## THE URBAN FLYER

## NOVEMBER 2024 | FALL UPDATE

## **BRIEFING NOTES**



#### THE FLIGHT PLAN

**BRIEFING NOTES** 

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#### THERE IS NO "I" IN FLY

As I began writing for this edition, I was struck by how quickly this year-and, indeed, the past few-has flown by. Not too long ago, as I composed these newsletters, I spent hours scouring the internet in search of any "glimmer" of good news to keep us all motivated through some of the most challenging times we have faced. Now, it's inspiring to see how we've emerged, strengthened by resilience and the unwavering support of our community. Personally, I didn't have it in me to navigate those years on my own-it took incredible friends, family, and our dedicated membership, all of whom continue to inspire me to be the best version of myself. If COVID has taught us anything, it's that we are more connected than ever imagined, and indeed, there is no "I" in TEAM!

Aviation, like life, thrives on collaboration. Planes don't leave the ground without countless individuals working seamlessly behind the scenes. Yet, we often focus solely on the pilots, forgetting the vast network of professionals essential to every flight. This issue honours them—those who keep aviation's wheels turning, from fuelers to dispatch, maintenance, and everything in between. This edition shines a light on their critical roles because, after all, there's no "I" in FLY! SO CARGO MAY FLY (Terry Waithe)

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THE DEBRIEF

In this edition, you'll notice a familiar format adapted to celebrate non-flying careers. Our "Perspectives" section explores three dynamic roles: dispatch, cargo logistics, and maintenance. "Flying Taught Me This" becomes "Maintaining Taught Me This," and our "Head-to-Head Section" highlights varied career paths within a similar field. We've kept the aviation trivia section based on popular demand and added "The Readback," where we clarify any errors from previous editions to ensure all the information you receive is accurate and up-to-date.

I'm thrilled to bring you this issue, and as UPN grows, I look forward to dedicating more editions to showcasing members excelling in their respective fields.

Happy reading!

Damar Walker Airbus A320 Captain Urban Flyer Chief Editor Programs & Outreach Director

## **MEMBERSHIP UPDATES - FALL 2024**



## **URBAN PILOTS NETWORK**

#### MEMBER ACCOMPLISHMENTS

Our members consistently excel in the aviation industry, achieving remarkable milestones, and we are proud to celebrate their success. Well done on these well-earned achievements!

Rogia Ahmed Medivac First Officer @ Mississinippi Airways

#### **NEW MEMBERS**

We are excited to welcome the latest additions to the UPN family. Please join me in greeting our newest members!

Jean-Paul Rocke Waqas Serbeh Stephen Michael James Modi Hiram Layne-Forte Kathleen Nazareth Aamir Desai Fabian Thomas Timothy Okwii Antoine Widloecher Allisther De Castro Stephon Lamy Noor Baig Shaheer Qureshi Ryan Mckenzie Flight Instructor @ St.Thomas Flight Centre Multi-Engine Rating Completed Group 1 Rating Completed Flight Dispatcher @ Canada Jetlines

Timothy Okwii First Flight Solo Completed

Adam Gibson Multi-Engine Rating Completed

Allan London Captain, Challenger 605 @ Sky Service

Owen Brown Captain, King Air 350i @ Execaire

Dennis Njenga Flight Instructor @ Waterloo Wellington Flight Centre

Julian Compton Captain, Embraer Praetor 600 @ Flightpath Charter Airways

Keron Grimes Captain, Learjet 75 @ Air Partners

Zahabia Faizy First Officer, Boeing 737 MAX @ Flair Airlines

Kimani Hayden Completed PPL written exam

Ethan Mcalla Completed PPL written exam Completed PPL Flight Test

Allison Couch First Officer, Airbus A330 @ Air Transat

Jason Proute ATPL Exams Completed

Malik Shwehdi Multi-Engine Rating Completed

Adam Gibson Multi-Engine Rating Completed Float Rating Completed

**Zoey Williams** Rising Star Award, Northern Lights Foundation

Chevaughn Christopher First Officer, Embraer E195-E2 @ Porter Airlines Corey Ashe Cesar Marin Fabian Pencel Gerald Kakoki Abigail Ellis Honorine Nsengiyumva Chidozie Ogodo



Kathleen Nazareth First Officer, Boeing 757F @ Morningstar Air

Please update your respective profiles on the UPN Website to inform us of your achievements. This will ensure the information reaches the right channels so we can recognize you in the appropriate newsletter edition. Your updates are always welcomed and celebrated!

## **SQUAWKBOX**

These articles are summaries. To see the full story, please tap/click on any of the titles below.



#### EYES ON THE SKIES: CAE TRAINS CANADA'S AIR TRAFFIC CONTROLLERS OF TOMORROW

Air traffic controllers are vital in maintaining aviation safety, but recruitment and training have become challenging. Nav Canada, Canada's secondlargest ANSP, has teamed up with CAE to provide training services for 500 new air traffic controllers by 2028. This differs from the conventional method for the ATC sector and ANSPs, which traditionally train controllers in-house. This move aims to ensure the safety of the skies and prevent catastrophes.



#### LAUNCH TOWER'S 'CHOPSTICKS' CATCH DESCENDING ROCKET BOOSTER AS SPACEX LAUNCHES STARSHIP

For the first time, SpaceX successfully launched its fifth Starship test flight from Texas, returning the first stage booster to land with the help of two robotic arms, referred to as "chopsticks," connected to the launch tower. The empty spacecraft then made a controlled landing in the Indian Ocean. NASA has ordered two Starships, and SpaceX hopes to use Starships to bring people and supplies to the Moon and, someday, Mars.



