

WINTER 2020

THE WATCH

WOMEN AIR TRAFFIC CONTROLLER'S HOTSHEET

A HOW TO GUIDE FOR USAJOBS

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Professional Women Controllers, Inc.

info@pwcinc.org | www.pwcinc.org

Purpose

Encourage women to enter the air traffic control profession; assist in professional and personal development; maintain accountability, responsibility, and professionalism; and promote a better understanding, cooperation and coordination among individuals toward the continual improvement of aviation safety.

VISION

Professional Women Controllers, Inc. (PWC) vision is to achieve a balanced workforce that reflects the demographics of society and creates a safe environment where all air traffic professionals have passion for their career, can excel, and feel a sense of community at work.

MISSION

Professional Women Controllers, Inc. (PWC) is a resource that provides support, training, encouragement, and camaraderie for all air traffic professionals. PWC advocates balancing work and family life, recruiting and retaining excellent employees, developing people, enjoying work, and maintaining a positive sense of community.

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We encourage readers to share information along to colleagues and other interested parties, providing credit to this e-newsletter as the source and include information on how they can become a PWC member.

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LOOKING FORWARD

➔ Book Club



December-February is our quarter for book club. This year's book is called the Diversity Code by Michelle Johnson. Ms. Johnson was a speaker at the 2015 conference

in Kansas City and she is willing to facilitate a book discussion in January. We will post information when the date is confirmed. In the meantime, start reading!

VIEW FROM THE TOWER

Hello PWC members!

The PWC Board of Directors had a very productive meeting in September (via Zoom) and has been very busy with virtual activities this entire quarter. Our January board meeting will also be held virtually. Right now we still plan to move forward with our 2021 National Training Conference in Puerto Rico **May 4-7**. However, we are discussing options should the pandemic not allow us to travel in May.

➔ Scholarships



PWC scholarship applications are now being accepted! The deadline is

February 15, 2021. PWC awards \$10,000 - \$12,000 in scholarships each year. These are

available to members, their immediate family members, and students in air traffic control programs. More information on our website.

In October, Penn State World Campus provided PWC members invaluable training on diversity, equity, and inclusion. They engaged participants in guided discussions around mutual respect, understanding, and empowerment. One of the key takeaways for me was that if we are open to learning about other people and valuing differences, we will get to a point in which we are able to celebrate each person individually. The training was provided by Denita Wright Watson and Karen Armstrong, two amazing women who left me with ideas and thoughts on how to make PWC a better organization. Thank you to Penn State and to all participants. Thanks to all of you who participated in our quarter of volunteering! I spent half a day at a food bank with Central Regional Director, Amy Magstadt, and members Craig Calvert and Wendy Stephens. It was freezing rain but we had a great time! Southern Regional Director, Vonetta Lawton, worked with member Lisa Bradfield to organize an eyeglass donation campaign. As of today, 46 pairs of eyeglasses were donated. Great job to all of you across the country who dedicated your time to help others! This is the spirit of PWC!

➔ Join our Board



Be on our Board of Directors! Nominations for the following offices are now being accepted! The positions up for election in 2021 are:

President, Secretary, Membership Director, Alaska RD, Central RD, Great Lakes RD, and Eastern RD. The deadline is **February 15, 2021**. Please visit <https://www.pwcinc.org/> for further information.

PWC sponsored an informational Zoom meeting for CTI students in November. The event was organized by Amy Magstadt and Wendy Stephens to provide an overview of the FAA hiring process and to allow current controllers who were CTI graduates to share their experiences. Thanks to those who participated on the panel: Jenn Lemmon, Karrie Krear, Shannon Lymon, Theresa Parker, and Lisa Bradfield. We received great feedback on this event and hope to plan another in the future.

One of my favorite activities this quarter was participating in the first ever Girls Launch event sponsored by the Organization of Black Aerospace Professionals. It was great to see how a virtual STEM event was so well organized and it was wonderful to see how much the participants enjoyed learning about aviation!

