

# THE watch

SUMMER 2009  
VOL. 3 NO. 2

A PUBLICATION OF THE PROFESSIONAL WOMEN CONTROLLERS, INC.

## BREAKING NEW GROUND

31ST ANNUAL TRAINING CONFERENCE RECAP

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women air traffic controllers hot-sheet:

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### VISION

Professional Women Controllers aim 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 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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PWC members visiting the hanger at MMAC during the 2009 Training Conference. Photo by Patty Swenor.

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# President's Farewell

Lynette M. Jamison, President, Professional Women Controllers, Inc.

It is time to wind my way to the end of this term which has been a growing and learning experience. I hope, one day, you also get to experience being part of the Board. The opportunity to meet adventure head-on and take on a variety of new challenges has been life-changing. Thank you to all PWC members for helping provide me with this priceless experience.

## BREAKING NEW GROUND: CONFERENCE 2009

The 2009 conference was a great learning experience. I especially liked the Generational break-out and the Program Management session. I've used tidbits gleaned from a few of the main presenters, too. Way to go!

Read more about the 2009 Conference in the articles which follow. The 2010 Conference Committee did a fantastic job of fundraising with the great hand-sewn items and all the goodies from the Southwest. After that whetting of the senses, I'm ready for Albuquerque!

Also, many thanks to our corporate sponsors for another great year. We could not do it without you!

## GET YOUR PWC WEBSITE USER ID AND PW NOW!

Speaking of the *WATCH*, I want to remind you all to obtain your user id and password from the webpage administrator, [webpage@pwcinc.org](mailto:webpage@pwcinc.org). You need to get this in order to gain access to the Members Only section on the website.

The next edition of the *WATCH* will be accessible on-line only. Once you log-in, a Member Menu is revealed. Click on the *WATCH* tab, second from the bottom, and download the PDF version. Past issues of the *WATCH* also are archived, and you can download those issues as well.

While you're in there, why don't you edit your Profile, and let everyone know what's what? I can't tell you how many times I've used this website feature to look people up and get his/her address. Remember, however, that your user name is linked to the look-up feature. If you use "POO-BEAR" as your user name, while your name is LJamison, people may not be able to find you.

## CELEBRATING A SUCCESSFUL 2009 CONFERENCE!

In Oklahoma City at PWC's 31st Annual Conference, it truly was wonderful to rekindle relationships with old friends and also to develop some new ones. One of the benefits of the Conference is seeing those folks we rarely have an opportunity to meet due to retirements, long distances, tight schedules, etc.

Experiencing a PWC Conference re-energizes and motivates you until it is time to meet again for the 2010 Conference in Albuquerque. Being a member of the Board of Directors supplies its own special brand of quarterly rejuvenation. Although, I'm pleased that we have filled most of the vacant positions, hopefully someone soon will step in to fill the New England and Southwest Regional Director positions. Good luck and best wishes to the 2009-2010 Board.

PWC expresses sincere, heartfelt sympathy to Virginia Volk at the passing of her mother. ✈

## 2009-2010 PWC Board Members

Congratulations, also, to the newly elected members of PWC's Board of Directors, including:

- Robin Rush, *President*
- Edale Clark, *Membership Director*
- Shannon McCullough, *Alaska Regional Director*
- Christina Calvert, *Central Regional Director*
- Veronica Vaughn, *Eastern Regional Director*

Re-elected Board members include:

- Diana Eldridge, *Secretary*
- Christine Johnson, *Great Lakes Regional Director*

Continuing Board members include:

- Patti Wilson, *Vice President*
- Judy McConnell, *Southern Regional Director*
- Michelle Eddy-AWP RD
- Kurt Proctor-ANM RD

Appointed Board member:

- Sue Townsend, *Historian*

Vacant Board member positions include:

- *New England Regional Director*
- *Southwest Regional Director*

Take a look at the picture of the new Board, taken during the second day of our general business meeting. What a nice-looking group!



Photo: PWC Board of Directors — L to R — Diana Eldridge, Kurt Proctor, Christine Johnson, Judy McConnell, Michelle Eddy, Patti Wilson, Christina Calvert, Veronica Vaughn, Shannon McCullough, Edale Clark, Robin Rush, Pam Brophy, and Lynette Jamison. ©

# Greetings from the President-Elect

Robin Rush, President-Elect, Professional Women Controllers, Inc.



Photo: Robin Rush, President-Elect, PWC

**H**ello, everyone. First, thank you all for your support and confidence in electing me as your new President. Wow, it is hard to believe how fast time goes by. It seems just like yesterday when I was a young, newly certified controller at my first facility and was encouraged to get involved with PWC by working on the San Diego Conference Committee.

With the support of my family, friends, managers, and co-workers, I have grown and progressed in my career and in my knowledge and love of and for PWC. As I accept this new challenge, the only thing I know for certain is that time will continue to race ahead and change will be right at her side. I hope you will continue

to support PWC and your Board of Directors as we manage our way through this inevitable change. I will strive to represent the organization and our membership to the best of my ability with professionalism, perseverance, and accountability.

## SUPPORT PWC! GET INVOLVED!

Next, I encourage each of you to get involved. As a non-profit and volunteer organization, PWC critically needs membership support and involvement, if we are to grow and continue to be a viable organization that meets its mission of encouraging women to enter the field of air traffic control. Getting involved does not have to be a huge time or project commitment.

Talk to your Regional Director and ask what you can do to contribute – it may be something as simple as making a few phone calls or assisting with a one-time, local training or social event. Whatever you can offer, I promise you they will welcome the assistance.

If you find that you do have more time to offer, consider getting involved as an Officer, Program Manager, or Committee participant. From my own experience, I know you will gain valuable skills that will help you both in your career and in your

personal life, and, along the way; you will meet some incredible people and build life-long friendships.

## TALK ABOUT THE POSITIVE BENEFITS OF PWC MEMBERSHIP

Finally, if you think you have zero time and cannot contribute, think again. Talk about PWC at every opportunity. This takes virtually no time or additional work. Strike up a conversation with a co-worker; you're already there, you will talk about something, right? Tell them about the benefits of joining PWC.

Be positive and enthusiastic about our organization. Each of us can be a recruiter and help grow our membership. I have seen real improvement in this area, as evidenced by the number of students and first time attendees at conference and the number of new men and women joining PWC. Keep up the good work in this area, as we must continue to recruit in order to grow. Do whatever you can do to help us grow PWC membership.

As your leader, I look forward to the next two years and to the excitement of the challenges that lie ahead. Please call or email me anytime with suggestions, feedback, questions, or even just to say "hello." I would love to hear from you. ✈️

## PWC Corporate Members

- Air Traffic Control Association (ATCA)
- ARINC, Inc.
- Blue Cross Blue Shield Association (BCBS)
- Computer Sciences Corp. (CSC)
- Crown Consulting
- CSSI, Inc.
- Diversified International Corp. (DISC)
- FAA First Federal Credit Union
- FAA Managers Association, Inc. (FAAMA)
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- National Black Coalition of Federal Aviation Employees (NBCFAE)
- National Hispanic Coalition of Federal Aviation Employees (NHCFAE)
- Raytheon ATMS and Homeland Security
- Robinson Aviation, Inc. (RVA)
- SERCO Management Services
- Systems Atlanta
- Technical Women's Organization (TWO)
- Washington Consulting Group (WCG)
- Women in Aviation, International (WAI)

# Annual PWC General Business Meeting

By Diana Eldridge, Secretary, PWC

At the General Business Meeting in Oklahoma City on April 27th, the Board of Directors was introduced, and the President, Membership Director, and Director of Resources gave annual reports. Members stated that they would like to have access to budget information via the PWC webpage complete with all financial totals for previous and current year budgets.



Photo: PWC 2010 Conference Committee – L to R – Rick Warwick, Lois Warwick, Claudia Buchsenshutz, Emily Sisneros, Clinette Hosier, and Diana Eldridge.

