

THE WATCH

WOMEN AIR TRAFFIC CONTROLLER'S HOTSHEET

**PWC'S 1ST VIRTUAL
CONFERENCE**

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CAROLINE JOHNSON**

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Professional Women Controllers, Inc.

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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 life and family life, recruiting and retaining excellent employees, developing people, enjoying work, and maintaining a positive sense of community.

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VIEW FROM THE TOWER

Jenn Lemmon
PWC President

In being conscious of the here-and-now, the future is made. If our present reality is the result of our past thoughts, feelings, and actions, then by being wholly in the now and aware and present WE create the future. As such, the future is now. These words have resonated with me so much over this past year, considering what we all have been dealing with. So many heartaches with few triumphs, however together as one we shall persevere.

This year's 2021 PWC National Training Conference proved that together taking our thoughts, feelings, and actions enabled us to make an amazing event happen right now while things are changing quickly. Choosing to go to a virtual conference was probably one of the toughest decisions, besides canceling 2020 in Ottawa, which PWC has made.

I think I can speak for most when stating that this conference surpassed our expectations. From the opening reception hosted by JMA Solutions, to employing the services of female-owned company Coast to Coast, all of this led up to "The Future Is Now!" Thank you again to the entire 2021 conference committee and all of the wonderful sponsors who supported not only this event but PWC over the past year.

As the newly elected President of PWC, I sit here humbled at this distinguished honor to continue representing this amazing organization. My plan is to continue taking us into the future as many great women prior to me have accomplished. PWC, you have done another amazing job of ensuring continued involvement and success for the organization. With the recent election, we have quite a lot of new faces joining our PWC Board of Directors this upcoming year. New faces bring new ideas, new ways to implement technology, and finding our niche in this virtual platform we find ourselves immersed in.

We ask you to continue moving forward with us on this journey as we move back to pre COVID-19 days.

PWC is excited to plan what hopes to be our first in-person conference in two years in beautiful Charlotte, North Carolina April 19th-22nd, 2022.

The Queen's City is welcoming us all with the opportunity to "Connect & Learn Together" once again. Save the date cards were sent out last week with some basic information for next year's conference. Check the PWC website and all of our social media links for further updates.

For anyone who was not able to join us on the virtual platform for this year's conference, let me be one of the first to give you the exciting news; Puerto Rico is still on the table for our 45th PWC National Training Conference. We have been in communication with the Hilton Caribe and thought this would be a beautiful location to celebrate 45 years of PWC.

"The future is now", it's happening right now and it's changing quickly. Thank you, PWC for supporting each other through this pandemic, having fun with us via zoom, and continuing to show that together as one we can do anything.

If there is anything the PWC Board of Directors or I can do for you, please do not hesitate to reach out. We are always thinking of ways to keep everyone engaged and finding ways to help evolve and excel. If you have new ideas to continue our forward momentum please reach out. We are here for PWC!

Jenn

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WELCOME NEW MEMBERS

Ashley Doster

Micah Diaz

MaryEllen Sinclair

Samantha Greenwald

Stephanie Agerton

Sanja Benak

Kristan Villegas

Brandy Willis

Anita Adjei-Nmashie

Rachel Aden

Wendy Postema

Amy Lark

Jenny Rubert, Membership Director



Thanks to everyone who recruited during our membership drive. We added 23 new members! If you have moved, please email me at pwcmembershipdirector@gmail.com to update the database.



COAST TO COAST CONFERENCE AND EVENTS HOSTS

PWC'S 1ST VIRTUAL CONFERENCE

By Diana Eldridge



What do you do when you have to cancel a conference due to a global pandemic? You sign a hotel contract for the following year for an in-person conference but, there is no way we will still impacted by a pandemic one year later, right? Wrong! So, when PWC President Christina Calvert came to the reluctant conclusion we must cancel yet another in-person conference she said she definitely wanted to have a virtual conference. I do not know about you but planning a virtual conference was new to Patti Wilson and I.

Patti reached out to few companies who had been planning virtual events during the pandemic we had heard other organizations were using. We thought for sure we were going to go with a specific company, but we had one more meeting. We kept the appointment because we because we wanted to honor our commitment, but we knew the other company had our vote. We met with Michelle Minire, Founder & President of Coast to Coast (CTC) and Tillie Mischlich, Event Manager.

We knew for our event to be successful, engaging and professional this was a team that would deliver and deliver they did. We communicated what we wanted the event to feel like and look like.

They took our words and put them into action and took them to a level we could not have imagined possible last January

A special shout out to their technical director, Nicholas Peebles who ran everything behind the scenes, he was amazing! Also, I know all our sponsors and PWC were very happy to have Racheal Lee, Producer, build our virtual booths. She made them very professional!

They knew how to engage participants from different continents, let alone different states or cities. They walked us through our anxiety, our doubts, and our strong hesitation to be recorded on camera and coached us to excel. The key components to having a virtual conference are planning, tech checks, and rehearsals. Had we not worked quickly to get the information needed to CTC in a timely manner or had any of our speakers chosen to ignore the tech checks and rehearsals this event would have turned out much differently. However, all our participants took this seriously and dedicated the time necessary to bring you a professional conference. Coast to Coast Conference and Events, Thank You! Thank you for showing us what a virtual event could be like and helping our PWC family gather virtually.



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MILE MARKERS GRIT AND GRACE WIN THE RACE

By Dr. Christina Filipowski



NATASHA DURKINS

Natasha (Tash) Durkins- Director of Policy for Mission Support presented a workshop at our about how to apply the leadership skills detailed in the book Dare to Lead by Brene Brown.

Part One- Rumbling with Vulnerability means showing compassion for yourself and others. Being willing to say you are wrong when you make a mistake or say “I don’t know” when you don’t and asking for help when you need it.

Tash conducted a poll question that indicated 54% of attendees were somewhat comfortable with being vulnerable at work, 35% were a little bit comfortable with being vulnerable at work and 10% were very comfortable with being vulnerable at work.

She discussed the moment and the truths where you recognize what story you are telling yourself and being willing to own your story and push past it.

The Armory is that feeling when you don’t feel you have all the bullets for the job, or when you have the answer but are afraid of what others will say, or when we shame ourselves for not knowing the answer. Tash explains sometimes we can have empathy for others, but not with ourselves. Curiosity and grounded confidence means being willing to understand the perspectives of others and where your triggers and discomforts are and being able to be flexible and adapt.

Part Two- Living into your Values means understanding your “why”. By knowing your values you will understand why you are walking into risks or places of discomfort in the first place. Poll results indicated 86% of attendees have taken the time to reflect and identify their personal values.

Tash challenges everyone to find a list of values and find your top three values. She asked everyone to not only name your values, but walk into them. She shared that her values are authenticity, abundance, and integrity.

“Daring leaders who live into their values are never silent about hard things.” – Brene Brown. In her book, Brown gives excellent tips on how to give feedback.

Part Three- Braving Trust is about trusting yourself, expecting setbacks and disappointments and not letting your falls influence your climb.

“Integrity is choosing courage over comfort; it’s choosing what’s right over what’s fun, fast or easy; and it’s practicing your values, not just professing them.” – Brene Brown
There is no magic formula, you have to practice, practice, practice, get it wrong, and try again.

