

# mind the gap!



**DFS** Deutsche Flugsicherung

work as imagined <> work as done

# Before I start ...

## Do you know these posters?

- **different professions + different views on a specific job**

„What my **friends** think I do ....  
... **my mom** ...  
... **society** ...“

**There is one for ATC as well ...**

work as imagined <> work as done

## What my friends think I do ...



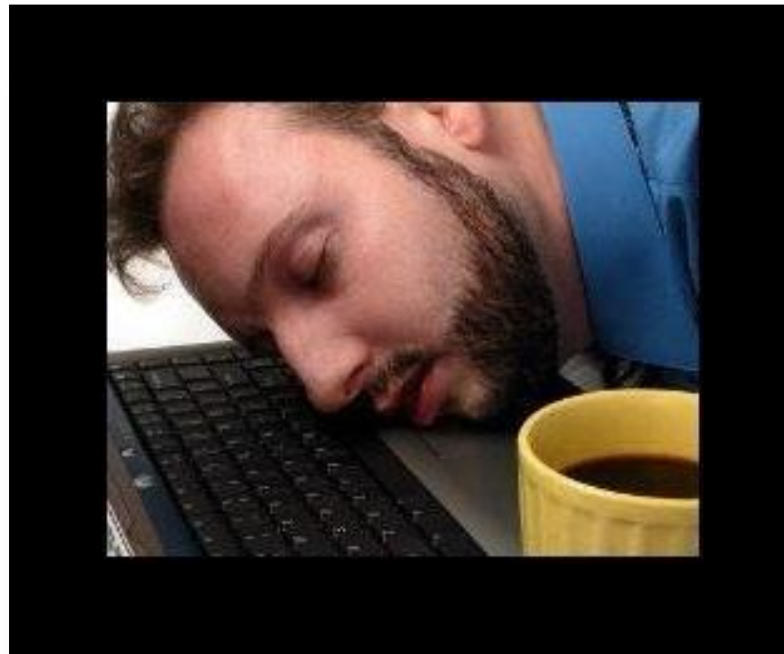
work as imagined <> work as done

## What my mom thinks I do ...



work as imagined <> work as done

## What society thinks I do ...



work as imagined <> work as done

## What pilots think I do ...



work as imagined <> work as done

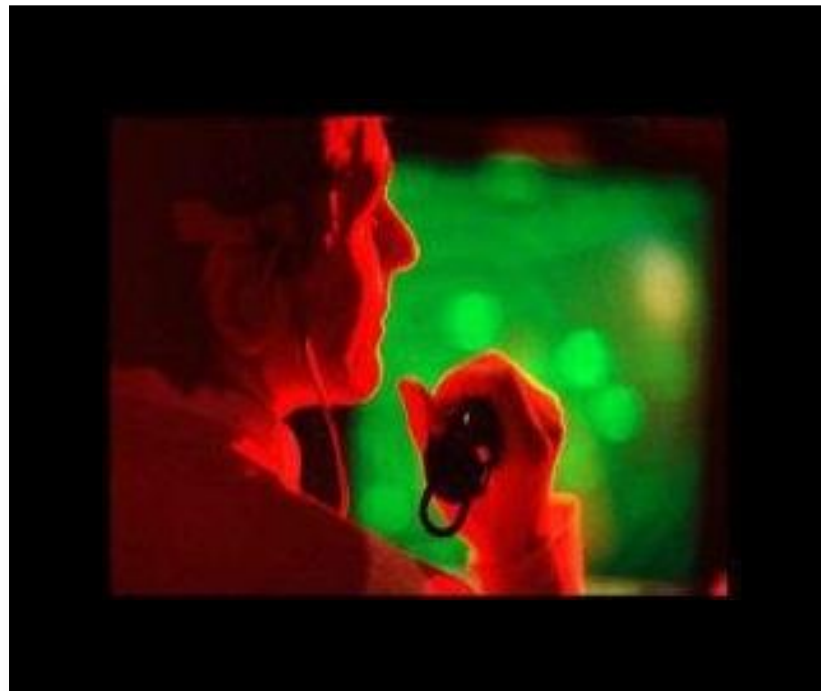
**what I think I do ....**





work as imagined <> work as done

**what I actually do ....**



- There seems to be a **gap** between **work as imagined and work as done** – at least from a public point of view



**Do we also have this gap in our own business?**

This poster will be continued:

1. what **ICAO** thinks I do ...

standard phraseology

2. what our **airspace planner**  
thinks I do ... new conflict points arise

3. what **the management** thinks I  
do ... providing information to controllers



# ERIK – it's your turn!



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# 1. what **ICAO** thinks I do ...

