

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 ...



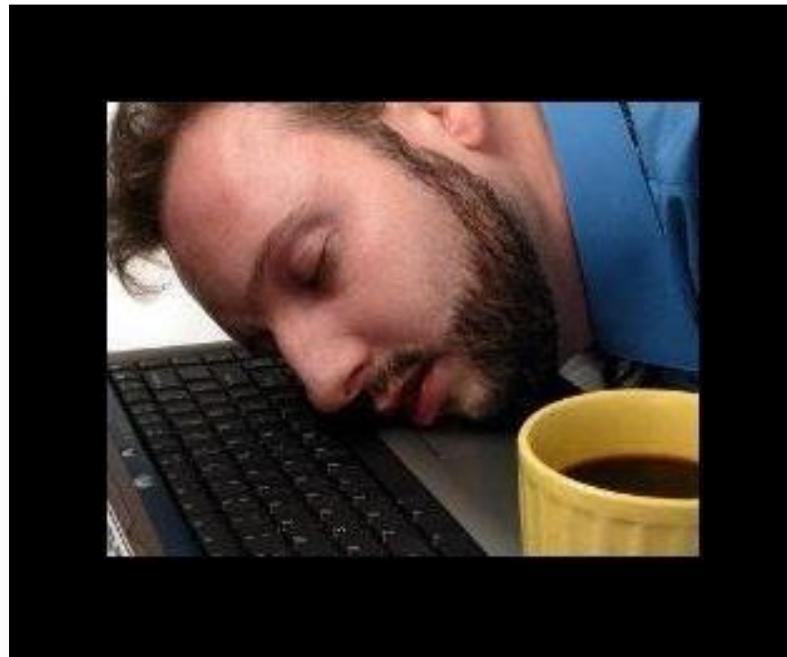
work as imagined <> work as done

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 ...



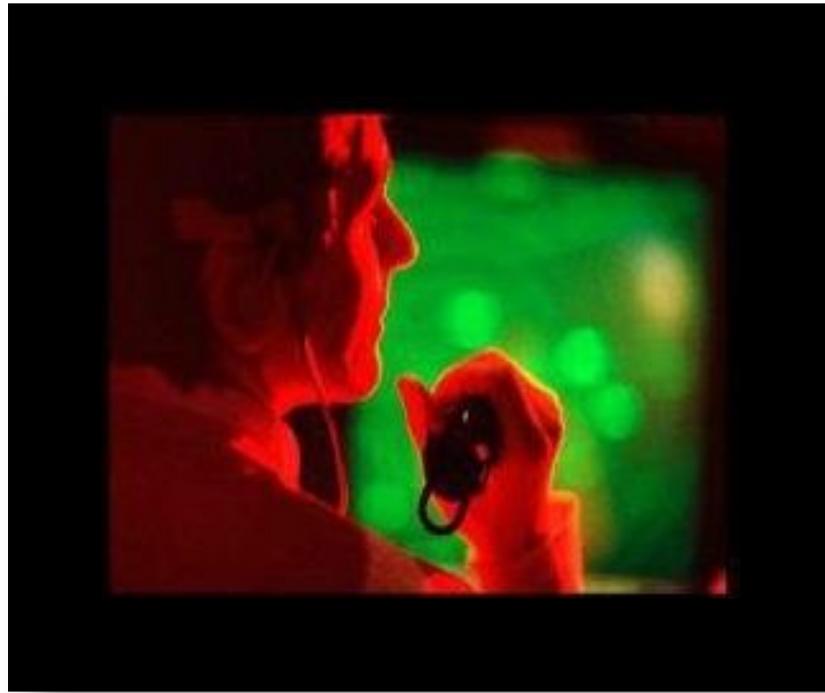
work as imagined <> work as done

what I think I do



work as imagined <> work as done

what I actually do



work as imagined <> work as done

- 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?

work as imagined <> work as done

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



work as imagined <> work as done

ERIK – it's your turn!