Part Four- Learning to Rise is about the reckoning, the rumbling, and the revolution.
“When we have the courage to walk into our story and own it, we get to write the ending. And when we don’t own our stories of failure, setback, and hurt- they own us.” – Brene Brown
It was so encouraging to hear Tash share her personal stories and experiences. Thank you for opening up and discussing authenticity, courage, and values.

Opening Ceremony & Fireside Chat:

*The Future of the ATO
with Teri Bristol and Christina Calvert
Written by Amy Magstadt*



Christina Calvert,
President PWC



Teri Bristol, Chief
Operating Officer - Air
Traffic Organization

Members of the Professional Women Controller (PWC) group were anxiously awaiting the 43rd Anniversary National Training Conference. This was PWC's first virtual conference and we all couldn't wait to see what the event would look like compared to our past conferences. None of us should have been concerned because the conference was a huge achievement thanks to all the people who put so much time and effort into its resounding success.

To kick off the event, Christina Calvert hosted Air Traffic Organization's Chief Operation Officer Teri Bristol for the Opening Ceremony & Fireside Chat. In this event, PWC President Christina Calvert had the opportunity to ask eight questions relating to Ms. Bristol's insight and broad perspective of the last year during the Covid-19 work posture.

Outlined below are the eight questions submitted by the PWC membership and Teri Bristol's informative responses:

Christina: Given the last year of COVID, what lessons have been learned? If you could do anything differently, what would it be?

Teri: We have learned a lot and didn't fully understand the definition of flexibility or agility until we met COVID 19. We have lived through government shutdowns, but they were nothing compared to what we have been living through these last 14 months.

The FAA needed new protocols on:
Cleaning
Staffing
Hours of operation
Distancing
Masks
Zooming

I want to thank everyone for doing a great job this past year and adapting to embody our ATO principles. You all did a tremendous job under very trying circumstances. We all dug into our reservoirs of courage, trust, empowerment, and teamwork to make it this far.

We now understand our contingency plans were laid out for a different kind of crisis, but they still offered a solid foundation and provided value and another dimension to our contingency plans going forward.

Continued at right

Outside of the operation, we learned a lot about the importance of technology options. The foresight of our FAA colleagues had about investing in Zoom and Microsoft Teams has been invaluable.

We learned more about the dedication of our people. If you had asked our managers if they believed our workforce would thrive in a maximum telework environment, most would tell you pre-COVID they had some reservations. We have seen these telework environments have been very trying circumstances and we have accomplished so much despite the challenges.

Christina: Can you explain what is happening with the NOTAM process? Are there upgraded changes or processes in the works?

Teri:

We have been working on revamping everything to do with the Notices to Airman (NOTAM) and other aeronautical information processes. It has been one of our top priorities for the last year and a half. The industry is excited about it and so are we, and congress has asked us to work on this as well. The NOTAM Optimization Initiative has several elements to it and the bulk of most of the visible work to date has been cleaning up the information we provide to the NAS users.

We have been reducing the number of permanent NOTAMs in the system, updating and standardizing NOTAM related information provided in publications like charts or supplements, and streamlining different data feeds and websites through which the agency provides NOTAMs.

In general, we are reducing the places our stakeholders have to look for NOTAMs and related information. In the longer term, there are a couple of major activities that will have major benefits for the NOTAM system and its users. First, we are working on upgrades to the system's hardware and software to make the system more robust, and second, we are working on conforming to the ICAO system for NOTAMs standards including the ICAO format for NOTAMs. The US isn't in conformance to ICAO NOTAM requirements yet.

We are moving to the ICAO format to improve the sorting, filtering, and readability of NOTAMs and we are

excited to improve the experience for users as well. There will be changes for how NOTAMs are entered and/or displayed and these activities are still a few years out in the planning, engineering, and acquisition stages. There is a lot more work to be done, but with any major system enhancement, we are undergoing a tremendous amount of outreach, training, and guidance as the teams sort through what those nuances will look like.

Our teams are working with colleagues and stakeholders and we are excited to see how these improvements will benefit the NAS by offering a major safety improvement.

Christina: Is there anything that keeps you up at night? If so, how are you and your team working to resolve it?

Teri: I am not burning the midnight oil, but there are a few things that occupy my mind:

- I am concerned with everything COVID related.
- I am monitoring the full integration of drones and commercial space vehicles into the NAS.
- I continue to track the full realization and benefits from our NextGen investments.

If I had to choose one item today, it would be that I think a lot about a lot our aging infrastructure. We know it is a priority of the administration and when living in an operational world, we see the condition of our infrastructure every day. Shiny new toys and innovations like UAS and new towers attract the spotlight and are very visible, but it is a lot harder for people to get excited about elevator life cycles and aging buildings, because they may not see those things aging. We have to worry about those things and we have to be planning for those things. We have a \$7 billion NAS portfolio of systems in our care and a \$5 billion backlog of assets that are past their service life. That means if you could replace an item, you probably would including buildings to various pieces of equipment, but you have to continue to do upgrades along the way to keep them in good working order.

There has been a backlog slowly growing over the last five years. The FAA sustains 344 terminal facilities and the average age for our facilities is around 37 years old. Of those, we have 56 elevators that are beyond service life, so we are doing these continuous care and servicing of them as opposed to a different kind of care and servicing that might be a replacement.

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The average age of en route facilities is on average 55 years and that is getting up there in years. There has been a ton of investment over the years in the terminal and en route facilities to keep them in good physical working order and we will continue to do that. At some point, we will begin looking at replacing centers in the future. What does that look like? There are great opportunities out there when we look at the way work is performed and we need to start taking a deeper look at those projects if we get the budgets to move forward on a possible replacement.

We try to mitigate risks by prioritizing facilities that are most critical to the NAS. We have different tiers of facilities and we keep going through those tiers year after year to help us to prioritize the budget standpoint on how we make some of those investments. It is much like your own home, you need to take care of your home and we need to take care of our facilities.

Christina: Why have the ATMs lost the ability to select the best supervisors for their facility?

Teri: This is a good question and I get this question a lot.

The ATMs still have a role in the selection process. They determine the need for supervisors, recommend the parameters for recruitment, establish evaluation plans, and select the interview questions. The reason for the supervisor selection process is, if you are applying for a job as a supervisor in one service area versus another, you want to know that the same criteria apply no matter where the job is located. You want to be evaluated consistently.

Standardization and consistency in how the selection process is managed is a critical element for applicants. Up leveling the decision to the Deputy Director of Operations (DDO) provides Air Traffic with a way to ensure that those expectations are met. An MSS2 centralized selection process was developed to provide transparency and consistency in the overall hiring process.

The objective is to ensure a merit-based process is used to fill positions while complying with the governing FAA human resources manual guidelines, the HPRMs, and the applicable ATO priorities and procedures.

Christina: With air traffic reorganization and the subsequent 2.0 implementation, the direct reports and responsibilities of ARTCC ATMs have dramatically increased without an increase in resources. Have these changes been evaluated?

Teri:

The three goals of the Air Traffic Services Field Elevation Alignment were to establish geographical boundaries, establish a leadership structure, and provide ATO alignment.

There was a lot of input and collaboration on how the structure would look. A group of subject matter experts representing various parts of air traffic got together to provide their input on how best to support the shared services concept.