There was a suggestion to contact former PWC members who participated in the Professional Air Traffic Controllers Association (PATCO strike) and subsequently were fired by sending them a letter of re-instatement since President Clinton forgave PATCO strikers and authorized them to be re-hired. This matter will be discussed again at the June BOD meeting.

The WATCH was discussed including the availability of hard copies versus electronic only copies. There will be no changes to current distribution policy. A request for recruitment training was made by a member, and the training was conducted by the Vice President during the conference. Two sites were nominated for the 2011 PWC National Conference: Portland, OR and Denver, CO. After the vote, Portland will be the site of the 2011 Conference.

Elections were held (see President's Farewell on page 3) and PWC Annual Award winners were announced as follows:

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### *President's Award*

Cecilia Shilling  
Patti Anne Pickard

### *Professional of the Year Award*

Pam Brophy

### *National Accommodation Award*

Linda Ormand  
Patti Wilson  
Karen Pontius

### *Eastern Regional Director's Award*

Anne Menassian

.....

## Board of Directors Quarterly Meeting

By Diana Eldridge, Secretary, PWC

In Oklahoma City, the Board of Directors first met on April 26th, finalized an amended 2009-2010 budget, and continued discussions on how to improve the PWC website and SOP.

The Director of Resources and Secretary are establishing an equipment list, requirements for keeping track of the equipment, and determining how equipment will be liquidated. There was general discussion about developmental membership, membership cancellation, and voucher due dates.

A second Board meeting on April 30th focused on training incoming board members about their responsibilities and giving them tips for how to succeed in their new roles. All new and continuing board members – and award winners – were read into the minutes.

# Experiencing the Future of Air Traffic Control: Technology Training Day at MMAC

Summary by Terri Waterman, Co-Chair, PWC 2009 Oklahoma City Conference



Photo: Lindy Ritz, Director of Mike Monroney Aeronautical Center, FAA

**O**n the second day of the meeting, 2009 PWC Conference attendees boarded buses and headed to the Mike Monroney Aeronautical Center (MMAC). We spent the afternoon familiarizing ourselves with some of the technology and equipment we will be using in the next few years.

## NEXTGEN

At the NextGen booth, we learned that NextGen is not one particular project or system. It will provide an environment in which pilots and controllers will share critical information in real time, each having a stake in the decision-making process required to move and separate air traffic.

## DATA COMMUNICATIONS

The Data Communications program will automate repetitive tasks, replace voice communications with less workload-intensive data communications, and enable ground systems to use real-time aircraft data to improve traffic management efficiency.

## SYSTEM OPERATIONS

Individuals at the System Operations booth showed us how Traffic Management proposes to adjust airspace and other assets to satisfy forecast demand, rather than constraining demand to match available assets. If restrictions are required, the goal is to maximize the opportunity for an airspace operator to resolve them, based on enlightened historical information.

## UNMANNED AIRCRAFT SYSTEMS

The task of the Unmanned Aircraft Systems (UAS) office is to address the increasing civil market and the desire by

civilian operators to fly UASs just like any other aircraft. The FAA is developing new policies, procedures, and approval.

## SYSTEMS ATLANTA – IDS

Individuals from Systems Atlanta showed us the newest version of IDS, which provides a set of software tools that allow local facility personnel to plan, create, update, and use an individualized database of information, based upon their local requirements. The system displays reference data, such as maps, charts, diagrams, procedures, etc.

## LOCKHEED MARTIN – ENROUTE AUTOMATION MODERNIZATION

Lockheed Martin produces the Enroute Automation Modernization (ERAM) system which will increase capacity and improve efficiency in the nation's skies. En route controllers will be able to track 1,900 aircraft at a time, instead of the current 1,100.

Coverage also will extend beyond facility boundaries, enabling controllers to handle additional traffic more efficiently. The extended coverage is possible because ERAM is designed to process data from 64 radars instead of the current 24.

## AVIATION SYSTEMS STANDARDS

Finally, we learned how Aviation Systems Standards' employees are responsible for the certification, production approval, and continued airworthiness of aircraft as well as the certification of pilots, mechanics, and others in safety-related positions. It was a great opportunity to discuss flight check operations and their impact on, and benefit to, the air traffic system. ✈

# State of the FAA Air Traffic Organization

Summary by Lynette M Jamison, President, PWC

**M**s. Nancy Kalinowski, Vice President of System Operations Services for the Air Traffic Organization (ATO), FAA, is responsible for overall national guidance for air traffic flow management, airspace management, and aeronautical information management, as well as for the delivery of safe, secure, and efficient air traffic management and flight services for the National Airspace System (NAS).

Ms. Kalinowski supplied a briefing on the State of the ATO, including a description of the new ATO structure, how the realignment affects Operations, and some of the priorities of the Operations Council.

The new ATO structure includes Senior Vice Presidents for the Executive Council – Operations, Finance, Strategy and Performance, and NextGen/Operations Planning. Those offices, within the Operations Council, report to Rick Day: Service Center, Technical Training, Terminal, Technical Operations, Enroute, and System Operations.

Even though each of the ATO's four operations service units has unique tasks, their administrative needs often overlap. That's where the Office of Service Center comes in. It makes certain that Terminal, En Route and Oceanic, Technical Operations, and System Operations stay focused on their primary mission by providing staff support in the three area offices. This minimizes duplication of efforts in the ATO, simplifies the structure, and helps keep costs down.

## NEW VP FOR TECHNICAL TRAINING APPOINTED

As the ATO hires new employees to ensure its facilities are safely staffed for the air traffic of tomorrow, the Office of Technical Training serves as a bridge to the future by providing technical training programs that meet requirements set by the operational service units. The goal of Technical Training is to focus on providing training simulators and working with the ATC Optimum Training Solution. Welcome Shawn Clark, the new Vice President for Technical Training.

The new ATO realignment allows better messaging across operational units, provides a single operations voice across all service domains, and crafts a set of shared metrics. A few of the priorities of the Operations Council include: protecting runways, prioritizing and implementing Fuel Forum initiatives, and creating and implementing a safety roadmap.

NextGen includes five transformational programs:

- Automatic Dependent Surveillance – Broadcast (ADS-B)
- System Wide Information Management (SWIM)
- Data Communications (DATA COMM)
- NextGen Network Enabled Weather (NNEW)

NAS Voice Switch Activities (NVS)  
NextGen goals include increasing capacity, reducing fuel burn/emissions, and ensuring that all safety needs are met. To learn more about the specifics of NextGen, go to <http://atoexperience.faa.gov/nextgen/>. ✈



Photo: Nancy Kalinowski, Vice President, System Operations Services, ATO, FAA

*“The new ATO realignment allows better messaging across operational units, provides a single operations voice across all service domains, and crafts a set of shared metrics.”*

# ATSAP: Air Traffic Safety Action Program

Summary by Judy McConnell, Southern Regional Director, PWC

Every organization has a safety culture, and ATO Safety is working to improve the Air Traffic Control safety culture with a tool called Air Traffic Safety Action Program (ATSAP). ATSAP is a voluntary reporting system for Controllers and other employees to report safety and operational concerns.

The data is collected, reviewed, and analyzed to facilitate early detection of operational deficiencies and adverse trends. The information collected, from reports provided by employees, is used to identify causes and determine a course of action to prevent future safety and operational concerns.

Traditional Error Management is focused on two steps:

- What happened?
- Who can be blamed?

This type of approach focuses on people and the fear of reprisal. On the other hand, ATSAP is focused on:

- What happened?
- Why it happened.
- How to keep it from happening again.

The purpose of ATSAP is to identify the root cause of safety and operational concerns, implement skill enhancement, and to have system corrective action to reduce the opportunity for safety to be compromised.

## ATSAP IS NON-PUNITIVE AND HELPS DEVELOP A STRONG SAFETY CULTURE

ATSAP applies to all air traffic personnel engaged in and supporting air traffic services and only events that occur while acting in that capacity. Additionally, provisions are made for those who did not report an event but are part of a report submitted by a covered person. All reports must be submitted within 24 hours.

