

# CFS TUESDAY

September 17, 2019



NATCA Executive Vice President Trish Gilbert delivered a keynote address to CFS 2019 attendees on Monday.

*"We, as NATCA brothers and sisters, must band together and remind everyone that we are here for them. We can break through the stigma of being too afraid to discuss the issues of mental health and suicide. We can lead by example. All of us, working together, can make things better for each other."*



NATCA President Paul Rinaldi delivered a keynote address to CFS attendees on the first day of CFS 2019.

*"Every Day is a Training Day is a challenge to all of you. We are not trained just to get it right—we are trained to never get it wrong," Rinaldi said.*

## 5 QUESTIONS



**with Steve Hansen**

NATCA National Safety Committee Chairman



***What was the inspiration for starting this new initiative?***

The inspiration comes from the years of negative perceptions surrounding training and NATCA's desire to change that perception within our membership. Training is the lifeblood of the air traffic control profession and it is our belief that we need to take a leadership role in changing how we think about training and the importance of it.

***How can our members change the perception of training?***

It is really about our membership leading this effort in their facilities. Ensuring that we meet our facility level goals for the national training initiative and also understanding the importance of, and actively participating in our continued education opportunities like recurrent training and monthly SAFE Discussions. It isn't enough to say it, we have to actively engage and promote ongoing training throughout our careers. It takes all of us, not just the FacRep.



# NextUp Leadership Training

At CFS 2019, the NextUp NATCAvist Reception welcomed up-and-coming Union leaders, with a focus on women in our Union. The NextUp attendees include members who want to take the next step to be leaders within the Union. The afternoon's activities included a leadership course developed specifically for this group to help them determine they want the future to take them with regard to leadership and equip them with skills and techniques to achieve their goals.



## TECH TALKS

NATCA's Director of Safety & Technology Jim Ullmann spoke to kick off this morning's Tech Talks. New to CFS, the tech talks are a chance for CFS attendees to hear detailed Safety & Technology updates from the NATCA and FAA reps closest to these lines of business.



Perry Casselle and Matt Gammon, management and NATCA co-leads for the national **Time Based Flow Management (TBFM)** operations team, respectively, opened Tech Talks with updates on TBFM's success in enhancing efficiency and optimizing demand and capacity.

NATCA **Commercial Space** Rep Paul Behan spoke to Tech Talk attendees this morning about how NATCA, the FAA, and industry work together to use technology and strategic planning to enable advancements in commercial space while minimizing affected aircraft and routes in the NAS. Visit the Commercial Space booth in the CFS exhibit hall (booth C9) for more information and to meet with Behan and other experts.



At the Tech Talk on **Remote Towers** this morning, NATCA NextGen Rep Adam Rhodes (above) and Leesburg Executive Airport (JYO) Remote Tower Program Manager Matt Richardson discussed remote air traffic services. The talk focused on addressing the challenges and making the best use of the opportunities availed by this cutting-edge technology.

NATCA National **Data Comm** Rep Ray Berndt spoke to Tech Talk attendees this morning with updates on the digital link Data Comm creates between ground automation and flight deck avionics.

# EVERY DAY IS A TRAINING DAY



The first panel of CFS 2019 highlighted the important new initiative demonstrating NATCA's commitment to an ongoing training culture: "Every Day is a Training Day." NATCA National Training Rep Tom Adcock and NATCA Safety Committee Chair Steve Hansen moderated the panel, which invited panelists to discuss ongoing, effective learning and its importance to success and safety. Joining the panel were International Association of Fire Fighters Assistant General President for Health, Safety and Medicine Patrick Morrison; ALPA Human Factors and Training Group Chairman Captain Frank Cheeseman; retired MLB player Ron Kittle, and former Blue Angels pilot John Allison.

## 5 QUESTIONS continued from page 1

***You worked with risk management expert and CFS veteran speaker Gordon Graham on developing many of the themes and products to help launch this initiative. What was the experience like working with him on this and what messages from him stood out to you as particularly valuable for use with our members?***

It was really a neat experience to work closely with Gordon Graham earlier this year in preparation for CFS and the Every Day is a Training Day effort. His work with police and fire departments around the world really gives him a unique perspective when it comes to the importance of training. The one thing that really stood out to me was that most if not all of the overarching messages related to training and risk management can be applied to air traffic control; the common denominator between the professions is that they are all high risk occupations. Gordon's quote "Excellence has got to be the norm, not the deviation" really captures this, and is very relevant in the air traffic profession and the larger aviation industry.

