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# 2018 CAM PROGRAM ANNUAL REPORT

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Committed to Excellence, Prepared to Lead

# CHAIRMAN'S MESSAGE



As your newly elected Chairman, I want to thank each and every one of you for all you do to certify the future of business aviation. It is my honor to serve this constituency and I thank you for your trust.

Looking back on 2018, it's clear the CAM program is healthier than ever. Some milestones we accomplished during the year were:

- A new certificant numbering system identifying the success of nearly 500s CAMs past and present
- Implementation of CAM Exam Form 8
- Full reaccreditation from the National Commission for Certifying Agencies (NCCA) for 5 years.

We have also wished a happy retirement to the only administrative director in the CAM program history, Mr. Jay Evans, CAM. We welcome our new administrative director, Mr. Tyler Austin, NBAA senior manager, certification, who has been a valuable resource in growing the program.

Reflecting an increasingly inclusive industry, the CAM constituency has elected the most diverse CAMGB in its history. It's a point of great pride for our program that CAMs now represent every business aviation discipline, from the c-suite to the maintenance line.

Our goal is to make this certification the most sought-after credential in aviation. With your help, we will continue to share the value of the program and leverage its industry-wide respect to attract the next generation of business aviation leaders. CAM is the attainable goal that can empower our fellow colleagues. We owe them this opportunity.

As I stated in my 2019 annual letter: "Fund their dream, whether through internal budget allocation or recommending them for one of many CAM scholarships. Help them with the application process, lend them your study aides, lead a study group, and challenge them daily as they prepare for the exam, so they can apply their newfound knowledge to the current operations. I promise you, the sense of camaraderie changes cultures and lives."

Sincerely,

A handwritten signature in black ink, appearing to read 'J Stember'. The signature is stylized and includes a long horizontal line extending to the right.

Jamie Stember, CAM  
Aviation Department Manager, CP Management  
Chairman, CAM Governing Board

# YEAR IN REVIEW

Over the course of 2018, the CAM program reached new heights in membership while continuing to cement the certification as a global standard in business aviation excellence.

## NEW NUMBERING SYSTEM

To better reflect the rich legacy of all the individuals who have earned their Certified Aviation Manager certification, in 2018 the CAM Governing Board (CAMGB) voted to install a recipient numbering system. A unique number has been retroactively applied to all CAMs in the program's history, even if they are currently inactive.

The new system now celebrates the success of nearly 500 CAMs. Paying tribute to those who came beforehand while looking forward to a bright future, the program is ready to welcome the next generation of dedicated professionals.

## PROGRAM MAINTAINS FULL ACCREDITATION

A multi-year effort from the CAMGB and volunteers paid off, as the program maintained full accreditation from the National Commission for Certifying Agencies (NCCA). The Governing Board works with the Institute for Credentialing Excellence to ensure that it continues to comply with accreditation standards through the CAM Job Analysis, form

updates, election of officers and proper maintenance of program protocols.

## 500 CAMS IN SIGHT

Currently sitting at 497 CAMs, the program will celebrate its 500th certificant in 2019. The program's rapid growth in less than two decades is a testament to the value it provides to business aviation stakeholders.

## UPDATED CAM EXAM

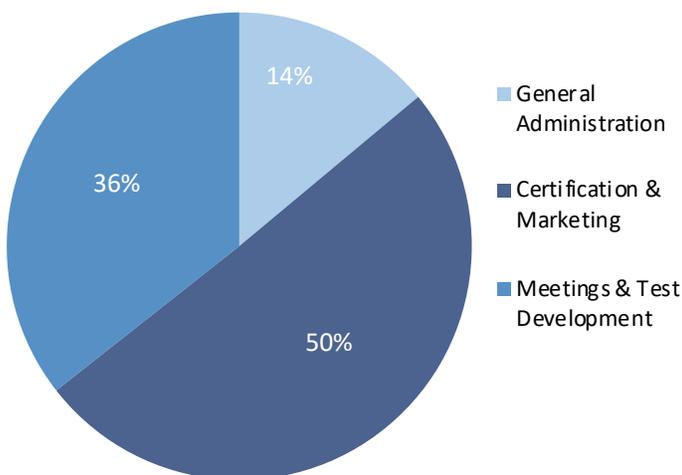
During 2018, the CAMGB undertook an extensive effort to coordinate and update the CAM Exam to further align it with the results of ongoing Job Analysis initiatives. A team of current and former CAMGB members reviewed and validated over 800 CAM exam questions to fit into the knowledge, skills and abilities identified in the latest Job Analysis. The result of their efforts is a new test form (#8) that is currently being used to test the next generation of CAMs.

