



WEDNESDAY, MARCH 22

7:30 a.m. | Registration

7:30 a.m. | Breakfast

8:30 a.m. | Welcome

Steve Hansen, Chairman, National Safety Committee, NATCA

8:40 a.m. | Keynote Address
Margaret Jenny, President, RTCA

9:00 a.m. | Presentation
How the Media Can Shape Aviation: An Interview with David Kerley

9:45 a.m. | Break

10:30 a.m. | Panel
The Effect of Government Regulations and Policies on Aviation Safety, Efficiency, and Growth

12:00 p.m. | Lunch
Speaker: Jessica Cox
Thinking Outside the Shoe

2:00 p.m. | Breakouts

13th Annual Archie League Medal of Safety Awards

6:30 p.m. | Reception

7:30 p.m. | Banquet

For full agenda, see page 16



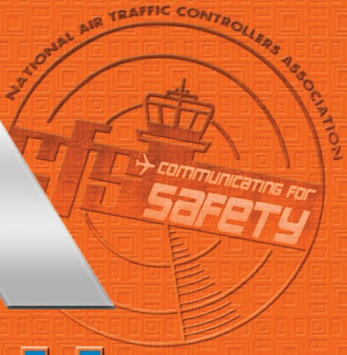
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NATCA

DAILY DISPATCH



WEDNESDAY, MARCH 22, 2017

Gordon Graham: "Get Yourself a Union Rep!"

Gordon Graham took the stage for the fourth straight year Tuesday with another fantastic presentation, "Why Things Go Right and Why Things Go Wrong."

Graham's presentation centered on his time as a California law enforcement officer. He encouraged facilities to find ways to incorporate daily training to prepare for low frequency, high risk situations. He also encouraged attendees to take into consideration the way that we learn and look for ways for people to learn from their mistakes.

That, along with his education as a risk manager, and experience as a practicing attorney make all of his presentations entertaining and insightful.

Take a look at some of his best lines from this year's presentation from the man himself:

- "Get yourself a union rep!"
- "Potato Potato Potato Potato."
- "No one wants a cop in their doctor's office."
- "You're the guy on PCP?"
- "As a lawyer, I handle tragedy and I have bored you now four times with this. This is what lawyers do: When something bad happens,

- lawyers get involved."
- "Whenever I talk I'm also thinking with a risk management hat on. My whole life is pre-incident prevention. What can we do up front to prevent these problems?"
- "We face thousands of risks in our own operations. We face thousands of risks in what we do. Where do we get started?"
- "Get ready for your retirement today. Get ready for your retirement TODAY."

- "Sergeant Graham is nuts!"
- "You can tell her we did that but we're not hugging."
- "Get ready for your financial future. Starting thinking strategically. Think think think."
- "How do you make decisions? Do you have a decision-making process?"
- "It's bigger than safety. It's bigger than everything. Risk is ubiquitous. Everything you do in your operations involves a level of risk."
- "You need to go back and recognize the real risks you face, prioritize these risks, and then act. Do something to address the risks."
- "A single task not done right can end up with all



continued on page 9

David Kerley: How the Media Can Shape Aviation



David Kerley
Senior Correspondent
ABC News

We read it, we watch it, we follow it on social media, and we hear it every day – the news. But how is it different when the stories are about our professions, or about the aviation industry? This morning, ABC News Transportation Correspondent David Kerley will sit down with NATCA Director of Communications Doug Church for a candid discussion about Kerley's profession, including reporting on aviation, how stories are selected and produced, and how media reports can shape an industry.

Kerley joined ABC News in 2004 and contributes regularly to all network broadcasts, including "World News Tonight," "Good Morning America," and "Nightline." He also contributes to ABC News' digital properties, including ABC News Radio, ABC News NOW, and ABCNews.com.

Kerley reported on the disappearance of MH370, breaking the news worldwide that systems on the aircraft were intentionally shut off. He has reported on the war in Iraq, and covered two presidential campaigns, as well as several political battles on Capitol Hill.

Since joining ABC News, Kerley has covered breaking news stories, including the shooting of Congresswoman Gabrielle Giffords, several deadly mining disasters in West Virginia, and was the first ABC correspondent on the scene of the Virginia Tech shootings.

In August 2005, he covered Hurricane Katrina from the eye of the storm as it came ashore in Biloxi, Miss. Following Katrina, he reported from Key West, Fla., as Hurricane Rita made landfall. Weeks later in Cancun, Mexico, he and his crew rode out more than 51 hours of Hurricane Wilma's Category 4 winds.

Prior to joining ABC, Kerley spent more than 20 years anchoring and reporting in several cities. He's been honored with National and Regional Emmy Awards, a Peabody award, and Edward R. Murrow awards for coverage at ABC News.

Kerley is a keen aviation buff who is always interested in telling the best aviation and air traffic-related stories. NATCA's Communications Department enjoys a great relationship with Kerley, and has worked with him on many stories about NATCA members' great work, including NATCA's Archie League Medal of Safety Award winners. In 2013, Kerley helped shepherd the story of NATCA Southwest Region Archie League Award winner LouElla Hollingsworth to production on ABC World News Tonight. Last week, Kerley did a story about Atlanta TRACON's 2017 Archie League Award winners helping pilot Cathy Lewan to a safe landing last year at Atlanta Hartsfield-Jackson International Airport. The piece provided a great, positive ending to the Wednesday evening World News Tonight broadcast.

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PANEL PREVIEW | The Effect of Government Regulations and Policies on Aviation Safety, Efficiency, and Growth

✈ **Wednesday, March 22 • 10:30 a.m.**

MODERATOR:
Trish Gilbert, Executive Vice President, NATCA

PANELISTS:

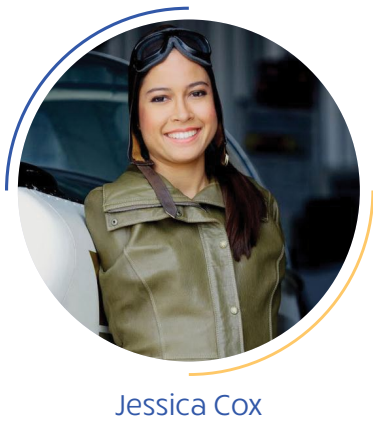
- Chris Bertram, Founding Partner, B+S Strategies
- Vincent Capezzuto, Chief Technology Officer and VP, Engineering, Aireon
- Eugene Freedman, Esq., Special Counsel to the President, NATCA
- David Grizzle, President and CEO, Dazzle Partners
- Glen Martin, Vice President, Air Traffic Services, FAA
- Jana Murphy, Vice President, Government Affairs, SAAB
- Sharon Pinkerton, Senior Vice President, Legislative and Regulatory Policy, A4A
- Steve Weidner, National UAS Rep, NATCA

As NATCA and the FAA begin to work with the new Administration, they face uncertainty, and there likely will be significant changes. President Trump’s regulatory limits have caused confusion across government agencies. This panel will break down the regulatory process, including legislation and rulemaking and how those processes affect the National Airspace System (NAS).