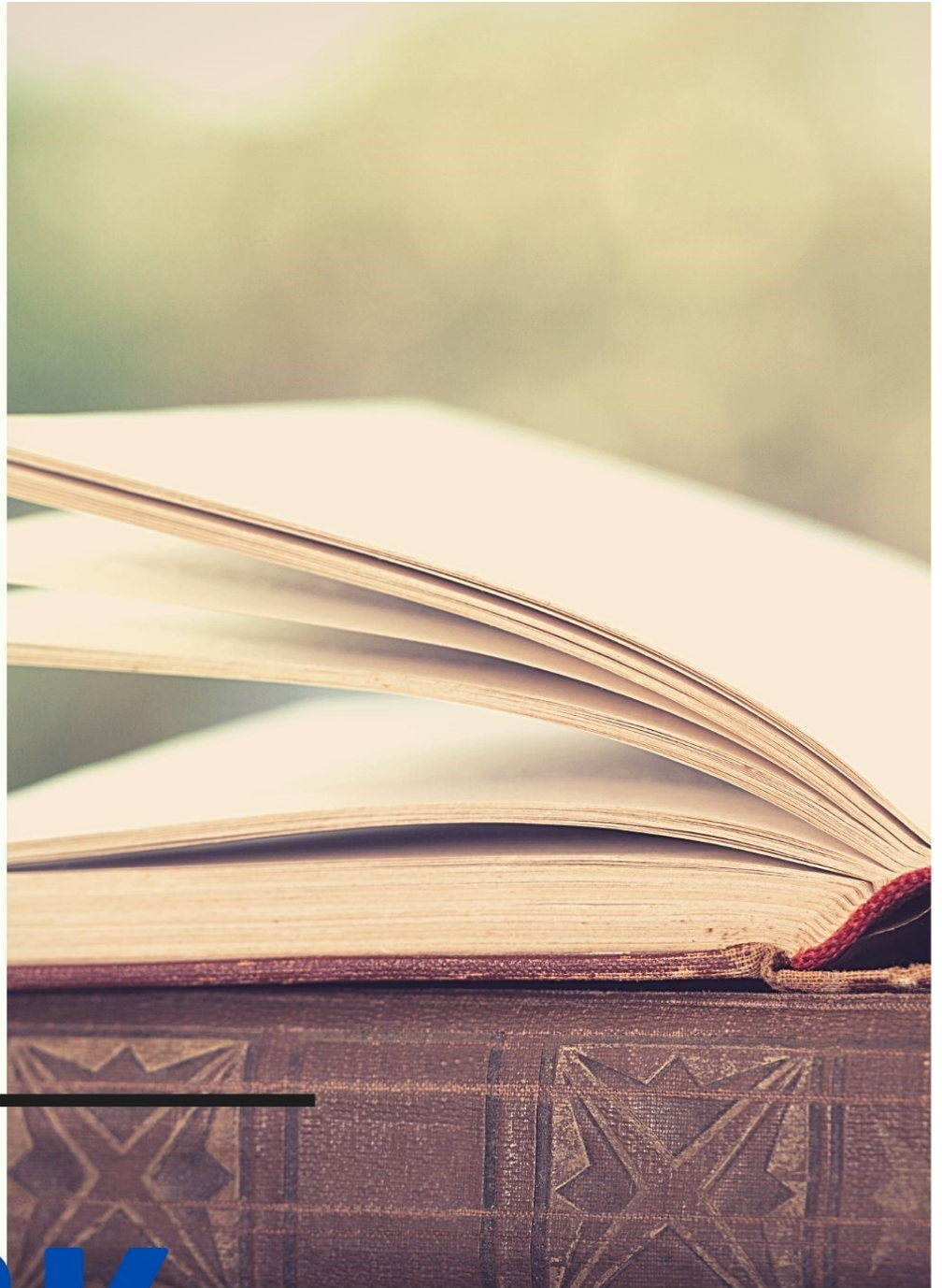
Stay safe and take care of yourselves! Hope your holidays are wonderful!

Christina

Christina Calvert
PWC President



GOOD BOOKS, GOOD TEA, AND GOOD COMPANY



BOOK CLUB

THE DIVERSITY CODE
by **MICHELLE JOHNSON**

VIRTUAL DISCUSSION
WITH AUTHOR!
FEBRUARY 10, 2021
7:30 PM EASTERN

WELCOME NEW MEMBERS

Adrienne Brown
Bethany Bohnenstiehl
Nicholas Clark
Veneca Coulanges
Mia Kidd



APPLYING FOR BIDS ON USAJOBS

BY JENNY SHEPHERD, NEW ENGLAD REGIONAL DIRECTOR

If you are a controller who is considering other positions, you will need to look on USAJOBS.gov. The first time you fill out an application is the most challenging, but after you have applied once it is easier because a lot of your application can be reused and updated for future bids. Here is what you need to do to complete your first job bid:

01

Go to USAJOBS.gov and search for a bid that interests you. You can save a search and have USAJOBS notify you via email with any results that fit your search parameters. I suggest getting daily updates rather than weekly ones, because some bids are only open for a short time.

02

Check the requirements section of the job offering. You will typically need an SF-50 and an FAA Form 3330-43 or 3330-43-1. Read this section carefully, as sometimes there are other requirements.

03

Log on to eOPF to download the SF-50 showing your latest pay raise. You must be behind the work firewall on a FAA computer to access eOPF. There is a link to eOPF from a sidebar on my.faa.gov which takes you to <https://eopf.opm.gov/dot>. It is better to access it this way, because google searches can take you to eOPF for other agencies and you could frustrate yourself logging into an identical looking website for another branch of the government. If you need to reset your password or set up PIV access, it will send emails to your FAA email address so make sure you are able to access that.

04

The next form typically needed is an FAA Form 3330-43-1 or a 3330-43. These forms are very similar. The information needed for the top part can be copied and pasted off of the job bid. On the bottom half of the page, you will need to enter in the dates where you graduated the academy, certified on D1, D2, D3, CPC, (enroute) and then any career moves (ex: new facility, TMU, support specialist, supervisor). You can find these dates by looking through eOPF or asking your facility. Once you have one of these forms filled out, it's recommended to save an unsigned copy so that it can be edited to apply for future bids. If you have to fill out a 3330-43-1, your supervisor or rating official needs to sign it. You may not need to tally the points at this point.

APPLYING FOR BIDS ON USAJOBS

05

Next, upload your FAA Form 3330-43 and SF-50 to USAJOBS.gov under the “documents” tab and the “other” subtab.

06

Then go to the “resumes” tab and you will be prompted to fill out the resume portion.

07

When you are ready, click “submit” on the application for the job posting you want. It will prompt you to select a resume and documents to attach. Then it will take you to a second website. There you will be given some questions regarding the work type you are willing to accept and some demographic questions. The final page will be for essay questions called KSAs (Knowledge, Skills, and Abilities).

