

Willie F. Card Contract Tower Service Award for 2017

In June of 2002, the Federal Aviation Administration and the Contract Tower Program lost a great friend and champion when Mr. Willie F. Card passed away. As Contract Tower Branch Manager from 1998 to 2002, Willie created an environment in which the FAA, the ATC contractors, airports, and American Association of Airport Executives/U.S. Contract Tower Association came together to form a unique and lasting partnership with the common goal of providing the very best air traffic control services to the local users at FAA contract towers.

The Willie F. Card Contract Tower Service Award is presented annually to the FAA contract tower that most closely mirrors Willie's vision of what the contract tower program exemplifies. This vision embodied providing excellent air traffic control services, both from a safety and customer service perspective, to all stakeholders in the local aviation community, with a professional and courteous attitude.

Criteria

1. Contract tower must be nominated in a letter jointly signed by the local airport director and the respective ATC contractor. A paper (no more than two pages in length) shall be included outlining clear justifications for the award. Ten copies are required (one original signed by the airport director and the ATC contractor and nine copies of the package is sufficient).
2. The contract tower must have demonstrated customer service excellence to aviation users and dedicated outreach to the local community.
3. The contract tower must have a documented system in place to measure safety and customer service performance of the contract tower to the local aviation users.
4. The nomination packet may include letters of support from local airlines, general aviation, business aviation and local community leaders. No more than five (5) such letters should be included.

Submissions should include background material demonstrating that the facility meets the above criteria and may include documentation such as local news stories, etc. **Airports may resubmit previous applications with appropriate updates.**

Airports with FAA contract towers that are interested in applying for the award should first contact their respective ATC contractor. Contact information for (1) RVA is Jim Slate (jim.slate@rvainc.com); (2) Midwest ATC is Andy Groth (andy.groth@midwestatcs.com), and (3) Serco is David McCann (david.mccann@serco-na.com).

Ten (10) copies of each submission must be delivered no later than COB April 21, 2017 to:

Spencer Dickerson
American Association of Airport Executives/U.S. Contract Tower Association
601 Madison Street
Alexandria, VA 22314
Phone 703/824-0500, ext. 130

Submissions shall be reviewed for completeness by the AAAE/USCTA staff. Nominations will be reviewed and the winner selected by a panel of judges consisting of one representative from each of the following organizations: (1) FAA Contract Tower Program Office in Washington; (2) USCTA Policy Board whose contract tower was not nominated for the award; (3) National Business Aviation Association; (4) National Air Transportation Association, (5) Air Traffic Control Association, (6) National Association of State Aviation Officials, and the (7) Regional Airline Association.

The announcement of the award will be made by May 19, 2017. Presentation of the award will be made at the Annual FAA/AAAE/USCTA Contract Tower Workshop, June 20-21, 2017, in Washington, D.C.

If you have questions or need additional information, please contact Spencer Dickerson at 703/824-0500, ext. 130 or e-mail (sdickerson@aaae.org).