With new users, automation, commercial space, and other strains on the NAS, new regulations will be necessary. There must be a balance between safety and regulation. If done well, regulations can foster a safer airspace that can accommodate increased capacity.

Eliminating bureaucratic rulemaking that stifles innovation and discourages growth would be welcome, but major policy changes require a thoughtful, measured approach. While regulations can create limitations, they are necessary to operate a safe system.

Keynote Address Preview: Jessica Cox, "Thinking Outside the Shoe"



Jessica Cox has famously eliminated the words “I can’t” from her vocabulary. Although born without arms as the result of a birth defect, she has never allowed that to be a limiting factor. While she suffered from self-esteem issues early on and physical challenges throughout her life, Jessica managed to overcome and achieve. She earned a college degree and a Taekwondo black belt, learned to drive a car with her feet, type with her toes, and, in 2008, fly an airplane. That feat landed her in the Guinness Book of World Records and led to an audience with the Pope, meetings with heads of state, and a great deal of media attention.

As a person who has never viewed herself as a victim of her condition, Jessica shares in her speech humorous stories of struggle and success living in a “two-handed” world. She provides critical insight on how best to approach a challenge, redefining the concept of innovative thinking. She helps people reconnect with their inner strengths and aptitudes. Jessica believes in combining creativity, desire, persistence, and fearlessness. With them, nothing is impossible.

Recently married, Jessica continues her journey. In the present, she has turned the tables on her so-called “disability,” allowing it to enable her as a motivational speaker and advocate in the U.S. and beyond. In the future, there is no telling where her feet will take her.

Hon. Christopher A. Hart: Sentinel of Safety

“Why do we place such an emphasis on collaboration?” asked National Transportation Safety Board (NTSB) Member Christopher Hart Tuesday morning. Hart detailed the history of collaboration in air safety investigations between all parties. His conclusion: collaboration is crucial to improving complex systems successfully. Collaboration has proven to reduce the accident rate.

Everybody “has their eyes on the same prize” and that’s why collaboration works, Hart said. “If you’re involved in the problem, you need to be involved in the solution. It’s very simple.”

The regulatory process can be very slow, Hart said, but the collaborative process can be very nimble. Yet, collaboration can be challenging.

“The first reason is just basic human nature,” he said. “It’s easy to say, ‘I’m OK, you’re not.’ So all the players (in a conversation) may say, ‘hey, we’ve got our act together, if you get your act together, then come and talk to me and we’ll see what we can do.’”

“How many times have we heard people say, ‘I don’t need marriage counseling. You’re the one that has the problem. You go to the marriage counselor. I’m OK, you’re not.’ So that’s basic human nature, to make people reluctant to participate in the first place.”

In addition, Hart explained that many people involved in collaborating have competing interests. Nobody wants to “bare their soul” in front of the regulator, the Federal Aviation Administration (FAA), he added.

Hart said former FAA Administrator David Hinson, who served in that position from 1993-1996, started a program to get everyone working together. “He said the solution to this problem is not a bigger stick for the regulator, but how we can all work together to make this complex system work better,” Hart said. As a result, the FAA made it clear they were not there for enforcement purposes but to learn.



Christopher A. Hart

Hart praised NATCA collaboration in a number of complex problem areas, including runway incursion mitigation, wrong runway landings, and the issuing of PIREPS (pilot reports). He praised the Runway Safety Council for getting “the totality of the picture and addressing this issue.”

Hart also emphasized the importance of cockpit familiarization trips for controllers and urged them to take advantage of those opportunities.

Hart was recognized at Communicating For Safety this year with the prestigious James L. Oberstar Sentinel of Safety Award.

PANEL RECAP | Pilot/Controller Communications

It is important for all of us to be clear and concise. Practice it all day, every day.

That was one of the biggest take-aways from Tuesday's Pilot/Controller Communications panel. Traditionally one of the most popular and important panels at Communicating For Safety, this year's discussion was no exception. Attendees were fully attentive, particularly when their peers took to the microphone to ask questions.

Clear and concise phraseology and slower speech rate were dominant themes of the discussion. The pilots on the panel — representing commercial, general aviation, and air taxi operators — agreed that speaking louder doesn't help, but slowing down does.

"The faster we (controllers) speak, the more likely they (pilots) are to miss it," said NATCA National Procedures Rep Andy Marosvari. "We need to keep our speech rate normal."

Moderator Ashley Callen, Las Vegas Tower, asked Marosvari whether speech rate should be in controllers' training.

"If it isn't, it should be," Marosvari said. "If your speech rate is too high, guess what? You're going to have to give the clearance twice because they didn't get it the first time. Normal speech rate, and good cadence, will go a long way towards pilots receiving that clearance in the way it was intended."

Paul Flynn of NetJets' Association of Shared Aircraft Pilots said he is aware of controllers' workload just from their speech rate.

"When it's busy and there's traffic everywhere, we are aware of it and try to be sympathetic to it," he said. "We operate out of airports all around the country. We're interacting on



UNICOMS (Universal Communications) where we show up and somebody is out on a Sunday afternoon and they're trying to deal with jet traffic in a VFR world. Southern California is a great example. So many planes and airports. It is a lot to juggle."

Panelist Leah Hickling from Southern California TRACON (SCT) said it's just as important for pilots to read back instructions as it is for controllers. She said one specific challenge for SCT recently has been the implementation of new Metroplex airspace optimization procedures.

"A lot of us are not used to climb via or descend via instructions," said Hickling, who is also a trainer in the SCT Metroplex training classes. She had a direct message for the controllers: "I told them, if you do nothing else, please, please practice phraseology. We have to get it right so the pilots can get it right."

PANEL RECAP | Runway Safety

With nearly 50 million IFR/VFR takeoffs and landings each year and a projected increase of operations across the NAS, the risk of a collision is always present and may be increasing.

"We have an over 99 percent success rate," opened NATCA National Runway Safety Rep Bridget Gee, who moderated the panel. "With that being said, we have to maintain that success rate."

Gee stressed basic communication within facilities, local airports, and users as being the key elements for success. In addition, she said we must focus on "training for success" so everyone has the basic knowledge and tools they need to be successful.