When we implemented the field evolution, we didn't eliminate positions, but instead, we streamlined positions to improve efficiencies, recording, and accountability. Executive officers were part of the AJT footprint before the field evolution, and they were kept as resources to be requested by the General Managers. To date, ten facilities have been approved to have Executive Officers. Individuals who held supervisory administrative officer positions before the implementation of field evolution are still supporting facilities in their districts as Administrative Officers (AO).

I would encourage folks to continue the conversation with their district teams on how to use shared services for best resource utilization in shared services.

Christina: Will staff specialists be able to telework even 3-4 days a week permanently moving forward?

Teri:

When the FAA entered into maximum telework to protect the workforce from workplace spread of COVID-19, SSPs in AT services were provided the flexibility to telework these last 14 months as one of the many temporary stopgap measures that we put into place. We are in a different place today now that vaccines are available, cleaning protocols are good, and supplies are well established at the facility levels.

Traffic has increased to 70-80% of pre-COVID levels with some airport markets back to pre-COVID levels completely.

Now that traffic has increased, SSPs are now returning to our facilities to provide those onsite support services that are necessary to meet our operational priority mission.

Currently, SSP positions are coded telework ineligible and we don't anticipate changing that, so telework will continue to be a temporary measure based on the needs of the facility or the office. At some point, I would expect those SSPs to be back into the facility full-time.

Christina: What do you want your legacy to be?

Teri: First of all, I am not going anywhere right now! So, what do we want to accomplish, for me it will always be, "NAS First, People Always".

I want to be remembered as someone who protected and improved the NAS, encouraged innovation, fought for resources and modernization, and finally for pushing the needle on safety whenever possible.

I have always valued our people and worked to ensure that you have the tools you need to do your jobs well. I try to empower my teams with new opportunities and try to be honest and transparent and I make it a point to connect with people at every level. I like to communicate in a variety of ways like weekly messages, manager calls, regular all-hands meetings, and I try to get into meetings like the PWC Conference where I can hear from folks and know what is on your mind. I want to be a leader who is remembered for good labor relations.

These past 8 - 10 years there has been a transformation in collaboration and I look with pride at the last ten years of labor relations with NATCA. I always believed that there were no limits to what we could achieve if we worked together. We had a broad vision for collaboration back when we actively sought out to change the entrenched culture that we lived. We utilized an interspaced bargaining agreement in 2016 that I believe was historic for the agency. It cemented collaboration as a customary way of doing business.

In working together, we have achieved so much, and I hope the collaboration process will live on for many, many years to come.

I am a firm believer and practitioner of leadership development. I have spent countless years especially supporting our managers who are caring for our employees. If you are not a manager, it does not mean you're not a leader and if you're a manager, it doesn't mean you are a leader. Leadership is personal and it is what we do to lead our organization.

Christina: What is the best piece of advice you were given and how does it affect your decision-making?

Teri:

Take control of your career and don't wait for someone to do it for you or tap you on the shoulder. You are in the driver's seat. I always stressed to folks to have an updated resume and be ready for the next opportunity because you don't know when that is going to come. People groan because they do not want to take the time to update a resume, but at the end of the day, when you compete for a position, you are trying to distinguish yourself from your colleagues. If you don't keep updating your resume, you are going to lose some great things you may have done to keep track of your activities. Check-in on your resume once a year and jot things down.

Another piece of advice would be to remain present no matter where you are. Invite and listen to other people's input. I relate to this because I like to get out of the office to visit colleagues in their work environments. I like to visit facilities and I encourage people to have the face to face conversations with each other because it beats a PowerPoint any day. I want to meet people one and one and I encourage everyone to do that. And last, be authentic. We can all learn a lot from watching each other and adapting their traits along the way to make you a more perfect version of yourself. What advice would you give Christina?

Christina: Well, it is hard to beat those. My best piece of advice is to invest in relationships. We know to do that in our personal lives, with our families, and our loved ones, but you have to do that in your professional life as well. You do not know who you are going to work with or who you are going to work for, and you don't know what opportunities will be available to you. If you just have those relationships with others that will be helpful.

Teri, thank you so much for your time today providing an update and sharing that information. It is just wonderful to have you with us!

Keynote Speaker

CAROLINE JOHNSON



Written by Micah Carter

Our keynote speaker was Caroline Johnson, fondly known as Jet Girl! She spoke to us about how to leave a lasting mark on an organization by communicating clear leadership lessons. She spoke about how preparation and perseverance will achieve an elite level of performance. She discussed how mentoring and sponsoring others is the best way to build strong teams. She also talked about how change management requires leaders to trust themselves, trust their teams, and trust the process.

Caroline was born and raised in Colorado Springs, CO, where she led a very active childhood with skiing and traveling. One of her greatest accomplishments was being selected as a debutante. After high school, she began the adventure of a lifetime in the Navy.

She began her military career at the United States Naval Academy in 2005 and graduated with a Bachelor of Science in Economics in 2009 and later joined the elite Naval Aviation community. In 2011, she was awarded her wings of gold and designated a Naval Flight Officer, more specifically an F/A-18 Weapons Systems Officer. Caroline flew in F/A-18 Super Hornets as a member of VFA-213 the World Famous Fighting Blacklions or as she says; "I was Goose, but didn't die".

To deal with the challenges she faced; Caroline came up with this equation. Preparation plus Perseverance will achieve an elite level of performance. Preparation; it took 9 years, 1 month and 10 days from her start at the Naval Academy until her first day on the job in combat. Caroline broke it down further into moral, mental and physical preparation. Perseverance came by overcoming obstacle after obstacle while in the Navy which helped her find purpose. She attributes much of her success to having a great support system in her family. In 2014, Caroline would embark on a historic deployment, she and the Blacklions flew in support of Operations Enduring Freedom and Inherent Resolve seeing action in Afghanistan, Iraq, and Syria. Her squadron employed the first weapons on ISIS in Iraq, conducted the first ever US strikes into Syria, and Caroline was the first woman to neutralize ISIS from the backseat of an F/A-18. She shared an insider tip with us that when they're flying in tan colored suits, that means they're in combat.

She ended by challenging us to ask ourselves; "What is your next target and how will you use preparation and perseverance to get there?"

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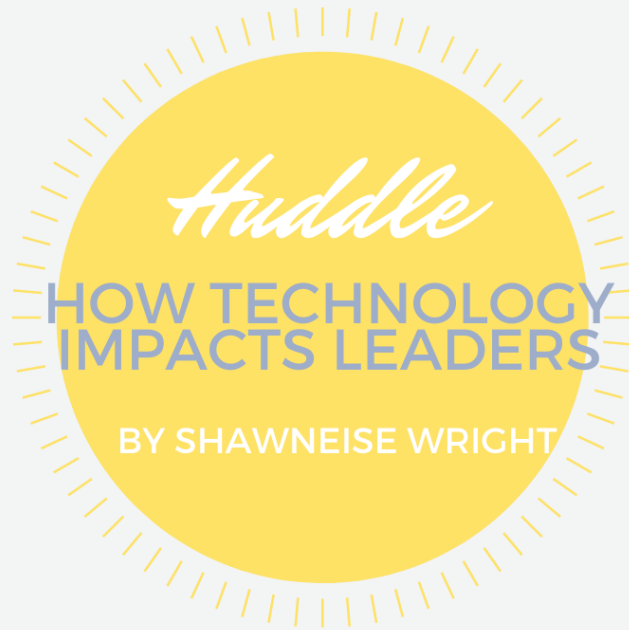
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For more information, contact Huddle's FAA representative
ryan.ceresa@huddle.com



Huddle customer success managers Claire Marovelli and Ryan Ceresa provided PWC's 43rd Training Conference attendees with an overview of the Huddle platform.