***Is it true that the negative perception of training still exists based on previous FAA administrations' use of training in a punitive manner? Will this new initiative put that perception to rest once and for all?***

There is definitely still a negative perception of training due to how training has been used in the past. Working with the FAA we have definitely made a lot of progress to move past that and utilize training for its intended purpose. It is certainly our hope that we can put this negative perception to rest; however, we also realize that we may never get rid of it totally. That doesn't mean that we won't keep working with the FAA to move forward and ensure that we develop and deploy the best training available to our membership.

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

From the very first moment we arrive at our first facility, training is what we do. Qualification training is crucial to bringing our staffing levels back to where they need to be in order to maintain the safest most efficient air traffic control system in the world. But it goes beyond qualification training; just as important is continued education throughout your career. Continued education through recurrent training, refresher training, monthly Partnership for Safety SAFE Discussions, to name a few, is how we learn from developing safety trends, implement new technologies, and develop new skills.

## IMPACT OF WEATHER

In the panel “The Impact of Weather on the Operation,” moderators NATCA Director of Safety and Technology Jim Ullmann & FAA ATO Director of Safety Tony Schneider led discussion with panelists about weather as one of the top safety issues in the National Airspace System (NAS). Joining the discussion were NATCA ATCSCC Traffic Management Specialist Jessica Strahley, NATCA Washington Center (ZDC) Traffic Management Coordinator Ben Dengler, NATCA ATSAP ERC Rep Dave Cook, New York-JFK ATCT (JFK) FacRep Gerald Quaye, International Brotherhood of Teamsters Local 357 ASAP Rep Rachel Rae, and American Airlines Dispatcher Mike Sterenchuk.



## PILOT/CONTROLLER COMMUNICATIONS

NATCA Reloaded Committee Chair Dawn Johnson (below, left) and NATCA Recurrent Training Representative Richard Kennington (below, right) moderated the Pilot/Controller Communications panel – which remains one of the most highly anticipated discussions at CFS year after year. This year’s panelists were:

- Brandon Johnson, Northwest Mountain Region Safety Rep, NATCA
- John Murdock, National Procedures Rep, NATCA
- Erin Phelps, Central Service Area ATSAP ERC Analyst, NATCA
- Don Dobias, ALPA
- Matthew Cain, Safety Chair SWAPA
- Paul Flynn, NetJets Association of Shared Aircraft Pilots (NJASAP)



# Who was Archie League?

## First Controller was More Than Barnstorming and Waving Flags



The first person on the ground to direct planes so they would not collide – the first air traffic controller – was hired by the city of St. Louis in 1929 to work at Lambert Field. He stood on the airfield and waved flags at planes to let pilots know when they could land, take off and when they shouldn't.

Archie W. League, a barnstorming pilot born in Poplar Bluff, Mo., in 1907, is generally acknowledged as that first controller. His presence at the beginning of the air traffic control era is well documented by photographs showing a smiling, confident young man no matter what his surroundings.

"It wasn't so complex," League told *The Washington Post* in 1973. "We had a red flag to tell planes we didn't want them to do what they were doing. And then we had a checkered flag to tell them it was OK."

Simplicity defined League's other equipment as well: wheelbarrow, chair, umbrella, notepad, water and lunch. Pilots buzzed the umbrella with their planes to try and knock it over, recalled Charles Straub, another early St. Louis controller in 2000. League voiced a similar complaint in a 1974 article by *The Associated Press*.

"It took a while to educate some pilots," he said diplomatically. "Several times my deck chair near the end of the runway was knocked over by planes that strayed from the proper path."

However, League's status as "first" is challenged by the New Jersey Aviation Hall of Fame which claims William "Whitey" Conrad, who worked at Newark Airport in 1929, was the nation's first controller. Conrad was enshrined by the Hall in 1990. Before League's job as a controller, he, like many aviators in the 1920s, flew in a "flying circus," dropping in on rural towns in Missouri and Illinois to do aerial stunts and charge for short flights. He doubled as a mechanic.

League's contributions to aviation go well beyond barnstorming and waving flags. In 1936, the federal government began to take over responsibility for air traffic control. The following year, League joined the Bureau of Air Commerce, beginning a distinguished career that didn't end until his retirement in 1973. His service at the FAA and its predecessor agencies was broken only during World War II when League flew for the Army Air Forces in the Pacific theater, earning the rank of Colonel.