## WHY DO AIRLINES APPLY SPEED TAPE TO THEIR PLANES?

Speed tape is pressure-sensitive and designed to endure high speeds and a wide range of environmental changes, including, but not limited to, water, flames, ultraviolet radiation, and extremely high temperatures. This adhesive tape is a temporary solution until the aircraft receives more extensive maintenance, as imperfections can interrupt airflow and reduce aerodynamic efficiency, which is crucial for optimal flying conditions.



VERTICAL COMPLETES FIRST PHASE OF TESTING WITH NEW AIR TAXI PROTOTYPE Vertical Aerospace, a company specializing in electric vertical takeoff and landing (eVTOL) air taxis, has successfully completed the first of four stages of its flagship prototype, the VX4. The next stage will focus on standard takeoffs, landings, and flight, using the lift generated by the wings after thrust-borne flight. The final stage aims to demonstrate a smooth transition from thrust-borne to wing-borne flight, with the goal of obtaining a type certificate by 2026.



## SINGLE PILOT OPERATIONS: THE AIRCRAFT EVOLUTION THAT FIRES UP AVIATION DEBATE

A pressing issue in aviation revolves around the idea of reducing the number of pilots in the flight deck. This topic has sparked strong opinions, creating a divide between major aircraft manufacturers and pilot unions. Airbus and Dassault Aviation advocate using technology to either decrease the number of pilots or eliminate them from the flight deck entirely. In contrast, Boeing appears less committed to this initiative and has expressed reservations about supporting single-pilot operations. Pilot unions are concerned that if this is approved in Europe, the FAA approval could soon follow, signalling a significant step toward implementing single-pilot operations in the US.



## A FEDERAL JUDGE IN TEXAS WILL HEAR ARGUMENTS OVER BOEING'S PLEA DEAL IN A 737 MAX CASE

Boeing has entered a guilty plea to conspiracy charges connected to the 737 Max aircraft crashes that resulted in 346 fatalities. Some families of the victims are advocating for harsher penalties and opposing this plea agreement. The prosecution argues that there is insufficient evidence to directly link Boeing's actions to the crashes in Ethiopia and Indonesia in 2018 and 2019. As part of the agreement, Boeing will pay a minimum fine of \$243.6 million, serve three years of probation, and make the required investments.



ASIAN AIRLINES EQUIP 777 CARGO JETS WITH SHARKSKIN SYSTEM TO REDUCE DRAG EVA Air and All Nippon Airways are the first Asian carriers to enhance their Boeing 777 freighters with the friction-



AIR CANADA STRIKE THREAT RECEDES AS TWO-THIRDS OF PILOTS BACK reducing AeroShark surface film, following the lead of Lufthansa Cargo and Swiss International Air Lines. Deutsche Lufthansa AG claims that this film reduces drag by 1% when applied to most of the fuselage and engine nacelles during routine maintenance. To further decrease CO2 emissions, the company plans to use this technology on larger surface areas and is seeking certification for use on additional aircraft types.

#### OVER 40% WAGE RISE

Air Canada pilots have approved a wage increase of nearly 42% over four years, a decision expected to alleviate ongoing difficulties for the airline and prevent a potential strike. The vote impacted over 5,400 pilots from Air Canada and Rouge.

The contract is retroactive to 2023 and will remain effective until September 29, 2027.



#### AMERICAN AIRLINES ROLLS OUT TECH TO ENFORCE BOARDING GROUPS AND STOP LINE JUMPERS

In a recent pilot program, American Airlines has started enforcing boarding groups at Albuquerque and Tucson airports. Passengers who scan their boarding pass before their designated group is called will hear an audible tone. Gate agents then request that these passengers step aside until their group is announced. After receiving strong positive feedback without delaying the boarding process, the airline plans to implement this system at Washington National Airport in the coming weeks.



EMBRACE INTELLIGENT GSE Embracing intelligent airside alternatives will allow the industry to shorten turnaround times, boost reliability, and minimize its environmental impact. This key area will enhance resource allocation and improve decision-making strategies. By incorporating sustainable practices into ground support operations, the industry can protect and improve the environment by reducing emissions and contributing to reducing its global footprint.

## EMBRACE THE JOURNEY



#### YEAR-END GALA 2024

It's time to celebrate! January 7, 2024, marked the 20th anniversary of the Urban Pilots Network—20 years of serving our community, helping individuals from Black and racialized communities pursue their aviation dreams, awarding scholarships, and supporting and mentoring our youth. So, let's celebrate!

On Saturday, November 30, 2024, I invite you to join us for our annual year-end gala at the Beanfield Centre at the CNE. This evening, we will celebrate those who helped us reach this milestone, recognize our members, share some big announcements, and reflect on the journey that brought us here. The theme for the evening is "Embrace the Journey." Our keynote speaker will be esteemed author and Black history champion Rosemary Sadlier, along with this year's honorary member, retired Boeing 787 Captain, Cathy Fraser. The event will be hosted by CBC's "The Voice," Kevin Carrington.

Our networking session will run from 5 to 7 p.m. and will feature information booths from Air Canada, Jazz Aviation, WestJet, Sunwing, and Nav Canada. More announcements will follow. The evening will also include a silent auction to raise funds for our scholarships, a 50/50 draw, door prizes, and more. I can assure you that the energy in the room will be inspiring. I hope you'll be there to experience it.

Until then,

Warren Holt Boeing 767 Captain President



#### OUR YOUTH ARE FLY (SUMMER CAMPS 2024)

This summer, the Urban Pilots Network, in partnership with the Dream Never Dies Foundation (DNDF) and Youth Taking Flight (YTF), hosted aviation camps that provided young students an exciting, hands-on introduction to the world of flight.