© Peanuts

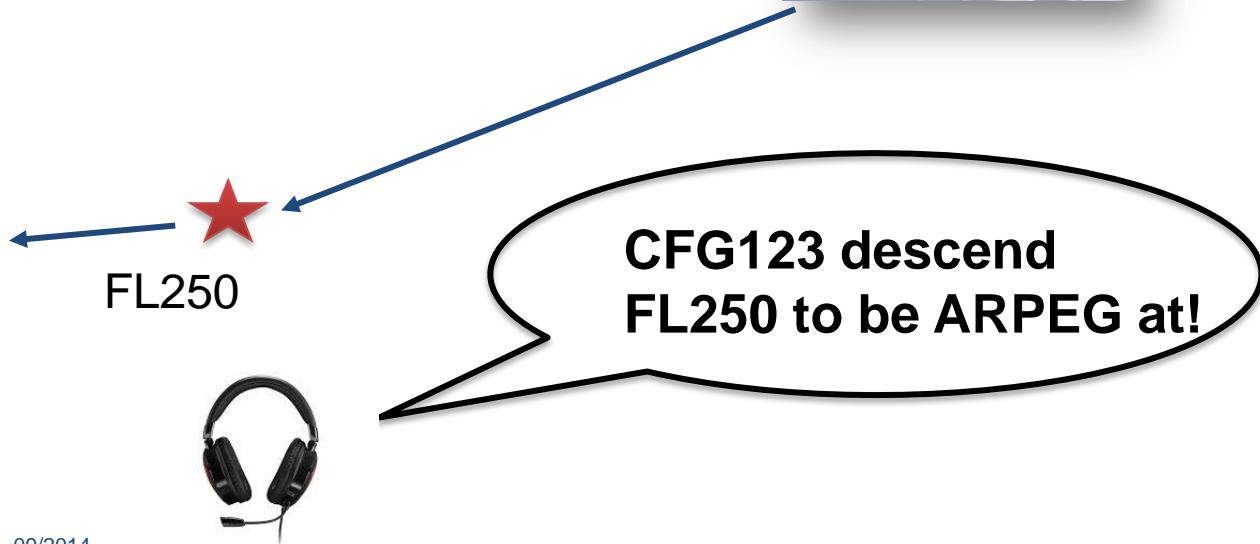
1. what ICAO thinks I do ...

Situation:

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



FL300



work as imagined <> work as done



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 ...



FL300

FL250

1. clearance:

„CFG123 descend FL300“



2. clearance:

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

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.

work as imagined <> work as done

ERIK –
it's your turn again!



© Peanuts

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

LOA with Lower Airspace Center:

- **LFSB (Basel) – inbounds:**

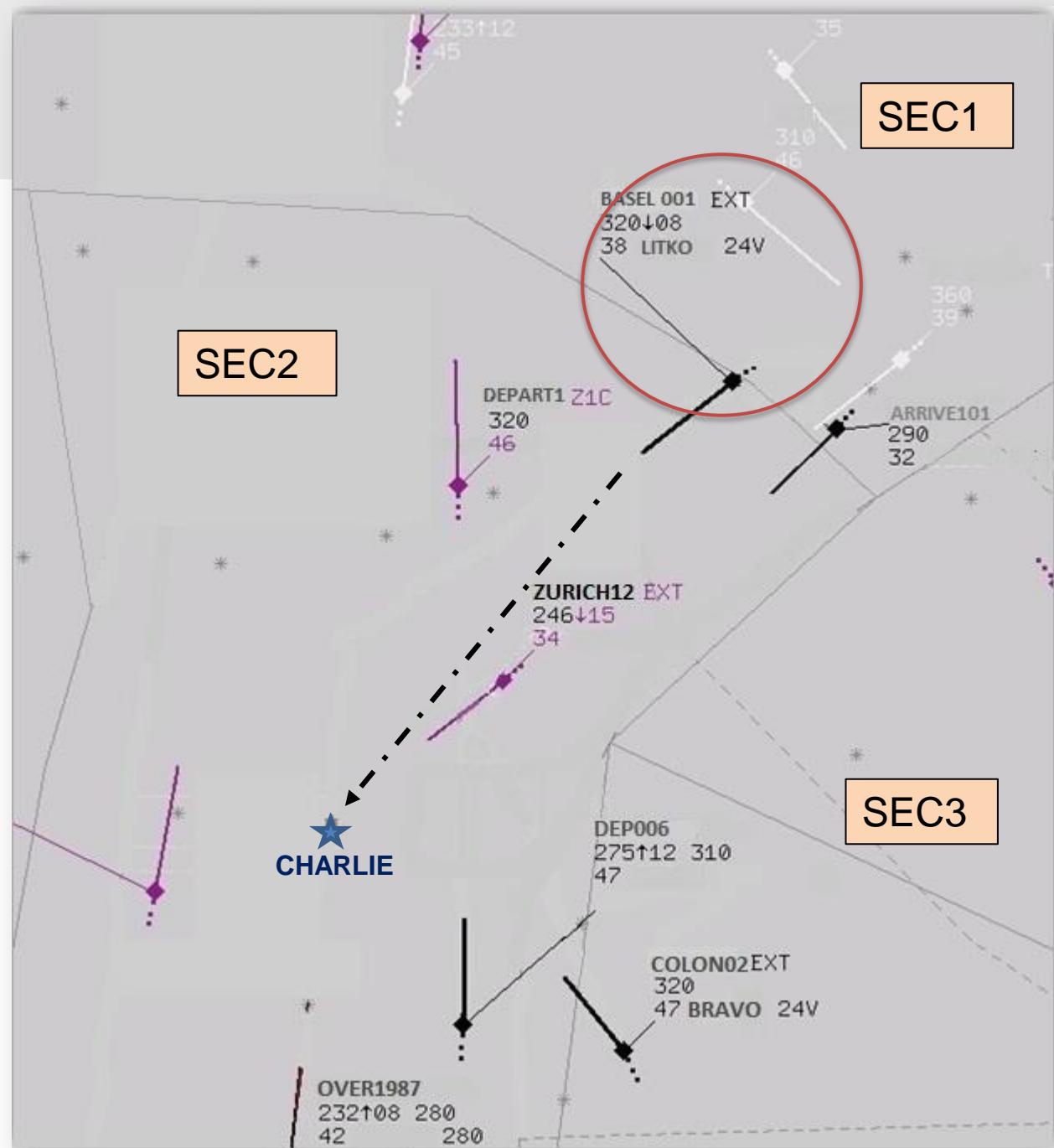
via ALPHA, BRAVO and CHARLIE

have to pass **CHARLIE at FL240.**

work as imagined <>
work as done

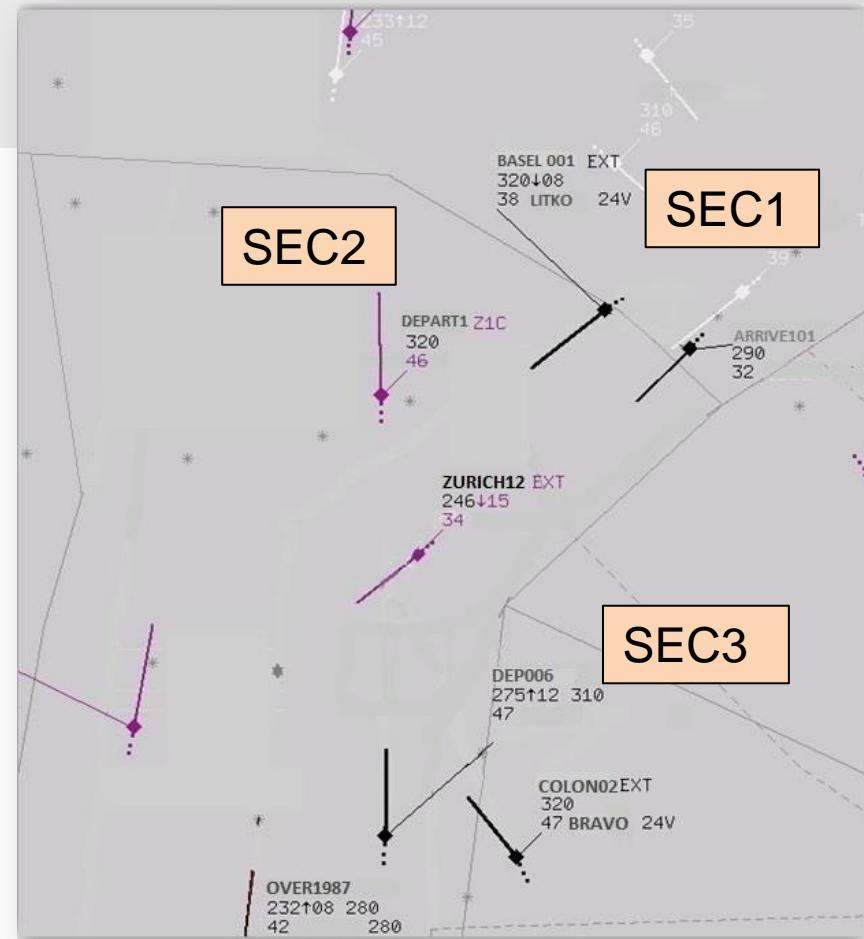
2. What our
airspace planner
thinks I do