The 24 hour reporting period starts after the end of the duty day in which the event occurred. If extraordinary

circumstances exist for not submitting the report within the allotted time period, a message left on a toll-free telephone number explaining the circumstances will extend the time limit for completing the report.

ATSAP reports are analyzed by the Event Review Committee (ERC). The ERC consist of one member from ATO Safety Services, one member from Air Traffic Safety Oversight Service, and one member from the National Air Traffic Controllers Association (NATCA). The ERC will review and analyze each report submitted under ATSAP and determine if the reports meet the program guidelines.

The ERC will identify actual or potential problems from information contained in the reports and propose solutions. In some cases, the ERC may direct skill enhancement and system corrective action. If either of these is assigned, the ERC is responsible for ensuring the follow-up action is completed in a satisfactory manner.

Over 95 percent of the reports sent to the Aviation Safety Reporting System (ASRS) are initiated by pilots, and ASRS receives disproportionately small numbers of reports describing these kinds of safety events from air traffic personnel. This causes the ASRS database to have more reports from pilots than controllers, causing it to be imbalanced and biased.

ATSAP allows the Air Traffic Controller to input information and be linked to ASRS. ATSAP begins with you and your own sector. Visit [www.ATSAPsafety.com](http://www.ATSAPsafety.com) for more information. ✈

## Introduction to ATSAP

ATSAP has established a system for Controllers and Other Employees to voluntarily identify and report safety and operational concerns. The collected information is reviewed and analyzed to facilitate early detection and improved awareness of operational deficiencies and adverse trends.

## ATSAP Programs

Over sixty-nine aviation companies have operating ASAP programs. ASAPs use employee input to identify significant safety concerns and issues; operational deficiencies; non-compliance with regulations; deviations from company policies and procedures; and unusual safety events.

## Purpose

ATSAP is modeled after the airlines ASAP (Aviation Safety Action Program). The program is non-punitive, and serves as one leg of a good Safety Management System program. ATSAP also helps develop a strong safety culture. The intent is to identify and report all events that may or did lead to a breakdown in safety, or increase risk to our operation. ATSAP provides a systematic approach for Controllers, Airway Transportation System Specialists, and Other Employees to promptly identify and report potential safety hazards.

## Benefits

ATSAP will provide safety data that would otherwise never see the light of day without voluntary participation. For personnel involved in a safety event, even a serious one, the program promises the response to reports will be both non-punitive and non-disciplinary. Names are not important, events are. Employees who participate in the program will be provided feedback on actions taken to correct safety threats. Any strong safety culture must be a reporting culture. Any effective reporting culture must be a just culture.

# Imagining Safe Skies: The Innovator's Mindset and 21st Century Air Traffic Control

Summary by Kurt Proctor, Northwest Mountain Regional Director, PWC



Photo: Dennis Stauffer, Insight Fushion, Inc.

**O**n the third morning of the Conference, for three hours, PWC Conference attendees were treated with training that could have encompassed an entire semester. Dennis Stauffer of Insight Fusion, Inc. gave a tremendous presentation on Imagining Safe Skies.

To fully absorb the breadth of this training, I would highly recommend investing in a couple of books: Dennis's own book, *Thinking Clockwise: A Field Guide for the Innovative Leader*, and also *Inviting Disaster: Lessons From the Edge of Technology* by James R Chiles.

landing of US Airways Flight 1549 on Jan. 15, 2009 with no loss of life) happened because a very skilled group of people did a lot of improvisation in an unpredictable event.

Mr. Stauffer spoke directly to the audience when he asserted that the air traffic control job is harder because of a need to anticipate the unexpected, combined with a lack of opportunity to practice the unforeseen emergency. Genuine surprises are rare, but when they arise, typically their impact can be great.

And when surprises do occur, we need the ability to be creative and imagi-

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*"Imagination is an essential component of work."*

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## HOW TO MAKE A GOOD SYSTEM EVEN BETTER

But, as an overview of the training, his focus was on how we make a good system even better. And as an example of how to do this, he used as his model what he referred to as "Low Probability, High Impact events" (LPHI). Examples would be the 9/11 attacks, the Columbia Disaster, and the Three Mile Island nuclear accident. Each of these events shared the element of surprise, and what defined the success or failure of responsible people was their ability to act innovatively.

While training certainly has its place in the picture, and that very training can become a handicap when the unusual comes along. Dennis asserts that the Miracle on the Hudson (Hudson River

native. Unfortunately, as an agency, the FAA fails to embrace creativity training. Dennis asserts that you can train people to handle LPHI events, but it is a very different type of training that we are accustomed to receiving.

## LEARN TO SUBSTITUTE IMAGINATION FOR KNOWLEDGE

Imagination is an essential component of work. Static policy and procedure is not what is called for when LPHI events occur. And in order to move forward successfully, making the FAA and air traffic control even safer in the future, we need to embrace a different kind of pattern, substituting imagination for knowledge as the starting point for problem solving. ✈

# Working Through the Generation Shift

Summary by Kurt Proctor, Northwest Mountain Regional Director, PWC

For those who have not had the opportunity to receive generation training, Deann King's briefing on "Working Through the Generation Shift" was an excellent introduction to the different generations currently working in the air traffic control (ATC) system. The presentation also described basic strategies for managing generational differences in the contemporary ATC work environment.

**D**eann King has a MS in Adult Education and is working on a PhD in Air Traffic Education. For the past seven years, Ms. King has worked at the FAA Air Traffic Academy in Oklahoma City, beginning as a contractor and now as a federal employee.

Ms. King focuses on what sets the generations apart. Her training, based on the research of Bruce Tulgan, founder of Rainmaker Thinking, Inc., picks up where legacy generation training left off. More senior controllers will remember the "You Are Now What You Were When" video training presented to most post-strike new-hires of the 1980's.

The four different generations identified in Ms. King's training are:

- The Schwarzkopfs
- Baby Boomers
- Gen Xers
- Gen Yers

One participant asked the question, "What determines where the break is in generations?" Deann's answer was that it may vary from researcher to researcher, but typically generations are defined by what collective experiences influenced them in their adolescent and young adulthood.

## SCHWARZKOPFS

For Schwarzkopfs it would be the Korean and Vietnam conflicts; information sources were largely newspaper and

radio with a shift to television with the Vietnam news; and careers were largely selected for long-term benefits and retirement packages at a time when workers expected a hierarchical management structure.

## BABY BOOMERS

Baby Boomers, born between 1947 and 1964, are now identified as two separate sub-classes defined as "Woodstockers" and "Young Boomers" with a birth year split of 1953 and 1954. Yet both classes share the rise of pop culture icons like Elvis and Barbie, who redefined sexuality for men and women.

They also saw violence come to the home front in the assassinations of John F. Kennedy (JFK) / Martin Luther King (MLK) / Robert F. Kennedy (RFK). When asked who RFK was, Ms. King quipped, "You probably aren't a Baby Boomer, are you?" They also are great agents for change with active involvement in the women's liberation movement, the witnessing first hand of desegregation, and laws protecting minority classes in all sectors.

## GEN X

Fifty-two percent of the U.S. workforce is Gen X or Gen Y (As reported by Rainmaker®). And, in air traffic, with the surge of hiring after the Reagan strike, and now the surge of those



controllers moving into retirement, we are seeing a tremendous impact of that statistic in the field facilities.

Gen Xers sometimes are referred to as the Forgotten Generation because the Boomers and the Gen Y's largely overshadow them. Forgotten is a great metaphor for them in their experiences as well, as this is the generation of latch-key kids. A Gen Xer will have been more likely to have a mother in the workplace than any generation preceding them. They are self-starters, thriving in a fast-paced functional culture. They see work from the perspective of how it balances with their "real life."