The week-long Lloyd Christopher Skeen Aviation Summer Camp welcomed 30 students to Sheridan College's Brampton Campus for two days of ground school and flight simulator instruction, followed by three field trips. The first was a visit to the Jazz/CAE training facility, where students explored various roles, from maintenance to flight attendants, and even had the opportunity to use an Integrated Procedures Trainer (IPT) and full-motion flight simulator. A day at Toronto Pearson included visiting the Control Tower and the Toronto Area Control Centre (ACC) and a tour of Air Canada's Cargo facility, offering students a complete picture of airport operations.

The week's highlight was Fly Day at Billy Bishop Airport, made possible by iFlyToTo. Students took to the skies for an unforgettable flight above and around the city. We appreciate Porter for hosting us in their FBO and making this a truly magical experience.

After the Lloyd Christopher Skeen camp, we held two more Youth Taking Flight camps. These three-day sessions included ground school, flight simulation, and a Fly Day with iFlyToTo. While the weather prevented the second camp's Fly Day, we added an additional simulator day to keep the energy high and ensure everyone had a memorable experience.

A special thank you to our partners—Jazz, NavCanada, and Air Canada—for their essential roles in making these camps successful. We also want to thank EzBuses for providing affordable, reliable, and consistent transportation for all our summer camps for as long as we can remember.

Through hands-on learning and real-world aviation experiences, these camps opened students' eyes to the possibilities in the industry. They inspired them to aspire higher in pursuit of their own aviation path. Damar Walker Airbus A320 Captain Urban Flyer Chief Editor Programs & Outreach Director

## THE SOCIAL LOUNGE

Over the past six months, the Digital Strategy Team has focused on two key areas crucial for UPN's growth and development: community collaborations and membership engagement.

We have successfully integrated several collaborations within the UPN community, including with the Membership Committee and our industry partners. These efforts highlight the diverse range of professions contributing to the aviation industry. While we often spotlight piloting, we must recognize the many trades that shape our field.



These collaborations help us focus on the bigger picture and inspire future generations to aim higher.

We have continued initiatives like 'Membership Mondays' and launched a WhatsApp community to streamline professional communication among members. As the saying goes, "there is no 'I' in TEAM" — and similarly, there's no 'I' in FLY. We encourage all members to share, like, and subscribe to our platforms. Engaging with each other strengthens our visibility in an increasingly digital world. For those outside the GTAA, these connections help aviation professionals stay united across Canada. Let's spread the word! New members bring fresh ideas, and those from niche areas within aviation will add diversity to our community.

With our Year-End Gala approaching, our social media will spotlight this exciting event and our generous sponsors, whose support has been vital to our success. We invite you to bring a friend (or two), and we look forward to seeing you there as we unveil exciting updates just in time for our 20th anniversary!

Arianna Woodley Digital Strategist



## **OUR GALA SPONSORS**

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## SO PILOTS MAY FLY

You never know where life will take you, and everything happens for a reason—two oftenclichéd sayings, yet both are true in my aviation journey. My name is Ryan McKenzie, and I am a Flight Dispatcher at Sunwing Airlines, a Flight Instructor, and an aspiring pilot.

My passion for aviation began at an early age when my mother bought me a book called **Flying is Fun**, featuring a main character named Ryan. I still remember her reading it to me, and from that moment, I was bitten by the aviation bug. A



few years later, I started and completed my flight training at a flight school in Kingston, Jamaica. However, breaking into the aviation industry in Jamaica proved challenging due to limited opportunities. The unpredictable nature of aviation led me to explore other career paths in the field, though I was yet to be aware of Flight Dispatching as an option.

It wasn't until the COVID-19 pandemic in 2020, when a potential aviation opportunity didn't work out, that I discovered Flight Dispatching. Little did I know that in 2021, I would leave "yawd" (Jamaica) for Canada and soon find myself on this new path. I joined Sunwing Airlines as a Flight Dispatcher in January 2023, and it has been a truly rewarding experience since. There's a whole team working behind the scenes to conduct each flight safely, and Flight Dispatchers play a vital role in that team. In a Type A operation like Sunwing, Flight Dispatching consists of two phases: Flight Planning and Flight Watch. During the Flight Planning phase, I prepare three hours before each assigned flight, reviewing routing, fuel requirements, weather, alternate airports, MELs/CDLs, NOTAMs, and other factors. This information is compiled into the Operational Flight Plan (OFP) and sent to the pilots for review before departure.

In Flight Watch, once a flight is airborne, I share responsibility with the pilots for monitoring the flight's progress. I maintain situational awareness and communicate with the pilots about any enroute weather changes, route adjustments, inflight emergencies, or other issues that could affect the flight until it lands at its destination.

I work a four-days-on, four-days-off rotational shift, with two day shifts followed by two night shifts. Given the higher volume of flights during the day, day shifts tend to be busier. Although I exclusively focus on Flight Dispatch, I've gained valuable experience in Flight Operations, Crew Scheduling, and even Aircraft Maintenance—insights that come from the teamwork required to execute a successful flight.

To my fellow UPN members and anyone else considering aviation, Flight Dispatching is a highly rewarding and essential career path. As the "pilot on the ground," you're a crucial part of the airline operations team, where you can directly see your contributions to the safe and successful execution of flights. Being part of Flight Operations also opens doors to other career paths within the aviation industry.

Aviation is one of the best fields. Though often unpredictable, it can lead to fantastic rewards if you persevere, stay adaptable, and embrace change. I feel blessed to be a part of this industry and would encourage anyone interested to join it. Lastly, always strive to inspire others, see yourself as successful, and maintain professionalism in all you do—you never know who's watching.