After working as a controller, League was named assistant regional administrator in 1956 and transferred to Washington headquarters as chief of the Planning Division in 1958. After that he moved to Ft. Worth, Texas, as director of the southwest region. In 1965 he returned to Washington as director of Air Traffic Services. He ended his career as assistant administrator for appraisals from 1968-1973. He died in 1986.

*(From FAA.gov)*

## BREAKOUT SESSIONS: Wednesday, September 18

### ➔ TRACK 1: PERSONAL LEADERSHIP

1 – 3 pm | Skyview 3 (26th floor; take North Tower elevators)

Instructors: Kelly Richardson, Jeremy Ferg, Justin Faircloth

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

### ➔ TRACK 2: PROFESSIONAL DEVELOPMENT

1 – 3 pm | Skyview 2 (26th floor; take North Tower elevators)

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

#### **Human Performance – Aaron Katz**

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

#### **Professional Standards – Josh Cooper**

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

#### **Critical Incident Stress Management (CISM) – Chris Schenk**

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

#### **VSRPs – Cher Oxenburg**

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

#### **Partnership for Safety – Erin Murdock**

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

#### **Procedures – John Murdock**

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

### ➔ TRACK 3: EVERY DAY IS A TRAINING DAY

1 – 3 pm | Skyview 5/6 (26th floor; take North Tower elevators)

Instructors: Richard Kennington, Jamaal Haltom, Tom Adcock

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

## SPONSORS & EXHIBITORS

Our CFS sponsors and exhibitors represent varying technologies, initiatives, and services, but they all have one thing in common: they're at CFS because it's the place to meet and talk to real aviation safety professionals about the things that really matter to them. We're excited to offer this excellent opportunity to build relationships and connections that advance aviation safety for the entire National Airspace System.



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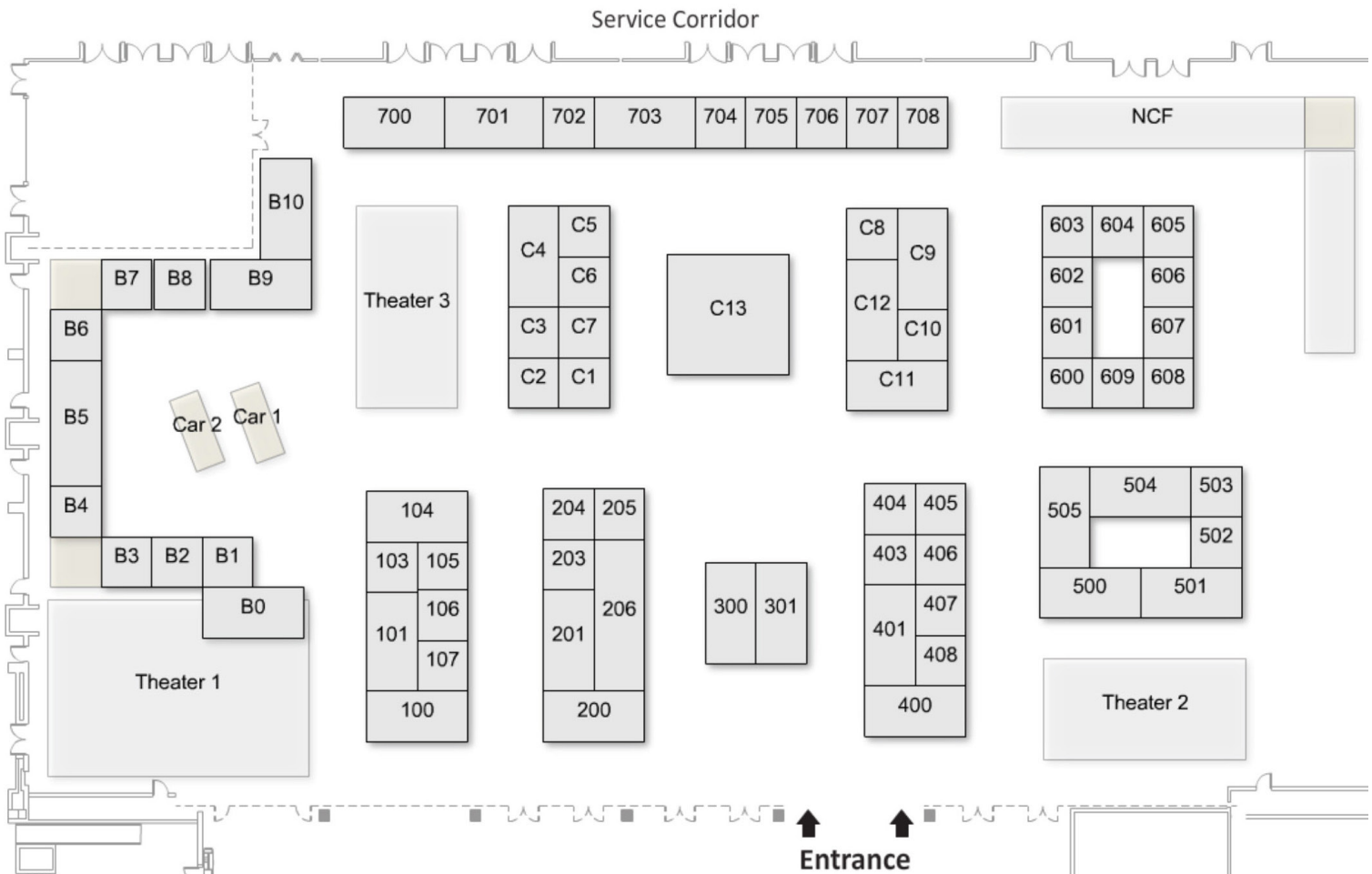
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## SPONSOR SPOTLIGHT