## GEN Y

Gen Yers are defined by technology and their interaction with it. This is the generation that does not know a world without cell phones, calculators, computers, pagers, enhanced graphic images, wide-screen TVs, etc. They are the generation of immediate gratification and the generation of multi-tasking. They are more prone to be doing several activities at once than focusing all attention on one.

Ms. King concluded her session with a handout, encouraging participants to examine their strategic imperatives and best practices when encountering the generation shift in the workplace. A few of those take-away challenges were:

- How does our organization plan to capture and transfer the knowledge, skill, and wisdom of Schwarzkopf generation workers, immediately, before losing them?
- How can we make our workplace age-friendly for Boomers in their 50s and 60s, and how do we encourage talented Boomers to redefine retirement so their skills and talents stay with us for as long as possible?
- Since Gen Xers want status, authority, and rewards, but often resist traditional management roles, how is our organization helping them create new paths to leadership and redesign leadership roles that would engage their energy and talent?
- How effective is our current orientation program in engaging the enthusiasm and energy of our Gen Y new hires from Day One?
- The question that I asked myself as I left this briefing was, "What could we do as an organization to ensure that the generations are not segregated, but working harmoniously together, benefitting from the assets and uniquenesses of each?"
- Also, I could not help but wonder, as the shift keeps moving, who and what will define Generation Z? ➔

## REGIONAL NEWS: ALASKA

### *Five Alaska Members Attend National Conference*

*By Darla Gerlach, Alaska Regional Director, PWC*



*Photo: L to R: Steve Laabs, Darla Gerlach, Kate Beebe, and Shannon McCullough (not pictured: Edale Clark).*

Five PWC members from Alaska attended this year's PWC National Training Conference, held in Oklahoma City. This was the first conference for Shannon McCullough, ANC TRACON.

The conference was one of the best, from the fabulous historical hotel, to the convenient meeting room space, from the field trip to the FAA Academy, to interesting speakers and training. I encourage everyone to mark their calendars and plan to attend next year's Conference in Albuquerque, NM.

Our Alaska Chapter has two new Board of Director members this year: Edale Clark, ENA AFSS, was elected as Membership Director, and Shannon McCullough, ANC TRACON, was our write-in nomination for Alaska Regional Director. Both women have a lot of energy and will serve us to the best of their abilities for the next two years. Please provide your support and encouragement to them whenever it may be needed.

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*"The question that I asked myself as I left this briefing was, What could we do as an organization to ensure that the generations are not segregated, but working harmoniously together, benefitting from the assets and uniquenesses of each?"*

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# 2009 PWC Scholarship Quilts

By Karen Pontius, Scholarship Chair, PWC, and Kate Beebe, Quiltmaster, PWC



Top Photo: Sherelle Carper, the first winner, selected the large quilt.

Middle Photo: L to R – Kate Beebe, official PWC Quiltmaster, and Shannon McCullough, Alaska Regional Director, display the 2009 quilts.

Bottom Photo: James J. “JJ” Johnson, CEO of Joint Venture Solutions, and the second winner, holds up the cockpit display quilt.

For PWC’s 31st annual Conference in Oklahoma City, Kate Beebe and friends created one large quilt and one smaller one to raise funds for the PWC Scholarship Program. Donations totaled \$1,470. About half of that was used for this year’s scholarships, and the other half will carry over towards next year’s PWC Scholarship Fund. We thank you for your generosity, as you bought chances at the Conference, hoping to win one of the quilts.

Each year, the quilt blocks combine to portray the Conference theme which was “Breaking New Ground” this year. First-time quilter Judy Noble made a block, to add to the blocks made by Christine Johnson, Boots Wilson, Shannon McCullough, and Kate Beebe. Many others donated financially to help get the quilts completed. Our thanks to all of you!

At the Conference banquet, PWC Scholarship winner Lucia Povinelli (Linda Dohrenwend’s daughter) agreed to swish around in the tickets, and then picked the lucky names. First chosen was PWC Charter member Sherelle Carper (formerly ATM of Dulles tower, now a contractor working with the FAA to provide CRM training); she chose the large quilt.

Next chosen was James J. “JJ” Johnson (he’s CEO of Joint Venture Solutions), who won the smaller quilt. That quilt may have been quite a bit smaller, but it had quite a *surprise* on the back – a large fabric replica of the control panel from a small plane! It will be difficult for JJ to decide which side to display.

## RED OR GREEN? FOR 2010, MAKE A BLOCK OR SPONSOR A BLOCK

Kate Beebe continues in her role as Quiltmaster, organizing next year’s effort. The 2010 Conference will be held in Albuquerque, NM, and the Conference theme is “Traveling New Paths.” Did you know that New Mexico is the only state with a question? That *question* is... “Red or Green?” It pertains to what kind of chile peppers you prefer!

Kate is taking information now from all who *want* make a block (send \$10) for next year’s quilt(s); if you would rather have someone *else* make a block for you, it costs \$20 to *sponsor* a block. Kate has snippets of background material that she will mail to you, so that you can match your fabrics to it – the blocks all will feature the red and green colors of *chiles!* Her email address is [mom.beebe@gmail.com](mailto:mom.beebe@gmail.com). Thanks to all for your support! ✈

# 2009 Scholarship Recipients

By Karen Pontius, Scholarship Chair, PWC

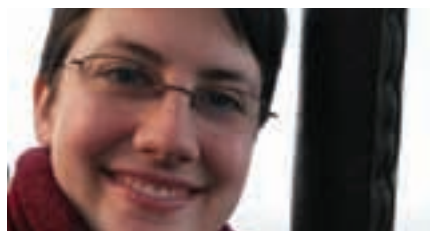
This year we awarded seven PWC Scholarships, totaling \$9,500. Quilt raffle sales raised \$1,470 towards the fund, and about half of that will be carried over to next year. Here is a brief summary of the winning applications, in alphabetical order:

## \$1,500 PWC FAMILY MEMBER SCHOLARSHIP – LOGAN GERBER-CHAVEZ

Logan, daughter of PWC Member Cindy Gerber-Chavez, is attending an 'early college high school,' The Northern Utah Academy of Math and Engineering and Science, where she will earn her Associates of Science degree at the same time she graduates high school. She has received the Air Force Association's Space Camp Essay Scholarship, was one of 30 chosen nationwide to participate in a Space Camp, had her science project rise to the state competition, won a prize for Informative Speaking, and wins prizes for her poetry.

Her next moves are *consecutive* degrees in meteorology, climatology, and statistics. She hopes to specialize in hurricane climatology and work for either the National Hurricane Center or the National Aeronautics and Space Administration (NASA). We feel that Logan embodies the spirit of PWC – excellence, dedication, and hard work.

Photo: Catherine Janis



## \$1,500 PWC RECRUITMENT SCHOLARSHIP – CATHERINE JANIS

Catherine attends Community College of Baltimore County's CTI program. Previously, she attended Oberlin College in Ohio, majoring in art history. Her letters of recommendation all praise her good qualities of energy, teamwork, drive, discipline, and quick thinking.

Some longer-term goals of hers are to advocate for aircraft safety, continued maintenance of air traffic facilities, and improved working conditions. Catherine will graduate this May – she sure sounds like a future controller to me (and a member of PWC).

Photo: L to R – Karen Pontius, Education and Career Development Program Managers, PWC, and Shyan Nikol Lasater



## \$1,500 PWC RECRUITMENT SCHOLARSHIP – SHYAN NIKOL LASATER

Shyan, a full-time student at Mt. San Antonio College's (MtSAC) CTI program, graduating this June, also works full-time for American Airlines at Ontario, Ca. (ONT) airport as a ramp agent. When she got that job, she knew it was a turning point for her.

Her father, who died when she was nine, was a big aviation buff whose dream was to become a pilot. Shyan vowed to make him proud and get her pilots license. Now, at age 23, she had already soloed and is working on the cross country phase.

Her letters of recommendation come from her flight instructor, an airline captain and member of the 99's, and from instructors at MtSAC. They describe her passion, active teamwork, volunteer involvement, motivation, and great attitude. Shyan *already* has won scholarships from the San Gabriel Valley 99's and Women in Aviation, Int'l. – now we proudly award her one from PWC!

