NextGen progress across the NAS includes advancements in communications programs, surveillance, automation, integration and information management, and airspace efficiency optimization efforts in several key locations as part of the Metroplex program.

GRAND BENEFICIARY SPOTLIGHT:

Raytheon Company is proud to be Communicating For Safety (CFS) 2017’s Grand Benefactor Sponsor. Raytheon returns to Vegas with an expanded and exciting exhibit that showcases two of its newest and most notable air traffic control products – Standard Terminal Automation Replacement System (STARS) ELITE and the NextGen Weather Processor. They are also at CFS to listen.

“We appreciate the chance to have unfettered access to the operational controllers,” said Dan Hanlon, Raytheon’s Director of Federal, Civil & Homeland Security, U.S. Business Development. “It allows us to sit down and talk to them and listen. Our engineers and leadership have a chance to hear their thoughts. We write down what’s said and take it back with us. CFS gives us a chance to hear what’s important to controllers and it’s about the only place where that’s available. It’s really important.”

With more than 63,000 employees worldwide, Raytheon has over 60 years of experience in developing, deploying, and supporting air traffic management solutions for global, civil, and military agencies.

It has collaborated with NATCA and the Federal Aviation Administration to successfully deploy new consoles as part of the Terminal Automation Modernization and Replacement (TAMR) program. At CFS, Raytheon invites controllers to visit their exhibit booths (101 and 103) and test run scenarios on their full STARS ELITE (Enhanced Local Integrated Tower Equipment) console. For controllers at the more than 50 sites remaining on the deployment waterfall, it’s a great chance to see what is coming to their facility.

“We see CFS as a key part of our partnership. It gives us a lot of very good, instant collaboration in exchange with the user,” said Bob Meyer, Director, Business Development, Raytheon Air Traffic Systems. “It keeps us ensuring that for the end user, the equipment is truly what they want and what they need to do their mission. That’s one of the things that keeps us coming back.”

CFS marks the first time Raytheon is showcasing the NextGen Weather Processor. It identifies terminal and en route safety hazards, and provides translated weather information needed to predict route blockage and airspace capacity constraints. “We want feedback on the look and feel of it,” Meyer said.

In addition, during the award luncheon on Tuesday, Raytheon will present its Controller of the Year Award for the fifth straight year at CFS. “We recognize the huge strides that NATCA has made toward promoting and enhancing safety,” Hanlon said. “We recognize that and want to be a part of it. We want to encourage it.”
Collaboration: The Key to NextGen Progress

Jim Ullmann
Director, NATCA Safety and Technology Department

On behalf of NATCA’s Safety and Technology Department, we’re glad you’re here at Communicating For Safety! Air traffic control is the ultimate team “sport,” and this week is another great opportunity for NATCA to work with aviation industry partners, pilots, and government representatives to contribute to the safety, growth, and efficiency of our nation’s air traffic control system.

Much has changed since we last met at CFS in March 2016, and NATCA strives to be a highly respected organization whose opinion and insight is sought after by many stakeholders in the aviation community. The value of collaborating with the FAA and others in the aviation industry has proven to be extremely beneficial to our workforce and has led to the implementation of numerous NextGen programs.

As you may be aware, we are facing an air traffic controller staffing crisis that will ultimately take some years to resolve. The shortage, combined with the success NATCA has had in working on numerous projects designed to improve the efficiency of the National Airspace System, undoubtedly has caused some in our membership to question the effect on staffing at the facility level. The pressure on our facilities to release qualified NATCA representatives and subject matter experts (SMEs) is measurable, but our continued participation also holds great value. To that end, we have recently improved the way we directly communicate open solicitations for subject matter expertise to the membership. The goal is to increase the participation of the frontline workforce in these key positions.

Based on recent successes, the FAA is asking NATCA to work on many ongoing and new programs. Our value comes in ensuring the people who work airplanes every day—and our other valuable aviation experts in the field—are a part of the implementation of new technologies and procedures. As many of you are aware, a vast majority of new projects and the development of new procedures do not happen quickly. Many programs take years between design, development, verification, implementation, and then future enhancements. It is not unusual for some of these projects to have a 5-to-10 year lifespan.