What is Huddle? Huddle, founded in 2006, is a cloud based file sharing and collaboration tool that you can access in your internet web browser. Huddle's vision is to improve efficiency at organizations. Whether you're in the office or working remotely, Huddle lets you collaborate with anyone - from internal teams, to clients, and partners. Manage tasks, content, approvals, and team communication in one secure, accessible space.

In 2014, Huddle became the first cloud based file sharing site to receive Federal Risk and Authorization Management Program (FedRAMP) authorization. To date, the Federal Aviation Administration is one of Huddle's largest U.S. clients.

Outside air traffic training, Huddle can be used by teams to collaborate, share files and communicate in real time. In this virtual environment, consider leveraging the features of this centrally-funded product to support your team.

For more information about Huddle and the FAA's access to the tool please visit

<https://www.huddle.com>.

Thank you to Huddle for being a PWC 43rd Training Conference Diamond Sponsor!

SPACEPORT AMERICA

BY JENNY SHEPHERD



Dr. Bill Gutman is the Director of Aerospace Operations at Spaceport America; he presented a virtual tour during the PWC 2021 National Training Conference. He provided an overview of spaceport operations, layout, and history. Dr. Gutman is responsible for flight safety, customer operations facilitation, infrastructure planning and development, and maintaining the FAA launch site operator license.

Spaceport America is believed to be the first purpose-built spaceport in the world that was created with commercial space operations in mind. The facility is licensed by the FAA. It is used by academia, government, and industry for launch and space operations, research, and testing. The spaceport is located on 18,000 acres in southern New Mexico on the U.S. Army's White Sands Missile Range. It has a 12,000 foot runway that was built for customer needs. There are several vertical launch sites.

The facility has a terminal with an upper floor where Virgin Galactic trains astronauts and mission control is on the lower floor. The terminal is attached to a hangar that is large enough to contain two Boeing 737s, and was designed to hold two Virgin Galactic Spaceships. The facility also has a SOC which houses a fully staffed fire station with six firefighters on duty at all times. There is no control tower and they operate on UNICOM, but do have a

mission control area similar to a control tower with runway views.

The facility has hosted over 60 commercial operations and over 200 academic ones. A few weeks after the PWC conference date, Spaceport America hopes to launch their first space tourists. They host an annual event called the Spaceport America Cup where university students have a rocket launch competition. The common customers include Virgin Galactic, EXOS Aerospace, UP Aerospace, Boeing, and Sugarhouse Aerospace.

The operations at Spaceport America are suborbital, because there are no vehicles currently flying that would be approved for orbital flight. The reason for this is that orbital flights drop parts off the spacecraft and Spaceport America is an inland location. Current launches are typically focused on research. Recent experiments from launches involve semiconductors, pharmaceuticals, and biomedical research.

Dr. Gutman discussed the history of space in New Mexico, which started in 1940s when V2 rockets were tested there. NASA tested Apollo engines in New Mexico and a Space Shuttle landed there once. The New Mexico Space Authority was created in the 1990s and they built Spaceport America. They continue to operate and maintain the Spaceport. The first vertical launch at the Spaceport was in 2006, and in 2009 facility construction began.

NATCA's Chrissy Padgett Assumes Role as Chair of National Safety Committee



Air traffic controller and NATCA member Chrissy Padgett (Washington Center, ZDC) assumed the Union's roles of Chair of the National Safety Committee (NSC) and National Safety Representative in January.

Prior to assuming these new roles, Padgett was NATCA's Air Traffic Safety Action Program (ATSAP) Analyst for the Eastern Service Area's Event Review Committee (ERC). She has served on various committees and in a number of roles over her 21-year Federal Aviation Administration (FAA) career including serving on NATCA's Reloaded Committee, the National Training Committee, the Communicating For Safety (CFS) Planning Committee, the Historical Committee, and NATCA's Board of Trustees. She also was heavily involved in representing NATCA on the collaborative Partnership For Safety program within the FAA.

Padgett said she intends to ensure that NATCA continues to be on the forefront of safety. "As Chair of the NSC, my goal is to continue to move the ball forward as my predecessor, Steve Hansen, did," she said. "A way to do this is continuing education and awareness for our NSC committee members on the ever-changing and evolving safety processes and procedures, to ensure that we are always a resource for our representatives and members."

The NSC was established to provide continuity and expertise to the NATCA safety infrastructure. It engages year-round on efforts that affect the entire National Airspace System (NAS). The committee meets regularly and handles issues in real time. The NSC includes representatives from NATCA's diverse bargaining units with different technical backgrounds and provides input and guidance about equipment changes that affect NATCA-represented bargaining units. Those changes can affect the operating environment, technology requirements, and current and proposed rules, regulations, and directives of these units. The NSC serves as the primary focal point for all voluntary safety-reporting programs, works with the FAA and industry safety groups to advance aviation safety, and supports NATCA's annual CFS conference (Sept. 27-29, 2021 Bally's Las Vegas) where members work to highlight the latest in safety initiatives around the globe.

Above

Padgett speaks at a Communicating for Safety Event in Las Vegas

"Safety is constantly changing and evolving in our profession," Padgett said. "As NSC Chair, I want to ensure our members are always protected."

At CFS in 2019, Padgett received the Steve Hansen Safety Advocate Award, given to a NATCA member who has made extraordinary achievements, working tirelessly on NATCA's behalf to be a leader in furthering the cause of aviation safety. Upon presenting her with the award, NATCA Executive Vice President Trish Gilbert said, "She was tenacious in her advocacy, pushing facilities to conduct their monthly safety discussions. She also graciously and expertly supported the work of the local safety councils."

As for training, because of the pandemic, the way to educate the NATCA membership has changed, but not necessarily for the negative. "Like all of the other in-person classes, our Safety Advocacy Training classes have been cancelled due to the pandemic," said Padgett. "But fortunately, we have been able to create and offer topic-specific webinars that a lot more of the membership has been able to participate in. In regard to our NSC committee meetings, we had to alter our in-person meetings to online meetings, which has also been nice in that more of the committee members can attend."

Padgett is the niece of the late NATCA founding father John Thornton. "It was my uncle John that gave me my love for NATCA," she said. "I watched his drive and never-ending perseverance during the Union's earliest days. He worked to do what was right for the workers. That inspired myself and so many others to become active in the Union."

Contributed by Brandi Teel

Women in Aviation

Advisory Board

Trish Gilbert



We all know her as NATCA's Executive Vice President for an impressive 12 years running. In addition, she serves on a number of boards and committees such as: the FAA's Drone Advisory Committee (DAC), the Aero Club of Washington Board of Governors, the National Aeronautic Association Board of Directors, Director of the NATCA Charitable Foundation, the Vice Chair of the International Transport Workers' Federation (ITF) Air Traffic Services Committee and the International Federation of Air Traffic Controllers' Associations (IFATCA) Equality, Diversity and Ethics Task Force and IFATCA's representative on the International Civil Aviation Organization (ICAO) Remotely Piloted Aircraft Systems Panel (RPASP). It is safe to say that Trish has a passion for aviation and is committed to making air traffic one of the best career professions in the world.