Photo: Lucia Augusta Povinelli



## \$1,500 PWC FAMILY MEMBER SCHOLARSHIP – LUCIA AUGUSTA POVINELLI

Lucia, daughter of PWC member Linda (Povinelli) Dohrenwend, will graduate from Cascade High School this June and has already been accepted to four colleges where she will earn her Bachelor of Science in Animal Science. Lucia's letters of recommendation describe her maturity, personal strength, academic excellence, and drive. Her high school counselor says, "The characteristic I see most readily in Lucia is *perseverance*. Lucia sees no road blocks. She sets her goals high and pushes herself to reach those goals. She is one of Cascade's best and brightest." PWC is proud to award her a scholarship to start off her college career.

Photo: Robin Rush



## \$1,500 MARGARET HOFFMAN PWC SCHOLARSHIP FOR WOMEN IN AIR TRAFFIC CONTROL – ROBIN RUSH

Robin earned a B.S. in Air Traffic Management at the Hampton University CTI program in 1993. She now is

furthering her education with a Masters in Business Administration. She was accepted into a highly competitive program – the Fully Employed MBA program at California State University, Long Beach – where she will graduate this August.

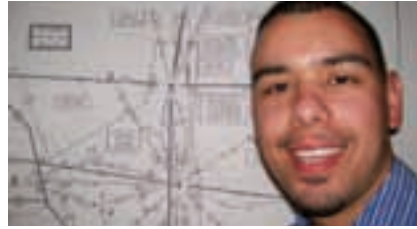
Robin helped establish the Technical Women's Organization (TWO) and PWC Mentor program in the Western-Pacific Region, and has supported PWC with fund raising and recruitment activities, and by coordinating numerous training conferences. She is a member of TWO, Women in Aviation, FAA Managers Association, and Air Traffic Controllers Association.

Currently, Robin is the Air Traffic Manager of Torrance, CA. Air Traffic Control Tower (TOA). Robin has been recognized by the FAA with many awards, including the Western-Pacific Regional Administrator's Award for Excellence, three cash awards for assisting the agency with employee succession planning, establishing the mentor program in the Western-Pacific region, and for outstanding managerial performance.

She also has received PWC's AWP Regional Director's Award, the President's Award (twice), and PWC's highest honor, Professional of the Year. Robin is the proud mother of a rock star son who attends Calif. Polytechnic University, and has been married 22 years to Alan who is attending Loyola Law School. We believe Robin *shines* with PWC spirit – she really lives PWC's vision and mission. *Newsflash:* PWC welcomes Robin as our new President!

Since Robin is a member of PWC, her scholarship also is a *Mary McBurney Scholarship* which honors our late PWC President who helped create the PWC Scholarship Program.

Photo: Joshua A. Santiago



**\$1,000 JACQUE SMITH BURDETTE CAREER IN AVIATION SCHOLARSHIP – JOSHUA A. SANTIAGO**

Joshua, son of PWC member Athina Santiago, is attending the Community College of Beaver County's CTI program (CCBC), graduating this August. He always had the possibility of becoming an air traffic controller in the back of his mind, influenced by his mom. He earned his private pilot's license before he decided to enroll in a CTI school. He loves flying and says he will continue for the rest of his life.

His letters of recommendation describe him as a hard worker who gives 110%, motivated, self-disciplined, fun-loving, enthusiastic, and trustworthy. Josh would be a great asset to any facility – but he says he'd love to work at Cleveland Air Traffic Control Center with his mom – now wouldn't that be a great story?

Photo: Nicole M. Zibolski



**\$1,000 PWC FAMILY MEMBER SCHOLARSHIP – NICOLE M. ZIBOLSKI**

Nicole is the daughter of PWC Member Karen Zibolski, a training specialist at Minneapolis Center (ZMP). Nicole's goal is to become a 'green' architect, a field that combines two of her passions. She will graduate high school in June and has been accepted at several colleges. Her letters of recommendation describe her as an enthusiastic learner and team

member, a devoted friend, self-confident, compassionate, and passionate about her future. We are proud to support Nicole – her goals are very much in line with PWC's Vision and Mission.

**A SPECIAL SHOUT-OUT TO LINDA ROGUS**

I hereby honor Linda Rogus, Co-chair of the Aeronautical Department, Mt. San Antonio College (MtSAC), Southern California. MtSAC's FAA College Training Initiative program has produced several PWC Recruitment Scholarship winners since 2003. For the past three years, Linda has been bringing several students with her to our conferences; the college has created a special scholarship to attend conferences – the winners get their expenses paid to Women in Aviation, Int'l. and PWC conferences. Our kudos to you, Linda, for such proactive mentoring of future women air traffic controllers!

**THANKS ALSO TO GABRIELLE BECKER**

Jeweler Gabrielle Becker was with us again in Oklahoma City – this was her second PWC conference. Gabrielle donates 10 percent of her jewelry sales at conferences and parties to our Scholarship Fund. There's more about her jewelry on her website: [www.gabriellebecker.com](http://www.gabriellebecker.com).

**AND, THANKS TO PWC SCHOLARSHIP COMMITTEE MEMBERS**

Let's start with the J's: Judy Noble (now a contractor for WCG working with Lockheed Martin), Jadyne Seitz (controller at Potomac Combined TRACON – PCT), Jane Kolas (controller at Manchester, NH tower – MHT), and Jeanne Garrison (PWC's outgoing Historian). We also welcomed a couple of S's: Susanne Spincic (she provided the 'non-PWC member' voice recommended by PWC SOP guidelines) and new member and first-time conference attendee Sarah Laporte-Ostrander (controller at Manchester, NH tower – MHT). Thank you all for your work! ✈️



Photo: Sherelle Carper displays her beautiful quilt with Karen Pontius looking on.

# Criteria for PWC Scholarships

Currently there are two avenues to apply for a PWC Scholarship. You can apply as a Member/Family Member or you can apply as a woman attending an accredited air traffic training school. Once we have an application, there are several different Scholarships that may be awarded. Here are the criteria for the various PWC Scholarships:

## PWC MEMBER / FAMILY MEMBER SCHOLARSHIP:

For PWC members and the immediate family members of PWC members. Any field of study is allowed.

## PWC RECRUITMENT SCHOLARSHIP:

Candidate must be a female enrolled in or selected to commence an air traffic control training program. Previous PWC membership is not required.

## MARY MCBURNEY MEMORIAL SCHOLARSHIP:

The PWC Board of Directors designated the *Mary McBurney Memorial Scholarship* in honor of our late PWC past-president whose passion for PWC's Scholarship program got it off the ground. This honor goes to every PWC member who is awarded a PWC Scholarship.

## HERMAN J. LYONS, JR. MEMORIAL SCHOLARSHIP:

If a candidate is selected who stands out above the rest for his/her service to their community, excellence in academics, and dedication to the advancement of aviation education or design, the candidate will be awarded the *Herman J. Lyons, Jr. Memorial Scholarship*. The late Herm Lyons was a tireless supporter of PWC; he had a lifelong dedication to the Agency, the employees of FAA, and promotion of women and minorities in the agency.

His support of the joint PWC/TWO mentoring effort in the (then) Southwest Region contributed to the region winning the Administrators

- Apply for a PWC Scholarship beginning October 1, 2009.
- Applications must be received by February 15, 2010.
- Go to [www.pwcinc.org](http://www.pwcinc.org) for applications and submission information.

Award for Excellence in EEO. Herm exemplified excellence and hard work – many of the attributes we look for in applicants for our scholarships. A winning candidate will stand out above the rest for his/her service to the community, academic excellence, and dedication to the advancement of aviation education or design.

## JACQUELINE SMITH BURDETTE SCHOLARSHIP:

In December 2006, PWC co-founder Jacqueline Smith Burdette announced the creation of an annually funded scholarship to encourage those planning careers in aviation or to advance their career in aviation. Jacque feels that since aviation has been such a wonderful part of her and her late husband's life, she would like to do what she can to encourage others to enter the field.