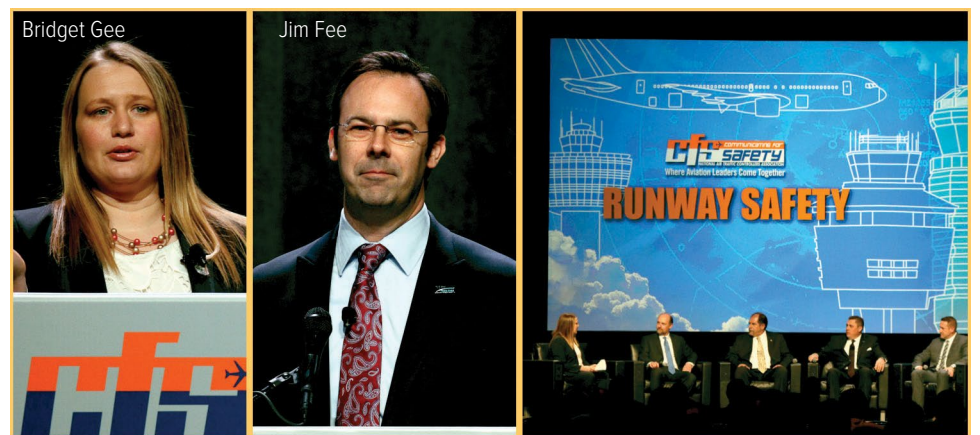
Fellow moderator Jim Fee, Runway Safety Group, ATO, discussed the "mountain of information" that he and Gee faced when they began working in their positions. He explained that sharing information is great, but getting that information out to the users so that they can use it is even more important.

One challenge to runway safety is construction, especially at larger airports. FAA Director of Airport Safety and Standards John Dermody explained that the best way to address construction challenges was to get local subject matter experts involved early on.

"It's the people that are on the ground that know the facility who can properly plan and keep the facility safe," Dermody said.

Steve Jangelis echoed Dermody and added that construction is never normal for anybody.

"We all have to get together and talk before we go live with a project," Jangelis said. "We really believe in face-to-face discussions. Sit down and talk about the project early, rather than when it goes live."



Gee added that a key component of collaboration is the communication element.

"There needs to be proactive engagement by all the players locally," said NTSB Senior Transportation Safety Specialist Dan Bartlett. "It's about trying to change the thought process and awareness of the workforce."

Training is a major component of keeping the workforce informed and aware of changes and safety concerns. All panelists emphasized the need for training and communication between users.

"We brought every single pilot in and talked about runway safety," said SWAPA Air Traffic Services Lead Brad Sims. "It was a very expensive venture but they thought it was that important."

PANEL RECAP | Weather: Complete the Picture

NATCA National Safety Committee Chair Steve Hansen and FAA Director of Safety Ed Donaldson moderated a panel on weather. They addressed myths and debunked common misconceptions.

Hansen began by establishing that it is important to remember neither the pilot nor the controller has all the pieces of the weather puzzle.

They were joined by NATCA Weather Rep Matt Tucker, NBAA Weather Project Manager John Kosak, NATCA Fort Worth Center FacRep Nick Daniels, NATCA Houston TRACON VP Adam Rhodes, ALPA Air Traffic Services Group Chair Rip Torn, and SWAPA Voluntary Aviation Safety Information Programs Lead Mike Briskey.

"Weather is one of, if not the top safety issue in the NAS," Hansen said. He emphasized the importance of issuing and soliciting weather in order to complete the picture for pilots and controllers. Panelists discussed PIREPS, turbulence, and how to bridge the gap between pilots and controllers.

Torn asked the audience members to place their fists to their eye and try to see through. That's all pilots see, he said. If we all want the big picture, we have to work together to expand that view outward through sharing information and engaging in constant communication.

Daniels said while there is room to grow, it is important to acknowledge progress made. He said that by the time attendees leave CFS, they will be able to say, "I know what we can do,



how we can tackle this, and move forward."

The panel agreed that collaboration and teamwork are essential to the equation.

"Teamwork isn't just the guy sitting next to you in the control room," said Rhodes. "It extends into the flight deck and to the pilots as well. We all have to be part of that team."

We all have a shared goal, Rhodes said: get passengers safely to their destinations. As operators, he added, we have the honor of the public's trust and must do everything we can to keep them safe.

Awards Recap

During yesterday's awards luncheon, some of NATCA's most dedicated members and volunteers were recognized for their work.

Two new awards were also introduced: the Beacon of NATCA and the Region X Commitment to Safety. These new honors fill voids in NATCA's recognition program. For more information on each award, check out the first issue of the 2017 Daily Dispatch. For more information on the honorees, check an upcoming issue of the NATCA Insider.

Beacon of NATCA Award

Baton Rouge ATCT

Dale Wright Award for Distinguished, Professional and Exceptional Career Service to NATCA and the National Airspace System

Steve Abraham, New York-John F. Kennedy ATCT

Helping Hearts Award

St. Louis Lambert International Airport ATCT

NATCA Charitable Foundation Cathy Meachum Volunteer of the Year

Dina Earl, SkyOne Federal Credit Union

NATCA National Professionalism Awards

Aaron Rose, Western Service Area, Seattle Center
Nate Holmberg, Central Service Area, Indianapolis Center
Pete Slattery, Eastern Service Area, Charlotte ATCT
Matt Sullivan, Eastern Service Area, Potomac TRACON
Alan Stensland, Region X, Eastern Region

Raytheon Controller of the Year Award

Chrissy Padgett, Washington Center

Region X Commitment to Safety Award

Steve Rosenfeld, Engineer, Great Lakes Region

James L. Oberstar Sentinel of Safety Award

Christopher Hart, NTSB Member

Steve Hansen Safety Advocate Award

Jim McAllister, Potomac TRACON

Team Excellence Awards

Garth Koleszar, Professional Standards
Jeff Richards, Professional Standards
Andy Marosvari, Professional Standards

Tim Haines Memorial Award of Honor and Distinction, "Timmy"

Eric Labardini, Houston Center



Q&A with FAA Administrator Michael Huerta

What are you most proud of during your term as Administrator thus far?

Collaboration. By working more closely with our labor and industry partners, the agency has made significant progress on projects that are priorities for both the workforce and stakeholders. This is particularly evident with NextGen and a number of our safety initiatives.

What is the value that a conference like CFS brings to make our system even better?

The free exchange of information is one of the most important aspects of a safety culture that continues to improve itself. Aviation has never been safer, but we know that we can never stop searching for ways to further drive risk out of the system. Conferences such as CFS help us identify emerging issues and to stay focused on the ones we are already tackling.

