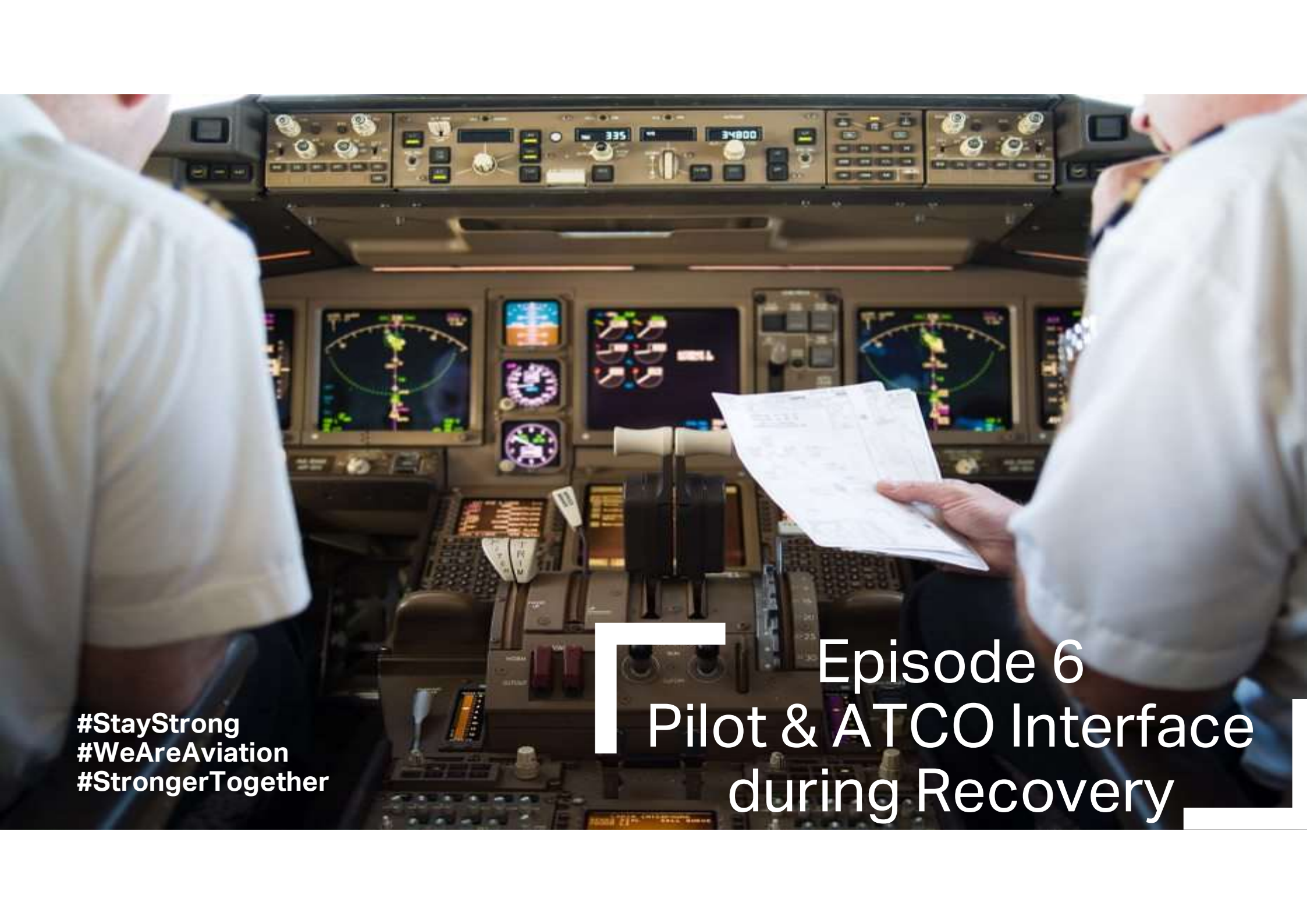




Safely Navigating the Industry Recovery

Webinar Series



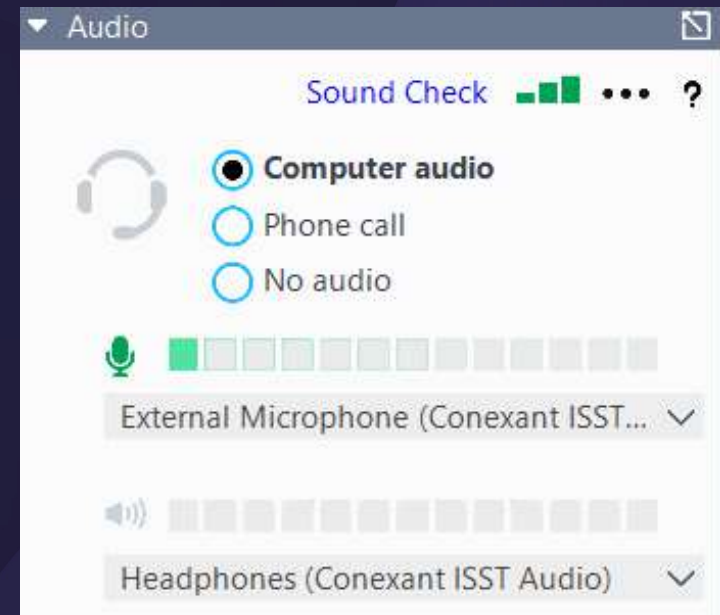


#StayStrong
#WeAreAviation
#StrongerTogether

Episode 6 Pilot & ATCO Interface during Recovery

BEFORE WE START

- Please make sure your internet connection is stable for an optimal streaming experience. If you experience connection challenges, using a hardwired connection rather than Wi-Fi will benefit the strength and speed of your connection.
- Ensure the sound is working well. If it is not working correct, please dial in via your phone using the phone number in your confirmation e-mail.