This scholarship is endowed yearly with \$1,000 and is awarded to one candidate only. If a suitable candidate does not appear in any particular year, the funds can be held over. There is no pre-requisite other than enrollment in an aviation-related program at an accredited college or technical school. Open to both men and women, the Scholarship does not require previous membership in PWC. Applicants need only intend a career in an aviation-related field.

## MARGARET HOFFMAN PWC SCHOLARSHIP FOR WOMEN AIR TRAFFIC CONTROLLERS:

In April 2007, PWC co-founder Sue Townsend created a scholarship dedicated to one of the first women air traffic controllers, Margaret Hoffman. Margaret was a charter member and steady supporter of PWC – we named PWC's blue "Maggie" bear after her. Sue said, "The Margaret Hoffman PWC Scholarship is dedicated to Margaret and all those women who became the first women air traffic controllers during WWII and after. We owe you *all* a huge debt of gratitude for opening the doors for all of us. Thank you."

This scholarship is intended solely for women air traffic controllers in the FAA. It can be used for any course of study, either to advance an ATC career, or to prepare the recipient for a second career. A second career may be begun upon retirement, or it may apply to those whose position has been abolished (like former Flight Service controllers). PWC membership is required. Sue's intent for this scholarship is to support the women for whom she co-founded this organization. ✈

# Extending Your Air Traffic Control Future By Living a Healthy Lifestyle

Summary by Michelle Eddy, Western-Pacific Regional Director, PWC

Steven Schwendeman, M.D., M.S., presented an excellent training seminar on living a healthy and balanced lifestyle to prevent diseases. Dr. Schwendeman explained that living a healthy lifestyle could prevent many of the diseases that people face as they age. He also discussed the steps necessary for Air Traffic Controllers to maintain their medical clearances as well as how to regain medical clearance should they become disqualified.

Dr. Schwendeman has been a Designated Medical Examiner since 1980. He has worked at the Kennedy Space Center as Manager of the Launch Area Clinic, and currently is a Medical Officer in Aerospace Medicine at the Civil Aerospace Medical Institute in Oklahoma City.

## A BALANCED DIET AND REGULAR EXERCISE ARE KEY

Dr. Schwendeman discussed the lifestyle changes that are necessary to prevent many common diseases. As many of us already know, a balanced diet and regular exercise are key elements in preventing disease. These two simple steps can help prevent diabetes, high blood pressure, high cholesterol, heart disease, and obesity.

Other ways to prevent disease include vaccinations, avoidance of tobacco products and illicit drugs, and limiting the use of alcohol. In addition to these steps, it also is important to build supportive relationships with friends and family and to practice regular relaxation techniques. These components can help reduce stress, which has been linked to many diseases.



Photo: Dr. Steven Schwendeman, Medical Officer in Aerospace Medicine, Civil Aerospace Medical Institute, Oklahoma City

## WHEN ILLNESS STRIKES AN AIR TRAFFIC CONTROLLER

Even if a person lives a healthy lifestyle, illness can still affect us. For many Air Traffic Controllers, illness can be very stressful, because not only is a controller dealing with health issues, they also now are left wondering how it will affect their career. When faced with health issues, Dr. Schwendeman recommends that the primary goal should be to do what is best for long-term health.

He further recommends that a person seek expert medical treatment, and keep a personal copy of all clinical notes and test results. He recommends that the Controller communicate directly with the Regional Flight Surgeon and report all changes and medications accurately. To expedite the process, Dr. Schwendeman recommends that the Controller deliver all records in one package to avoid any misplaced documents.

During the seminar, Dr. Schwendeman answered many questions, and stated that he welcomes any emails or phone calls from Controllers or prospective Controllers who have questions about medical clearances. He can be reached at 405.954.3412 or emailed at [steve.schwendeman@faa.gov](mailto:steve.schwendeman@faa.gov). We sincerely thank Dr. Schwendeman for taking his personal time to share with us ways to live a healthy life and to protect our Air Traffic Control careers. ✈

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*“When faced with health issues, Dr. Schwendeman recommends that the primary goal should be to do what is best for long-term health.”*

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# Tips and Tricks for Writing Managerial Workforce Selection Factors: Knowledge, Skills, Abilities and Other (KSAOs)

Summary by Patti Wilson, Vice President, PWC

**N**ancy Owens-Curtis (AMH-I40) shared some insights into writing KSAO's (Knowledge, Skills, Abilities and Other) and Managerial Workforce Selection Factors. The goal is to identify qualifying services, education, or training. These are required in some applications, but are optional in others. However, it is very beneficial to fill these out if they are accepted in the job application.

Usually Human Resources (HR) does not "grade" the KSAO's, but will verify the qualifications. HR will work with management to select the best qualified. This is the time to "toot your own horn," so don't assume that the hiring manager knows your accomplishments. The manager must be able to justify the selection in the court of law, and the only way he/she can do that is if *you* write it down. Here are some tips:

- Be concise, don't be canned.
- Be specific.
- Use examples to describe your experience.
- Use action words.
- Review, revise, and proofread.
- Do not use acronyms.
- Do not copy the language from the position description or JAT.
- Remember to include your special training courses, skills, certificates, and licenses; honors earned, awards, publications, memberships in professional societies, leadership activities, public speaking, and

performance awards (even if they are listed in your resume).

- Don't forget to include volunteer work experience, like PWC activities.

After you have inserted all the information:

- Read for typos.
- Ensure that your language is clear and concise.
- Ensure that your experience fits well.
- Ensure that the format describing results, level of review, and participation are consistent.

Remember, preparing your application package is an art and one well worth mastering:

- Skillful preparation of a good application package is an accomplishment in itself and becomes easier with each one you do.
- Your confidence level will rise when you know you have painted an accurate picture of your qualifications, and, when confidence is high, anything can happen! ✈️

## *Breaking New Ground in Your Finances*

Summary by Pam Brophy, Director of Resources, PWC

Scott Walker gave a presentation on Investments 101. His program began with a quick overview of the Thrift Savings Plan: its funds, their features, and their historic returns profile. He explained the L or Lifecycle Funds, which are a combination of the other funds with allocations based on when you expect to need the money.



Photo: Scott Walker, FAA First Federal Credit Union

Scott also explained other retirement investment vehicles, such as IRAs, Roth IRAs, and annuities. He discussed the different ways to save for college and the benefits and drawbacks of other types of investments – mutual funds, corporate bonds, treasury bonds, municipal bonds, and real estate.

Scott recommends using an "Investor Questionnaire" to assist in making your investment decisions. He ended his presentation with recommendations for weathering the current difficult economic situation.

Scott is an Investment Advisor from FAA First Federal Credit Union, a PWC corporate member and conference sponsor. For a copy of his "Investor Questionnaire," or to find out how to get an Investments 101 briefing in your facility/area, contact Scott at [swalker@faafirst.org](mailto:swalker@faafirst.org).

# After the FAA: Breaking New Ground in Your Life

Summary by Shannon McCullough, Alaska Regional Director

## Exhibitors at 2009 PWC Conference



Top Photo: L to R – Phil Williams, L-3 Communications, receiving a gift from Patti Wilson, Vice President, PWC.

Middle Photo: L to R – Mickey Mahaffey, Monica Cunningham, Donna Keller, and Mike Hill at Advanced ATC booth.

Bottom Photo: Mike Feeley at the Robinson Aviation, Inc. (RVA) booth.

My second PWC Conference was thoroughly enjoyable. I made several new friends and was reacquainted with many others I have worked with over the years. The hotel rooms, the food, and the exhibits were great. What I found most interesting were the seminars and break-out groups and the information these events afforded attendees.

One of the most pertinent seminars for me was a seminar on retirement entitled: Breaking New Ground in Your Life. It was not a class on “how to” retire but more of a discussion of what to expect afterward. A panel of six, with one moderator, told us when they retired, what they originally planned to do during retirement, and what they are actually doing now.