## CANDIDATES SPANNING THE COUNTRY

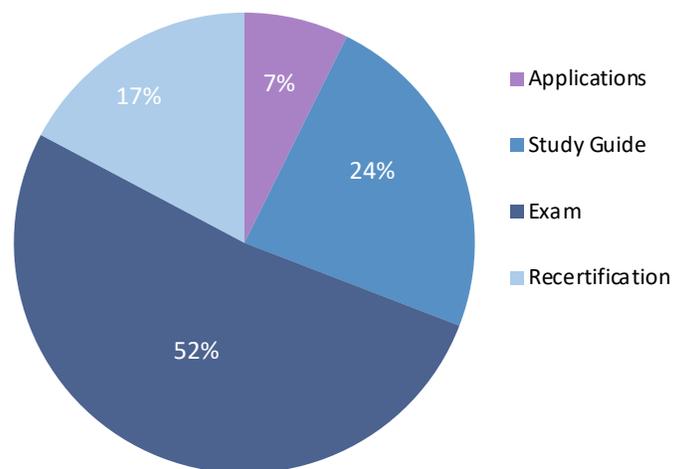
The CAM program continues to draw qualified candidates from all markets and regions. Within the United States, California led all states with 8 candidates, followed by Texas (6 candidates), Georgia (5) and Michigan, Missouri and Ohio (4).

## BUDGET COMMITTEE REPORT

Expenses



Revenue



## MORE CREDIT OPPORTUNITIES

More aviation groups are submitting events for CAM certification and recertification credit than ever before. With **23** events approved in CY18, it's never been easier for aspiring and current CAMs to earn credit while gaining invaluable industry experience and training.

## MEETINGS AND ELECTIONS

The CAMGB holds two in-person meetings each year: a Midyear Meeting and the CAM Annual Meeting at the NBAA Business Aviation Convention & Exhibition, which is open to all current CAMs. Additional meetings are held by conference call.

At the Annual Meeting, the CAMGB elected Jamie Stember, CAM, as its new chair. Stember has worked in business aviation for 20 years, leading a Part 91 aviation department for 14 years. He has been a CAM since 2008 and a member of the CAMGB since 2016.

Winston Carter, CAM, has been a CAM since 2015, was elected secretary/treasurer of the board. He serves as assistant vice president-executive travel scheduler for the Bank of America company aviation department. Rick Mrkacek, CAM, will continue as vice chair. A CAM since 2005, Mrkacek is manager-flight operations at COUNTRY Financial.

Newly elected directors are: Jaclyn Gilbert, CAM; Larry Hastings, CAM; Greg Panzarella, CAM; Deb Prosinski, CAM.

## BUDGET COMMITTEE REPORT

The budget committee works closely with the administrative director and executive committee to monitor the financial activity of the CAM governing board.

NBAA's financial involvement in CAM Governing Board activities continues to decline as the CAM program matures. Forecasted major expenses related to accreditation, the Job Analysis process and vendor contract updates are spread over several years. *(See breakdown below)*

### Fiscal Year Ended June 30, 2018

Revenue	\$115,337
Expenses	\$105,880
Net Revenue	\$9,457

## GOVERNANCE

The CAMGB continues to seek ways to improve the CAM program. This year, the Board held two in-person item writing sessions, under the supervision of the Testing Committee, to train item writers and research, draft and review new exam questions. These efforts will be used to create updated versions of the exam that meet the quality expected of the program.

## SPOTLIGHT ON CAMS



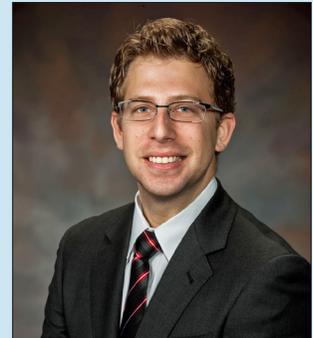
**Scott Ashton, CAM**  
President and CEO  
Corporate Service Supply  
and Manufacturing

When your day-to-day responsibilities touch on every aspect of business aviation, it's critical to have a broad perspective of the industry.

"The CAM exam forces you take a comprehensive look at business aviation in its totality," said Ashton. "As you evolve as a leader, having that familiarity with areas sometimes outside of your comfort zone is extremely valuable."



**Mary Poirier, CAM**  
Corporate Pilot  
Jackson National  
Life Insurance



**Alex Marks, CAM**  
Senior Captain  
Exelon

Both of these CAMs were among the rising industry leaders honored as part of the 2018 NBAA Business Aviation Top 40 Under 40. Both credited their involvement with the CAM program as part of the reason for their success.

"Getting your CAM is the foundation of that experience you can build upon to get where you want to go in the business aviation industry," said Marks.

# CAM BY THE NUMBERS

## EXAM PERFORMANCE

The CAM exam is competency-based and criteria-referenced. The exam does not use the group for determining performance, but rather an external standard called the “criterion.” Examinee performance is evaluated against this standard to determine whether an individual’s score is sufficient to indicate competence as a professional aviation manager recognized by the CAM Governing Board.

For 2018, the passing rate for the CAM exam was **68** percent, with **66** candidates testing and **45** passing.

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**497** Current number of CAMs

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## RECERTIFICATION

The recertification rate for 2018 was **81** percent. **Ninety-nine** of **123** CAMs reaching the end of their three-year terms were recertified.