Ryan McKenzie Flight Dispatcher Flight Instructor

## SO CARGO MAY FLY

I'm Terry Waithe, Manager of ULD Logistics and Cool Chain for Air Canada Cargo. I'm Canadian-born with West Indian heritage from the beautiful island of Barbados. I hold degrees in Economics and Political Science and sit as a voting member on the International Air Transport Association (IATA) ULD board. I'm also a member of ULD Care and an active participant in Air Canada Cargo's sustainability committee. With 20 years in the aviation industry—nine of those years dedicated to air freight at Air Canada Cargo's Toronto Terminal and our Operations Centre—I've gained a lot of experience. Looking back, it's funny to recall my childhood in Montreal. I used to sit at my window for hours, watching planes arriving and departing from Montreal's Dorval Airport. My window faced one of the flight paths leading into the airport, and it became my dream to work for Air Canada. I even imagined that maybe one day I'd fly one of those big jets as my way into the company. At the time, I had no idea there were other roles in aviation besides being a pilot. Fast forward 50 years—not quite a pilot yet, but I did find my place at Air Canada Cargo.

Many people aren't aware of Air Canada's thriving Cargo division. In addition to air freight, we operate an extensive global trucking network that offers worldwide shipping.

As the Manager of ULD Logistics and Cool Chain within the Cargo Network Control (CNC) Department at our System Operations Control Centre (SOC), my team and I oversee freight, trucking, and Unit Load Device (ULD) logistics and management. In essence, we manage all the containers (ULDs) loaded in the aircraft's belly, used for carrying baggage and freight on a global scale. We ensure every station in our network has the necessary ULD inventory to meet passenger loads, freight bookings, and our flight schedule. It's important to note that once a ULD is locked into the aircraft hold, it becomes part of the aircraft's structure, meaning it's integral to aircraft safety. Our priority is to ensure you receive your baggage and freight on time without issues, while always considering the safety of the aircraft and its occupants.

Our team also oversees our specialized temperature-controlled ULDs or Active Control Temperature (ACT) containers. These refrigerated containers transport millions of dollars' worth of temperature-sensitive commodities, such as pharmaceuticals, life-saving medications, and even human organs. Some pharmaceuticals must remain within a specific temperature range to avoid spoilage, and our ACT containers ensure that these sensitive products always travel within their required temperature specifications.

Another critical focus at Cargo Network Control (CNC) is managing and supporting our daily cargo movements worldwide. This oversight spans hundreds of destinations across six continents, covering Air Canada's Mainline, Rouge, regional carriers, dedicated 767 Cargo Freighters, and Road Feeder Service (trucking network). My team monitors each departure within the "SOC Window," meaning 72 hours before departure and until the flight has landed at its destination. We collaborate with various operational teams within SOC—Weight and Balance (W&B), Dispatch, and Maintenance, to name a few. Being in SOC allows us to make quick decisions during irregular operations, whether weather events, cargo facility constraints, customs issues, or out-of-service aircraft. You could consider us the 911 of Air Canada Cargo. Our primary goal is to advocate for our customers and, ultimately, to make decisions that protect the Air Canada brand and our global reputation.

Terry Waithe Manager of ULD Logistics and Cool Chain



## SO PLANES MAY FLY

My name is Josmi Poba. I'm a 28year-old male, born and raised in Matadi, Democratic Republic of Congo, and moved to Canada when I was 14. From a very young age, I had a strong passion for aviation, and I've always said that one day, I will be an airline pilot (currently, I'm working toward this goal). In addition to my love for aviation, I'm equally passionate about cars.

After graduating high school in 2014, I took two years off for personal reasons. In 2016, I found an apprenticeship at Hyundai and started working there until I got my



mechanic's licence. During this time, I realized I wanted to do something different—I didn't want to be a car mechanic for the rest of my life. While searching online, I discovered the Ground Support Equipment (GSE) field and learned that I could pursue this line of work with my automotive licence. I was very interested and began looking for opportunities in Canada.

In February 2022, I found an ad on Facebook indicating that Air Canada was looking for technicians. After reading the qualifications, I found that I met all the requirements. I applied for the position in Montreal, and two months later, I was hired and began working.

I am currently a Ground Support Equipment Mechanic. My role is to maintain and repair Air Canada's

ground support equipment, from B777 pushback tractors to Q400 tow bars. GSE, as I like to call it, is the backbone of airline operations. We are here to support and assist the ramp team. Every day, we ensure the ramp has enough equipment to move bags from the terminal to the plane and handle tasks like pushing back aircraft from the gate or towing them safely from gate to gate.

My role in airport operations can be both stressful and fun. The ramp team cannot complete specific tasks without a GSE mechanic to verify and ensure everything is running smoothly. A perfect example is an air start operation. We monitor the gauges to confirm that the equipment has enough pressure to start the turbine. If not handled carefully, operations like this can cause serious damage to the aircraft, equipment or personnel.

In the associated photo, I'm working on changing tow bar pins to ensure the plane can be moved safely.

Josmi Poba GSE Mechanic

## MAINTAINING TAUGHT ME THIS



After five years of maintaining aircraft, I've had the unique opportunity to work firsthand in ensuring the safety of countless individuals who rely on air travel. As a licensed avionics technician (AME-E), I inspect and repair electronic systems, troubleshoot and test aircraft components, and ensure the highest safety and reliability standards in the aviation industry.

One of the most important lessons I've learned in this profession is the importance of attention to detail. Critical thinking is paramount. Even the slightest error can have cascading effects when working on intricate aircraft systems—and, in some cases, catastrophic consequences. Critical thinking allows me to approach problems systematically and efficiently, whether diagnosing a malfunctioning system or performing routine maintenance.