When taken from the view of just a few programs, NATCA’s involvement may not seem to be a huge strain on the workforce. However, when considering we are involved in somewhere between 50-to-70 programs at any given time, the effect is clear. Beyond that, some of the bigger projects, like ERAM, TAMR, and Data Comm, require involvement from many NATCA Reps and SMEs for development, testing, and implementation.

As an air traffic controller for over 26 years, and with the history of being a NATCA Representative at several different levels, I understand the frustration that some may feel at already understaffed facilities. I would ask everyone to understand and consider the value the frontline workforce brings to the work that takes them away from their home facilities.

As a former member of NATCA’s Executive Board, I know the value our organization brings to collaboration. It is the best way to do business and has greatly benefitted our workforce. In fact, there is an article in the 2016 CBA solely about collaboration, showing just how much we value collaboration. I encourage everyone to spend a few minutes reading the language contained in Article 114 and think about the amazing value of having that language in a Collective Bargaining Agreement. Collaboration is not always easy and takes time and resources. However, it is the best way to operate when we are afforded the opportunity.

We must continue to work hard to balance the duties asked of us as a collaborative stakeholder on many levels, and the job of running the busiest, safest, and most efficient airspace system in the world. NATCA’s Safety and Technology Department stands ready to answer your questions (see below for our contact information) on anything and everything related to safety and technology.

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New NATCA Safety and Technology Leadership Council

NATCA has created a Safety and Technology Leadership Council (NSTLC). This ad hoc committee authorized by the NATCA National Executive Board is the union’s nexus for all safety issues.

The purpose of the NSTLC is to be the focal point for NATCA on all safety issues, procedural changes, technology development and implementation, airspace modernization, and all associated training needs. The NSTLC will identify the safety training needs of the workforce and take steps to address those needs.

The NSTLC is made up of the following NATCA employees and representatives:

- National Safety Committee Chair: Steve Hansen
- Director of Safety and Technology: Jim Ullmann
- Deputy Director of Safety and Technology: Mark McKelligan
- National Training Representative: Tom Adcock
- National Airspace Representative: Jim Davis
- National Program Management Organization Office (PMO) Rep: Jeff Woods
- National NextGen Representative: Kevin McLaughlin
- National Procedures Representative: Andy Marosvari
- National Executive Board Member: Kevin Peterson
- National Program Management Organization Office (PMO) Rep: Jeff Woods
- National NextGen Representative: Kevin McLaughlin
- National Procedures Representative: Andy Marosvari
- National Executive Board Member: Kevin Peterson

Hansen added, “Given the large amount of topics our Article 114 Representatives and others deal with, we created the NSTLC to ensure that we can continue to focus on the priorities of NATCA and ensure the needs of the membership are met on issues dealing with safety, training, procedures, airspace, and technology.”

The NSTLC positions and NATCA representatives currently working in those positions are listed below.

“We made the change as part of a bigger change that included the creation of the National Safety and Technology Leadership Council and splitting off the CFS planning committee,” said NSC Chairman Steve Hansen. “The change resulted from the expansion of the Article 114 reps and additional staffing in the Safety and Technology Department.”

With the expansion of the Article 114 reps, the subject matter expertise (SME) on the NSC was outdated, Hansen said.

“It needed to be updated with more relevant SMEs, as most of the SMEs that were previously on the NSC were overtaken by numerous Article 114 reps doing the work on a daily basis,” he said.

“I would like to say thank you to all the former NSC members and all the hard work they did while on the Committee,” Hansen added.