As the largest government services firm by revenue, Leidos is a leader in providing solutions in information technology and more to solve some of the world's toughest challenges in defense, intelligence, homeland security, and health. Leidos air traffic control systems help the Federal Aviation Administration (FAA) manage millions of passengers traveling through the world's busiest and most complex airspace.

Leidos provides air traffic automation support for FAA NextGen and modernization projects across the National Airspace System (NAS) to include Enroute Automation Modernization (ERAM), Advanced Technologies & Oceanic Procedures (ATOP), Time Based Flow Management (TBFM) and Terminal Flight Data Management (TFDM).

ERAM processes flight and surveillance data, provides communications and generates display data for controllers. TBFM is a decision-support tool that will enable controllers to optimize spacing between aircraft and more accurately deliver aircraft to Terminal Radar Approach Control (TRACON) facilities.

NATCA recently named Aaron Rose (Northern California TRACON, NCT) as its new Article 114 Rep. for TFDM. Rose has been NATCA's TAMR Rep. for the last several years and brings a vast amount of experience to the program, with both terminal and center background. He will be working closely with Leidos's Senior Air Traffic Analyst Walt Cochran, who was a controller at Houston Center (ZHU) and Atlanta Center (ZTL), served on several FAA Contract teams, and served as FAA labor relations lead for air traffic. From the vantage point of their roles, Rose and Cochran have a clear view of the benefits of collaboration between NATCA, the FAA, and industry.

"Working collaboratively is the only way to produce the needed results to move the NAS into the 21st century. Generating the best product for field facilities is our number one priority," Rose stated.

"There hasn't always been the level of collaboration we have today," Cochran said. "It really is great to see that those people who are going to be using the product are helping to develop it. It makes implementation so much easier."

Cochran works with Rose and numerous other NATCA reps to ensure those assisting Leidos with developing new products and technologies are from the frontline workforce, the ones who will actually use the new technology.

"If you've been helping to develop the product, you're going to try really hard to make sure it works. You know you've got a lot

of people depending on you," Cochran said. "It's great to see that everyone has come to the conclusion that even though collaboration can be expensive, and it's hard to do, going back to fix a product that isn't what people need is expensive, too. It's better to get users involved in the front end, so that when we do field a new product, that it's what they want and what they need."

According to Rose, "The team that NATCA, the Agency, and Leidos have compiled to ensure TFDM is a first-rate product is unbelievable. In addition, the test team at the FAA Tech Center (in Atlantic City, N.J.) is first rate. Long hours in the labs coordinating with TBFM and TFMS are paying off. Solutions always present themselves when teamwork is foremost on the minds of those developing new software."

At its exhibit booth at CFS, Leidos will host demonstrations of TFDM and TBFM for attendees to try out, play with, ask questions, and give feedback. Usually at CFS, Air Traffic Control Association (ATCA) events, and other aviation exhibitions, NATCA Article 114 reps run the booths and demonstrations of new technologies, enabling industry experts to gather even more commentary from controllers.

"We get a lot of good feedback at CFS, especially from controllers," Cochran said. "If controllers don't like something, they're going to tell you. They're not going to keep it a secret."