Recently, I was called to address an Aircraft on Ground (AOG) for a client who

had been experiencing erratic fuel flow indications from the aircraft's right engine over the past 10 months. During that time, their maintenance team had replaced the fuel flow sensor twice, the fuel flow PCB (printed circuit board) once, and even swapped the left and right GEAs (Garmin Engine Adapters). Despite these efforts, the issue was intermittent and couldn't be replicated on the ground. After successful continuity, bonding, and insulation checks, I had to think outside the box: "What other engine component could induce EMI (electromagnetic interference)?"

The only components producing high voltage were the starter-generator and dual exciter boxes. Sure enough, one of the exciter units had a loose ground.

This particular scenario took me back to my first test flight. The client (who was also the pilot) and I were testing the interfacing autopilot on his newly installed dual GI-275 indicators. Midway through the return trip, at about 2,000 feet, the engine began to stall. The fuel quantity gauges showed more than a <sup>3</sup>/<sub>4</sub> tank, but the tank we were flying on was clearly dry. The pilot quickly switched to the left tank, restarted the engine, and got us back safely. It turned out that the maintenance team, who had just completed the annual inspection, crossed the wiring on the fuel selector, rendering the right quantity gauge inoperative.

Every time I work on an aircraft, I'm reminded of my responsibility to ensure that all systems function properly and that the aircraft is safe for flight. This sense of responsibility motivates me to continually strive for excellence in my work and uphold the highest standards of safety in the aviation industry.

Andrew Winchester AME - Avionics Mentorship Committee

## FROM OUR INDUSTRY PARTNERS



## JAZZ - SOME OF OUR COMMUNITY'S FLYest

The Black Employee Network at Jazz was formed in 2020 by Captain Cornel Garvey. The committee's vision is "to promote a diverse and inclusive work environment; provide a pathway to mentorship and networking at Jazz with a particular focus on current and future Black employees."

Jazz's diversity committee provides a safe space for employees to build an internal community and create opportunities for transformational change, amplifying our culture of inclusion.

The Black Employee Network comprises approximately 30 employees across all bases and departments. The meetings and communication channels foster connections among employees who may not otherwise cross paths in their day-to-day work, linking, for example, a finance coordinator, a cybersecurity manager, and a customer service agent.

Below are some quotes from members of the Black Employee Network on what it means to be part of this internal community:

"I joined this committee at Jazz to encourage different groups to come together and propose initiatives that help the company find ways to be more inclusive. Jazz is willing to listen, learn, and implement changes that will make it a stronger company."

- Donette Igwemezie, Flight Attendant, YYZ

"I joined this committee to network with my peers across all the different operational areas of Jazz and to be part of the ongoing effort to improve diversity and inclusion."

- Sherry Pleasant-MacKay, Manager, Financial Systems, YHZ

"I joined the Black Employee Network to connect with colleagues, share unique experiences, backgrounds, and interests, and learn from one another. It's a way to promote diversity and inclusion in the workplace, understand the unique experiences and challenges Black employees face, and engage in external community activities to help bridge the gap between the company and the Black community."

- Hazel-Anne Lalla, Learning and Development Specialist, YYZ

"I joined the network to celebrate diversity and inclusion and encourage others to do the same."

- Victor Mbubu, Manager, Cybersecurity Risk, YHZ

"I joined to learn how to include the next generation of young, 'melanated' people in aviation."

- Hazelann Miller, Flight Attendant, YYZ

"I joined this committee to collaborate and build meaningful relationships with colleagues, amplifying and promoting diverse initiatives within the organization."

- Oyinade Adesina, Crew Scheduler, YHZ

"I joined this committee to connect with people of similar backgrounds and to encourage growth, inclusivity, and excellence among peers. I am excited to continue working with members of the group to achieve these goals." — Ivana Phillips, Finance Manager, Report Design & Systems, YHZ

## AIR CANADA - KEEPING US WELL TO FLY

For as long as I can remember, helping others and listening to people's stories has attracted me. I still see myself during school recess, listening to friends' problems or secrets and trying to find solutions. Listening to others and making them feel better came naturally, but who would have thought that a shy little girl, more comfortable observing and listening than talking, would one day be working as a social worker at Air Canada?

Understanding people's journeys and supporting them while empowering them is central to my profession. For more than 20 years, I worked in Québec's provincial health and social services, supporting individuals and families from diverse backgrounds and walks of life. At times, it was very difficult to witness people's distress and hardships. I sometimes felt discouraged or helpless, but I also had the privilege of witnessing their resilience and courage. Over the years, I learned so much about the human experience—and myself.

My curiosity about new opportunities and willingness to accept challenges led me to join Air Canada's wellness team as a social worker in early 2023. Promoting mental health awareness and providing support to individuals working in this high-pressure field is one of our primary goals. The aviation world is known for its demanding environment, which can impact the mental health of our workforce.

In my role, I have the opportunity to be at the forefront of educating aviation professionals on the importance of mental health. My team and I conduct workshops and training sessions to raise awareness of common mental health issues, provide support, and connect our colleagues with available resources. We also develop mental health programs and general well-being initiatives.

Naturally, this role comes with challenges, but as we foster mental health awareness in the workplace, I am proud to be part of a team that strives to provide support and serves as a bridge between employees and mental health resources.

Cynthia Garçon Manager, Health Counselling Programs



## PORTER - FUELLED TO FLY

Effective teamwork is essential in any operation to achieve a shared goal, and

aviation is no exception. Every person across an airline has an important role in providing a safe and enjoyable travel experience for all passengers.

UPN member Greg Claxton has been with Porter Airlines since 2006, joining six weeks before the airline's first commercial flight. Today, he's a Line Service Representative with Porter FBO, responsible for fuelling and moving aircraft that land at Billy Bishop Toronto City Airport (YTZ). His duties also include managing the fuel farm, which stores and dispenses fuel to various users at the airport.