08

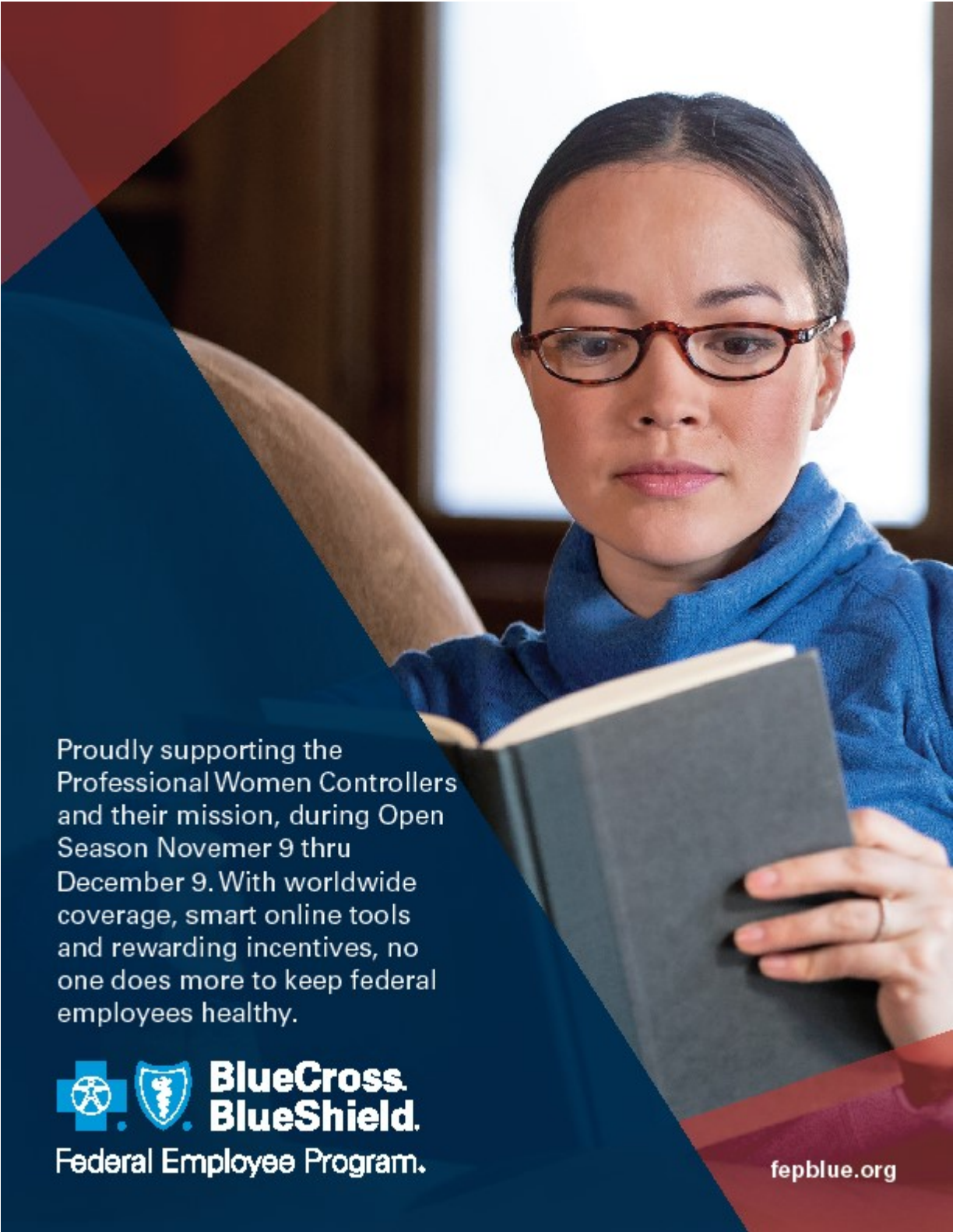
The KSAs guidance is confusing, but here is the advice I have been given many times. Despite the job bid typically having a comment under “additional information” that says you do not need to do KSAs, or that you can put your KSA info into your resume, I have been told unanimously to fill out this section. I have never been on a selection panel, but I have heard this many times at different facilities. KSAs (and interview questions) should be answered in a “CAR” model where you describe a challenge, your action, and the result. This is better than a hypothetical description of how you think you would handle a situation.



To check on your application status on USAJOBS, go back occasionally and look for updates such as “reviewed”, “referred”, “hired”, or “not hired”.

PWC has provided training on how to write KSAs and resumes and on interview techniques. We can share this information with you at any time. Please contact your regional director if you have any questions and they will be happy to provide guidance.

GOOD LUCK WITH YOUR APPLICATION!



Proudly supporting the Professional Women Controllers and their mission, during Open Season November 9 thru December 9. With worldwide coverage, smart online tools and rewarding incentives, no one does more to keep federal employees healthy.

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A black dog is looking out a window with wooden slats. The dog's face is in the foreground, looking towards the camera. The window is in the background, showing a view of green trees and a bright outdoor scene. The dog has a pink collar.

VOLUNTEERISM

By: Dr. Christina Filipowski
PWC Secretary

This quarter PWC focused on volunteerism. PWC Secretary Dr. Christina Filipowski works with an organization called Pet Rescue Alliance (PRA) in Alexandria, Virginia. PRA is a non-profit focusing on rescue, rehabilitation, and placement of homeless dogs.

PRA partners with shelters in Texas near the Mexico border that have an abundance of dogs in their shelters. PRA transports these dogs from Texas to the Virginia, Maryland, and Washington D.C. areas to be fostered and adopted.

Christina fostered a shepherd mix dog named Rio. Rio is estimated to be about two years old. She was found running the streets in south Texas, near the Rio Grande River. Christina fostered Rio for about a month and worked with Rio on basic commands like sitting, potty training, and walking on a leash. Rio has such a lovely personality. At first, Rio was used to running around solo and being on her own. But she quickly adjusted to being petted and loved. Rio was full of energy and loved to play with squeaky toys and to go for walks. Christina is happy to say Rio was adopted by a lovely couple that lives in Baltimore, MD.