Accreditation standards mandate that recertification requirements demonstrate ongoing education, which helps CAMs stay up to date on relevant industry matters. For 2018, the CAMGB approved a total of **90** unique recertification options: **25** education sessions at NBAA-BACE and **32** individual sessions at the Schedulers & Dispatchers Conference. **Twenty-four** other industry related programs, such as those offered by Regional Business

Aviation Associations, Georgia State Leadership, The Darden School and more were also approved.

NBAA’s Professional Development Program (PDP) continued to offer recertification options for CAMs. In 2018, **15** PDP courses were offered at conferences, seminars, NBAA-BACE and online.

## SCHOLARSHIPS

With the introduction of the C&W Family Scholarship, there are now four unique scholarship opportunities available to qualified candidates seeking financial assistance to become a CAM.

These scholarships provide monetary awards to help candidates cover application and exam fees, study guide and registration for the NBAA Business Aviation Convention & Exhibition or Leadership Conference. A record nine CAM scholarships were awarded at the 2018NBAA-BACE in Orlando, FL.

The recipients of **2018 Jake Cartwright Leadership Scholarships** are:

**Carrie Wicht**, is a corporate flight travel coordinator and FAA-licensed dispatcher for Harley-Davidson Motor Company. By obtaining her CAM certification, Wicht aims to “foster the professional principles and values that are paramount to a good manager, including vision, integrity, commitment, excellence and professionalism.”

**Kevin Fetsko**, director of global flight operations for The Goodyear Tire & Rubber Company, seeks the additional knowledge and tools to properly execute the flight department mission by completing the CAM program.



**Stephen Senyszyn**, a corporate pilot typed in the Global Express, Challenger 600/601, LR-Jet Lear Jet series and Citation Mustang, said that earning his CAM certificate is the “next step” in moving into aircraft management.

The recipients of **2018 Certified Aviation Manager Scholarships** are:

**Tamara Collum**, a contract flight attendant with Jet Professionals, said that completing a CAM certification would allow her to mentor and motivate flight attendants to accomplish goals while working to change the cultural perception of the third crewmember.

**Tim Johnson**, chief pilot – turbine flight operations for Purdue University, said the CAM certification will allow him to “positively influence and educate the hundreds of students I come into contact with every day.”

**Michelle Dina**, director of sales and business development for Wyvern Ltd., said it is critically important to reach the young future leaders of our industry, and being CAM certified would allow her to teach professionalism and a commitment to excellence to them at a young age.

The recipient of the **2018 C&W Family Scholarship** is:

Erica LeBarron, executive assistant to leadership at Worldwide Jet Charter, is currently enrolled at Embry Riddle Aeronautical University working toward her master’s degree in aviation business management, and aspires to “continue expanding the role of women in aviation and serve as a role model for others.”



### **CAM PROGRAM THANKS JAY EVANS AND JIM BUCHANAN FOR THEIR SERVICE**

Two of the most influential figures in the development, growth and continued success of the CAM program have moved on to the next phase of their lives.

Jay Evans, CAM, retired from NBAA after over two decades of service. Evans was instrumental in the development of the CAM credential from its conception, to the first CAM exam in 2003, to the program’s accreditation in 2013, to its current success. T. James Buchanan, CAM, was in the first business aviation professionals that earned CAM certifications. A staunch advocate for the program, he served as the CAM Governing Board Chairman during the most rapid period of the program’s growth, completing his tenure by passing the torch to Jamie Stember, CAM, during last October’s board meeting.

Both of these individuals left an indelible legacy on the CAM program, and are owed a debt of gratitude from all CAMs, past, present and future.

# GOVERNING BOARD ROSTER

The CAM Governing Board is an autonomous certification board within the National Business Aviation Association (NBAA). It promotes the interests of stakeholders by establishing and promoting requirements, standards and procedures pertaining to the certification and recertification of aviation managers, including the development and administration of certification examinations. Additionally, it provides credentials to aviation professionals who satisfy all certification eligibility criteria and successfully complete a certification examination, as well as for continuing CAMs who fulfill recertification requirements established by the CAM Governing Board.

The CAM Governing Board members as of June 2019 are:

- Chairman: Jamie Stember, CAM, CP Management LLC
- Vice Chairman: James R. Mrkacek, CAM, COUNTRY Financial
- Secretary/Treasurer: Winston S. Carter, CAM, Bank of America
- Community Director: Shayne Daku, Assistant Professor, University of North Dakota
- Public Member: John Shephard, Pallas-Athena Group, LLC
- Director: Elizabeth A. Clark, CAM, Women in Corporate Aviation International (WCA)
- Director: Jaclyn Gilbert, CAM, Universal Weather and Aviation, Inc.
- Director: Larry Hastings, CAM, PepsiCo, Inc.- ADS Base
- Director: Michael S. Kellogg, CAM, The McKenzie Group LLC
- Director: Steve A. Mann, CAM, Cambridge Flight Support, LLC
- Director: Mike Minchow, Duncan Aviation, Inc.
- Director: Gregory S. Panzarella, CAM, Gulfstream Aerospace Corporation
- Director: Deb Prosinski, CAM, Massachusetts Mutual Life Insurance Co.
- Administrative Director: Tyler Austin, NBAA

## FOR MORE CAM INFORMATION

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## NOT A MEMBER?

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