The FBO team collaborates with other operational teams to ensure a smooth transition around the ramp and terminal, so all scheduled commercial flights are fully fuelled and ready to go. The FBO is also a hub for general aviation aircraft at Billy Bishop and provides services for all medevac flights.

"We coordinate aircraft movements around the apron in a way that allows us to protect ourselves and ground crew safely. At the gates, we communicate with the pilots to ensure the fuel order meets their requirements. Once the aircraft is fuelled, the flight crew can begin their preparations," Greg explains.

After 18 years at Porter, Greg shared some insights on what contributes to a successful operation: "You need people interested in sharing knowledge, providing feedback, and taking initiative. Continuous learning is incredibly important in this industry."

Greg's passion for aviation extends to his involvement in the community, both with Porter and UPN. He has volunteered through outreach programs to help children and their parents better understand the aviation industry, offered summer camp tours of various departments at Porter, and connected pilots to UPN through his role at the FBO.

"Overall, it's rewarding to be part of an industry that contributes to the city, province, and country. There are ways that doing a good job at Porter helps others in ways I could never have imagined."

Greg Claxton Line Service Representative



## DARSIM

Darsim Aviation Solutions Inc. is dedicated to making flight simulation accessible and realistic for everyone. Based in Finland, we design and manufacture high-quality home flight simulators that deliver an immersive aviation experience for enthusiasts, aspiring pilots, and educational institutions. Our mission is to bridge the gap between professional aviation training and recreational access, creating a unique market for a reliable, costeffective, and enjoyable flight simulation experience.

Our simulators are meticulously engineered to replicate the look and feel of



actual flight, providing users with an intuitive and engaging way to explore aviation. By offering user-friendly and technically advanced simulators, we aim to empower newcomers and experienced pilots alike, whether for skill-building or enjoyment. On September 28, we joined forces with the Urban Pilots Network to participate in an exciting Science Centre event. This collaboration provided us with a unique opportunity to showcase our simulators to a wide-ranging audience, including aviation enthusiasts and curious minds eager to learn about flight simulation technology. Together with UPN, our team engaged with attendees, demonstrating our simulators' educational and recreational potential and exploring the role of such technology in developing aviation skills.

At Darsim Aviation Solutions Inc., we're more than just a business – we're a community of aviation enthusiasts and innovators. Our mission is to inspire the next generation of pilots and aviation fans by bringing the skies closer to home. Through partnerships like our recent Science Centre event with UPN, we continue to push the boundaries of what home flight technology can offer, expanding access to the world of aviation for everyone.

Mohammad Javad Darabi Mahboub CEO



SAVE 10% BETWEEN NOW AND DEC 31, 2024 ON DARSIM PRODUCTS

AIRCRAFT MAINTENANCE ENGINEER vs FLIGHT SIM TECHNICIAN



## AIRCRAFT MAINTENANCE ENGINEER

As an Aircraft Maintenance Engineer (AME) specializing in the mechanical aspects of aviation in Canada, my role is essential in ensuring aircraft reliability, safety, and airworthiness. Guided by the Canadian Aviation Regulations (CARs), I uphold compliance and operational safety across a range of technical duties.

#### Key Responsibilities:

- Mechanical Inspections and Preventive Maintenance
- Mechanical Diagnosis and Troubleshooting
- Repair and Overhaul of Mechanical Systems
- Airworthiness Certification Post-Mechanical Work
- Documentation of Mechanical Maintenance

In Canada's varied and often challenging climate, maintaining the mechanical integrity of aircraft is critical to safe operations. With expertise in technical and regulatory standards, I strive to exceed safety benchmarks, ensuring aircraft readiness for any environment and reinforcing Canada's aviation safety standards.

#### Mechanical Inspections and Preventive Maintenance:

A core aspect of my job involves scheduled and unscheduled inspections of key mechanical systems, including engines, landing gear, hydraulics, and pneumatics. By thoroughly examining for wear, damage, and potential failures, I help prevent issues before they impact performance. Following a Transport Canada-approved maintenance program, I contribute to reliable and safe aircraft operation.

#### Mechanical Diagnosis and Troubleshooting:

Diagnosing issues with mechanical systems is critical to my role. Using specialized tools and diagnostic equipment, I identify the causes of malfunctions, such as irregular engine performance, hydraulic leaks, or unusual vibrations. My ability to quickly diagnose problems minimizes downtime, keeping aircraft in service safely and efficiently.

#### Repairs and Overhaul of Mechanical Systems:

I manage the repair, replacement, and overhaul of mechanical components, ensuring parts meet their original performance standards or are improved for greater reliability. Whether repairing engines, replacing landing gear, or conducting hydraulic overhauls, I follow manufacturer guidelines and Transport Canada-approved procedures to ensure that repairs meet stringent industry standards.

#### Airworthiness Certification Post-Mechanical Work:

After completing inspections, repairs, or overhauls, I certify the aircraft's airworthiness. This certification involves a thorough review to confirm compliance with all mechanical and regulatory standards. My signature signifies that the aircraft is safe, allowing it to be cleared for flight. This responsibility requires deep mechanical knowledge, attention to detail, and a strong commitment to safety.

#### **Documentation of Mechanical Maintenance:**

Accurate record-keeping is essential in my role. I document all inspections, repairs, and component replacements, creating a comprehensive maintenance history. This record is key for regulatory compliance, tracking component lifespans, and facilitating future maintenance and inspections.

#### Contribution to Overall Aircraft Maintenance

Focusing on mechanical aspects directly supports the safety and reliability of aircraft within Canada's aviation industry. From routine maintenance to complex repairs, each task minimizes the risk of in-flight failures, protecting

passengers and crew.