Protecting Your Federal Career: How FEPLI Helps Feds Like You

Federal Employee Professional Liability Insurance (FEPLI) provides crucial insurance protection for federal employees against qualifying administrative, civil, and criminal claims. If you are accused of wrongdoing, your FEPLI coverage can help you obtain legal advice and representation. Coverage can also help during investigations and disciplinary processes. However, as with all insurance coverage types, there are limits and exclusions to what FEPLI covers. Here's what you can expect from your FEPLI policy when you get coverage through Starr Wright USA.

Coverage for Allegations Against the Policyholder

If someone makes a covered claim or allegation against you — even if that claim is baseless — your FEPLI policy will provide coverage.

But what if you want to file a claim against someone else? In this situation, your FEPLI policy will not provide coverage. The insurance is designed to protect the policyholder against claims and allegations, and it can provide coverage for associated legal costs. However, FEPLI does not provide coverage for legal costs that the policyholder may incur when filing a lawsuit or other claim against a third-party.

If someone makes a covered claim or allegation against you — even if that claim is baseless — your FEPLI policy will provide coverage.

Coverage for Allegations of Wrongdoing in the Course and Scope of Federal Employment

FEPLI provides coverage for claims of wrongdoing in the course or scope of federal employment. This includes a wide range of possible claims that are administrative, civil, or criminal in nature, including EEO actions, constitutional torts, Bivens actions, whistleblower complaints, and ethics investigations. Federal law enforcement agents, federal managers, and other federal employees face the possibility of allegations from colleagues, job applicants, subordinates, and the public, and FEPLI provides essential insurance protection.

However, FEPLI does not provide coverage for lawsuits brought against federal employees that are unrelated to the course and scope of federal employment. For example, if a personal guest is injured at your home and sues you as a result, your FEPLI policy would not provide coverage, because the claim is unrelated to your federal employment. In this particular situation, a liability claim might appropriately be filed against a homeowner's or renter's insurance policy.

Coverage for Specific Allegations of Wrongdoing, Negligence, or Rule-Breaking

FEPLI can provide representation during investigations or disciplinary processes. For example, if a policyholder is investigated for an ethics violation, legal advice and represen-

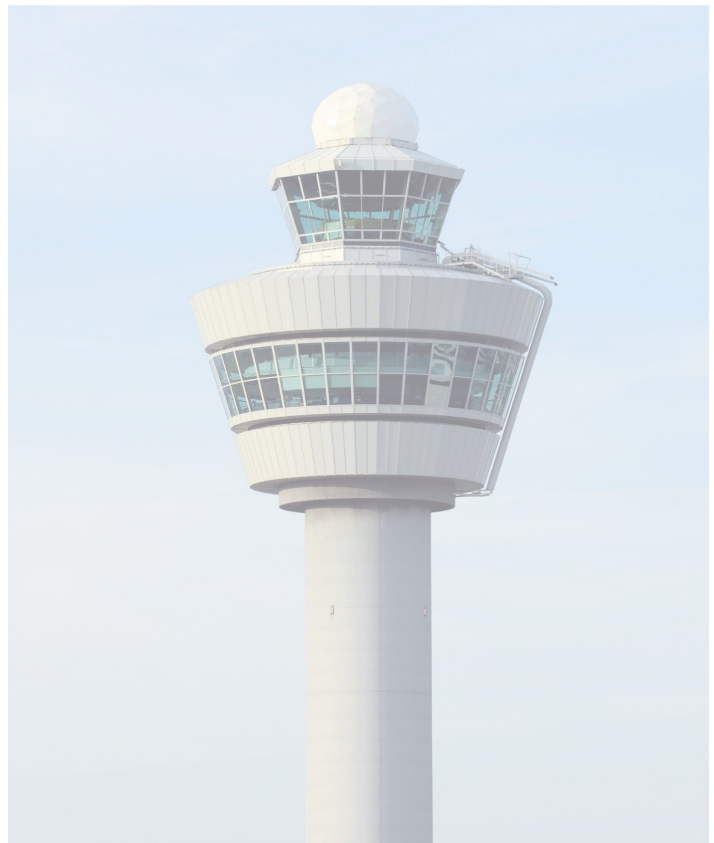
tation can be obtained with the assistance of the FEPLI policy.

However, FEPLI does not provide coverage for general performance issues. For example, a policyholder would not be able to file a claim in response to receiving a poor performance appraisal or being rejected for a raise or promotion over general performance issues.

Hopefully, these examples provide clarification about how FEPLI can enhance your overall insurance protection package. Learn more at wrightusa.com, or apply for coverage now. PWC members receive a 10% discount on their policy by [applying through this link!](#)

Article authored by Starr Wright USA. This article is offered solely for informational purposes.

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PLANE LANGUAGE

Bridging the Communications Gap Between Pilots and Controllers

By Adrienne Krunich,
PWC Watch Editor
Aviation Safety Inspector

This column is devoted to bringing clarity to the everyday operational issues we as aviation professionals deal with when communicating on frequency. We'll try to understand what is really happening on the other side of the frequency. I bring my experience as both an air traffic controller and commercial pilot when addressing communication breakdowns. Through perspective shifting, we gain a more complete understanding of a situation. Mutual trust and understanding is essential for the controller-pilot partnership, so it's critical we understand each other and speak the same language.

Today's Topic

Defining Terms: NORDO vs Lost COMM.
What's the difference, who uses which one,
and why it matters.