Situation:

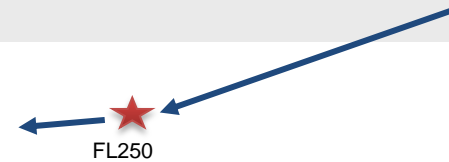
ATCO has to clear an acft **to cross a specific point**  
at a **specific level.**



work as imagined <> work as done



FL300



1. what **ICAO** thinks I do ...

ICAO implemented a new phraseology:

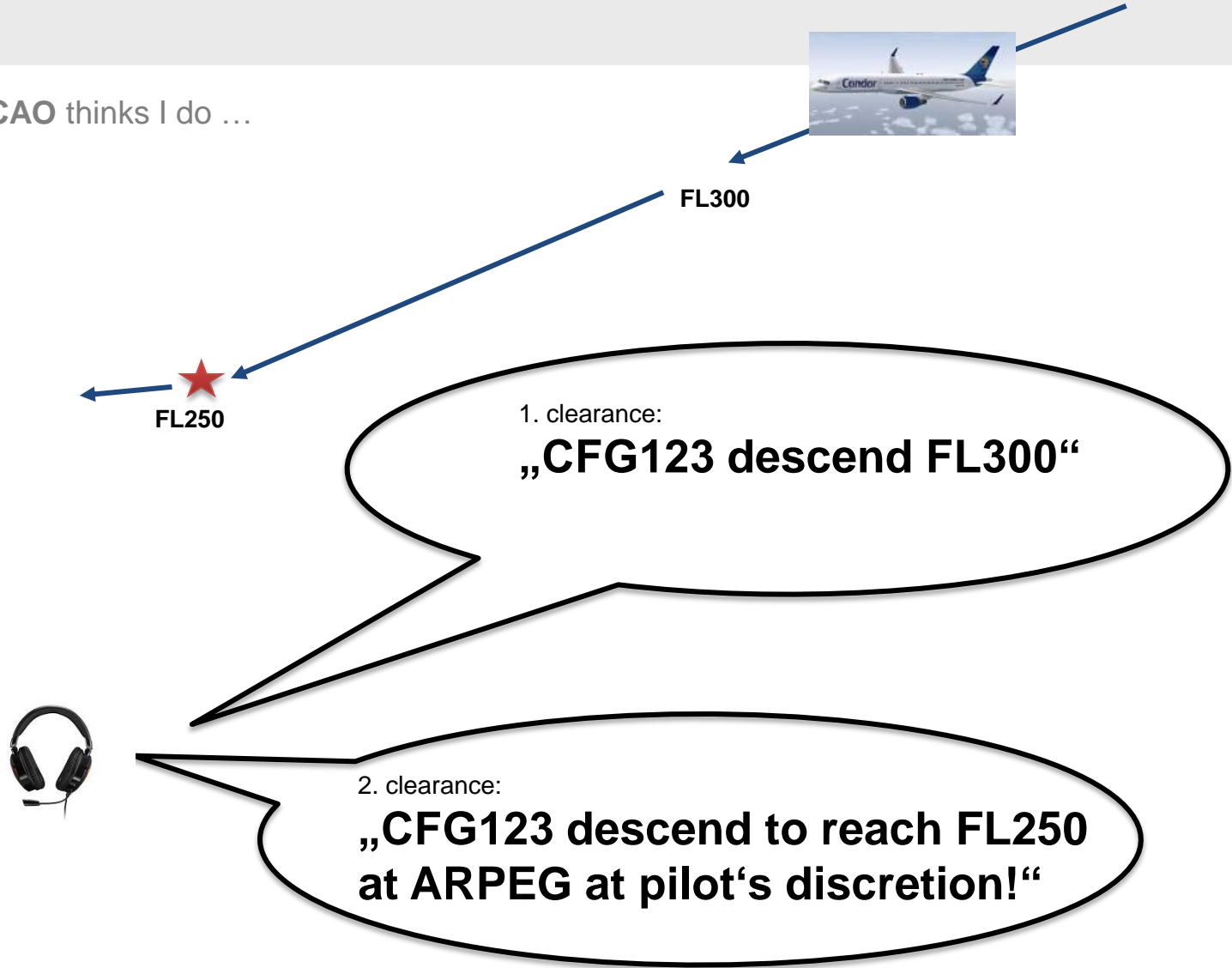


CFG123 descend to  
reach FL250 at ARPEG  
(at pilot's discretion)!