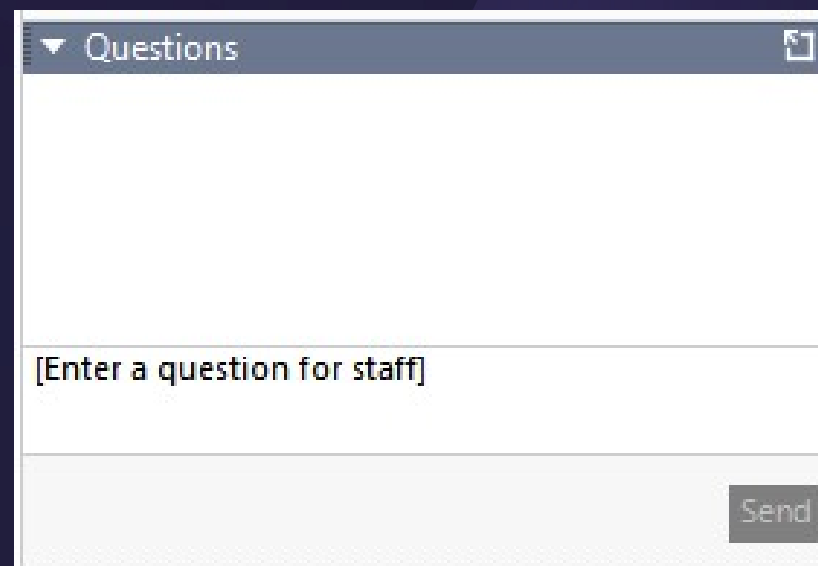


BEFORE WE START

Any questions?

Please feel free to submit your technical or content related questions into the Questions pane and press send.

We will do our best to answer all your questions live during the panel.

A screenshot of a web interface element titled 'Questions'. It features a large white text area for input, a placeholder text '[Enter a question for staff]', and a 'Send' button in the bottom right corner. A small icon in the top right corner of the pane suggests it can be expanded or collapsed.

▼ Questions

[Enter a question for staff]

Send

Moderator



Ruby Sayyed

Head ATM Advocacy
IATA

Pilot and ATCO interface during recovery

Webinar Synopsis

This webinar will provide an overview of potential challenges related to the interface between ATCOs and air crew in light of the evolving operating environment resulting from COVID-19. The webinar will also provide insights to best practices and mitigations during the recovery of air traffic.