It is no wonder that when former FAA Secretary of Transportation, Elaine Chao established The Women in Aviation Advisory Board (WIAAB) on October 3, 2019, under the FAA Reauthorization Act of 2018, she decided to appoint Patricia "Trish" Gilbert to the newly-formed WIAAB. The purpose of the WIAAB is to develop strategies and recommendations that would encourage women and girls to enter the field of aviation. The objective is to promote organizations and programs that are providing education, training, mentorship, outreach, and recruitment of women for positions in the aviation industry. The board, comprised of 30 members with 4 subcommittees, met in August 2020, to identify some of the problems and industry trends that exist in an aviation system created by men and tailored to men.

They identified a significant perception gap amongst most men and even some women who believe that women are well represented in aviation. This is simply not true. In fact, the data shows the number of women represented is actually declining. Since the pandemic, a staggering 40% of women had to reduce their work hours or leave the workforce altogether to become caregivers of children homeschooling or elderly and high risk family members. It will be years before some of these women return to the workforce if at all. We all know that aviation, and specifically air traffic, is not an intrinsically male field. So why do we find a disparity in the number of women hired, trained and promoted in our profession? In order to correct a problem, the solution is only as good as its data. Unfortunately, in many cases, the data is inconsistent. Most companies do not report disparaging data. To be able to improve the system the agency needs to be more transparent with data. The current FAA data as of January 2021, shows that the agency is 76.8% male and 23.13% female. Within the ATO, 86% of the employees are male and 18.6% are female. The 2152 job series is 83.2% male and 16.7% female. As a member of the board, Trish was instrumental in helping to identify some of the barriers that tend to discourage women from entering the field of aviation. Among these are the lack of exposure from primary and secondary education, the industry is perceived as exclusively STEM, gender balance is not valued, the lack of schedule flexibility, micro-aggressions and gender biases, and not enough female role models.

Trish used her platform to make recommendations that impact the education, training, mentorship, outreach, recruitment, and retention of women in aviation. Some of these recommendations include changes to: culture, cost, leadership commitment, role models, family friendly policies, data reporting, and community. Women want to feel welcomed and valued in the work place.

The work of the WIAAB is critical to the future of aviation as is the work of PWC. Diversity of representation brings diversity of thought and innovation. The more employees are engaged in their work the safer the skies will be. Let us be vigilant and do our part to welcome diversity, empower each other, mentor one another, and be role models for the future. As the numbers show we have a long way to go, but united we can shatter glass ceilings, break down barriers, and defy the odds. We are fortunate to have the leadership of ATO COO, Teri Bristol, NATCA EVP, Trish Gilbert and PWC President, Christina Calvert advocating for women across many lines of business. Let us join their efforts and commit to making aviation an equal and inclusive career path for all!

Contribution by Vanessa Shinnors

CONFERENCE 2022

Queen's Landing - Charlotte, North Carolina



JOIN US!

PWC would like to welcome you to Charlotte, The Queens Landing for the 2022 Training Conference. Join us April 19th-22nd 2021 as we show you what Charlotte has to offer and enjoy the great training that we have begun planning for you. Not only was Charlotte named after Queen Charlotte but it is also home to banking Giants, and the home of NASCAR. Did I mention that Charlotte also has a brand new tower?

And what's a trip to Charlotte without a day trip which we have planned at the US National Whitewater Center? The Whitewater Center is an outdoor center that was made with the intention to create a shared experience for people while spending time outdoors. It's made up of over 1300 acres of protected land and has over 50 miles of trail. From rafting and zip lines to hiking and climbing walls there is tons to do! But if exploring or rafting isn't your thing you can always just grab a bite to eat or a drink by the whitewater course and watch the fun!

We hope you can come out and have a great day outdoors with us.

Check pwcinc.org for updates

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The SAIC logo is displayed in white, bold, sans-serif capital letters on a blue triangular background that points towards the top right.

L3 Harris presents: Controller Pilot Data Link Communications: Helping air traffic controllers and pilots operate more efficiently

Data Communications (Data Comm) is one of the FAA's NextGen programs implementing Controller Pilot Data Link Communications (CPDLC) between air traffic controllers and pilots so they can more efficiently and safely transmit clearances, advisories, flight crew requests, and other essential messages with the touch of a button.

Data Comm requires a complex integration of systems and people from the pilots, aircraft avionics, air-ground network, ATC automation, and controllers. Under contract to the FAA, L3Harris provides air ground network and engineering services to assist the FAA in successfully delivering Data Comm benefits to controllers and airspace users.

Starting with the departure clearance service, Data Comm has cleared over 10 million flights, saved 2.51 million minutes of radio time, prevented 20.51 million kilograms of CO₂ emissions and prevented over 135,005 readback errors at 62 airports across the USA.

Moranda Reilly, a project manager with L3Harris, and her team are responsible for tracking the benefits of the Data Comm program. Since there is no FAA mandate for airspace users to equip and use CPDLC, the business case for Data Comm is based solely on the benefits an aircraft operator gets from the service. Data Comm has demonstrated there are measurable benefits, from reduced delays and fuel savings to increased safety from a reduction in hearback and readback errors. It is Moranda's teams' job to track actual, real world results so that airline and business aviation users see that the benefits in equipping for Data Comm greatly outweigh the costs.

"I love the aviation industry and I feel grateful to work on a program that is bringing tangible benefits to controllers, pilots, passengers and the National Airspace System."



says Reilly. "Quantifying benefits for these groups is not only interesting but also rewarding. The moment when the 'lightbulb goes off' after an operator has digested the data that my team has provided them, and they start to understand the savings their airline is or could be receiving by using Data Comm is very fulfilling. Operators are choosing to equip aircraft and participate in Data Comm because of this data."

Anu Shreedaran is an air traffic controller at Los Angeles International Airport (LAX) and a member of the National Air Traffic Controllers Association (NATCA). Air traffic controllers like Anu help ensure the successful deployment of programs like Data Comm. In 2019, she became the National TDLS Article 114 NATCA Representative. In this role, Anu helps with testing new software releases, liaising with other equipment groups and users to ensure interoperability, and prioritizing towers' needs and requests for successful use and enhancement of the software.

"The Data Comm program has been well-received at LAX and other towers around the nation, due in part to the planning and coordination with all affected customers, including the program office, contractors, engineers, training departments, and with controller and pilot input," she explained. "This system really incorporates the best ideas and creativity from numerous parties to implement the software in a safe and timely manner. We continue to receive positive feedback for decreased re-route delays, reduced frequency congestion, and overall improved functionality for both controllers and pilots that ultimately leads to increased safety and efficiency in the National Airspace System."



Data Comm is expanding into en route operations that will further reduce delays related to weather and congestion as well as reduce controllers' workloads by allowing them to digitally send messages and clearances to the flight crews without having to do so over voice communications. With air traffic volume and complexity continuing to evolve, the FAA and L3Harris stand ready to deliver even greater operational excellence to ensure that our National Airspace System will continue to be the safest, most efficient in the world.