Of all the ways in which NATCA and the FAA are collaborating, is there one area that is working well and making our relationship better that you think our members might not be aware of?

From my standpoint, the relationship with NATCA is vital to our overall safety efforts. Our procedures for sharing safety and technical information, as well as our working groups that involve air traffic controllers, all have a benefit to the agency and the traveling public.

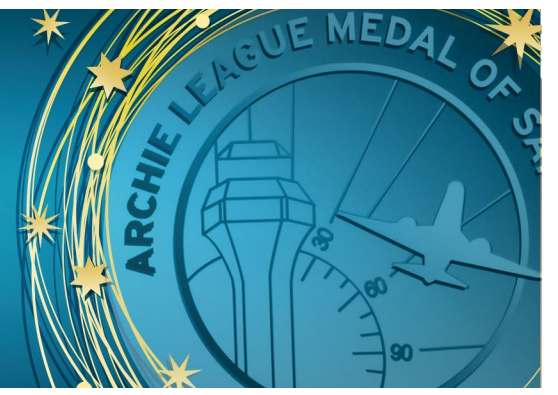
It has been a great honor to have you speak at the Archie League Medal of Safety Awards banquet. Can you talk about what those flight assists mean to you and the teamwork done at the FAA?

I never ceased to be amazed at how FAA employees, both individually and as a team, rise to the occasion during a crisis. I think the Archie League awards bring that professionalism and teamwork into sharp focus. As I (will indicate) in my speech, every controller comes to work each day knowing that he or she may be called on to help save lives. Every controller in our workforce is one "save" away from winning this award next year. I find comfort in knowing we have the most talented group of professionals in our control towers and radar rooms. More recently, we established the Drone Advisory Committee (DAC) modeled after the very successful NextGen Advisory Committee (NAC). NATCA is an active participant as we work to integrate these new users into the NAS.

Is there anything you would like to add about your interactions and collaboration with NATCA during your term?

I have consistently relied on the leadership of NATCA to diligently engage with its members and the FAA to thoughtfully consider the important issues that affect all of us. I think this is something that will serve us well as we engage in the upcoming discussions over how to best provide air traffic control services for our diverse group of stakeholders.

13TH ANNUAL ARCHIE LEAGUE Medal of Safety Awards



For the last 13 years, the Archie League Medal of Safety Awards banquet has paid homage to heroic flight assists that exemplify the dedication, professionalism, and commitment of our members. This year is no different. We are featuring winners in each issue of the Daily Dispatch so you can better understand the events that led them to win the award.

Today we have the honor of introducing New England Region winners Eric J. Knight and Ross Leshinsky (BOS), Northwest Mountain Region winner Aaron Grijalva (D01), Southern Region winners Mason Braddock, Patrick Burrows, Nichole Surunis, Clay Sutton, and Keith Tyus (A80), Southwest Region winner Patrick M. Armstrong (D10), and Western Pacific Region winners Brian Bond, Aaron C. Fones, and Carlton Wickstrom (P50).



Eric J. Knight
Boston ATCT

NEW ENGLAND REGION: On the evening of Oct. 20, 2016, Boston (BOS) Logan Airport was set in an uncommon configuration due to weather and low ceilings: Controllers were running ILS (instrument landing system) approaches to Runway 4R, while ILS approaches to 15R were circling to land on 4L.

The tower already was short-staffed, when they got a call from a local hospital that the front line manager's wife had been in an accident and he needed to leave. (She was not seriously injured.)

A Piedmont Airlines De Havilland Dash 8-300 aircraft was making the circle approach to 4L when the CIC (controller in charge), Eric J. Knight, and LCW (local control west) controller Ross Leshinsky noticed that the aircraft was on an abnormal profile.

Everyone in the tower kept an especially careful eye on the aircraft as it was on its short base over the channel. The aircraft came in on a short dogleg. When the plane rolled out with less than an eighth of a mile to go, it was actually lined up for Taxiway B instead of 4L. It was Knight who noticed immediately that the aircraft was lined up for the taxiway. After Leshinsky issued the go-around instruction, the aircraft began to pull up and flew over a JetBlue aircraft that was on the taxiway.



Ross Leshinsky
Boston ATCT



Aaron Grijalva
Denver TRACON

NORTHWEST MOUNTAIN REGION: On Dec. 11, 2016, a student pilot of a Cessna 172S checked in on Denver TRACON (D01) frequency. Controller Aaron Grijalva began working the aircraft in the Satellite Radar 4 area. The pilot, who was difficult to understand, requested flight following in the Centennial Airport (APA) area and requested navigational aid to Pueblo Memorial Airport (PUB). The student pilot was having a difficult time navigating through the clouds and repeatedly asked to be vectored around them.

Grijalva remained calm and explained the limitations of radar to the student pilot, offering several options, including returning to APA. He inquired about the aircraft's flight conditions and the student pilot's intentions, as the aircraft seemed to be off course and not making progress towards the destination. The pilot seemed a little disorientated and unclear on what they should do. Grijalva, who is also a pilot, provided guidance and weather conditions as well as basic flight maneuvers to the student pilot.

His expertise helped the pilot stabilize the aircraft and navigate back towards APA, where the weather was reported to be better. The student pilot again asked to continue on to PUB, but Grijalva used his judgment and ability to reason to convince the student pilot to return the aircraft to the ground and make sure they were ready to conduct the flight.

The aircraft is based at the flight school at APA, so after the incident, Grijalva was able to contact the pilot's flight instructor. The certified flight instructor said the pilot would be retrained on navigation and radio procedures before advancing in their flight-training program.



Patrick M. Armstrong
Dallas/Fort Worth TRACON

SOUTHWEST REGION: On March 10, 2016, a Beechcraft B35 was on an Instrument Flight Rules (IFR) flight plan from El Paso Airport (ELP) to Grand Prairie Airport (GPM). The pilot was having trouble landing at GPM, and checked in on frequency with Dallas/Fort Worth TRACON (D10). D10 controller Patrick Armstrong immediately began working with him.

Over the course of this event, the pilot attempted the only instruments approach available – RNAV/GPS Runway 35 – twice into Grand Prairie. The weather for Grand Prairie was five miles visibility, light rain, and ceilings overcast at 800 feet.

The pilot was having difficulty maintaining altitude and headings while attempting to fly the RNAV/GPS approaches. After two unsuccessful attempts, the pilot advised that he had only 10 minutes of fuel remaining, making the imminent situation all the more pressing. Patrick quickly thought of all his options and offered the pilot an ILS approach at neighboring Arlington Municipal Airport (KGKY). The pilot concurred with Armstrong and was vectored for the ILS approach into Arlington.