The panel consisted of three men: James K. Johnson (JJ), retired USAF now CEO of JVS LLC; David (Pat) Dalsanders, retired FAA now working for Raytheon Technical Services; and Nolan Moore, retired USAF now working for Raytheon as an Academy instructor; and three women: Charlotte Boyd, retired FAA now working part-time as an ATCS consultant for Sentil and part-time as a wine store assistant; Leslie Mahaffey, retired FAA now an ATCS Consultant for Advance ATC; and Deborah Yarbrough retired FAA and past PWC President who enjoys being home with her family. The moderator was Phillip Russ, retired USAF who now works at FAA Headquarters in the ATO Office of Safety.

## RETIREMENT PLANS VERSUS DAILY REALITY

Their plans for retirement ranged from 1) doing absolutely nothing, 2) playing golf five days a week, 3) taking a

two-week vacation, and 4) starting a new full-time job. Most of their plans lay somewhere in between; however, most were fairly vague. The panel answered questions about how they acquired their present jobs and if they received any new or special training.

The panel stressed two things: having a concise and accurate resume that is specific to the job you are seeking, and never turn down a chance to interview, even if you are hesitant about the job. Practicing interviewing is essential.

Several questions were posed about benefits packages, required traveling, and part-time as opposed to full-time work. Many wanted to know if employers were more flexible in these areas now. Mr. Johnson responded, “Be honest during the interview; asking for what you need so you and the employer can be sure of a good, hopefully long-lasting fit.”

My favorite part of the seminar was when Mrs. Boyd related how she was hired at a wine store she often frequented. She went in for two bottles of red wine and came out with as job as well, after asking if there were any positions available. Ms. Boyd said she thoroughly enjoys going to work now, “Where else could I work where drinking on the job (wine tasting) is actually encouraged?”

All jesting aside, the seminar helped me in two main ways. It helped me see that a vague plan of action for retirement is okay. You don’t have to have a plan for every minute, and retirement is to be enjoyed. Although change can be scary, not one of the panelists regrets retiring. Whether they work sixty hours a week or are known as the Grandmother Extraordinaire, retirement is just the next step in a hopefully long walk. ✈

# There Is Always a First Time for Everything

By Lois Warwick, Co-Chair, PWC 2010 Albuquerque Conference

Remember the first time you entered a room of people, knowing no one? Remember when you started your career as an air traffic control development (or maybe you were called a trainee)?

Whether these events are years in the past or quite recent, the memories may range from feeling alone to looking at the challenge, keeping to yourself or joining right in, or *WATCHing* for the “right” way to interact or jump in – and making a lasting, yet untended and unforgettable, impression.

## WELCOME THREE VERY VALUABLE FIRST TIMERS FROM ALBUQUERQUE

This year in Oklahoma City, PWC’s National Training Conference was attended by many “first timers.” There were three first timers from Albuquerque ARTCC, with time in the FAA ranging from just over two years to almost 18 years.

Of course, Albuquerque is the site for the 2010 Conference, and they were recruited by the Co-Chairs for help with the fundraising and navigating the challenges of a new city. The impact of their decision was not realized until they actually saw the fruits of their work two days prior to opening day. Now, for the next year, they are into the depths of the PWC organization.

## CONTINUOUS CONFERENCE IMPROVEMENT IS A GOAL

Soon after everyone returned from the Oklahoma City Conference, we had a meeting to discuss whether we thought the 2009 Conference was worthwhile. Also, there were a few suggestions made for improving first impressions of PWC as well as for improving program management.



An earlier meeting time for first timers at the Opening Reception might be a good idea. Although the first timer event is worth continuing, PWC probably should structure the event to put a greater focus on the first timers. Also, it was noticed that many greeters spent time renewing their own relationships.

A few organizational items were of concern, such as the need to take tickets over the honor system, aisle closeness, microphone usage, lack of Parliamentary control of timing, and hotel waste removal. Although the Pub Crawl event was not well coordinated, the overall Conference structure and organization made a positive impression. The most unusual feedback was discovering the negative attitude expressed by some attendees who generally wondered why they had come.

Overall, response to the value of the 2009 Conference was a resounding “yes.” Lt Col. Dillinger’s presentation was a big hit – funny yet having an accuracy only someone who has worked with controllers could bring. A request was made to bring her back and continue the story.

The trip to the Mike Monroney Aeronautical Center gave them insight into new programs – information they brought back and not only shared with fellow workers but also will possibly lead them into a different direction in career development. This inclusion into the program was a great use of the local resources.

One first timer was taken under the wings of two other attendees, neither one known to her, and a friendship has started. The luncheon, left open for talking among the table members, was appreciated – a good time to start meeting others.

If you were a “first timer,” were there other things that made an impression? If you have been attending the Conferences for a few times, did your observations match these first impressions? Do you see yourself as someone who welcomes, even embraces, new attendees? Your comments/suggestions will be appreciated.

Food for thought for all of us – how will you be different or make a difference at the 2010 Conference? ✈

# A Dedication to the Women Who Opened Doors

By Sue Mostert Townsend, PWC Co-Founder and First President

In any career field, there are women who open the doors, being the first to break the glass ceiling. Those of us who were or still are women air traffic controllers owe a huge debt of gratitude to those women who went before us. It's our history, and we should always remember it, and thank these women.

The first women were hired in 1942 by the CAA (Civil Aeronautics Administration later FAA) to fill the slots in the towers, centers, and flight service stations, left vacant by the men who joined the military to fight WWII. Hundreds of women were hired and worked all over the USA, Alaska, and Hawaii.

## ANNIE MARGARET PRESSON HOFFMAN – FAA PIONEER

One of the women hired early on was Mrs. Annie Margaret Presson Hoffman, better known by many as Maggie, Peggy, Mimi, Margaret, Mother, Grandmother and Great-Grand Mother. When PWC formed in 1979 in Bethesda, MD, Margaret was there and, of course, became a Charter Member. She jumped right in and gave us the insight to her life and career—which by now spanned 36 years!

She was elected one of three Area Directors to cover and contact all the women in her area—Southern Region, SW Region, Puerto Rico, and the Aeronautical Center. She was a charming, delightful woman and always had a smile and kind word for everyone. She was the picture of southern hospitality and grace.

Recently, I visited with Margaret's son, Rob, and his wife Gabi, in their lovely home in Nashville, TN. They gave me two photo albums of Margaret's life which will be included in the historical archives of PWC. I would like to give you a snapshot of what this dear woman and others like her went through.

## AIR TRAFFIC CONTROLLER #0000004

Do you remember “Rosie the Riveter?” Well, that was our Margaret at the start of the war, working on aircraft for the war effort. She learned of a new job that had opened up to women – air traffic control. She was divorced and raising her son by herself and needed a very good job – and a look to the future for a career.

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*“We have a right to a good career – we are not second class citizens, so hold your head high ladies. Be all you can be. Be a professional.”*

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She applied, was accepted, left for school in Atlanta, and upon completion was reassigned to Nashville Tower. Her badge number was #0000004. There were four other women already there, and in many other facilities, women had started filling the slots in 1942. She moved into an apartment and lived there until she moved into an assisted living home.

To paint a picture of the situation, the war forced rationing of gas, food, tires—all supplies. In her archives, she has a Mileage Rationing Record for her 1942 Nash, dated 1944. All were required to fill out these forms and others for gas, use tokens for food, etc. Her mother and father left Atlanta and moved in with her to support the raising of her son. Most of their male family



and friends were in uniform, in training, in shipment, fighting, getting wounded, and dying.

The military opened up to women. The war was global—the massive effort in the USA was unprecedented – total – every American was involved. They built “Victory Gardens” to raise vegetables and fruit—the kids collected scrap metal, old tires, anything that could be recycled for the war effort. Women worked at

jobs in the factories, flew the planes, built the tanks, ships, and everything else needed for the war.