PLEASE VOTE



Benjamin van der Sanden

Technical and Operational Committee
IFATCA



Juan Carlos Lozano

Executive Vice-President for
IFALPA for Europe



Anthony MacKay

Director, Operational Safety
NAV CANADA

Speaker



Benjamin van der Sanden

Technical and Operational Committee

IFATCA

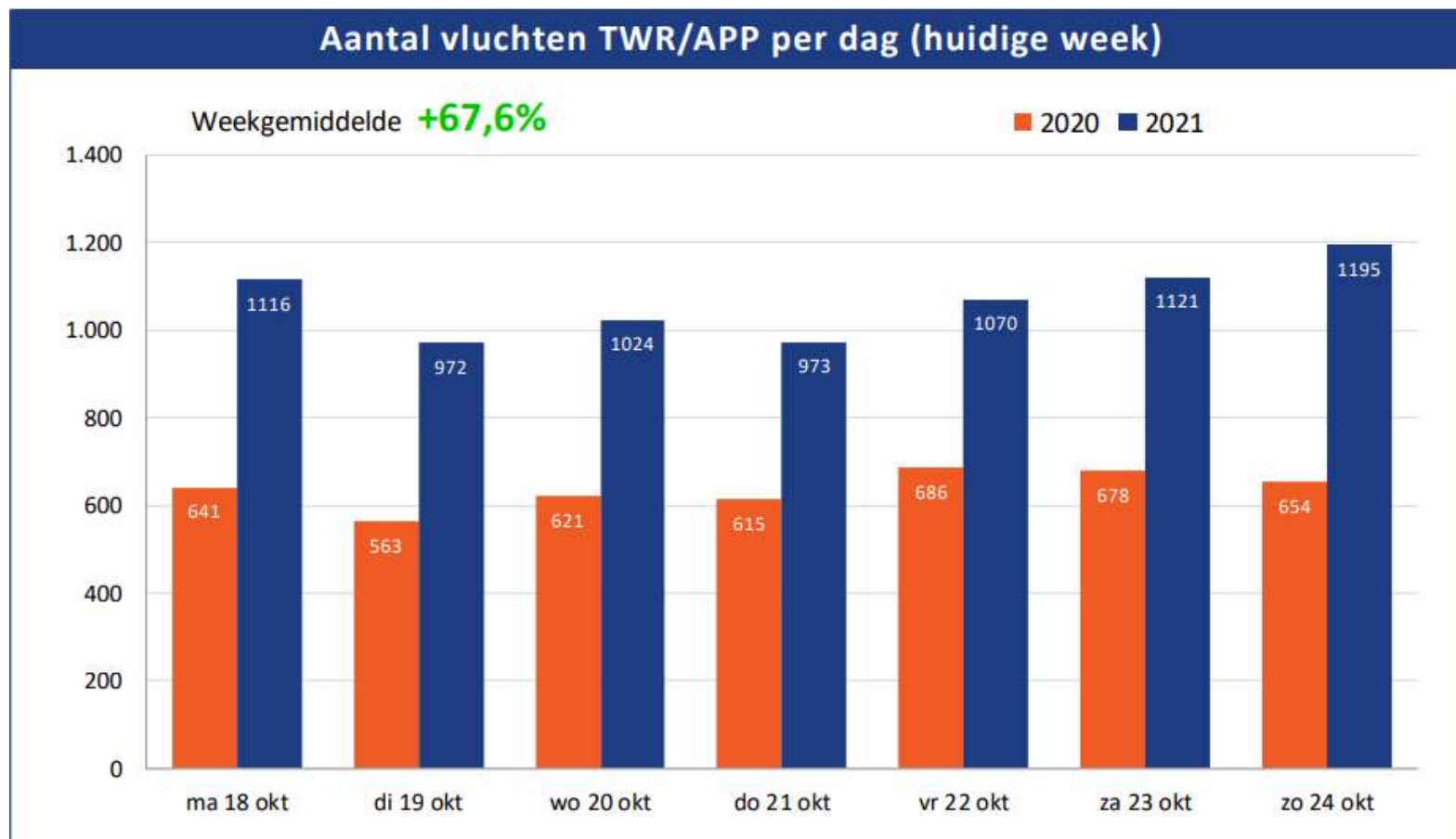


IFATCA

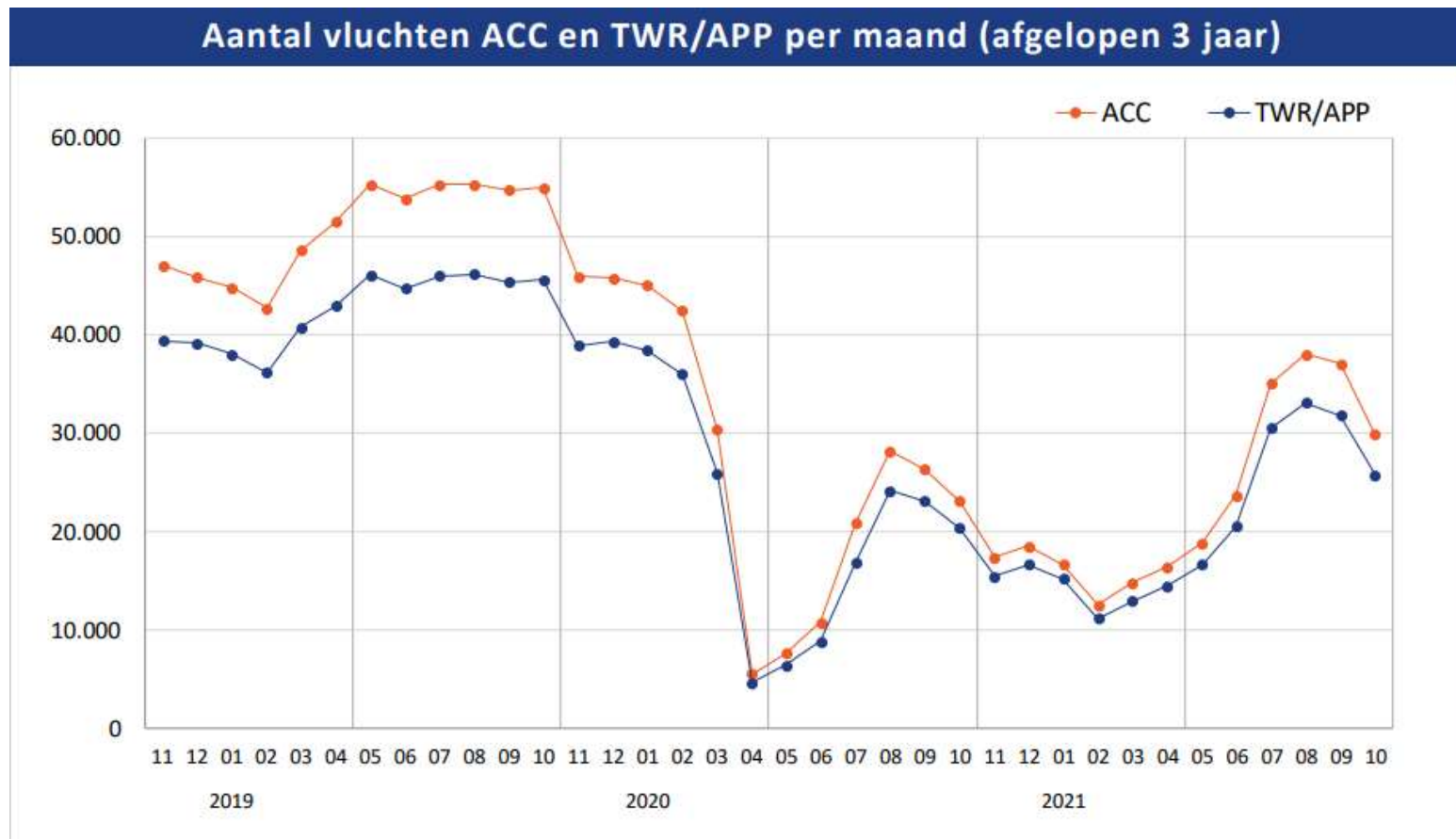


Pilot & ATCO interface during COVID recovery

Traffic data AMS (EHAM) week 42



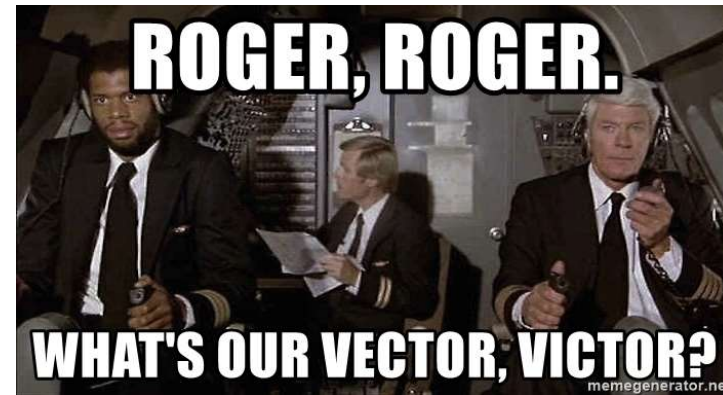
Traffic data AMS (EHAM) past 3 years



Operational Issues from an ATC perspective

Some examples

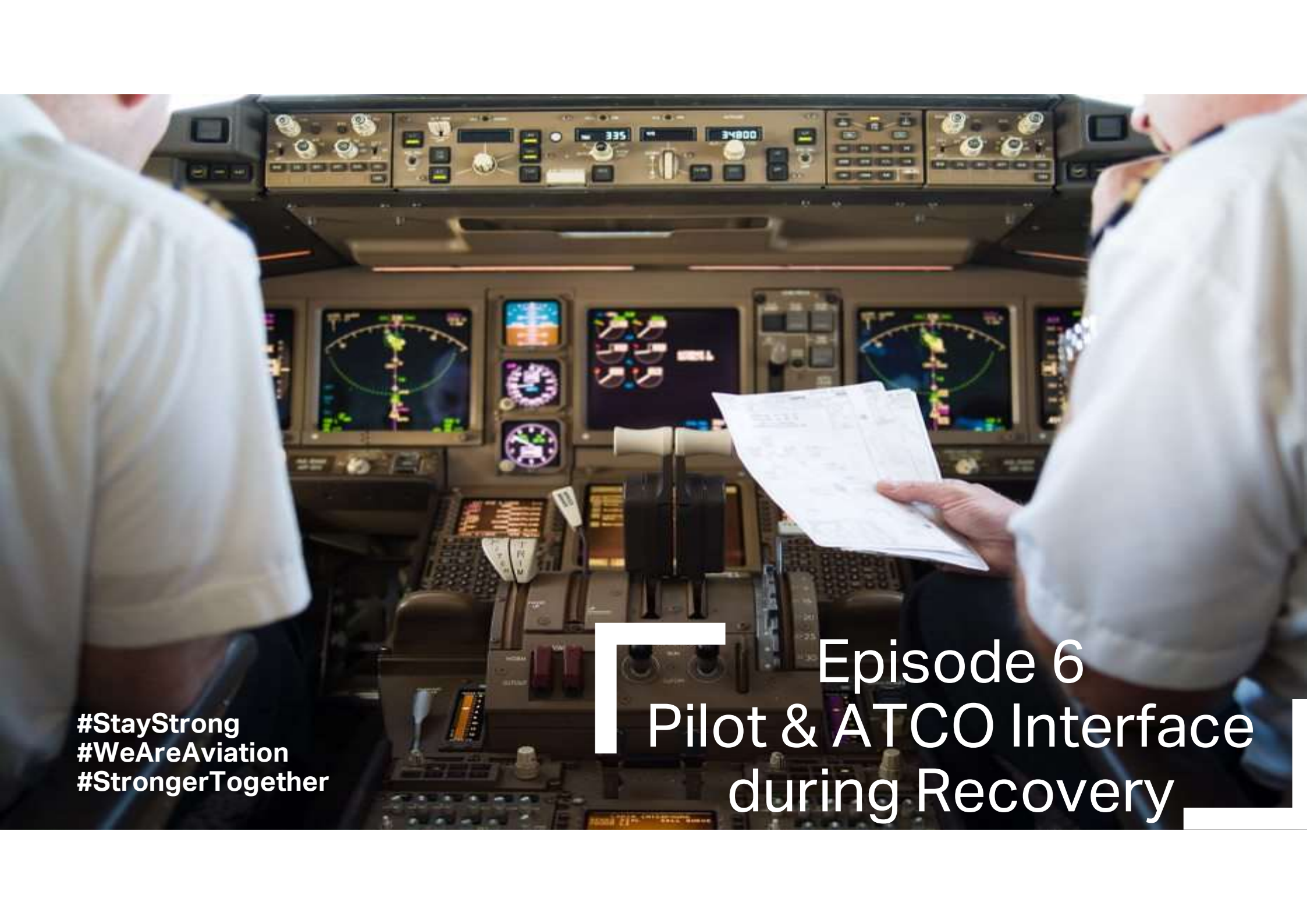
- 'Loose' phraseology
- Diminished familiarity with common practices, procedures and aerodrome layout
- Changing dynamic on the frequency
'Relaxed' vs. 'tight'
- Complacency due to continued lower traffic loads
- Diminished quality of CDM data



Operational Issues from an ATC perspective

Continued...

- Workload management
- Similar incidence of safety related occurrences



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Episode 6 Pilot & ATCO Interface during Recovery

Speaker



Juan Carlos Lozano

Executive Vice-President for IFALPA for Europe

The Global Voice of Pilots



IFALPA

Pilots and industry recovery: the way forward

Capt. Juan Carlos Lozano – IFALPA EVP EUR

Challenges for pilots (I)



SKILLS AND
COMPETENCIES



MENTAL
WELLBEING



STATE OF
AIRCRAFT



UNRULY
PASSENGERS



UNCERTAINTY
ABOUT THE
FUTURE

Challenges for pilots (II)



“DIFFERENT”
FLIGHTS (CARGO
IN PAX A/C)