Through thorough inspections, precise diagnostics, and high-quality repairs, I help maintain operational readiness and extend the lifespan of mechanical components. My airworthiness certification ensures that only aircraft meeting the highest standards are cleared for operation, which is vital in preventing mechanical incidents.

Fabian Thomas Aircraft Maintenance Engineer

## FLIGHT SIM TECHNICIAN

Flight simulator technicians are essential in the aviation industry. They ensure pilots can train in a safe, realistic, and cost-effective environment. Flight simulators are complex devices that replicate aircraft behaviour, from aerodynamics to cockpit controls, and require skilled technicians for maintenance, calibration, and troubleshooting.

Safety is a key reason for using simulators. Pilots need to be prepared for scenarios such as engine failures, severe weather, and other in-flight emergencies, which they can safely practise in simulators without risking lives or aircraft. Technicians play a crucial role in regularly checking and calibrating simulators to ensure they mimic real-life conditions and respond like actual aircraft, making the training effective and precise.

Simulators also offer significant cost savings by reducing the need for training on real aircraft, which translates to substantial fuel, maintenance, and operational savings. However, simulators are intricate systems that require regular upkeep. Technicians perform maintenance and repairs on these devices, helping airlines and training centres achieve the best return on investment.

#### Role of Simulators in Aircraft Development

Flight simulators are essential for training and play a critical role in developing new aircraft. Simulators provide a controlled environment for design testing, pilot training, and regulatory compliance.

**Design Testing:** Simulators allow engineers to identify and resolve design issues or assess modifications early in development. Testing different configurations in a simulated environment helps optimize the design and functionality before manufacturing begins.

**Pilot Training:** With new aircraft, simulators allow pilots to familiarize themselves with specific handling characteristics, emergency procedures, and cockpit systems long before the first test flight. This accelerates the training process, helping prepare pilots for safer initial flights.

**Compliance and Certification:** Regulatory authorities require extensive testing to certify new designs. Simulators streamline this process by verifying that an aircraft meets all safety and performance standards in a controlled environment, aiding compliance with certification requirements.

#### Do Avionics Manufacturers Use Simulators for Testing?

Yes, avionics manufacturers test their electronics in flight simulators before installing them in real aircraft. Testing in a simulated environment is crucial to the development and certification process.

**Performance Verification:** Simulators allow manufacturers to test how avionics systems (e.g., navigation, communication, and control systems) perform under various conditions without risking real aircraft or pilot safety.

**Integration Testing:** Modern aircraft feature complex, interconnected systems. Simulators enable manufacturers to verify how new avionics integrate and communicate with other onboard systems, identifying compatibility issues early.

Fault Detection: Engineers can expose avionics systems to potential faults, such as sensor malfunctions or power loss, in a controlled setting. This allows for the development of corrective procedures and system redundancies.

**Software and Firmware Validation:** Avionics involve sophisticated software. Simulators offer a safe environment to validate software performance, functionality, and stability, especially during critical flight phases.

**Certification Compliance:** Regulatory authorities require rigorous testing before certifying avionics systems. Simulators help avionics manufacturers demonstrate compliance with safety and performance standards, accelerating the certification process.

#### Are Flight Simulator Parts Real Aircraft Parts?

Flight simulators may incorporate real aircraft parts, depending on the simulator's purpose and fidelity level.

**High-Fidelity Simulators:** These simulators, often used for pilot training and certification, frequently use real aircraft parts in the cockpit. Controls, switches, displays, and panels are often identical to those found in the actual aircraft, providing pilots with an authentic experience. The avionics software may also mirror actual aircraft software to enhance functional accuracy.

**Replicated Parts:** Some simulators use high-quality replicas instead of real parts to balance realism with cost-effectiveness. Replicas are commonly utilized for non-essential components, offering a realistic experience without the higher expense of certified parts.

Generic or Software-Based Components: For simulators focused on procedural training or familiarization, many parts may be software-based or simplified. Visual representations of the cockpit are displayed on screens, common in lower-cost or desktop-based simulators for basic training.

#### Do Simulator Technicians Keep Maintenance Logbooks?

Simulator technicians typically don't keep maintenance logbooks like aircraft maintenance engineers, as simulators are not subject to airworthiness

standards. However, they maintain detailed records of all work performed, including repairs, upgrades, calibrations, and inspections. These records are vital for ensuring simulator reliability and verifying they meet required training standards.

**Maintenance Records:** Simulator technicians log all maintenance tasks, creating a comprehensive history of the simulator's condition and repairs. This documentation ensures continuity, reliability, and reference for future maintenance and inspections.

**Certification and Compliance:** Although simulators aren't regulated like actual aircraft, they often undergo routine certification and checks, especially if used for official pilot training. Maintenance logs may be reviewed during these checks to confirm the simulator meets training and performance standards.

**Internal Sign-Off:** While technicians may not have personal logbooks, they often sign off on work in the simulator's maintenance records. This practice ensures accountability and traceability within the organization, similar to what aircraft maintenance engineers follow.

As aviation technology evolves, simulator technicians play a crucial role in upgrading simulators to accurately reflect new systems and controls. Without these skilled technicians, simulators would quickly become outdated, diminishing their effectiveness and limiting training quality.

In summary, flight simulator technicians are vital to the aviation industry. They ensure simulators provide realistic, reliable, and cost-effective training, support safety standards, and adapt to technological advancements, ultimately enhancing training quality and maintaining the high safety standards required in aviation.

Mario Russell Flight Simulator Technician

## **AVIATION TRIVIA**

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Prepare to challenge your aviation knowledge with a fresh set of tricky trivia questions that will leave you scratching your head.