PLANE LANGUAGE

BRIDGING THE COMMUNICATION GAP BETWEEN CONTROLLERS AND PILOTS

- NORDO (No Radio) – Aircraft that cannot or do not communicate by radio when radio communication is required are referred to as “NORDO.”* This phrase is typically used by air traffic controllers.
- Lost Communications – Loss of the ability to communicate by radio.* This phrase is commonly abbreviated to Lost Comm and is typically used by pilots.
- Squawk 7600 – To do this is to input this discrete squawk code into their transponder when a pilot expects they are experiencing a lost communications situation.
- RDOF – The four character abbreviation for Radio Failure viewed on a controller’s data block on their radar display that corresponds to an aircraft target that has squawked 7600.

Lost Comm is a state in which an aircraft has an equipment failure or other issue preventing them from communicating with air traffic control. An aircraft could experience lost comm conditions for a variety of reasons, ranging from an electrical failure to a malfunction of an individual component such as a radio receiver, transmitter, headset, mic, electrical fire, or something else entirely. Other issues could be pilot incapacitation due to hypoxia or medical emergency. Today lost comm scenarios are most commonly seen in smaller general aviation aircraft. When a pilot becomes aware they are lost comm, they will, if able “squawk 7600” which means they will dial in 7600 as the discrete code into their mode C transponder. The transponder then transmits a signal which is displayed on the air traffic controller’s RADAR display as “RDOF” or radio failure. In addition to trouble shooting and following the appropriate checklists to address the equipment issue, pilots are trained to react to a lost comm situation by following a set of “if, then” instructions.

Pilots who are lost comm need a contingency plan for flying their route, altitude, and what to do when reaching their clearance. **For route, pilots can be expected to fly the latest off their assigned, vectored, expected, or filed route. For altitude, pilots can be expected to fly the highest of the MEA in their area, expected altitude, or assigned altitude.** All this is explicitly spelled out in the CFRS, which will be listed below.

Lost Comm is an abnormal scenario that pilots are routinely trained on, even from the early stages of flight training; however I have found this area to be a gap in training provided to controllers. This knowledge is useful because it allows the controller to reliably predict the behavior of the aircraft in question. This will help in clearing traffic out of the aircraft’s way and also in forwarding information to the next controller downstream.

Additionally, controllers should be aware that by giving a pilot an “expect clearance”, they are not only allowing a pilot to plan for best performance but also are establishing an agreed upon contingency plan in the event this aircraft experiences lost comm at some point in the flight. The expect clearance becomes set in the pilots plan for both route and altitude should lost comm occur.

Below is the CFR addressing Lost Comm Procedures for Pilots on an IFR flight plan:

§ 91.185 IFR operations: Two-way radio communications failure.

(a) General. Unless otherwise authorized by ATC, each pilot who has two-way radio communications failure when operating under IFR shall comply with the rules of this section.

PLANE LANGUAGE

BRIDGING THE COMMUNICATION GAP BETWEEN CONTROLLERS AND PILOTS

(b) VFR conditions. If the failure occurs in VFR conditions, or if VFR conditions are encountered after the failure, each pilot shall continue the flight under VFR and land as soon as practicable.

(c) IFR conditions. If the failure occurs in IFR conditions, or if paragraph (b) of this section cannot be complied with, each pilot shall continue the flight according to the following:

(1) Route.

- (i) By the route assigned in the last ATC clearance received;
- (ii) If being radar vectored, by the direct route from the point of radio failure to the fix, route, or airway specified in the vector clearance;
- (iii) In the absence of an assigned route, by the route that ATC has advised may be expected in a further clearance; or
- (iv) In the absence of an assigned route or a route that ATC has advised may be expected in a further clearance, by the route filed in the flight plan.

(2) Altitude.

At the highest of the following altitudes or flight levels for the route segment being flown:

- (i) The altitude or flight level assigned in the last ATC clearance received;
- (ii) The minimum altitude (converted, if appropriate, to minimum flight level as prescribed in § 91.121(c)) for IFR operations; or
- (iii) The altitude or flight level ATC has advised may be expected in a further clearance.

(3) Leave clearance limit.

- (i) When the clearance limit is a fix from which an approach begins, commence descent or descent and approach as close as possible to the expect-further-clearance time if one has been received, or if one has not been received, as close as possible to the estimated time of arrival as calculated from the filed or amended (with ATC) estimated time en route.
- (ii) If the clearance limit is not a fix from which an approach begins, leave the clearance limit at the expect-further-clearance time if one has been received, or if none has been received, upon arrival over the clearance limit, and proceed to a fix from which an approach begins and commence descent or descent and approach as close as possible to the estimated time of arrival as calculated from the filed or amended (with ATC) estimated time en route.

NORDO –All pilots are familiar with the unsettling feeling of finding themselves on the wrong frequency, but few pilots have heard of the ATC term **NORDO** and few are aware of the procedures controllers may be using to help get that pilot back where they need to be. There are a variety of reasons why a pilot may be **NORDO**. The pilot may have typed in one digit incorrectly, the controller may have stated a digit incorrectly, or the pilot may have misheard the controller's frequency change or aircraft identification. Sometimes pilots inadvertently take another aircraft's frequency assignment because of hearing a similar sounding call sign or because they are anticipating that same frequency change around the same area. This is a classic example of hearing what we expect to hear. Both pilots and controllers are subject to this common human error.

PLANE LANGUAGE

BRIDGING THE COMMUNICATION GAP BETWEEN CONTROLLERS AND PILOTS

Additionally sometimes frequency changes get overlooked during controller changeovers, or may get missed if one controller uses a different method for identifying who is on frequency than the relieving controller. There are times when a pilot hears a frequency change, dials it in, but then gets another urgent task (mechanical abnormality or indicator light, flight attendant interruption, emergency, unexpected turbulence or weather condition, company message or notification, or other). This task diverts the crew's attention from the frequency change and it is overlooked while the crew is attending to the more urgent task.