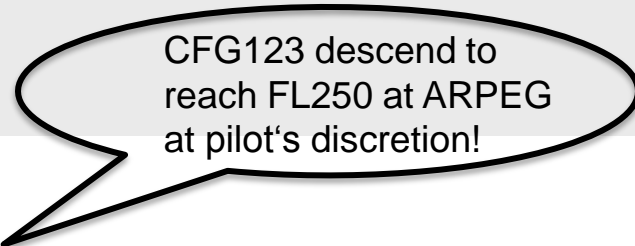
This might be understood by pilots –  
but use this phrase after a first clearance that  
initiated the descend!

work as imagined <> work as done

1. what ICAO thinks I do ...



work as imagined <> work as done



CFG123 descend to  
reach FL250 at ARPEG  
at pilot's discretion!

1. what **ICAO** thinks I do ...

- **Can you hear the pilot's request for confirmation?**

**THE GAP:** ATCOs don't use the new phraseology, it makes no sense – from their point of view!

**ICAO** expects ATCOs to use standard phraseology – but doesn't explain amendments or new regulations – just publishes them.

**Experienced difficulties with the new phrase AND good experience with the old phrase are reasons why ATCOs (in our center) stick to the old phraseology.**



ERIK –  
it's your turn again!



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## 2. What our **airspace planner** thinks I do

LOA with Lower Airspace Center:

- **LFSB (Basel) – inbounds:**

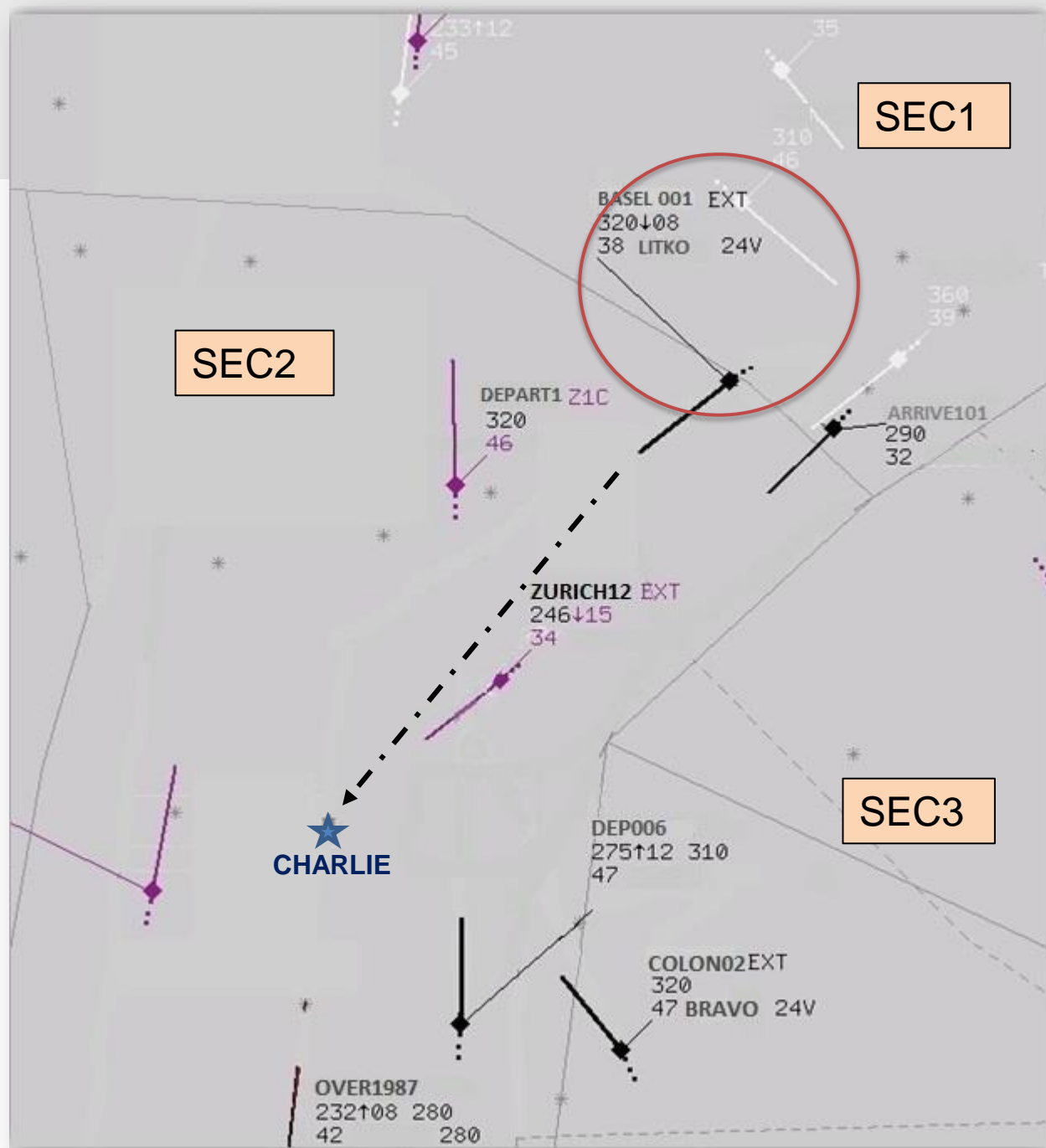
via ALPHA, BRAVO and CHARLIE

have to pass **CHARLIE at FL240.**

work as imagined <>  
work as done

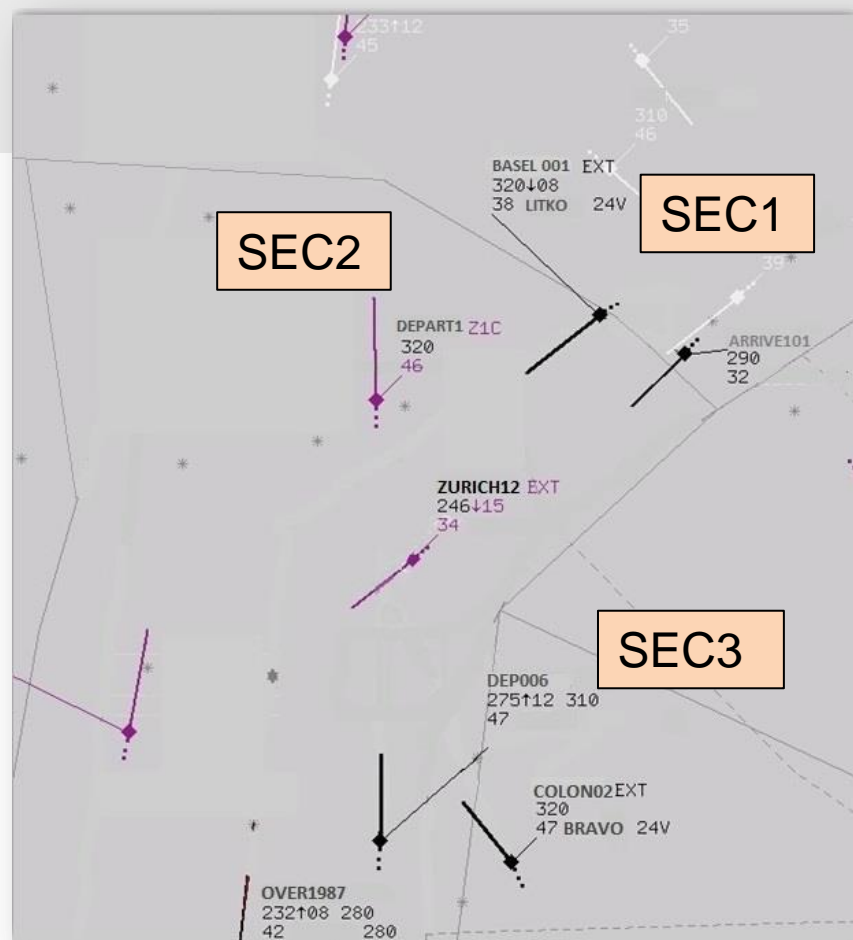
2. What our  
airspace planner  
thinks I do

„LFSB inb ...  
**CHARLIE** ...  
at FL240“



work as imagined <>  
work as done

2. What our  
**airspace planner**  
thinks I do



**To enable ATCOs to do so – transfer from SEC1  
to SEC2 is restricted to FL320 or lower.**

## 2. What our **airspace planner** thinks I do

LOA with Lower Airspace Center:

- **EDDK (Köln) – inbounds:**

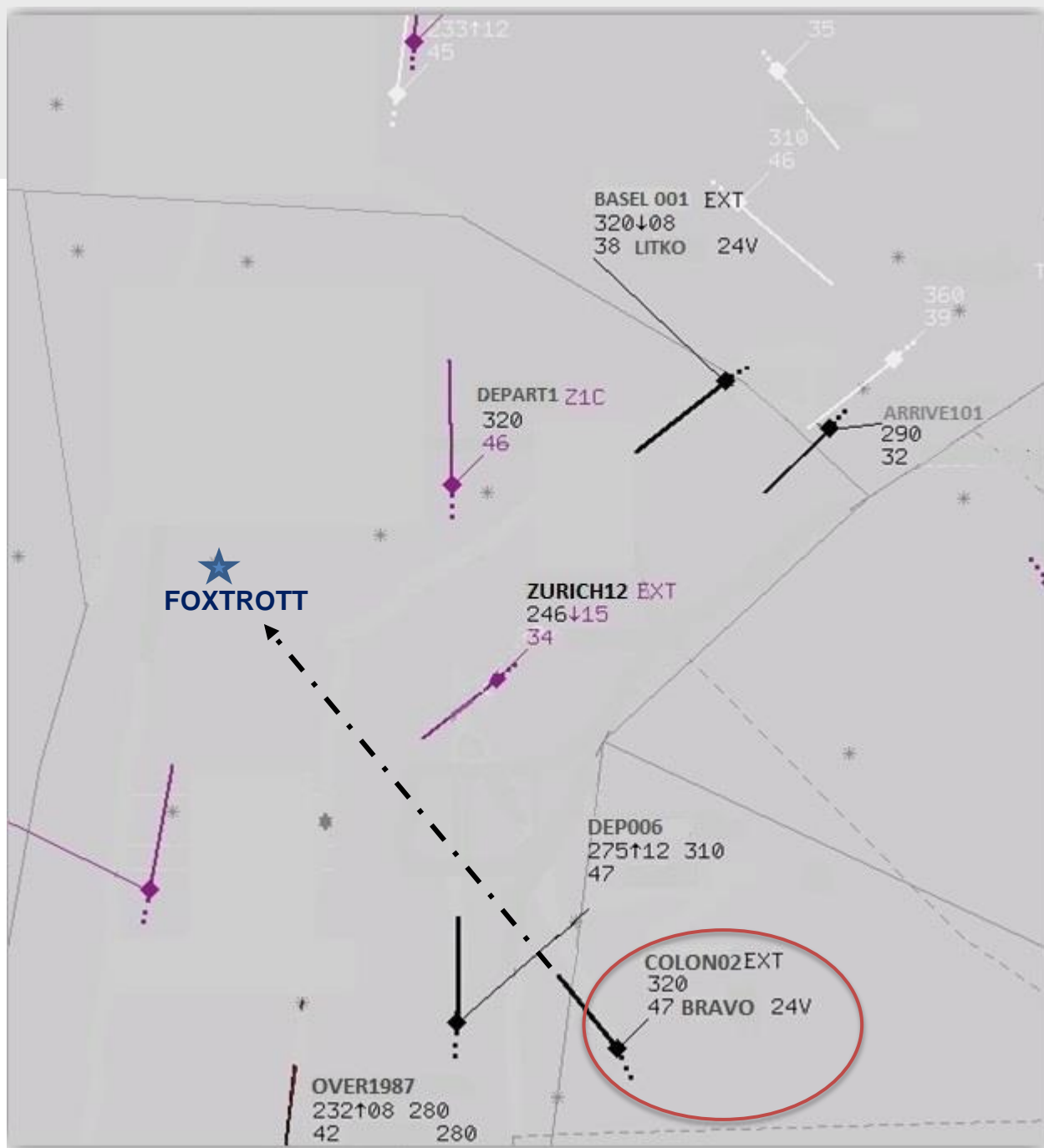
via DELTA, ECHO and FOXTROT

have to pass **FOXTROT** at **FL240**

work as imagined <>  
work as done

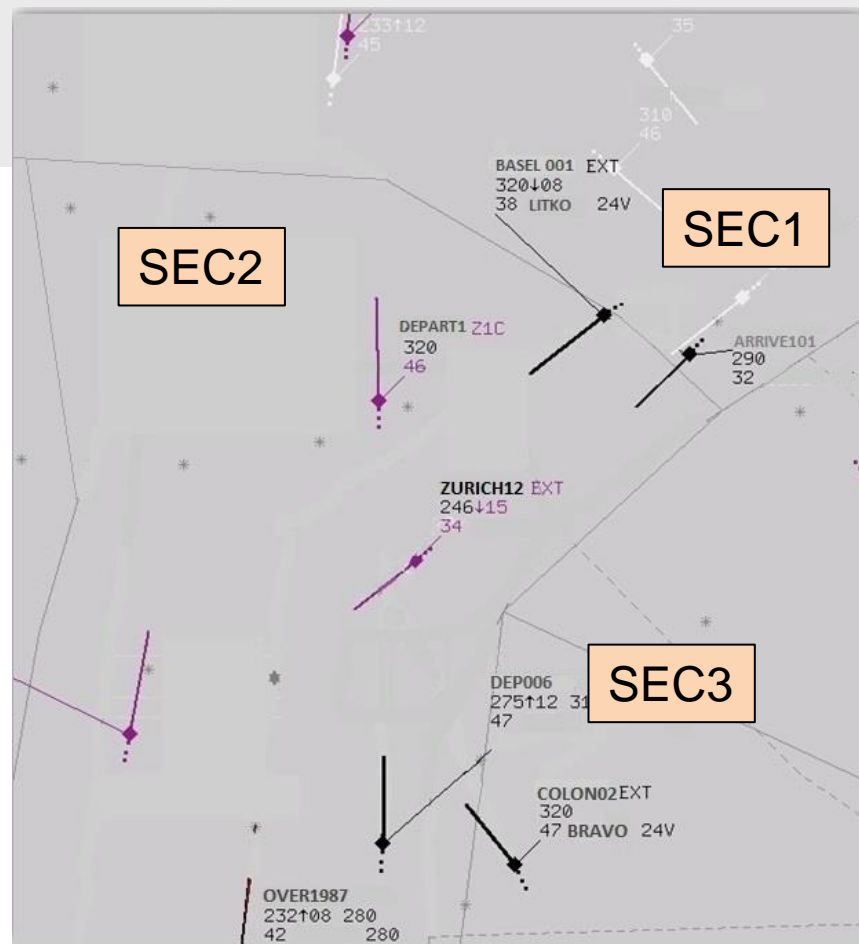
2. What our  
airspace planner  
thinks I do