## NASHVILLE TOWER: 126 STEPS IN HIGH HEELS TO THE “GREENHOUSE”

Dress code for women in the CAA then was entirely different—no slacks—no pant suits. A woman was required to wear a dress or skirt, stockings, and heels. To go to work in Nashville Tower, the women were required to climb 120 steps in heels! (126 steps to be exact) no elevator! She wrote a description of the tower – called “Greenhouse.” The sun blazed through the windows, temperatures often 110 in the summer. Air conditioning was promised – but when?

The equipment was primitive with hand held mikes, dial telephones, strips on a strip board, no radar (what's that?). The old phonetic alphabet was in use – Able, Baker, Charlie, etc. and wasn't changed until 1952, and then was changed again. They had a few gauges, dials, and switches, and other apparatus. (And we thought we had it bad!) She brought her lunch, so she wouldn't have to climb up and down the steps again.

The one advantage Margaret had was that she worked with other women. But sadly, when the war ended, so did the jobs for most of those women hired by the CAA from 1942 to 1946. Margaret was allowed to stay, because she was sole support for her son. She worked Nashville Tower from 1943-1981 when she retired. She started as a GS-4 and rose to a GS-13.

This remarkable woman raised her son and sent him to Vanderbilt University in Nashville. Before the CAA and working on the aircraft, she graduated college and was a teacher briefly. When she passed away in 2006, she left her body to Vanderbilt University for research. When they finished with it, she was cremated and buried near her father and mother in Nashville. Her son told me that Margaret was adopted in Atlanta and never knew her real parents, but she dearly loved the parents that chose her.

I started a scholarship in her name – the Margaret Hoffman Scholarship for active women air traffic controllers working the boards. I think that would have pleased her. But, it's also a reminder of not only Margaret but all the women who went before us.

#### IN 1968, 250 WOMEN WORKED FOR THE FAA

When Jacque and I started in the FAA in 1968, there were approximately 250 women in the FAA. By the time we got PWC started, there were 1,500 women. I usually was the first and only woman in

the facilities I was in, ALB, IAD, ADW (two women), BWI (three women) and the New York Common IFR Room, the first in the JFK Sector – there was one woman in the LGA sector, and later the New York TRACON, the only woman.

I chose to stay in the field – to me the best job in the FAA was that of an Air Traffic Controller. No job has more satisfaction, more prestige, or more responsibility than that of a controller. My point is this; it's important to reach out to all women controllers in every facility whether it's the FAA, contract,

*“I started a scholarship in her name – the Margaret Hoffman Scholarship for active women air traffic controllers working the boards.”*

or military and lend them our support.

Like it or not, it is still a man's world out there – or so they would have you believe. Women are still being mistreated, threatened, intimidated, abused, and afraid to step up and talk about it. It's difficult enough to work in this field, let alone raise the families, keep the house up, get an education, and develop a career.

And, many of us took on the responsibility of taking care of our parents as they aged. Now we have many, many young women in the Academy and colleges across the United States, studying to graduate into our field, and they need us too.

We have a right to a good career – we are not second class citizens, so hold your head high ladies. Be all you can be. Be a professional. Margaret Hoffman and the women of the 1940s opened the doors for us—now what are we going to do about it? ✈

# JOIN NOW!

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Professional Women Controllers, Inc., P.O. Box 950085, Oklahoma City, OK 73195-0085

# Manna Express – A Brief History

By Pam Brophy, Director of Resources, PWC

**M**anna Express is rolling into its third straight year of fundraising for PWC's National Training Conferences. In 2003, it was started by Doris Arno for the Chicago 2004 Conference and continued on a limited basis for San Antonio 2005.

After a few years' hiatus, Pam "Pinky" Brophy volunteered to bring it back to help "Chart the Course" for Baltimore 2008, and Peg Legs PINKY's Manna Market was born. PINKY's Manna Mart and Flower Cart helped to successfully "Break New Ground" in Oklahoma City this year and will "Travel New Paths" to Albuquerque 2010.

## WHAT IS MANNA EXPRESS AND HOW DOES IT HELP PWC CONFERENCES?

You may ask, "What is it and how does it help the conferences?" Many national and local retailers want to support non-profit organizations. They allow us to purchase their gift cards through the Manna Group. In return, from two to 30 percent of the purchase price is returned to PWC to support our National Training Conferences.

## MANNA EXPRESS OFFERS 450+ GIFT CARDS

Check out the Manna Express section of the PWC website for order dates and forms. For a complete list of the more than 450 gift cards available check out [www.mannaexpress.net](http://www.mannaexpress.net).

Imagine being able to shop for groceries, clothing, toys, gifts, and gasoline, knowing that a portion of your money could be returned to PWC. What if you could make your night on the town or family vacation benefit PWC?

## ORDER YOUR GIFT CARDS TODAY

If you are like me, you will be spending – so why not spend and have a portion returned to PWC? Make your purchasing dollars go further. Order your gift cards today! Visa and Mastercard are accepted on some orders, but due to their 5.31 percent credit card fees, checks are preferred.

Any questions? Contact Pam "Pinky" Brophy at [pwcmanna@aol.com](mailto:pwcmanna@aol.com) – Subject: Manna Express ✈

### Support PWC's 2010 Conference with PINKY's Manna Mart & Flower Cart



Thanks to everyone who purchased gift cards this year from Manna Express. It was a great success for PWC's 2009 National Training Conference.

Now is the time to jump aboard PINKY'S Manna Mart & Flower Cart – truly a traveling Manna market – as we "Travel New Paths" from Oklahoma City 2009 to Albuquerque 2010.

Think about what gift cards you'll need for graduations, weddings, birthdays, etc. Start putting Christmas on lay-away now. Order your new Manna Gift Cards today!

**Plan early for time before and after May 3-6, 2010 at the Sheraton Uptown.**

Reservations at (505) 881-0000  
Ask for "PWC 2010"  
Website: [starwoodhotels.com](http://starwoodhotels.com)

## MANNA EXPRESS ORDER FORM

450+ Cards Available	%	QTY
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For a complete list of 450+ gift cards available, check out [www.mannaexpress.net](http://www.mannaexpress.net).

### Questions?

Contact Pam Brophy (630) 696-6739 or [PWCmanna@aol.com](mailto:PWCmanna@aol.com)

# TO ALL ATTENDEES OF THE TRAINING CONFERENCE ~ PWC MEMBERS AND SPONSORS ~

---

great food



line dancing

## Thanks for the Memories in 2009 in Oklahoma City

What a time for meeting new attendees, sharing a year worth of experiences, enjoying the company of former peers continued friendships.

Kentucky Derby hats



Looking at new technology, searching for new positions, honing personal skills.

Garden partying with Kentucky Derby hats, seeing a Broadway show, eating great food, line dancing and disco.

continued friendships



partying



great heights

## Looking Forward to New Enchantments in 2010 in Albuquerque

Now that the fundraising is over (and a great success), we have the next year to organize a unique Training Conference.

We plan on finding new paths, taking the lead in traveling them with you, learning about red and green, seeing Santa Fe and traveling by rail, feeling the multicultural influences, looking down from great heights.

red and green

multicultural influences

Poem By:  
Lois Warwick, Co-Chair, 2010 Conference, PWC

great success





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## Traveling New Paths

*32nd Annual PWC National Training Conference  
May 3-6, 2010 | Albuquerque, New Mexico*

### SATURDAY TO MONDAY

- Sat. May 1 Rail Runner trip to Santa Fe
- Sun. May 2 Tethered Balloon Launch and Champagne Breakfast (tentative)
- Mon. May 3 Board of Directors Meeting and Opening Fiesta Reception

### TUESDAY TO THURSDAY

- May 4 to 6 National Training Conference
- Fri. May 7 PWC Board of Directors Meeting

### HOTEL INFORMATION

Sheraton Hotel Uptown | 2600 Louisiana Blvd NE

505-881-0000 | Mention PWC BLOCK when making your reservation!