Scan the QR Code to watch a video from L3Harris supporting women in aviation.



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Adapting to a New Normal

By Richard A. Klumpp, Jr., PMP, SAIC

Last March, the world of FAA controller training turned upside-down as the pandemic accelerated and SAIC was wrapping up work on the Controller Training Contract (CTC). The FAA evaluated the offerors for the follow-on Controller Training Solutions (CTS) contract and SAIC had been selected to fulfill that requirement. In mid-March, the FAA paused training at field facilities and the FAA Academy indefinitely. At the time, nobody really understood how much the virus would affect our lives.

At the FAA Academy, our Air Traffic Basics (ATB) team was finishing a Second Course Conduct of a web-based version of the ATB course. The FAA had us develop this course in conjunction with AJI, NATCA and the FAA Academy. This version moved the course to a web-based environment. When in-person training was suspended due to the pandemic, the FAA made a decision to begin delivering the ATB course virtually – a new training model for the FAA and our instructor team. Our ATB team quickly rolled into the uncharted territory of the virtual world. The strengths of a few tech savvy instructors (what is Zoom?!) enabled our team to deliver a viable course that has already been taught to over 50 ATB classes.

Our ATB Domain Manager, Cindy Barnhart, said it best, “In just a year, ATB has morphed into a blended course that allows students to take in massive amounts of information at their pace and then have it brought together with the lively interaction of seasoned classroom instructors operating in the Zoom environment. It is a remarkable example of teamwork at its finest—to include FAA and SAIC management, instructors, tech support and students.”

Another remote delivery effort began in March 2020 amid the COVID outbreak. SAIC began a new Task Order providing assistance to ATC facilities helping develop radar simulation scenarios. We leveraged Zoom and other collaborative tools to provide scenario development support to 40+ ATC Level 5 and 6 facilities that did not typically receive contractor support. Our team of four scenario development experts works remotely with individual facilities to catalogue and update their scenario library, including meeting the new FAA Order 3120.4R requirements.

We chose Juli Jonas for this select team based on her years of experience as a controller, instructor and skilled scenario developer. According to Juli, “Being on the task has been a great learning experience. I not only share my ideas with facilities but they share their ideas, then we integrate those ideas with other team members and other facilities. The work is both challenging and rewarding and it is a huge plus to know we are helping folks

out there!” The work has been so successful that our team has expanded support to ATC Level 7 facilities.

While the pandemic has had a significant impact on training, system modernization was still moving forward. In Las Vegas, the L30/LAS teams were on track to go live with Metroplex airspace changes in February 2021. Shortly after the CTS contract began delivery in July 2020, the FAA CTS PMO assigned SAIC to help L30/LAS update their curriculum to include these significant changes. Every route, SID, STAR, and approach changed; the airspace boundaries and MVA’s changed; the way they deliver aircraft to and from the ARTCC changed; just about everything changed except the aircraft call signs and the location of the airport.

SAIC’s instructional design team worked closely with our LAS/L30 training team and their FAA partners, led by the Las Vegas Support Manager for Training. On the training side, we supported the training of the entire CPC team at each facility in time for the changes to go live in late February. On the ISD side, we worked with the Las Vegas Support Manager for Training and the NATCA SMEs to include the changes in the Stage Training materials for incoming personnel.

The Las Vegas Support Manager for Training captured the task for our team. “They have been carrying the bulk of the workload associated with revamping all training materials at two ATC Level 11 facilities (L30 and LAS) that had their training programs rendered obsolete by Metroplex. Individually and collectively, they have performed beyond any expectation we originally had of the development team. They have assisted in a total overhaul of all PowerPoint presentations, map development, graphics, course design guides, and testing material. It would have taken the facility staff months, at the very least, to accomplish what the SAIC CTS team completed in days and weeks.”

These are just a few examples of the work SAIC’s CTS team performs supporting over 200 FAA facilities across the country every day. We are a proud partner of the PWC and the FAA and have been honored to do our part to help keep training moving forward during these challenging times. Like all of you, we look forward to a return to normalcy and continuing to help train the FAA’s current and future controller workforce.

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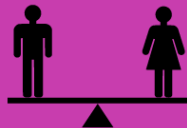


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PWC PRESIDENTIAL BOARD ENGAGES STUDENT GROUP ABOUT GENDER ISSUES

I have been a professor of humanities for almost 21 years at Clinton Community College in Plattsburgh, New York—the scenic location of a former Air Force base in the Adirondacks that is just south of Québec and across Lake Champlain from Burlington, Vermont. 17 years before I moved to the East Coast, I met the fellow who was to become my best friend when I was still in high school in our home state of Oregon, and then we became very close in college. Kurt Proctor went on to become a longtime air traffic controller, a supervisor of air traffic controllers, and a proud member and Regional Director of Professional Women Controllers. Some people might find it odd that a man would join PWC, but Kurt explains that he believed it was an important way to learn about the culture and concerns of women in a traditionally male-dominated profession, which would serve to make him a more effective and empathetic supervisor of his female employees. He also maintains that he has received some of the best vocational training at PWC conferences over the years.

We were discussing all of this late one night during Thanksgiving weekend this past year, and Kurt shared with me that he had always wanted to do a presentation at a conference about his observations of the difficulties that women controllers have on the job, and how unfortunately, sometimes women make it more difficult for each other. However, he didn't feel comfortable representing women's experiences being a man himself, so he never gave the talk. Still, all of this sounded fascinating to me and perfect for a discussion in my Gender and Women's Studies class at Clinton. It was Kurt's intention to talk to some of his female colleagues in PWC, and then collate their perspectives and remarks into a presentation for my class. But to our great delight, a panel of three past presidents of PWC graciously agreed to Zoom in from around the country to speak to about 15 students during the last week of spring semester. Diana Eldridge from Minneapolis, Robin Rush from Myrtle Beach, and Patti Wilson near Sacramento—with Kurt Proctor near Hartford as facilitator—honored and engaged us by speaking about their experiences and challenges in a field where only about 16% of the workforce is female.

"When she was first promoted to supervisor, she was asked "who she slept with" to get the job."

The format was very casual, wherein Kurt would pose a question or give a brief prompt, and then Diana, Robin, and Patti would share their personal experiences and perspectives, giving ample opportunity for open discussion. Many topics were addressed, and there was a Q&A at the end. Some highlights included Patti talking about how women colleagues can either choose to be "crabs in the bucket" pulling each other down or "ants building a bridge" to foster connection and support. I was also surprised to hear Diana say that in some ways, her experience being a woman in the military (another male-dominated culture) was often easier, because the chain of command was more clearly defined and respected. And I was truly shocked and dismayed that Robin revealed how, when she was first promoted to supervisor, she was asked "who she slept with" to get the job. Furthermore, they talked about how they felt being the only woman at the table in a meeting at times and their strategies to fit in in that environment and to make their voices heard. In addition, Kurt shared his experiences being a male in PWC. Lastly, Diana, Robin, and Patti all encouraged the young women in my class to consider a career in air traffic control and explained a little about how to get started on that path.

In summary, I was so pleased to have these wonderful representatives of PWC visit my class this semester, and I am deeply grateful for their time and obvious dedication to promoting gender equity and camaraderie in the field of air traffic control. I am also very appreciative to my dearest friend, Kurt, for coordinating the event.