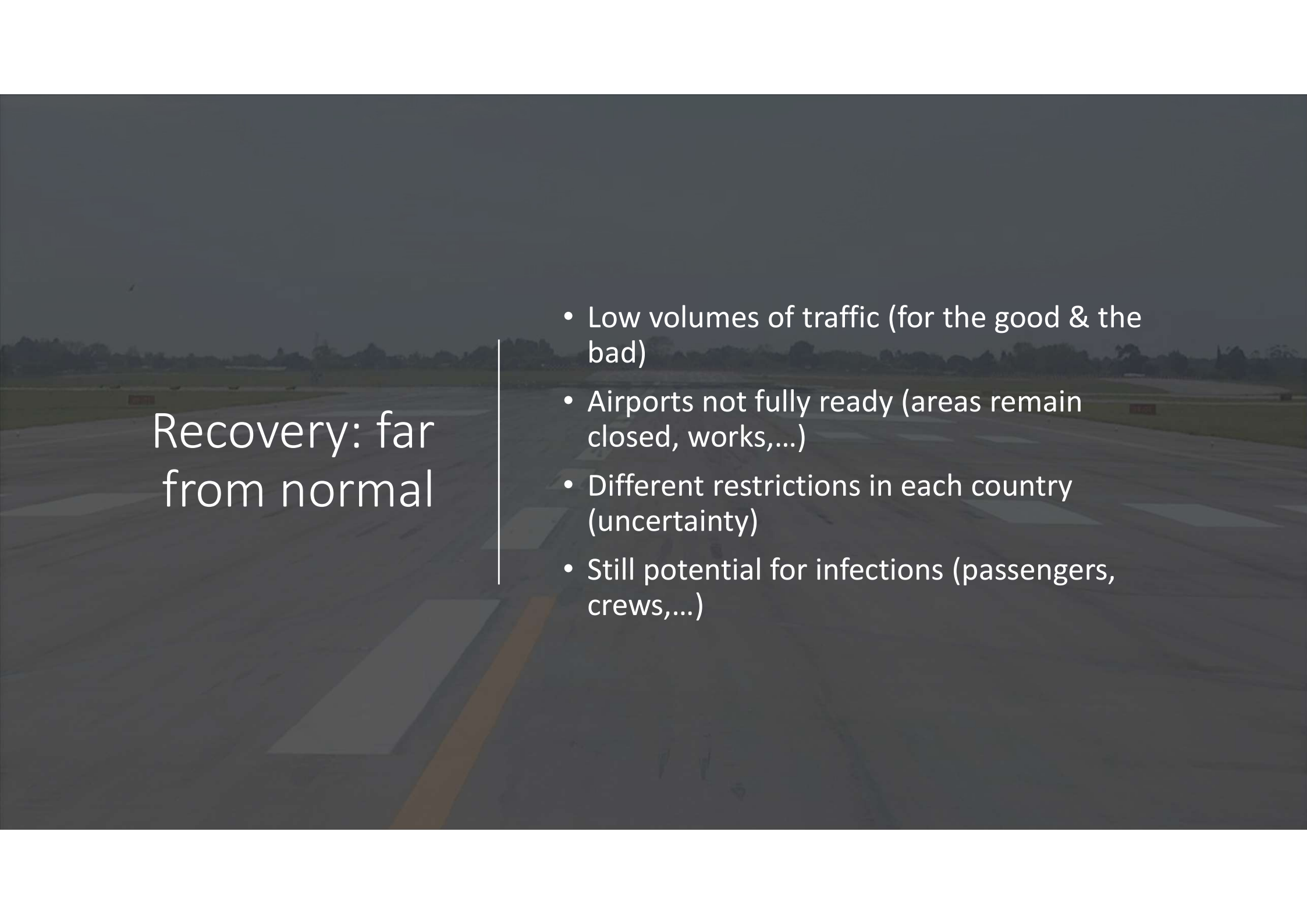
FLIGHT TIME
LIMITATIONS
EXEMPTIONS



LIMITED
OPPORTUNITIES
FOR RESTING



NEW RULES
(VACCINE
TRANSPORTATION,
COVID
PROTOCOLS)



Recovery: far from normal

- Low volumes of traffic (for the good & the bad)
- Airports not fully ready (areas remain closed, works,...)
- Different restrictions in each country (uncertainty)
- Still potential for infections (passengers, crews,...)



Best practices for pilots

General


Examine	Examine yourself (fit-to-fly?)
Follow	Follow SOPs (more than ever)
Look	Look for help in case of need (“peer-to-peer” programs)
Inform	Inform your operator/authority (reporting culture)



Best practices for pilots

ATC Interactions

- In flight – direct routing (do you really want it?)
- Clearance difficult to comply: ask for a different course of action
- Correctly read back clearances and understand what is required
- If needed: “say again, please”



Probably the
best

It is the responsibility of organisations like IFALPA, IFATCA, CANSO and IATA to discuss, share, and coordinate information that may help everyone involved (pilots, controllers, authorities, passengers)

No magic
Collaboration is key



PLEASE FOLLOW IFALPA ONLINE



Thank you!



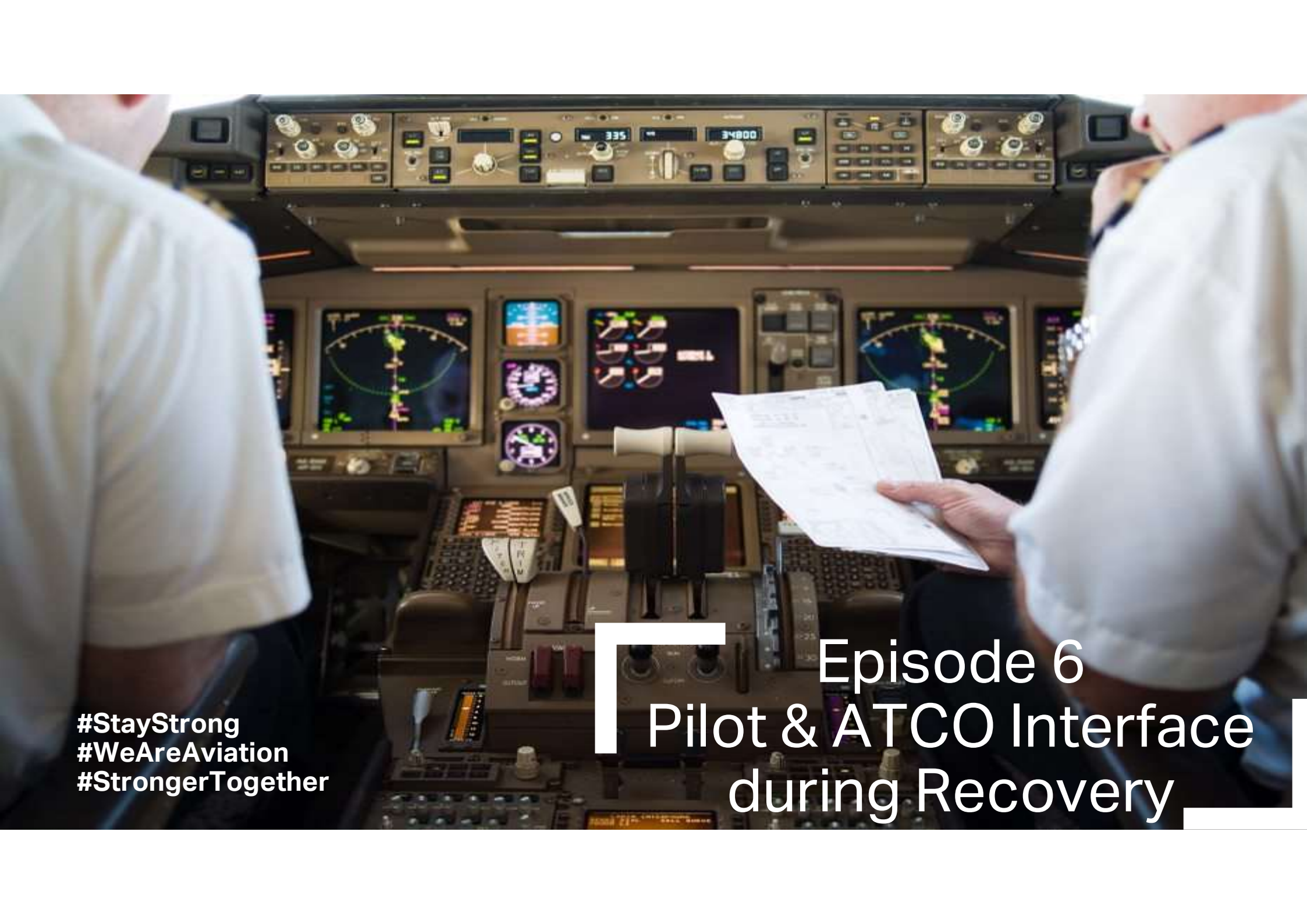
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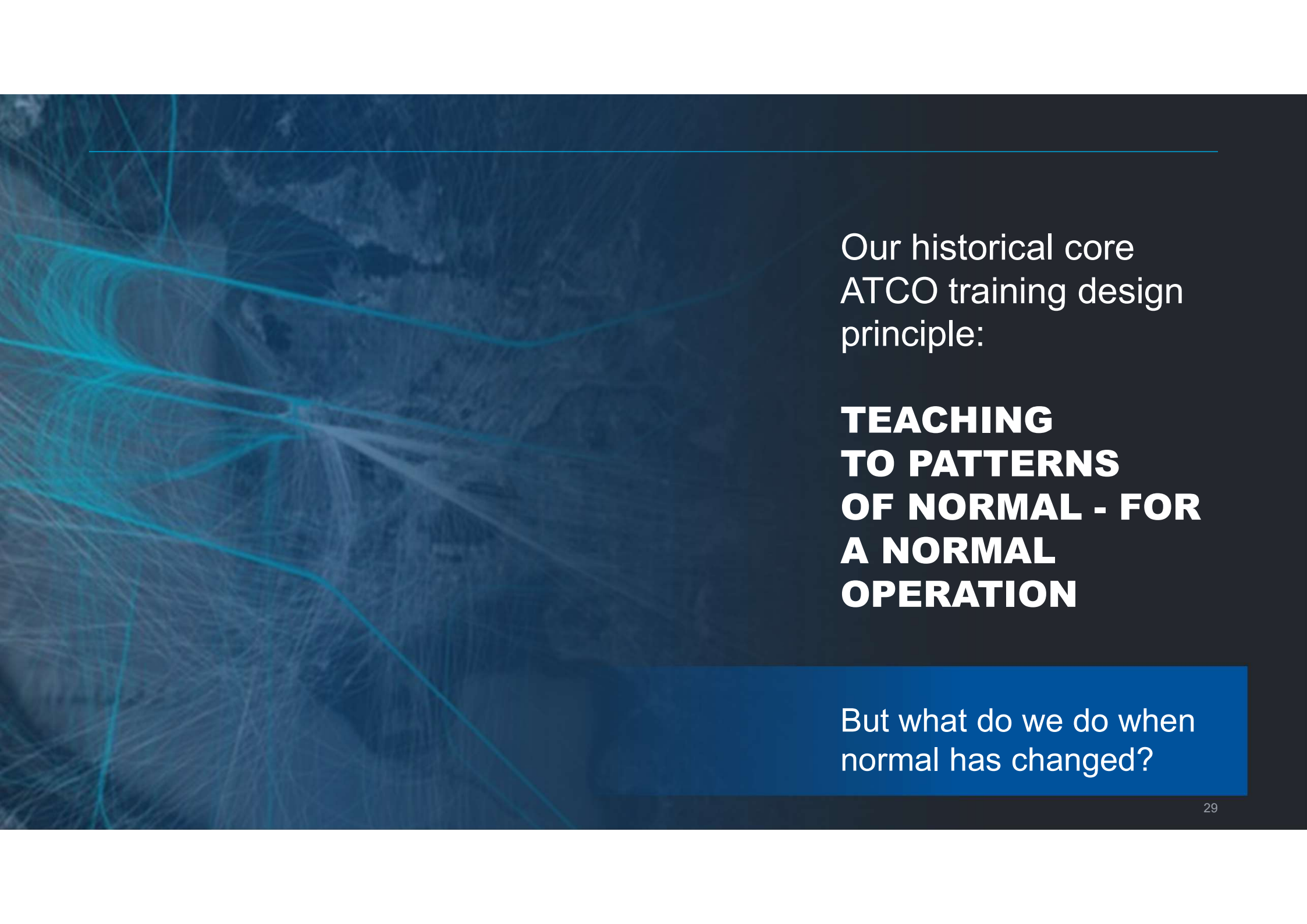
Episode 6 Pilot & ATCO Interface during Recovery