Armstrong, knowing that the pilot did not have time to get the weather or to find the Arlington ILS approach plate, issued weather and approach plate information to the pilot. Armstrong coordinated with Arlington tower, received and issued a landing clearance, and worked the aircraft to a successful landing.

The pilot later called the TRACON and talked specifically with Armstrong to thank him for saving his life. He even offered a steak dinner to Armstrong at a restaurant of his choice.

AOPA Air Safety Institute: Flight Assist Commendation Awards

Aircraft Owners and Pilots Association (AOPA) Air Safety Institute (ASI) Director of Education Paul Deres will present the annual AOPA ASI Flight Assist Commendation Awards during the Archie League Medal of Safety Awards banquet this evening.

AOPA's Air Safety Institute awards Flight Assist Commendations to air traffic controllers who guided general aviation pilots to safe landings despite thunderstorms, icing, mountainous terrain, and inoperative instruments and radios.

The controllers honored tonight were all originally nominated for an Archie League Medal of Safety Award. They responded calmly to pilots with critical heading and weather information. AOPA believes this makes them stand out as exceptional safety professionals worthy of recognition.

The Air Safety Institute will recognize these controllers with the 2017 Flight Assist Commendations:

EASTERN REGION

John Karnbach, New York TRACON

GREAT LAKES REGION

Eric Miner, Chicago Midway ATCT

Matt Reavis and John Perczak, Detroit TRACON

SOUTHERN REGION

Darren Tumelson, Memphis Center

WESTERN PACIFIC REGION

William Mitchell and Eddie Yurus, Southern California TRACON

Greg Schildmeier, Los Angeles Center



Mason Braddock
Atlanta TRACON



Clay Sutton
Atlanta TRACON



Patrick Burrows
Atlanta TRACON



Keith Tyus
Atlanta TRACON



Nichole Surunis
Atlanta TRACON

SOUTHERN REGION: On Feb. 14, 2016, the pilot of a Cessna 172S departed from Madison Municipal Airport (52A) to conduct aerial photography at a location 10 miles southwest of Atlanta Hartsfield-Jackson International Airport (ATL). The pilot contacted Atlanta TRACON (A80) and controller Patrick Burrows to advise her location and declare an emergency due to a malfunction, the throttle was stuck in the max power setting.

Burrows briefed the controller in charge (CIC), Clay Sutton, who immediately established specific duties for team members during this emergency. First, Mason Braddock was briefed on the situation and advised that the pilot would be contacting him due to the greatly improved frequency reception. Next, Sutton reassigned Nichole Surunis to assist Braddock.

Braddock continued to communicate with the pilot, at times reminding her to watch her airspeed and continually reassuring her. Sutton and FLM Bryant Vaughan decided that a Certified Flight Instructor (CFI) should provide additional service. The CFI advised that the pilot make a gradual descent to the runway in an effort to keep airspeed down, then once over the runway threshold, pull the mixture to shut down the engine.

As the aircraft was circling, the pilot spotted the ARFF (aviation rescue and fire fighting) emergency vehicles staged at Runway 10. Braddock, in a calm and reassuring voice, assured her that he was there for her and everything was going to be fine.

Traffic Management Unit (TMU) Specialist Keith Tyus, who is also a CFI, was brought on to further assess the situation. Tyus monitored the situation and provided valuable information to the team from a skilled pilot's perspective.

Once the pilot had re-established the aircraft on final and began the approach, Braddock provided reassurance and wind checks until it was confirmed that the aircraft landed safely.



Brian Bond
Phoenix TRACON



Carlton Wickstrom
Phoenix TRACON



Aaron C. Fones
Phoenix TRACON

WESTERN PACIFIC REGION: On Jan. 19, 2016, a winter weather system was moving through the northern half of Arizona. It brought snow, gusty winds, low ceilings, and moderate turbulence throughout the affected airspace sectors of Phoenix TRACON (P50).

That evening, Carlton Wickstrom received a call from Albuquerque Center (ZAB). The controller advised Wickstrom that a Cessna 172S en route to Phoenix Goodyear Airport (GYR) was having trouble maintaining an assigned heading.

Wickstrom advised the pilot that Prescott (PRC) was 35 miles to the east if that was an option she would like to look at. The pilot indicated she would like to try for PRC.

Wickstrom began to issue no-gyro vectors to get her pointed back towards PRC.

During this time, front line manager Doug Hart sought the help of two experienced pilots. Aaron C. Fones was moved to provide technical assistance. Brian Bond was also paged back to the control room. Hart, who himself is a pilot, displayed outstanding awareness in bringing these assets into the situation.

Fones took over talking on the frequency to the aircraft. He once again asked if her wings were level and instructed her to add as much power as she could and start a gradual climb.

A mountain peak with an elevation of 7,900 feet is approximately eight miles to the west of PRC. Fones calmly issued no-gyro vectors to get the pilot turned to the left and pointed towards the airport.

PRC tower called and advised that the aircraft was in sight and Fones switched her to PRC tower frequency.

COMMUNICATING FOR SAFETY | DAY 2



Member Hart discusses the importance of collaboration to improve safety w/ @NATCA. #NATCACFS



Andrew
@LeBovidge

Congrats to the Hon. Christopher Hart of the NTSB for his Sentinel of Safety award at #natcacfs.!! A very select and impressive list



Eddie Trujillo
@RadarCornflakes

You can tell when a speaker really cares about what they're working on. Mr. Hart of the NTSB is one of them. Thank you, sir. #NATCACFS



Matt Cabak
@mcabak

The most complex airspace in the world + some of the most diverse WX in the world = US National Airspace System #NATCACFS #issueWX



AirlineDispatcherFed
@AirlineDispatch

Airline Dispatchers Federation is here & would like to thank the NATCA workforce for its professionalism and dedication to safety. #natcacfs



NATCACharitable
@NATCACharitable

Your NCF team with Dina, our 2017 volunteer of the year! Congratulations, Dina! 🎉 #NATCACFS



Crystal Ann
@CrystalLingle

Team #ELP @NATCACFS. #NATCACFS #CFS2017 #teammates #brothers&sisters #WeGuideYouHome



Peter Dumont
@Pete_ATCA

#NATCACFS pilot/controller comms. Great panel!