Regardless of the reason for the aircraft being NORDDO, both controllers and pilots want the aircraft returned to the correct frequency as soon as possible. In my experience as an enroute controller, nine times out of ten I found we were able to locate the aircraft before the notification of the supervisor and subsequently the DEN (domestic events network) became necessary.

My technique was as follows (enroute only) (workload permitting):

- Attempt to call the aircraft slowly and deliberately. Clearly spell out the full call sign if able. If no answer, repeat.
- Call the previous controller to inquire (aircraft sometimes return to previous frequency if it's too congested to get a word in or they can't hear the controller well in areas of poor radio coverage)
- Call the next controller to inquire (aircraft could have taken someone else's frequency change)
- Relay through a nearby aircraft (same company if able, or if GA, similar altitude)

- Call ARINC on the VSCS. ARINC is a private company that most airlines in the United States subscribe to as a data sharing service that connects aircraft to ground stations. This company can usually locate any aircraft in the NAS that is a subscriber. Within a few seconds, any enroute controller can connect to ARINC, who will send a message to the appropriate aircraft to attempt to contact ATC on the specified frequency. This message shows up in the flight deck as a company notification. It is usually displayed on a panel flight crews frequently scan. This is a highly effective and underutilized tool available at the controller's fingertips. I've found most aircraft come up on my frequency within about 2 minutes of calling ARINC from the sector. (Supervisors can also easily do this if you are too busy).
- Call the aircraft twice, slowly and deliberately on guard (121.5). Smaller GA aircraft may not be able to monitor two frequencies at once, but larger more complex aircraft will be able to, and many times they are required by company procedures to monitor guard, usually above a specified altitude.

If all above steps fail (they can usually be accomplished within just a few minutes or less), notify the supervisor who will initiate the appropriate steps to locate the aircraft.

*As defined in the AIM - Airman's Information Manual - Pilot Controller Glossary

Have a question about a breakdown in communication or a topic you'd like to see discussed here? Email it to pwinc.watch@gmail.com



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**19TH AMENDMENT
CENTENNIAL**



AUGUST 1920/2020

Penn State World Campus Presents Diversity, Equity, and Inclusion to PWC

On October 20th, 2020, Penn State World Campus Diversity, Equity and Inclusion (DE&I) specialists presented the topic of DE&I to PWC. Presenters [Denita Wright Watson](#), the Associate Director of Equity, Inclusion, and Advocacy for Penn State World Campus Student Affairs and [Karen Armstrong](#), recently named Director of Inclusion, Equity and Diversity for Penn State Outreach and Online Education, provided information on diversity, equity, and inclusion while engaging participants in guided discussions around mutual respect, understanding, and empowerment.

The event was held via Zoom with approximately 20 participants from across the U.S. Attendees represented various professional levels from Presidents and CEOs to managers and air traffic controllers. There were also some retired professionals in attendance. The participants were required to provide thoughts and questions prior to the event to include in the discussion. Topics discussed included: dealing with cultural differences, promoting a diverse workforce, having difficult conversations around race and gender, implicit bias awareness, and how to be more inclusive every day.

During the presentation, the attendees were able to interact with the presenters and have meaningful conversations related to DE&I. One attendee remarked, “You have some really good ideas, thank you for helping to strengthen our understanding of the differences between tolerance, acceptance, and being able to embrace each other.”

In spring of 2021, a reverse networking event with PWC will be held where Penn State students, primarily from the Colleges of Engineering and IST, from across Penn State University will learn about working in the exciting field of air traffic control that can help them reach boundless heights. The event is titled, *Reach New Heights Through Air Traffic Controlling: An Opportunity to Network with Professional Women Controllers*. Students will have the opportunity to network with members of PWC Inc. and

learn about this specialized field and beyond.

For those who were unable to attend the recent event, a [Webinar Recording](#) has been provided.

A reminder that The Federal Government's alliance with Penn State World Campus gives you, your spouse, and your legal dependents the opportunity to enjoy special education benefits on over 150 online programs. As a World Campus student you will receive:

- 5% tuition reduction of all Penn State World Campus tuition rates
- Access to academic advising, career counseling, and a financial literacy staff that specializes in serving working professionals

For additional information, see:

[Penn State World Campus Benefits for Federal Government Employees](#)



Karen Armstrong



Denita Wright Watson



Delivering New Capabilities at the Speed of Relevance

The MITRE Corporation

Rapid, unrelenting change is redefining the aviation environment.

New types of vehicles and users, with novel missions, are entering the National Airspace System (NAS) every day. The COVID-19 pandemic has created an uncertain and fluctuating demand picture. And we're entering a future where the Federal Aviation Administration (FAA), other government entities, and airspace users will increasingly collaborate in managing the system.