Speaker



Anthony MacKay

Director, Operational Safety
NAV CANADA



Our historical core
ATCO training design
principle:

**TEACHING
TO PATTERNS
OF NORMAL - FOR
A NORMAL
OPERATION**

But what do we do when
normal has changed?

Or has normal changed that much?

Operating Irregularity data 2018-2021 to date (2019 Rank)

ACC	Coordination not completed/effectuated (1)	TWR	Conflict not detected (1)
	Readback/hearback error (2)		Readback/hearback error (3)
	Conflict not detected (3)		Coordination not completed/effectuated (2)

ALL Data Entry Error

RETURN TO NORMAL TRAFFIC: ATCO-CREW INTERFACE

- › Slow down to go FASTER
 - Standard Phraseology
 - Clearance to the flight plan
 - Fly the flight plan
- › Collaboration between Airline SOC, ATCO, Flight Crew
 - A direct 'just because' makes change with an opportunity for error
 - Late change to plan on approach creates error opportunity for ATCO and Flight Crew
 - › IE you were #5, now #2 = ATCO and Crew scramble
 - › Short cut on the STAR = too high on approach
 - › Runway change = reprogram/rebrief

■ COMMUNICATION

Reduce Changes & Communication

- › Get used to normal again
- › ATCOs – unless required for traffic, leave the aircraft on it's FP route
- › Pilots – stay on the FP route unless safety requires otherwise
- › ATCOs – with sectors reopening, communication up & down stream is key – focus on good TRM hygiene.