DRE
@AndreasSanchez8

DFW very own Bridget Gee presenting at CFS. #NATCACFS



Miss Jackson
@tracheri

We guide you in ✈️ #natcacfs @zlcnatca





Zoe Roberts
@zoe302roberts

We should all be striving to earn one of these coins. #NATCACFS



hayden mango
@haydenmango

Post-incident correction < Pre-incident prevention
#NATCACFS #GordonGraham



Kelli Kerr
@kellikerr463

Be aware of the dangers of cognitive lock. The brain makes us its mind on partial information. Good advice from Gordon Graham. #NATCACFS



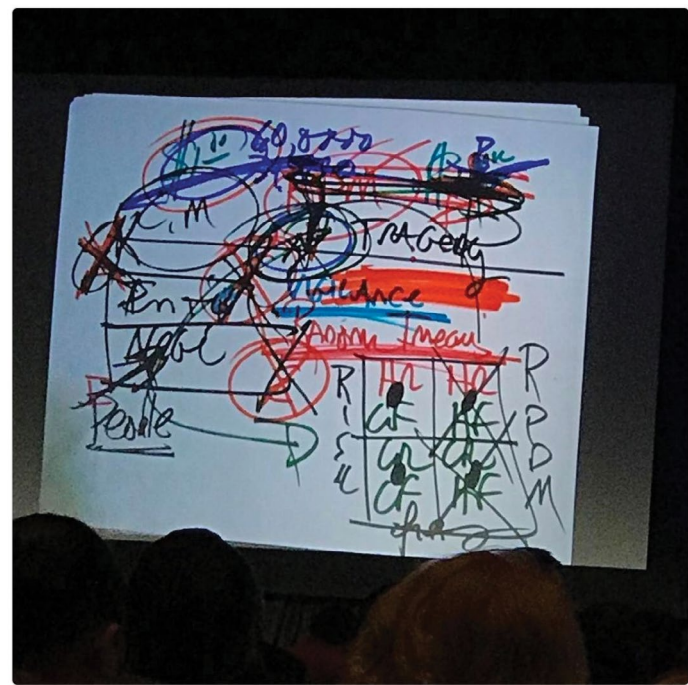
Ron McAuley
@axman1

Found Gordon Graham #NATCACFS can't wait to hear his speech



Micah Maziarz
@micahatc

Recognition Primed Decision Making.
#NATCACFS ift.tt/2nyOUWC



Gordon Graham, continued from page 1



sorts of consequences.”

“Things don’t go right, people die. Things don’t go right, people get hurt. Things don’t go right, there’s organizational, personal, professional embarrassment. Things don’t go right, there’s internal investigation. Things don’t go right, there are criminal filings against our own personnel. Things don’t go right, we get sued.”

“How dare we take a high risk job like air traffic control operations and not be talking about this stuff (risk management) all the time?”

“All it takes is all of the holes in the Swiss cheese to line up and something bad can happen.”

On lawyers: "Day school people know theory. Night school people win cases."

“Two ways we get in trouble: Somebody did something bad on purpose, or somebody made a mistake.”

“Stay away from beer, the volume’s too great. Stay away from wine, the volume’s too great. The answer is vodka.”



“In a free society, if somebody wants to behave badly today, they can pull it off with great ease. How do we stop this stuff from happening? We can thwart it with two concepts. Concept number 1: Vigilance...Bring back the vigilance. We’ve got to bring back the vigilance...Concept number 2: Random irregularity. We’ve got to build in some random irregularity.”

“It’s very difficult to stop intentional bad behaviors.”

“The question you should be asking yourself is what control measures do we have in place to address those issues.”

“People who lie on their applications will lie whenever it’s convenient for them.”

“Scares the crap out of me. They’re (General Aviation pilots) not bad people, but they make mistakes. You don’t have to be a bad or evil person to cause a tragedy on the runway.”

“Internal error: where our own people do stupid things that cause us grief. They make mistakes.”



“The question you need to ask in any operation, in any job description, in any profession is where is error most likely to occur?”

“Rarely do we make mistakes on high frequency events unless we allow one of these five to happen: complacency, fatigue, hubris, distractions, and risk homeostasis.”

“Where I worry for everybody is in this top left box. When good people get involved in high risk / low frequency events, bad things are much more likely to happen.”

“Study your past tragedies. The errors you’re going to make can be predicted from the errors already made.”

“Every day, we’ve got to train.”

WEDNESDAY BREAKOUTS

	TOWER	TRACON	EN ROUTE
2:00 p.m.	Runway Safety	UAS	Professional Standards
2:20 p.m.	TFDM	TAMR/STARS	Collaboration
2:40 p.m.	Professional Standards	FUSION	UAS
3:00 p.m.	Collaboration	PBN	TBFM
3:20 p.m.	UAS	Professional Standards	En Route Automation
3:40 p.m.	TALPA	Collaboration	Data Comm

Runway Safety
Instructor: Bridget Gee, NATCA National Runway Safety Representative

The risk of a collision is always present when more than one aircraft is approaching, landing, departing, crossing, waiting on, or taxiing on the same runway. The runway safety group will discuss contributing and causal factors to runway incursions and surface incidents. During this breakout session, a member of the runway safety team from each service area will be available for additional questions.

TALPA
Instructor: Bill Geoghagan, NATCA Terminal Technology Coordinator

TALPA stands for Takeoff and Landing Performance Assessment. It replaces friction values for contaminated runways. Instead of those values, airports now measure the type, depth, and coverage of contaminants in each third of the runway. This measurement is entered into NOTAM Manager and produces a Field Condition NOTAM (FICON). In this NOTAM are three numbers – the Runway Condition Codes (RCC). Controllers issue these codes to pilots to allow them to plan for landing.

This code tells the pilot what to expect and may be entered into the Flight Management System for the aircraft, if applicable, to control autobraking. The FAA implemented this system on Oct. 1, 2016. This is the first season it has been used. The FAA is currently reviewing its performance.

TFDM
Instructor: Jeff Woods, NATCA PMO Rep

Terminal Flight Data Manager (TFDM) is a NextGen initiative that will increase tower controller efficiency and decrease coordination by bringing electronic flight strips and a surface metering scheduler to 89 towers across the National Airspace System (NAS). Come by the TFDM booth and breakout session to see how we're working to make the NAS a safer, and more efficient system.

TAMR/STARS: See Where We're Going
Instructors: Scott Robillard, NATCA TAMR Deployment Lead, Kyle Ness, Systems Engineering, Scott Kendrick, Adaptation

In 2010, the FAA employed five different types of automation platforms: STARS (63), ARTS 3E (11), ARTS 2E (91) (8 with dual ARTS IIEs), ARTS 1E (4), and STARS Lite (5). Benefits have included cost savings in software development and a platform to support NextGen initiatives. In this breakout session, learn more about deployment efforts, system engineering, adaptation, and next steps for this extremely successful NextGen initiative.