„EDDK inb ...  
**FOXTROTT** ...  
at FL240“



work as imagined <>  
work as done

2. What our  
**airspace planner**  
thinks I do

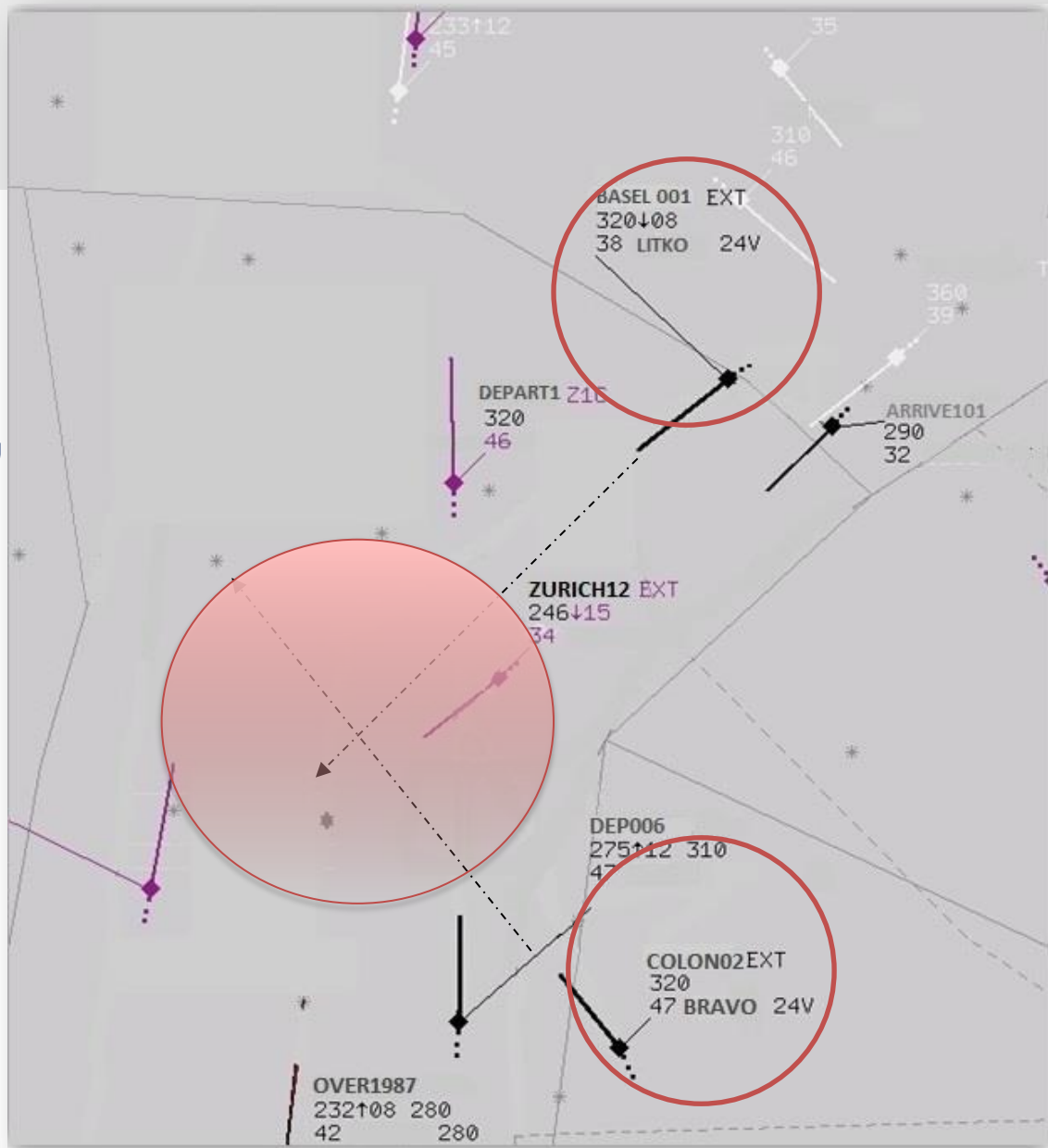


**To enable ATCOs to do so – transfer from SEC3 to SEC2 is restricted to FL320 or lower.**

work as imagined <>  
work as done

2. What our **airspace planner** thinks I do

**Result:**  
**a planned conflict !**





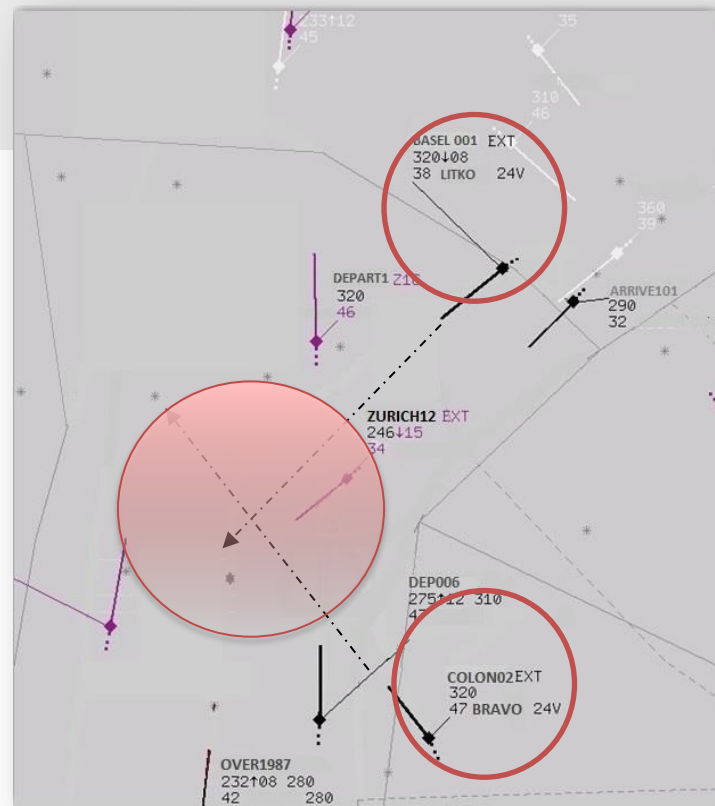
work as imagined <>  
work as done

2. What our **airspace planner** thinks I do

The planner's perspective of work:

***„One of both inbounds must  
be already low when the  
flightroutes will cross.***

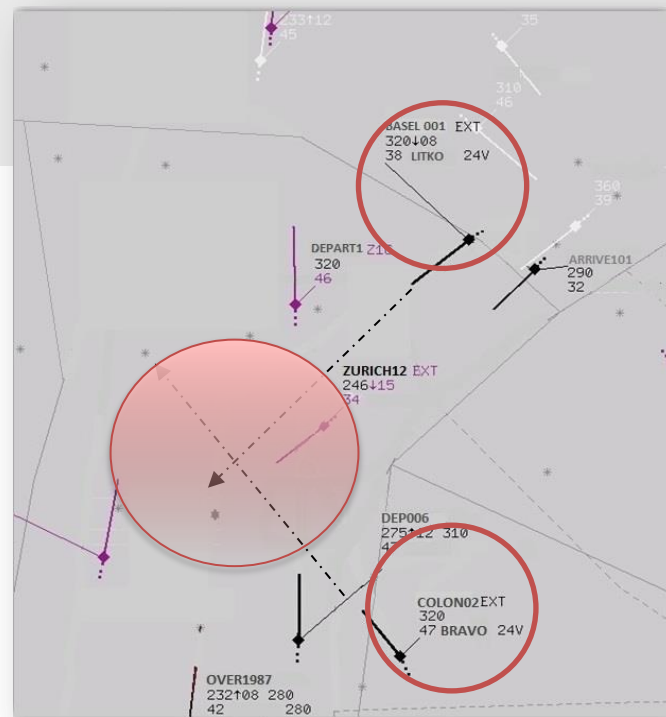
***They have to descend because they want to land at  
aerodromes nearby.“***



work as imagined <>  
work as done

2. What our **airspace planner** thinks I do

## THE GAP:



In February this year we had an incident with such inbounds –

one of the both wanted to stay a little longer at FL320 due to weather.

### 3. What **management** thinks I do ...

Task is:

to provide operational staff with all relevant information – in due time in order to enable them to work ...

... and to allow ATCOs / FDAs to read and comprehend information (PC, time, staff planning...)

(recommendation from „Überlingen“)

### 3. What the **management** thinks I do ...

## To comply - DFS implemented **EBS**: „Electronic Briefing System“

- published info / documents are divided into two groups:  
„**mandatory**“ and „**information**“.
- ATCOs log in on PC's on personal account
- working schedule offers time to brief oneself

### 3. What the **management** thinks I do ... **EBS – regulation:**

- „Mandatory“ information **has to be displayed 14 days prior getting active** – otherwise: published under „information“ plus extra information by the SV.
- staff **shall acknowledge to have read and understood** the mandatory documents ... by using the icon „understood“.
- staff is responsible to be **fully briefed when taking over** a working position
- **SV shall only employ ATC staff that are fully briefed.**

### 3. What the **management** thinks I do ...

#### EBS – regulation:

- **A daily briefing time** is included in working hours
- If s.o. is absent for 2 weeks or more **additional briefing time** shall be planned in his roster in advance
- SV shall perform a **briefcheck** each day
- SV shall **enter** the result of that check in **DLS**

### 3. What the **management** thinks I do ...

EBS:

**Management's perspective on that** (in my words):

*„We have **done everything to ensure** that our staff is **fully briefed** prior starting work.*

*We installed **enough computers**, we offer **enough time** to read everything and ensure that **they understood the important documents**. Otherwise they don't work as controllers“.*

### 3. What the **management** thinks I do ...

## EBS - If you ask the controllers ... the gap is wide:

*„It is **too much information** to read and to understand!“*

*„I **often click 'understood'** even if I didn't – because I know the SV needs me.“*

*„When you come back from holiday – **you don't have enough time** to brief yourself, even with that extra time“*

*„**We brief ourselves at the sector** – during work. Each colleague knows a little – and so we complete our knowledge!“*



### 3. What the **management** thinks I do ...

## EBS - If you ask the controllers ... the gap is obvious:

*„The way information is displayed makes it difficult to understand (language, strange wordings, abbreviations,...)“*

*„All documents for all license groups are displayed. I am not interested in information for a different license group!“*

*„Sometimes the documents in „mandatory“ are not really important ... but the urgent things are listed under „information! Do they expect me to read this as well?“*

work as imagined <> work as done

# What can we do against such gaps?



# ERIK – can you help us?



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