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NATCA NATIONAL SAFETY COMMITTEE

- National Procedures Representative: Andy Marosvari
- National Executive Board Member: Kevin Peterson

NATCA Charitable Foundation silent auction section
Due at the time of registration - Must be 21 years of age or older
1st place 30% of prize pool - 2nd place 25% of prize pool
3rd place 20% of prize pool - 4th place 15% of prize pool
5th place 10% of prize pool

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- Look for the tantalizing display at the NATCA Charitable Foundation silent auction section at Communicating For Safety!
- Email: natcacharitable@natca.net for more information
- 10% of Entry Fee to benefit the NATCA Charitable Foundation
NATCA is proud to recognize its 2017 Archie League Medal of Safety Award recipients. Named for the first air traffic controller, the Archie League Medal of Safety Award honors air traffic controllers who have performed life-saving work in the previous calendar year.

Air traffic controllers juggle a variety of variables and complex scenarios. Successful air traffic controllers adapt to ever-changing situations while keeping their composure. As a result of their commitment to perfection, the National Airspace System is the safest in the world.

Each honoree faced a unique situation in which their ability to think quickly and remain calm under pressure was tested. Each of these remarkable individuals will say they were “just doing their job,” but their work is extraordinary, and NATCA honors it with this prestigious award.

A judges panel consisting of aviation and air traffic control experts, this year featuring NATCA Director of Safety and Technology Jim Ullmann, Experimental Aircraft Association CEO & Chairman of the Board Captain Jack Pelton and Air Line Pilots Association, International, Aviation Safety Chairman Captain Steve Jangelis, selected winners from each of NATCA’s nine geographical regions based on peer nominations.

Thank you to everyone who submitted nominations in 2016. The 14th Annual Archie League Medal of Safety Awards is just around the corner! Remember, any member can nominate another member. All events since Jan. 1, 2017, are eligible for nomination. All winners will be honored during Communicating For Safety 2018 in Las Vegas. The nomination form is available at natca.org. Please contact Archie League Medal of Safety Awards Coordinator Sarah Zilonis at szilonis@natcadc.org with any questions.
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- Annual one-on-one meeting with senior NATCA leadership
- Invitation to NATCA’s annual Partnership Reception
- Access to NATCA’s retiree information for potential job openings

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FEDERAL CREDIT UNION
The goal of the **Professional Standards Program**, which is a core collaborative component of the NATCA/FAA collective bargaining agreement, is to promote and maintain the highest degree of professional conduct among participants. This is done through education and in compliance with our codes of professionalism. The purpose of the Professional Standards Program is to provide an opportunity for bargaining unit employees to address the performance and/or conduct of their peers before such issues rise to a level requiring corrective action(s) on the part of the Agency.

The “**Turn Off Tune In**” program is a collaborative, proactive initiative launched in 2013 at CFS by NATCA and the FAA to eliminate distractions in the operational workplace. Over the past four years, a collaborative workgroup composed of representatives from the FAA and NATCA jointly developed and implemented a proactive communications campaign designed to educate and increase awareness of the safety impact of distractions in air traffic control operations, with an emphasis on electronic distractions. The audience for this campaign is staff in U.S. air traffic control facilities, including air traffic controllers, supervisors, managers, and anyone entering the operational environment.

The **Air Traffic Safety Action Program (ATSAP)** was created as a collaborative effort between NATCA and the FAA in 2008 and was fully implemented in 2010. ATSAP enables air traffic controllers to voluntarily identify and report safety and operational concerns. ATSAP is non-punitive and the data collected is shared between aviation stakeholders through the Confidential Information Share Program (CISP) and the Aviation Safety Information Analysis and Sharing (ASIAS). By providing a more complete representation of NAS operations, NATCA, the FAA, and participating airlines can more accurately identify potential hazards and develop more robust mitigation strategies.

**ATSAP-X:** In addition to controllers within the ATO, FAA employees from several other bargaining units – such as Engineers and Architects, Flight Procedures Team, and Staff Support Specialists located in the ATO Service Centers – are encouraged to file reports about system design issues that otherwise may have gone unnoticed. Issues include air traffic control system irregularities, airspace design and coordination, STARS/SID conflict with standard operating procedures, equipment issues, flight restrictions, and Federal Aviation Regulations waivers or authorizations.