PBN
Instructor: Bennie Hutto, PBN Criteria Rep, NATCA

Performance Based Navigation (PBN) uses satellites and onboard equipment for navigation procedures that are more precise and accurate than standard avionics and ground-based navigation aids. PBN is comprised of Area Navigation (RNAV) and Required Navigation Performance (RNP). NATCA and the FAA are working together, building procedures that are deconflicted vertically, horizontally, or both while reducing pilot/controller communication, flying time, fuel consumption, and aircraft emissions. PBN has penetrated all aspects of the National Airspace System (NAS) from small and regional airports to major hubs and metroplexes. Come by our breakout session to learn how PBN is improving the NAS.

Professional Standards
Instructor: Garth Koleszar, NATCA Professional Standards Lead

Professional standards, a core collaborative component of the FAA/NATCA Slate Book collective bargaining agreement, is to promote and maintain the highest degree of professional conduct among participants. This is done through education, like this breakout session, 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.

TBFM
Instructor: Eric Owens, NATCA TBFM Rep

In this breakout session, attendees will discuss the National Airspace System (NAS) vision for Time Based Flow Management (TBFM) and the current capabilities of the system. The breakout will also discuss the future Terminal Sequencing and Spacing Tool (TSAS) and its delivery to the NAS.

Data Comm
Instructor: Jim McAllister, NATCA Data Comm Rep

Reducing verbal communications and increasing safety with technology, Data Communications (Data Comm) has been used for years in Oceanic Operations. Data Comm is in use at 55 towers today and scheduled for en route center deployment starting in 2018.

Collaboration
Instructors: Prostell Thomas, FAA, Matt Sullivan, NATCA, Vern Huffman, FAA, and Steve Wallace, NATCA

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. Stop by this breakout session to learn more about how you can collaborate more effectively.

Unmanned Aircraft Systems (UAS)
Instructor: Steve Weidner, NATCA UAS Rep

NATCA is working collaboratively with the FAA to safely integrate Unmanned Aircraft Systems (UAS) into the National Airspace System. Controllers in the United States already work UAS traffic every day. NATCA will continue its work to ensure that air traffic controllers remain in the discussion in reference to UAS operations.

In addition, NATCA Executive Vice President Trish Gilbert serves on the Drone Advisory Committee (DAC). It is of great importance we come together at this critical juncture in the development and proliferation of UAS. As we advance towards integration, NATCA will support what ensures safety and makes sense. Learn more about where NATCA stands on this important issue and the ever-evolving UAS environment we all must operate in.

FUSION
Instructor: Eric Labardini, NATCA and Bobby Nichols, FAA

NextGen surveillance technologies are highlighted by fusion/Automatic Dependent Surveillance-Broadcast (ADS-B). The Fusion Focus Group is tasked with addressing fusion implementation topics. Attend this breakout session and learn more about how this technology provides a comprehensive, complete web of coverage across the continental United States, where ground stations are strategically placed to radar sites.

En Route Automation
Instructor: Dan Mullen, En Route Automation Rep, NATCA

Mullen will talk about en route automation in general and the En Route Automation Workgroup (ERAW) in particular. The lessons learned from En Route Automation Modernization (ERAM) implementation are being used to collaboratively help en route programs succeed. We'll talk about the procedures and resources available, and how ERAW is designed to help.

THALES

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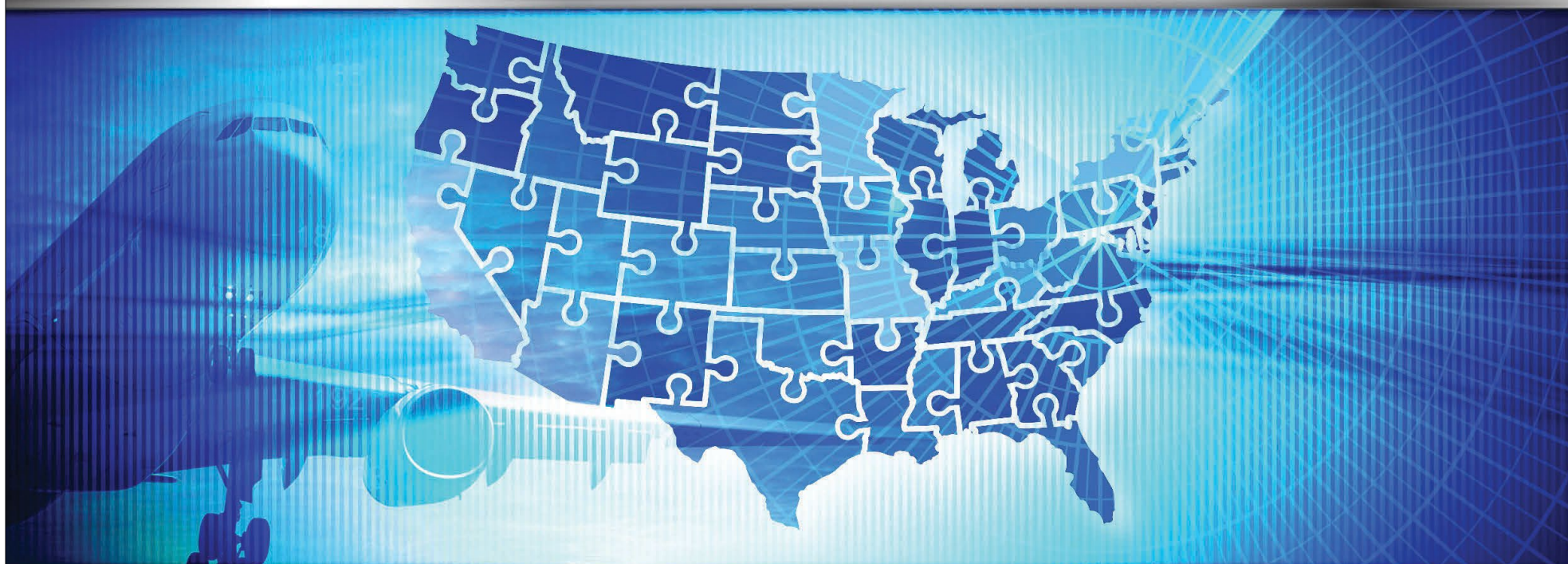