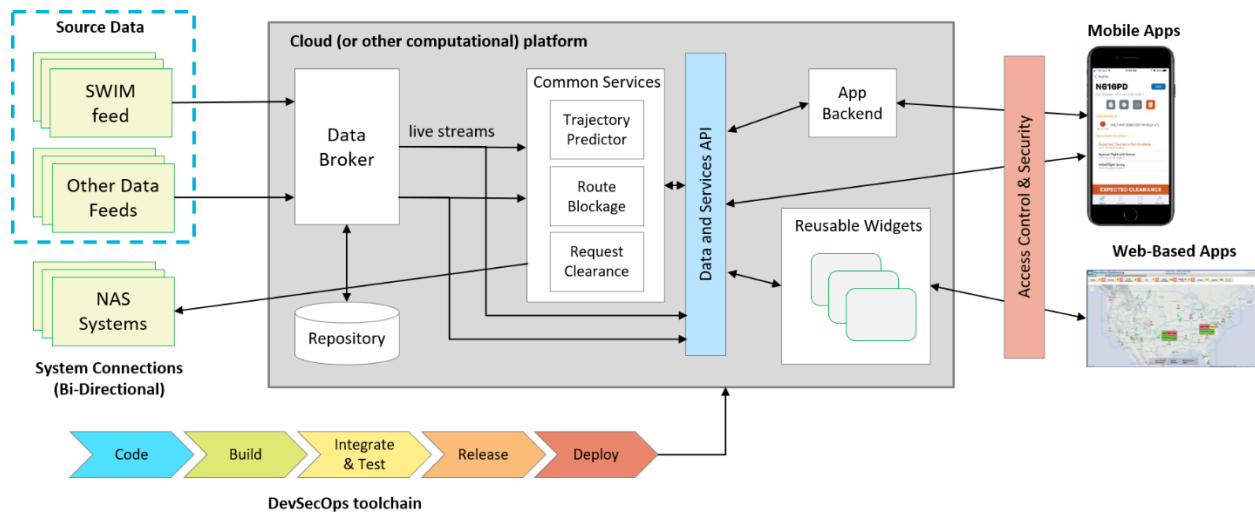
These rapid changes call for equally rapid changes in the software that supports air traffic management (ATM) in the NAS.

What if critical new decision-support tools could be provided in rapid response to changes in the NAS? What if software could continually be updated to address shifting needs, without disrupting daily operations? What if air traffic managers could configure their dashboards with the specific tools, data, and displays they need to assess the unique problems at hand? And what if all of this could be done at far lower cost than the massive system overhauls of the past?

These ideas are more than wishful thinking for some distant future. Given recent advances in software development approaches, they are very real possibilities today. The MITRE Corporation is demonstrating just how real these possibilities are within an ATM context. MITRE, which operates the FAA's federally funded research and development center, recently embarked upon a project for the FAA to explore rapid software deployment in this arena.

Working in collaboration with the FAA, MITRE has prototyped a framework to deliver new traffic flow management information applications in six months or less. The framework also enables users to compose and personalize their workspaces from a collection of components that can work either independently or together.

This effort—the Application-Based Capability Development (ABCD) Framework project—is built upon the software development best practices the commercial sector has introduced in recent years, as well as on MITRE's extensive experience in helping a variety of U.S. government agencies adopt those practices. It also introduces some of MITRE's own innovations for the ATM arena.



Notional ABCD Framework Architecture

Industry Innovations Light the Way

Across government, there is a recognition that the old ways of doing software development—which take years, cost billions of dollars, replace monolithic systems wholesale, and rely on a single vendor for modification—are no longer viable in a world of budget uncertainties and swift, game-changing technological innovation.

As a result, government has begun to embrace industry's software development methodologies.

One is the agile development approach. Instead of trying to deliver a vast, comprehensive software product all at once, the

agile approach is to build software incrementally, in modules. It engages users from the beginning, releases software quickly—usually in a matter of weeks—and then refines the software based on user feedback.

Meanwhile, cloud computing is enabling commercial entities to buy only the computation power and network capacity they need at any given time, and to scale up quickly, without the hardware investment traditional approaches require.

At the same time, collections of tools called “software factories” are providing developers with code-building and testing pipelines they can use to quickly determine that their product is safe, secure, and works as intended.

ABCD: A Building-Block Approach for the Future

MITRE is taking full advantage of these best practices in its ABCD project.

In addition, MITRE is taking a “microservices” approach to software design, in which a system is built of separate, self-contained applications, each of which provides a core business service. Because they are not interdependent, these applications can be developed, deployed, and updated independently of one another. This is in stark contrast to the traditional approach of creating a complex system where components are so interdependent that making modifications to one requires a web of changes to many others.

Embracing a micro-frontend approach, MITRE also created an interface that allows a user’s selected components, each running independently, to “talk” with each other. In this way, traffic flow managers can select the most relevant components—or “widgets”—and combine them to create their own, specialized tools and data views.

For example, to give traffic flow managers a better understanding of controller workload in their center, MITRE used three widgets in the ABCD platform to create the Time-Based Flow Management (TBFM) Airborne Delay Monitor application. These include a flight map (which shows the metered flows the sector is working), a table showing the individual metered flights in the sector, and a table showing the total delay needed for each of those flights to achieve its scheduled time. The capability also allows users to dive deeper into the data each component offers, such as information on a specific flight.

These same components can be combined with other widgets. For instance, the flight map used in the example above was also one of the three components MITRE used to create the Pathfinder Coordination application. The other two are a table of the flights subject to the blocked route and a table of the route and fix restrictions being used to balance flight volume with airspace capacity across the NAS. MITRE created this application to improve the communication and coordination necessary to designate a flight a “pathfinder” to explore whether a departure route should be reopened for general use after closure due to adverse weather conditions.

However, with a micro-frontend interface, users are not limited to someone else’s idea of the perfect application. They are at liberty to pull together exactly the decision aids they need to address the situation at hand, and they can configure components in the ways that best suit their needs. They can save these configurations for continual use, and they can create new configurations as new needs arise.

The Transformation Starts Now

Although ABCD is still in the demonstration phase, it illustrates how new and flexible tools can be put in the hands of users within months rather than years and at greatly reduced costs.

Lessons learned from this process will be valuable beyond ATM applications. Ultimately, they will inform the development of an FAA-wide automation evolution strategy. As ABCD demonstrates, that future may not be far away.