The **RESPECT** campaign aims to establish and support a workplace that creates an environment of mutual dignity, support and respect between all individuals who are part of the National Airspace System. Through Respect, we strive to foster continued professionalism in each of our workplace relations through education and interaction.
THE COLLABORATION CENTER

This year, we’ve added a new feature to our exhibition area here at Communicating For Safety 2017. In the middle of the exhibition hall, you’ll find an exhibit devoted to the collaborative relationship between NATCA and the Federal Aviation Administration.

Collaboration means both parties taking responsibility to engage in meaningful dialogue with their counterparts. This includes making a genuine effort to ensure that both parties’ interests have been identified and as many as possible have been addressed before an outcome is determined. The NATCA and FAA Collaboration Facilitators, who offer collaborative skills training and collaboration consulting, are part of the CFS exhibit.

Several programs covering safety and professional standards are highlighted in the exhibit. Here’s a look at each of the programs that you’ll find highlighted and discussed.

**Partnership for Safety (PFS)**

**Definition:** Partnership for Safety (PFS) is a local people solving local issues. Through a facility’s Local Safety Council, it puts facility-centric data in the hands of the facility’s team – the best people to solve the issues. PFS is a joint effort between the FAA and NATCA that encourages employees to become actively engaged in identifying local hazards and developing safety solutions before incidents occur.

**Behaviors:**

- **Identity Challenges/Issues:** Identification requires knowledge and open communication; where engaging in open dialogue can work wonders.
- **Interpersonal:** Establishing a common understanding of the values and vision of others is essential. Contacting others in different positions may be required to achieve a common understanding of the values and vision of others.
- **Decision:** Decisions must be made in a timely manner, seeking to satisfy as many interests as possible when developing a solution.
- **Implementation:** Solutions are implemented to achieve the desired outcomes. This may involve a collaborative effort across different disciplines, including employees, management, and leadership.

**Reference:**

“Collaboration is essential. We must find ways to work together and achieve common goals.”

— Mark T. Young

ATC Chief Operating Officer

**All Points Safety**

**Definition:** All Points Safety is a communications campaign designed to raise awareness of how the FAA Air Traffic Organization (ATO) and NATCA are collaboratively providing employees with improved tools, processes, and programs that enhance our ability to collect, find, and fix hazards in the National Airspace System.

**Behaviors:**

- **Identity Challenges/Issues:** All Points Safety highlights the importance of collaboration in the workplace.
- **Interpersonal:** Open communication is key to successful collaboration.
- **Decision:** Decisions must be made in a timely manner, seeking to satisfy as many interests as possible when developing a solution.
- **Implementation:** Solutions are implemented to achieve the desired outcomes. This may involve a collaborative effort across different disciplines, including employees, management, and leadership.

**Reference:**

“Collaboration is essential. We must find ways to work together and achieve common goals.”

— Mark T. Young

ATC Chief Operating Officer

**Take a Stand for Safety**

**Definition:** Take a Stand for Safety is a joint campaign between the ATO and NATCA to address emerging trends and hot topics related to safety, such as weather and IFR/VFR conflicts. Together, we are addressing safety myths, encouraging controllers to issue weather early and often, solicit PIREPs, complete the weather picture for pilots, call traffic, issue safety alerts, work with pilots to avoid IFR/VFR conflicts, and save lives on a daily basis.

**Behaviors:**

- **Identity Challenges/Issues:** Take a Stand for Safety highlights the importance of collaboration in the workplace.
- **Interpersonal:** Open communication is key to successful collaboration.
- **Decision:** Decisions must be made in a timely manner, seeking to satisfy as many interests as possible when developing a solution.
- **Implementation:** Solutions are implemented to achieve the desired outcomes. This may involve a collaborative effort across different disciplines, including employees, management, and leadership.

**Reference:**

“Collaboration is essential. We must find ways to work together and achieve common goals.”

— Mark T. Young

ATC Chief Operating Officer
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