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MONDAY AGENDA

7:30 a.m. - 5:00 p.m. | REGISTRATION

Noon - 12:15 p.m. | WELCOME

Steve Hansen, Chairman, National Safety Committee, NATCA

12:15 p.m. - 12:45 p.m. | KEYNOTE ADDRESS

Paul Rinaldi, President, NATCA

12:45 p.m. - 1:00 p.m. | KEYNOTE ADDRESS

Teri Bristol, Chief Operating Officer, ATO

1:00 p.m. - 2:30 p.m. | PANEL

Improving Safety Through Collaboration

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

Panelists: Chrissy Padgett, NATCA Safety Committee, Partnership for Safety Rep • Ernesto Lasen, Safety Programs Manager, ATO • Fred Naujoks, 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 Arcese, ATSAP X ERC Member, NATCA • Cliff Rustad, ATSAP X ERC Member, ATO

2:30 p.m. - 3:15 p.m. | BREAK

3:15 p.m. - 4:45 p.m. | PANEL

NextGen Implementation Challenges & Successes

Moderators: Jim Ullmann, Director of Safety and Technology, NATCA • Kris Burnham, Vice President, Program Management Organization, FAA
Panelists: Mark McKelligan, 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

4:45 p.m. - 6:15 p.m. | MEET & GREET

CFS Sponsors and Exhibitors

5:00 p.m. - 5:30 p.m. | DEMONSTRATION

Partnership for Safety (Palace 4)

5:00 p.m. - 5:30 p.m. | PRESENTATION

ATO Operational Contingency Group (Palace 3)

TUESDAY AGENDA

7:30 a.m. - 8:30 a.m. | BREAKFAST

7:30 a.m. - 3:00 p.m. | REGISTRATION

8:30 a.m. - 8:35 a.m. | WELCOME

Steve Hansen, Chairman, National Safety Committee, NATCA

8:35 a.m. - 9:15 a.m. | KEYNOTE ADDRESS

Hon. Christopher A. Hart, Board Member, NTSB

9:15 a.m. - 10:30 a.m. | PANEL

Pilot/Controller Communications

Moderators: Dawn Johnson, Chair, Reloaded Committee, NATCA • Ashley Callen, CPC, Las Vegas ATCT, NATCA
Panelists: Paul Deres, Director, Education, AOPA Air Safety Institute • John Drexler, Director for Air Traffic Control Procedures, ALPA • David Eiser, Safety Committee Chairman, SWAPA • Paul Flynn, NetJets Association of Shared Aircraft Pilots • Leah Hickling, CPC, Southern California TRACON, NATCA • Andy Marosvari, Procedures Rep, NATCA • Zoe Roberts, CPC, Indianapolis Center, NATCA

10:30 a.m. - 11:15 a.m. | BREAK

11:15 a.m. - 12:15 p.m. | PANEL

Runway Safety

Moderators: Bridget Gee, National Runway Safety Rep, NATCA • Jim Fee, Manager, Runway Safety Group, ATO
Panelists: Dan Bartlett, Senior Transportation Safety Specialist, NTSB • John Dermody, Director, Airport Safety and Standards, FAA • Steve Jangelis, Aviation Safety Chairman, ALPA • Brad Sims, SWAPA Air Traffic Services Lead

12:15 p.m. - 1:30 p.m. | AWARDS LUNCHEON

1:30 p.m. - 2:45 p.m. | PANEL

Weather: Complete the Picture

Moderators: Steve Hansen, Chairman, National Safety Committee, NATCA • Ed Donaldson, Director of Safety, ATO
Panelists: Mike Briskey, Voluntary Aviation Safety Information Programs Lead, SWAPA • Nick Daniels, ZFW Facility Rep, NATCA • John Kosak, Weather Project Manager, NBAA • Adam Rhodes, I90 Vice President, NATCA • Rip Torn, Air Traffic Services Group Chair, ALPA • Matt Tucker, Weather Rep, NATCA

2:45 p.m. - 3:30 p.m. | BREAK

3:30 p.m. - 5:30 p.m. | KEYNOTE ADDRESS

Gordon Graham

Why Things Go Right and Why Things Go Wrong

5:30 p.m. - 6:30 p.m. | MEET & GREET

CFS Sponsors and Exhibitors

5:45 p.m. - 6:15 p.m. | DEMONSTRATION

Partnership for Safety (Palace 4)

WEDNESDAY AGENDA

7:30 a.m. - 8:30 a.m. | BREAKFAST

7:30 a.m. - 11:00 a.m. | REGISTRATION

8:30 a.m. - 8:40 a.m. | WELCOME

Steve Hansen, Chairman, National Safety Committee, NATCA

8:40 a.m. - 9:00 a.m. | KEYNOTE ADDRESS

Margaret Jenny, President, RTCA Inc.

9:00 a.m. - 9:45 a.m. | PRESENTATION

How the Media Can Shape Aviation

David Kerley, Correspondent, ABC News
Doug Church, Director of Communications, NATCA

9:45 a.m. - 10:30 a.m. | BREAK

10:30 a.m. - 12:00 p.m. | PANEL

The Effect of Government Regulations and Policies on Aviation Safety, Efficiency, and Growth

Moderator: Trish Gilbert, Executive Vice President, NATCA
Panelists: Chris Bertram, Founding Partner, B+S Strategies • Vincent Capezzuto, Chief Technology Officer and VP, Engineering, Aireon • Eugene Freedman, Esq., Special Counsel to the President, NATCA • David Grizzle, President and CEO, Dazzle Partners • Glen Martin, Vice President, Air Traffic Services, FAA • Jana Murphy, Vice President, Government Affairs, SAAB • Sharon Pinkerton, Senior Vice President, Legislative and Regulatory Policy, A4A • Steve Weidner, National UAS Rep, NATCA

12:00 p.m. - 1:45 p.m. | LUNCH

Speaker: Jessica Cox

Thinking Outside the Shoe

2:00 p.m. - 4:00 p.m. | BREAKOUTS

TOWER

- 2:00 p.m. Runway Safety
- 2:20 p.m. TFDM
- 2:40 p.m. Professional Standards
- 3:00 p.m. Collaboration
- 3:20 p.m. UAS
- 3:40 p.m. TALPA

TRACON

- 2:00 p.m. UAS
- 2:20 p.m. TAMR
- 2:40 p.m. FUSION
- 3:00 p.m. PBN
- 3:20 p.m. Professional Standards
- 3:40 p.m. Collaboration

EN ROUTE

- 2:00 p.m. Professional Standards
- 2:20 p.m. Collaboration
- 2:40 p.m. UAS
- 3:00 p.m. TBFM
- 3:20 p.m. En Route Automation
- 3:40 p.m. Data Comm

ARCHIE LEAGUE MEDAL OF SAFETY AWARDS

6:30 p.m. - 7:30 p.m. | RECEPTION

7:30 p.m. | BANQUET

Keynote Address: Michael Huerta, Administrator, FAA

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