Re-tune the Aviation ear

- › Call sign confusion? Maintain a sterile flight deck & ATCO console. Use full call sign and flight numbers or civil ident
- › Use CPDLC, PDC, digital services and give yourself more time
- › Listen out for others errors

Keep it simple to start

Dry run additional sectors even if traffic is low

- see how the interunit coordination goes

Eliminate the surprises - keep it simple

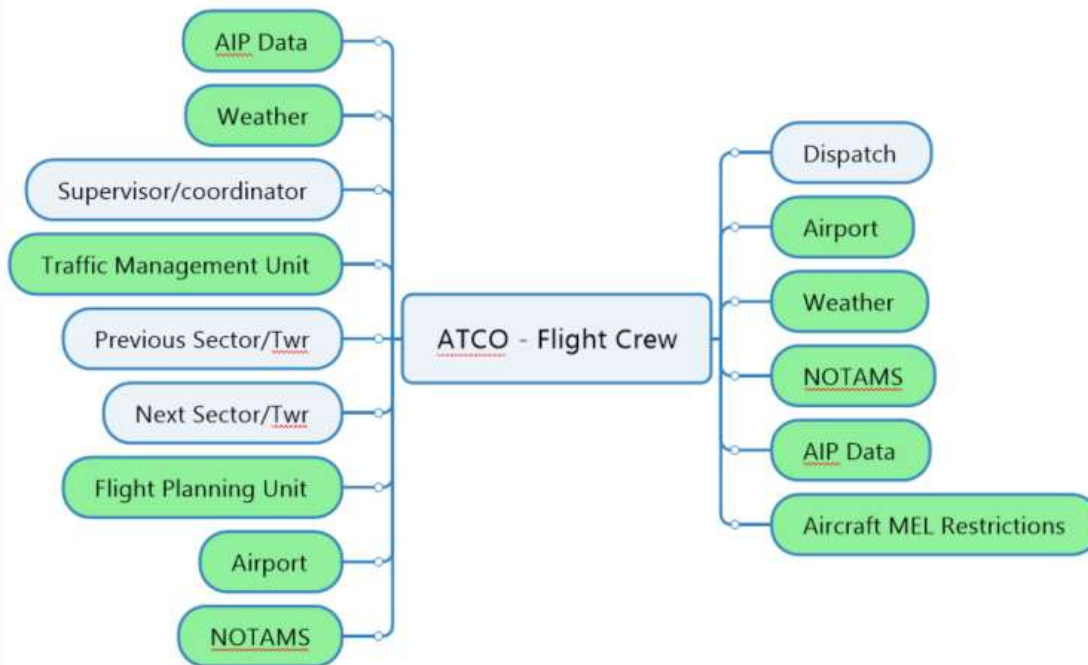
ON Time Pressure – Use ATFM and ADCM tools as much as data allows. Make a plan – control to the plan - fly the plan.

Traffic is coming back in spikes during the hubs.

- use these peaks to flex the muscles – then review

Fly the Plan

Data that drives the flight plan and shared through the flight plan

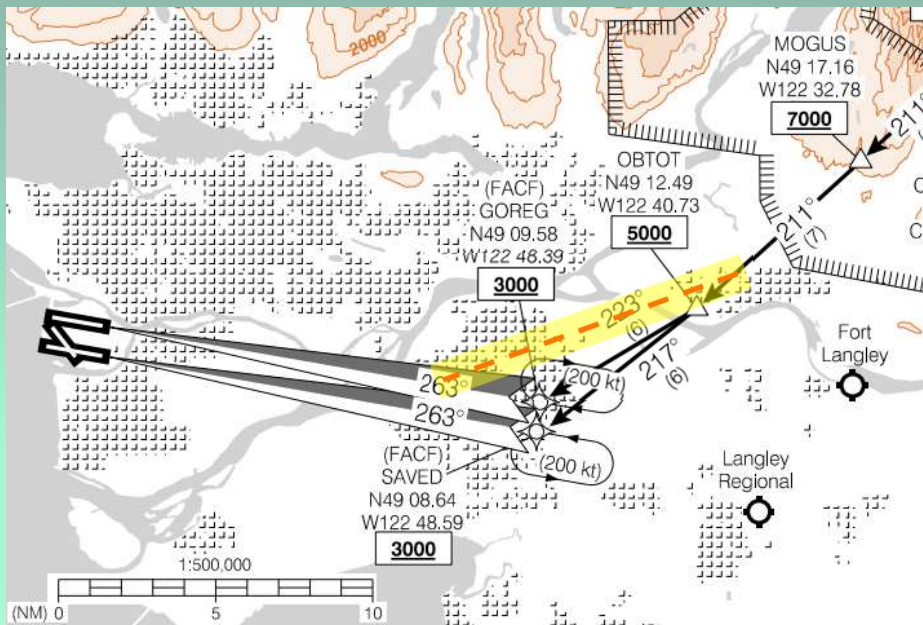


Changing the plan?

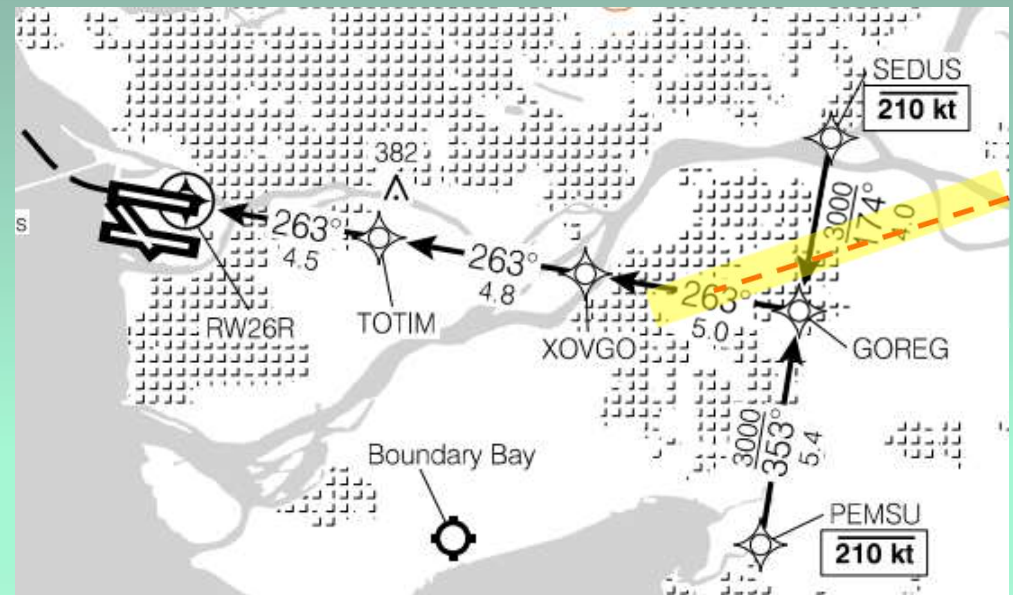
Chocolate covered ants – just do the changes one at a time, especially when people are rusty.