About the MITRE Corporation

MITRE’s mission-driven teams are dedicated to solving problems for a safer world. Through public-private partnerships, as well as the operation of federally funded R&D centers, we work across government to tackle challenges to the safety, stability, and well-being of our nation.

MITRE operates the Center for Advanced Aviation System Development, which has supported the FAA for more than 60 years. In addition, MITRE provides technical expertise to various international civil aviation authorities, airport operators, airlines, and other aviation organizations in air traffic management systems engineering, aviation operations, air-space design, and systems automation and integration. Learn more at www.mitre.org.



Amanda Zautner

NATCA SALUTES VETERANS

To all veterans, NATCA thanks you for your service to our country. Our Union honors your sacrifice while keeping our nation safe and protecting our liberty.

There are approximately 19.5 million living veterans in the United States and approximately two million (nine percent) of those veterans are women. In NATCA alone, there are at least 4,800 members that have served in the military, and at least 360 of them are women.

To celebrate Veterans Day, we asked several NATCA members about their military service. The following are their responses to our questions:

Why did you join the military?

Holly Denny, U.S. Army (Jacksonville ATCT, JAX): "I joined to assist with the cost of college."

Amanda Turnipseede, U.S. Marine Corps (Houston TRACON, I90): "Long story short, I didn't know what career path I wanted to take. I also didn't want to waste my parents' money going to college, so I joined."



Lisa Cunningham, U.S. Navy (Kansas City ATCT, MCI): "I joined because my parents couldn't afford to send me to college, and I didn't want to go into debt when I wasn't 100% sure about what I wanted to do with my life."

Jaime Honeycutt, U.S. Air Force (Minneapolis Center, ZMP): "It's a funny story. I never thought about joining the military until one of my friends wanted me to go with her to the Air Force recruiting booth at a career fair. When I got there, I thought it was very interesting and had a lot to offer. My friend did not join, and I ended up enlisting, while my friend went on to college."

Jennifer Malloy, U.S. Air Force (Cleveland Center, ZOB): "I joined the Air Force for a few reasons: both my grandfathers fought in WWII; I wanted to travel; and most importantly, I wanted the military to pay for art and design school."

Samantha Navarro, U.S. Air Force (Seattle Tacoma ATCT, SEA):
 "I was ready for a change and to get away from home. I didn't have a job in mind, but was told to make sure I had one going in. Air traffic was the third one offered and the one I took, obviously."

Rachael Plantz, U.S. Air Force (Albuquerque ATCT, ABQ): "I joined the military because I wanted to do something exciting with my life and working an average 9-5 job wasn't as enticing as the photos the military recruiter showed me that I too could experience."

Alana Zautner, U.S. Air Force (Engineers/Northwest Mountain, ENM): "I joined to find some direction and structure in my life, serve my country, and of course for the educational benefits (GI Bill)."

"I look back fondly on my time the military and cherish the friendships I was able to make."

"Serving my country was an honor, and something I carry with me everyday."



Jamie Honeycutt



Holly Denny

How did you get through your boot camp training experience?

Cunningham: "I actually thrived in the 'controlled environment.' I also had a lot of support from my mom, and a deep love and trust in God to carry me through."

Navarro: "Getting through basic training wasn't necessarily easy, but I also knew what to expect. I definitely had a couple of challenges, but challenges make us better people, right?"

How did your service and experiences affect your life?

Denny: "My experiences in the military have broadened my understanding in every aspect of life."

Honeycutt: "Serving my country was an honor and something I carry with me every day. It was the best decision I ever made. I feel it gave me opportunities that I probably

wouldn't have even thought of in college. I was 18 when I left, so I grew up very quickly and had to learn responsibility in many different ways. I also learned about leadership and how it can impact a facility negatively or positively. Air traffic control in the FAA is a job that you rely on others for support or assistance in order for you to succeed. Being in the military was where I learned that first. I look back fondly on my time the military and cherish the friendships I was able to make."

Why did you decide on a career in aviation with the FAA after leaving the military?

Malloy: "I joined thinking I was going to continue studying advertising and design. I quickly fell in love with the air traffic control operation, with its fast paced decision-making and orderly flow. I loved and still love working planes. I can't explain the feeling of being in a tower and feeling those fighter jets

"My experiences in the military have broadened my understanding in every aspect of life."



**Amanda Rochester
Turnipseede**



Jennifer Van Rooy

shaking the ground under my feet. Now in a radar facility, arrival rushes are my favorite.”

What else would you like to add?

Turnipseede: “As a woman and a reservist in the Marine Corps, life was not easy for me. To many of my male and active duty peers, I was not a ‘real Marine.’ It felt like a constant uphill battle that I couldn’t win. Even though my experience in the Marines was very challenging, I feel like it made me a better and stronger person. I hope that my experience sets a good example for other women and inspires them to break the stereotypes associated with gender biases. We are smart, strong, and capable!”

Plantz: “There are a lot of situations people may not understand that military members go through. Suicide rates are high for a lot of reasons. Many cases are because people work long hours with no bonuses for the extra time. Years are spent away from families due to deployments or orders where they are unable to bring family, which means they miss out on life events. There are physical and mental modifications that will affect people after their service as well. If you know someone in the military, it may go a long way to reach out to them and check on them. Send a message every once in a while, so they know they haven’t been forgotten about. Most would love for loved ones to visit them. Everyone’s reason to join is different, but the commitment can come at a great sacrifice that may be hard to see or understand if you have not had the experience.”

"I hope that my experience sets a good example for other women and inspires them to break the stereotypes associated with gender biases. We are smart, strong, and capable!"

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