I believe that these kinds of discussions are not only particularly germane to a Gender and Women's Studies course, but are key to the infusion of diversity and inclusion across the curriculum at our college and throughout academia. Therefore, I offer my sincere gratitude to these fine members of PWC for helping carry out one important aspect of our college's mission.



Above. Zoom session with students and PWC presidential board.

Article contributed by Gina Lindsey.



RELECTIONS ON PWC'S VIRTUAL OPENING RECEPTION



Picture this: It's been a year, and I haven't seen some of my best friends in a long time. I've run into a few of them in the hotel lobby, but the rest of them should be here in time for tonight's opening reception. I can't wait to see them all, share hugs, and reengage with the most supportive, talented, and entertaining people I know!

That's how I feel every year at the start of the annual PWC training conference, headed to the opening reception. But...covid. And this year was going to be different.

Honestly, I wasn't looking forward to it. Another zoom – another reminder of everything we were missing out on. One more emphasis on our collective isolation. But my friends Patti and Diana were planning the event and they assured that it wasn't going to be “just another zoom.” And I trust and respect them, so... I decided to go to support them and see for myself.


WOW!!

How do you take a group of people and make them feel like they are actually in a room together, interacting, mingling, chatting? I don't know. But clearly somebody more tech savvy than I does know how to do this and our conference committee found them!

With individual “table” groups, and the ability to pop in and chat with a small group, it gave the opportunity to catch up with a lot of people with the ease of a click. And with the option of chatting one on one, it was possible to “stand in the corner” and really get deep with someone.

Once the chatting and mingling were underway, it was time for the stand-up comic. As someone who has performed live on stage many times, I am blown away by someone who can perform without the energy of a live audience, and with only the responses of a floating emoji responses from the virtual audience. But that's exactly what comedian Kendra Cunningham was able to pull off. With her Brooklyn moxy, she amused us all with her anecdotes about life during covid. Getting to share in the experience with our friends added another layer to making this feel like a live, in-person event.



One of the highlights of the opening reception is frequently the theme, and the costumes that sometimes accompany the event. This year was no exception, with Star Wars clad attendees donning the garb of their favorite (or newly discovered) character. It was fun to see some of the outlandish interpretations and share a laugh about how to fit the whole get-up into the screen view.



DJ Ease, a Washington DC based DJ, managed to keep the tune playing interactive by having party goers “name that tune” in the chat box as he shuffled songs from eras we all could appreciate. And the grooving, if not full-on dancing, continued well past the advertised closing time. He was great at giving shout outs to those spicing up the chat bar, and kept the songs going at a break-neck pace.

All of this would have not been possible were it not for the generous sponsorship of Jan Adams and her JMA Solutions team! Thank you to them for kicking off our conference week with an event that made us all feel united!

As the evening wound down, it was clear that this event had overcome the challenges presented by isolation. It was just like being together again – all but the hugs!



Contributed by Kurt Proctor

PLANE LANGUAGE

Bridging the Communications Gap Between Pilots and Controllers

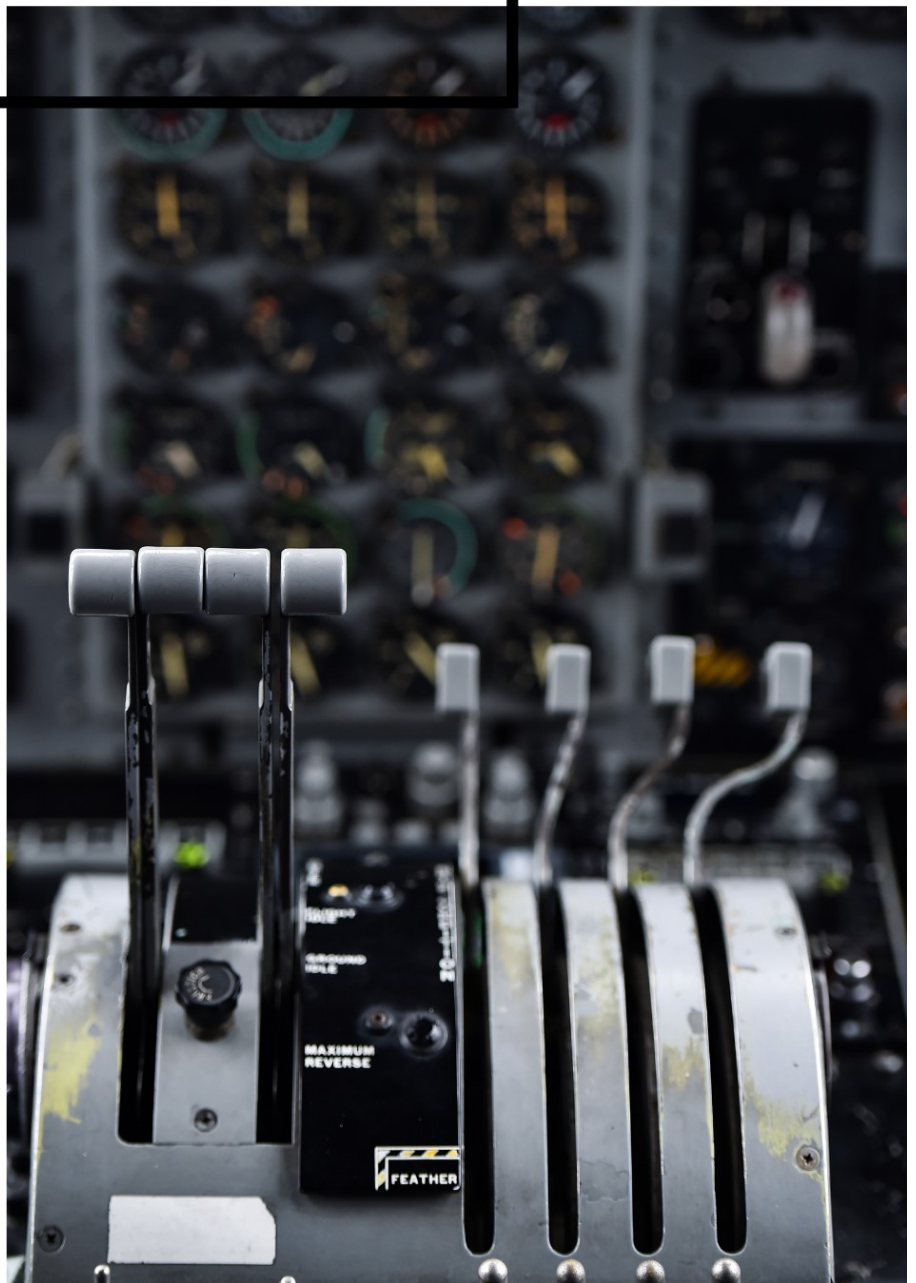
By Adrienne Johnson Krunich
PWC Watch Editor
Aviation Safety Inspector

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 mic. 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:

Dispelling myths around handling emergencies.

When things go wrong on the flight deck, controllers are among the first people to hear about it and are part of the front line of defense that can either help mitigate or in some cases exacerbate the issue. Controllers have been enormously helpful in so many situations, as shown by the Archie league awards and echoed by the general attitude of pilots who willingly sing the praises of controllers. As controllers we want to provide the best service possible, so let's take a closer look at a few common errors seen amongst both pilots and controllers and how we can correct them.