"Besides controllers, engineers are probably the smartest people I've ever met. Collaboration helps us to invent solutions to problems much more effectively. It used to be that the government would give a company requirement, and the company's engineers would build what they thought the requirements meant. There wasn't a lot of dialogue. A lot of times what they developed was not what was wanted or needed."

To get a product right, the engineers have to have the mindset of a controller – but that's often impossible. Instead, controllers can explain to engineers, "This is what this requirement means, this is what we need from this requirement," Cochran said. "It's a unique skillset to be able to do that."

In addition to its work on the U.S. NAS, expertise from Leidos is used by international Air Navigation Service Providers in en route, terminal, surface, and oceanic air traffic control systems to improve the safety and efficiency of flight. [Leidos Flight Service](#) provides the general aviation community with weather, flight planning, and other services in the continental United States. Visit them at booth 206 for more information.

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UFA works extensively with NATCA and its members to provide a range of simulation solutions. UFA's ATCoach Simulation, embedded into the Standard Terminal Automation Replacement System (STARS) and En Route Automation Modernization (ERAM), and ATTower, the test and training platform for Terminal Flight Data Manager (TFDM), provides NATCA controllers with the highest fidelity training and evaluation platforms. UFA representatives say every day must be a training day for aviation safety specialists because training doesn't stop once a specialist becomes certified. Training is a lifelong process, and feedback from NATCA helps UFA develop and enhance their products for aviation safety specialists.

This year, UFA is proud to be exhibiting again at CFS. It gives them the opportunity to interact with tower, en route and approach facility specialists using their systems. UFA will have ATVehicle, their airside driving simulator, linked with their newest product, ATLIVE, allowing controllers to interact together and have fun on the airfield. ATCloud, UFA's cloud-based trainer for beginner to seasoned controllers, rounds out their demonstrations, allowing each and every day at CFS this year to be a training day. **Visit UFA at booth 104 for more information.**



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NBP works with a lot of NATCA reps in tower and TRACON facilities, collaborating on new products. They develop the products together to make sure the equipment is what the members need. **Visit NBP at booth 403 for more information.**

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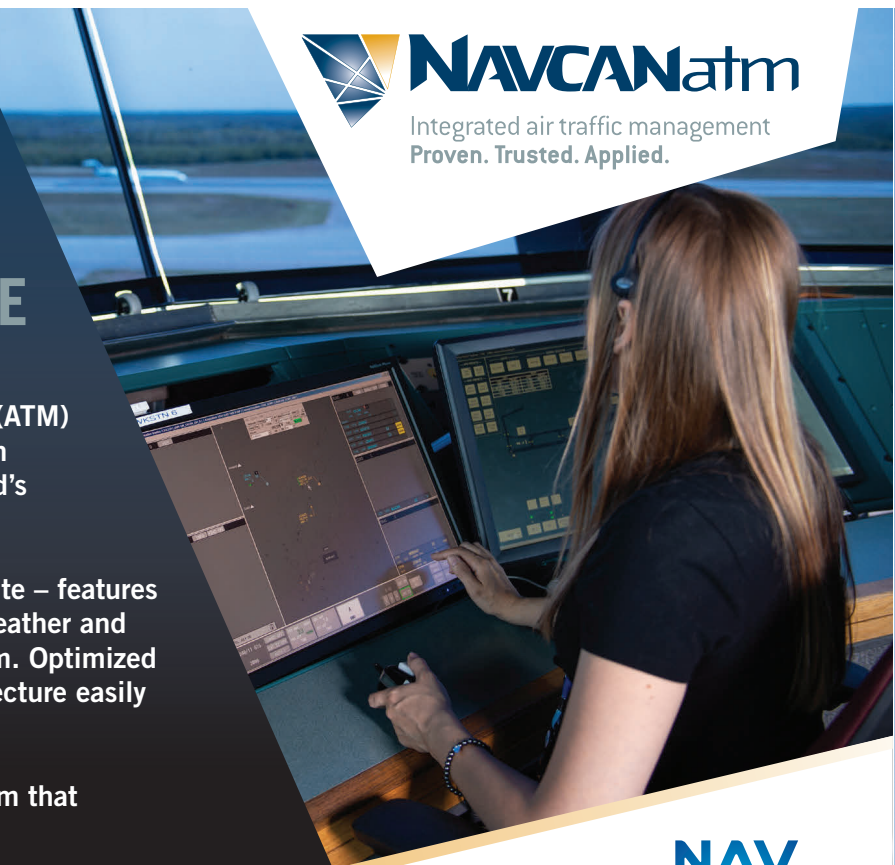
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