Controlling to the plan - Flying the plan

From the STAR



To the Approach







QUESTIONS AND ANSWERS



Safely Navigating the Industry Recovery – Reflections





Michelle Bishop

Director Programmes, CANSO

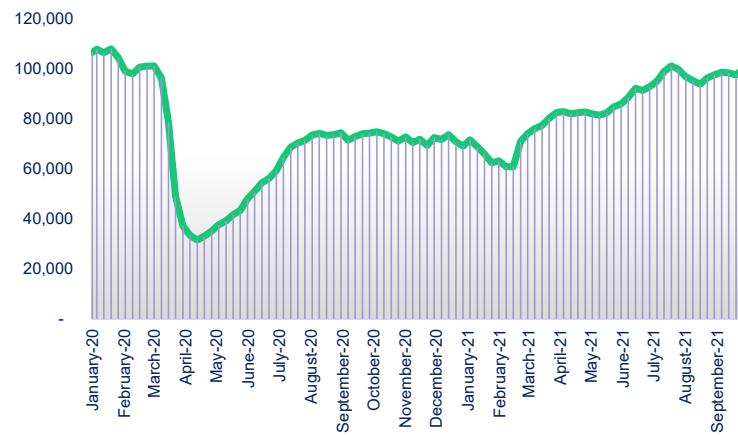


Carlos Cirilo

Director ATM Infrastructure, IATA

Global Trends

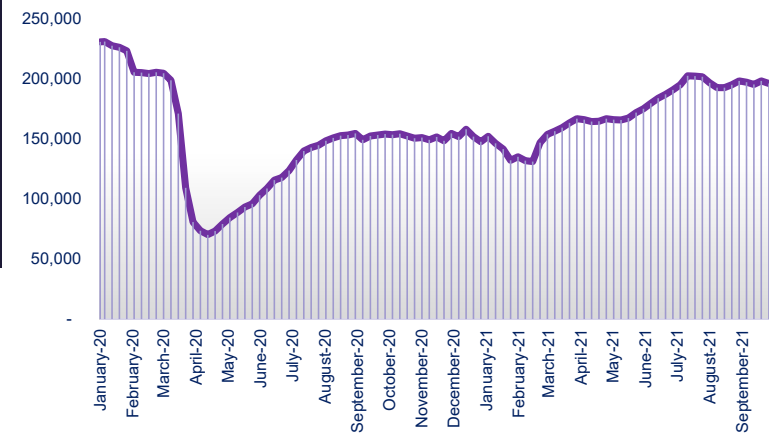
Average Global Flights



470,000 fewer flights
in September 2021
than in September 2019

**14%
drop
from
2019**

Average Global Flight Hours



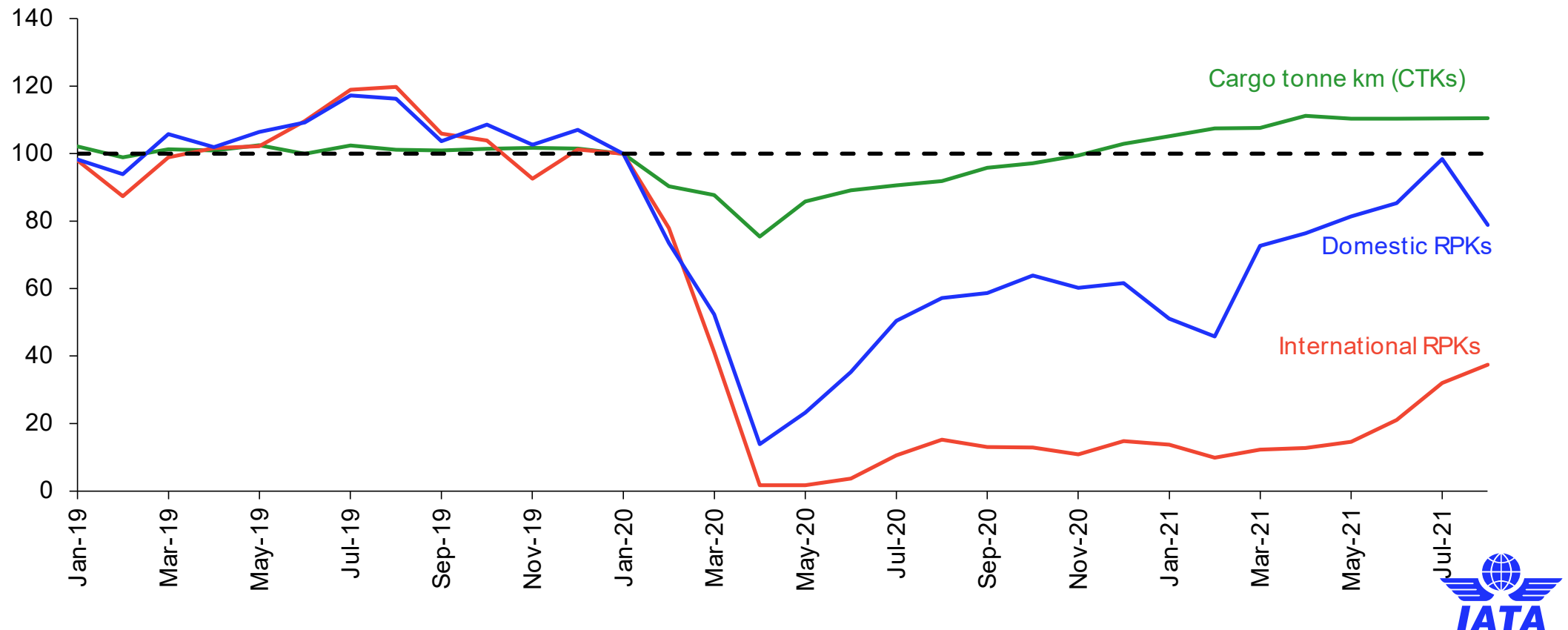
887,000 fewer flight hours flown
in September 2021
than in September 2019

**13%
drop
from
2019**

Economic recovery boost air cargo and domestic travel

Int. RPKs -68.8%, domestic RPKs -32.2%, CTKs +7.7% (Aug 21 vs Aug19)

RPKs and seasonally adjusted CTKs (indexed, Jan 2020 = 100)



Source: IATA Economics using data from IATA Monthly Statistics. Data is adjusted for seasonality.

Moderator



Ruby Sayyed

Head ATM Advocacy

IATA

The Webinar Series – A Collaborative Effort





THANK YOU