Common Pilot Myths Debunked:

Myth: Declaring an emergency will require me to fill out too much paperwork.

When I talk to pilots about their reluctance to declare an emergency when experiencing failures, abnormalities, or other serious issues in the cockpit, the most common explanation I hear for not declaring is that it requires a lot of extra “paperwork”. This myth is unfounded. There is no FAA requirement for pilots to complete any paperwork following the declaration of an emergency. Company policies differ, but most would require a simple summary of the situation at most, similar to filling out an ASAP report, something that could be done in a matter of minutes.

Bottom Line: There is no paperwork requirement associated with declaring an emergency unless your company specifically states this. In this case it is usually very minimal.

Myth: My situation isn’t really “bad enough” to justify declaring an emergency.

There are no criteria that a pilot needs to meet in order to declare an emergency. Through training and experience pilots develop the aeronautical decision making and judgement to be able to routinely make decisions about the safety of the flight across a broad spectrum of environments. One area they routinely hesitate in is the declaration of emergencies. I speculate many pilots think declaring an emergency would make one appear weak or vulnerable. On the contrary, declaring an emergency helps ensure you get the assistance you need. And as a common interview question, having experience declaring can help later in demonstrating to future employers your competency in managing emergencies and flight deck workloads.

Bottom Line: Declaring an emergency will only make it clear to air traffic control and all other support personnel that you as a crew require priority for all handling and requests.

Myth: Asking for priority will get me the help I need but without the official emergency declaration.

One practice pilots like that really doesn’t hold much water is “asking for priority handling”.

Priority handling holds about the same weight as asking for a shortcut. Some controllers will oblige, some won’t, it is subject to workload and staffing, and doesn’t really convey the true urgency of the situation. If you find yourself requesting priority, consider whether declaring an emergency would be the better course. If you find that you need priority handling or assistance on the ground, it’s better to just declare an emergency so that ATC and everyone will make you a number one priority.

Bottom Line: Asking for priority doesn’t guarantee anything and may actually cause more confusion.

Common Controller Myths Debunked:

Myth: First I need to get souls on board and fuel remaining.

After a pilot declares an emergency, what are the first few transmissions you usually hear from your fellow controller? In my experience I heard them ask many times about “souls on board” (an outdated phrase that is now ‘persons on board’) and “fuel remaining”. The 7110.65 reference 10-2-1 states that only three items are required for controllers when an emergency is declared: aircraft call sign and type, nature of the emergency, and pilot’s desires. Usually the aircraft call sign and type is already known and the nature of the emergency is expressed when the pilot declares it. For example, “LA Center, United 232 is experiencing a number 1 engine failure declaring an emergency”. The nature of the emergency is the engine failure. The third item, pilot’s desires/intentions, means what impact does this emergency have on the immediate course of this flight. In other words, will the flight continue to the original destination with no changes needed? Does this crew need to divert the aircraft to the nearest airport or the nearest suitable airport (considering weather, runway length, availability of AARF), does this crew need a lower altitude immediately (pressurization or fire), or do they need to return to the origin?

Bottom Line: The only 3 items needed are aircraft ID, nature of emergency, and pilot’s desires.



Myth: I'm doing a good job if I am in constant communication with the emergency aircraft.

When controllers revert to outdated habits and start asking questions about souls on board and fuel remaining, they end up adding unnecessarily to the workload of an already stressed crew and becoming another distraction for the pilots to manage. When an emergency is unfolding, finding the answers to these questions are a last priority to the pilot. Their number one priority is to fly the airplane, not to answer ATC's questions which could mean locating release paperwork. The pilot(s) are busy troubleshooting the problem, running checklists, and keeping the aircraft physically under control. They could be dealing with smoke in the cockpit, caution warnings and alarms, broken windshields, depressurization requiring the use of cumbersome oxygen masks, flight attendants calling them about a passenger with a heart attack, or an innumerable amount of other urgent situations. A controller who asks them about souls on board or fuel remaining demonstrates that they don't understand what the pilot is dealing with, as their questions actually add workload and distraction to a pilot who is task saturated. Once the controller has the three pieces of information they need, the best practice is to leave that aircraft completely alone while communicating with a supervisor and other controllers. Advise supervisor all known information, consider printing a strip so the supervisor or controller in charge can easily copy call sign and other information, coordinate with sectors downstream and or under your sector that may be affected including any special handling requests.

Another good practice is to ship all other aircraft that can be off your frequency so you have an

open frequency for the emergency aircraft to communicate if needed. Another technique is to immediately scan below the aircraft and move other traffic out of the way or consider what airspace is there and which sectors/facilities would need to be coordinated with. This is especially true in situations with depressurization or fires. Both these scenarios require emergency descents, a maneuver in which a higher than normal rate of descent is needed. As soon as the controller hears these words they can immediately get anyone out of the way below the emergency aircraft and coordinate with any airspace below them. Also, remember that the CFRs (regulations for pilots) allow pilots to deviate from any rules during an emergency, and this includes ATC instructions. Safety is the first priority, not following the rules.

Bottom Line: In actuality, the less you communicate with that aircraft the better. Controllers can unintentionally add to workload and distraction by asking too many follow up questions. Asking for souls on board and fuel remaining is not required and can actually make the situation worse. Pilots may relay this information but as a controller there is no need to solicit it unless the emergency has been contained and the pilots are in a low workload phase of flight.

Let's continue to provide the best service we can to pilots in distress or emergency situations by thinking ahead, being respectful of their workload, and reducing unnecessary communications and distractions. We can all be proud of a situation handled excellently.



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We just “donated” \$72 to the PWC 2022 Conference committee – and it only cost us a dime and a nickel! Are you thinking about travelling this summer? A road trip across the U.S. to break out of the Covid isolation? Or maybe a cruise to Alaska or the Caribbean? How about a vacation rental on the beach? Consider paying for a portion of your vacation plans with Scrip. It’s as simple as buying a gift card and PWC reaps huge benefits from it, without it costing you anything. (Other than the 15¢ transaction fee).

Many travel companies give rebates to PWC for gift cards purchased on the Scrip website. For example, the entire Marriot family of properties gives back 6% to PWC. We have good luck at Best Western Hotels, and for our drive across the US this summer, we bought a stack of BW gift cards, which garners PWC a whopping 12% into the conference fund!

Going on a cruise? Many cruise lines offer gift cards which can be used to pay for the cruise or used for purchases in the cruise ship gift shops. Princess returns 6%, Carnival gives 8%, Celebrity gives 9%, and Royal Caribbean gives a generous 13%! Imagine if you bought a couple thousand dollars’ worth to pay for your cruise – PWC 2022 conference would get 260 bucks!!

And if you’re thinking, “we tend to do our own thing, rather than staying in hotels,” even Air B&B offers a rebate of 5%!

So, get going! Head over to shopwithscrip.com, and create an account using the PWC enrollment code of 8B3CLC2L56LL9, to ensure that PWC gets the rebates from your purchases. You will also need to register your bank account with them, which is a secure two step process. (Scrip makes 2 small deposits into your bank account to verify that it’s really you. LOVE that level of security!) Once your account is verified, you can buy your travel cards and hit the road for a great summer vacation, happily having contributed to the PWC Conference fund!

Bon Voyage!