1. When was Boeing, one of the world's largest aerospace manufacturers, founded?



B. Rolls Royce Trent 1000

C. Pratt & Whitney PW4000

5. What is a 'Master Minimum Equipment List' (MMEL)?

A. A list of specific systems and/or equipment that may be inoperative for flight

B. A document used by pilots to report inoperative equipment during flight

C. A document specific to every aircraft which details the maintenance status of that aircraft

D. A list of specific systems and/or equipment that are operative for flight

6. Which aircraft exclusively uses the General Electric GE9X?

A. Boeing 787

B. Airbus A380

C. Boeing 777X

D. Airbus A350XWB

7. What is the primary responsibility of a flight dispatcher?

A. Ensuring safe and efficient flight operations

B. Handling passenger check-in

C. Coordinating in-flight meal services

D. Managing aircraft fuelling procedures

8. What does the acronym CTOT stand for?

9. What is the purpose of a Maintenance Policy Manual (MPM)?

A. Calculated time on track

A. Providing operational guidelines for pilots





D. Describing aircraft cabin configuration

10. What is the primary function of a radar system used in air traffic control?

A. Monitoring ground vehicle movements

B. Tracking and managing aircraft movements

C. Coordinating airport vehicle parking

D. Verifying flight crew rest schedules

11. What is "flight watch"?

A. Conducting in-flight passenger surveys

B. Monitoring aircraft cabin pressurization

C. Monitoring the progress of a flight including factors and conditions that may affect the OFP

D. Coordinating air traffic control communication systems

12. What does the acronym "ULD" stand for?

13. What is the minimum age for an Air Traffic Controller Licence to be issued?

Unit Load Distribution

Uniform Logistics Directive

B. 21 Years Old

A. 18 Years Old

Universal Loading Device

C. 19 Years Old

Unit Load Device

D. 17 Years Old

14. How are ULDs utilized in aviation?

A. Managing gate allocation for passenger boarding

B. Coordinating in-flight meal and beverage services

C. Loading, and transporting cargo and baggage on aircraft

D. Refueling and maintenance of aircraft ground support equipment

15. What does the acronym "FOD" stand for?

A. Foreign object debris

B. Fallen object debris

C. Freight object damage

D. Foreign object damage

## FROM THE CAPTAIN'S CHAIR



#### MESSAGE FROM THE PRESIDENT

I hope you enjoyed the 2024 Fall edition, which highlights the non-pilot side of aviation—a side that often doesn't get the recognition it deserves. This edition of the **Urban Flyer** aimed to highlight the rewarding opportunities beyond the flight deck.

When I discuss UPN's origins, I often note that while our initial focus was on pilots, we quickly realized the need to address the lack of diversity across all aviation roles. Broadening our focus to include careers such as Aircraft Maintenance Engineering, Air Traffic Controlling, and Flight Dispatching is essential for fostering a more inclusive industry. We've showcased these careers through our "UPN in the Schools" programs and summer camps,

inspiring youth to consider paths they may have otherwise overlooked.

#### But how can we do more?

The UPN scholarship program has proven to be one of our most effective tools for supporting those pursuing aviation careers. These scholarships have always been open to applicants from all sectors of aviation. In recent years, several Aircraft Maintenance Engineers have received scholarships, and we hope to increase that number. We also encourage trainees in other vital aviation roles to apply.

Partnerships are another way we're promoting careers beyond the flight deck. Recently, UPN has focused on building collaborations with businesses and organizations to further our mission. For example, our 2024 summer camp featured tours of the Air Canada Cargo facility, interactive sessions with Jazz pilots, Flight Attendants, AMEs, Sim Technicians, and a visit to the Air Traffic Control (ATC) tower and Area Control Centre (ACC) at Toronto Pearson International Airport. These experiences gave participants a broad perspective on the non-pilot side of aviation.

Our growing partnership with Nav Canada is particularly exciting. It offers unique opportunities for members of the Black and racialized communities. We want to build more relationships like this to improve the flow of information and resources to those who need them most.

As a pilot myself, I understand the critical role that other aviation professionals play in allowing me to pursue my passion for flying. Aviation offers much more than flying, and this industry has countless fulfilling career paths. Find your passion, pursue it, and spend your career doing what you love.

As always,

Walk Good & Fly Safe,

Warren Holt Boeing 767 Captain President

## THE "READBACK"



In aviation, readbacks are crucial as they allow us to cross-reference clearance information and correct any errors with Air Traffic Control, to mitigate against flying the wrong way or levelling at the wrong altitude.

Just as we can misinterpret a clearance, we don't always get it right at the Urban Flyer. So, we are introducing "The Readback," a section dedicated to clarifying and updating information from previous editions.

In our last edition, the article **Potential of a Dreamer** mentioned that our first camp began in 2005 at the Elmbank Community Centre. However, upon further review, we discovered that our first camps started a year earlier, in 2004, in partnership with Toronto Community Housing Corporation and the **It's In Me** Foundation, based in Rexdale. That same year, we also held a smaller camp in the Jane and Finch area for the **Pan-African Canadian Organization**.

It's exciting to reflect on how far we've come and how much we've grown over the past 20 years.

## THE DEBRIEF!



## SO HOW DID WE DO?

We are grateful to everyone who contributed to the 2024 Fall Edition of the Urban Flyer. We couldn't have done it without you.

If you're interested in participating in future editions of the Urban Flyer, please email us. You'll be asked to complete an Expression of Interest form, which we'll keep on file for one year.

Your feedback and contributions are essential to the success of our newsletter, helping us create content that truly reflects our community's interests and needs. We encourage you to share any ideas, topics, or content you'd like to see in upcoming editions. Your input is always valued and appreciated.

Please email us at <u>Damar.Walker@UrbanPilots.net</u> and <u>Michelle.Clarke@UrbanPilots.net</u> with \*NEWSLETTER\* in the subject line.

We look forward to hearing from you as we continue to grow and improve together!

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