„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.

work as imagined <> work as done

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

LOA with Lower Airspace Center:

- **EDDK (Köln) – inbounds:**

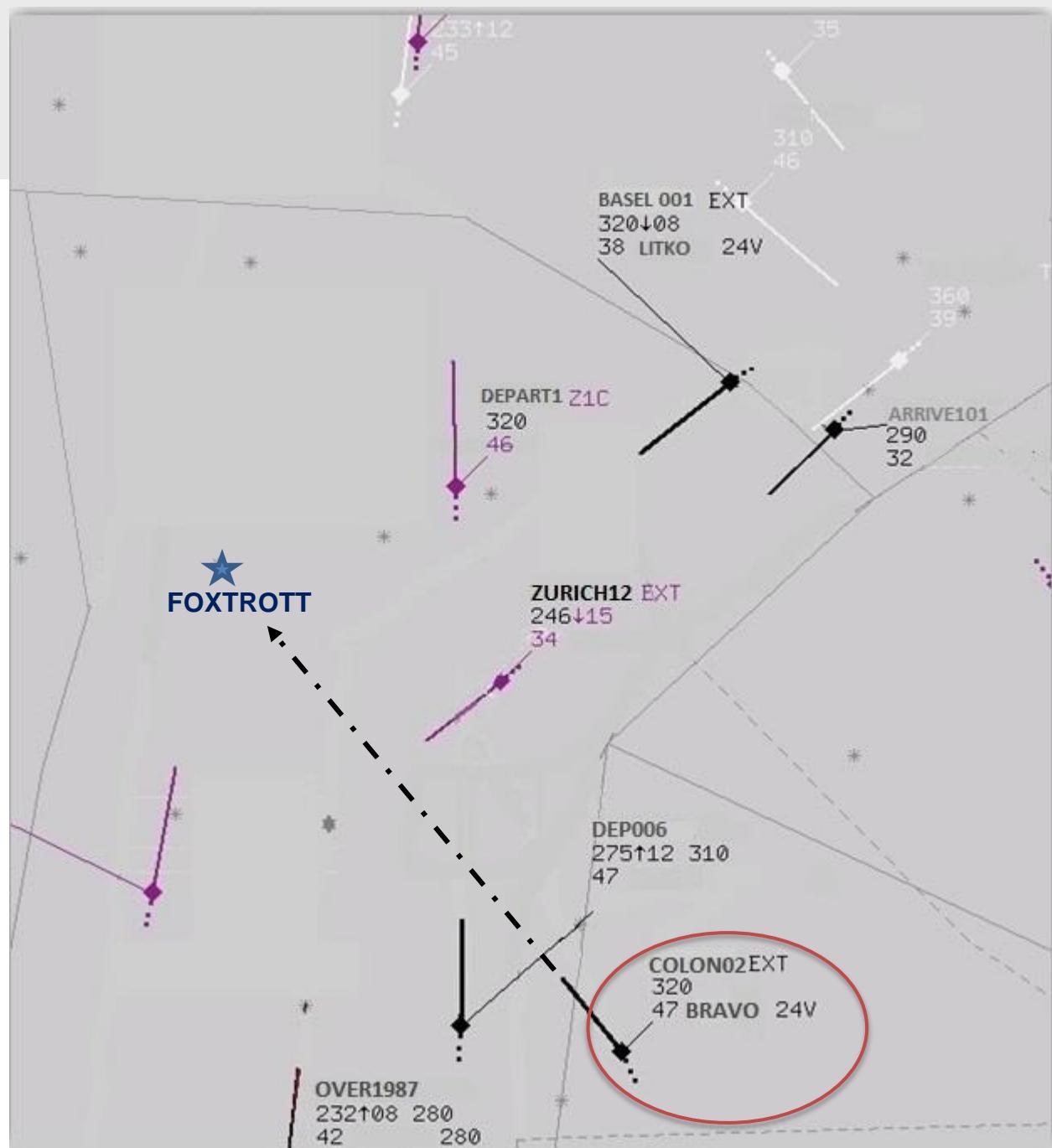
via DELTA, ECHO and FOXTROT

have to pass **FOXTROT at FL240**

work as imagined <>
work as done

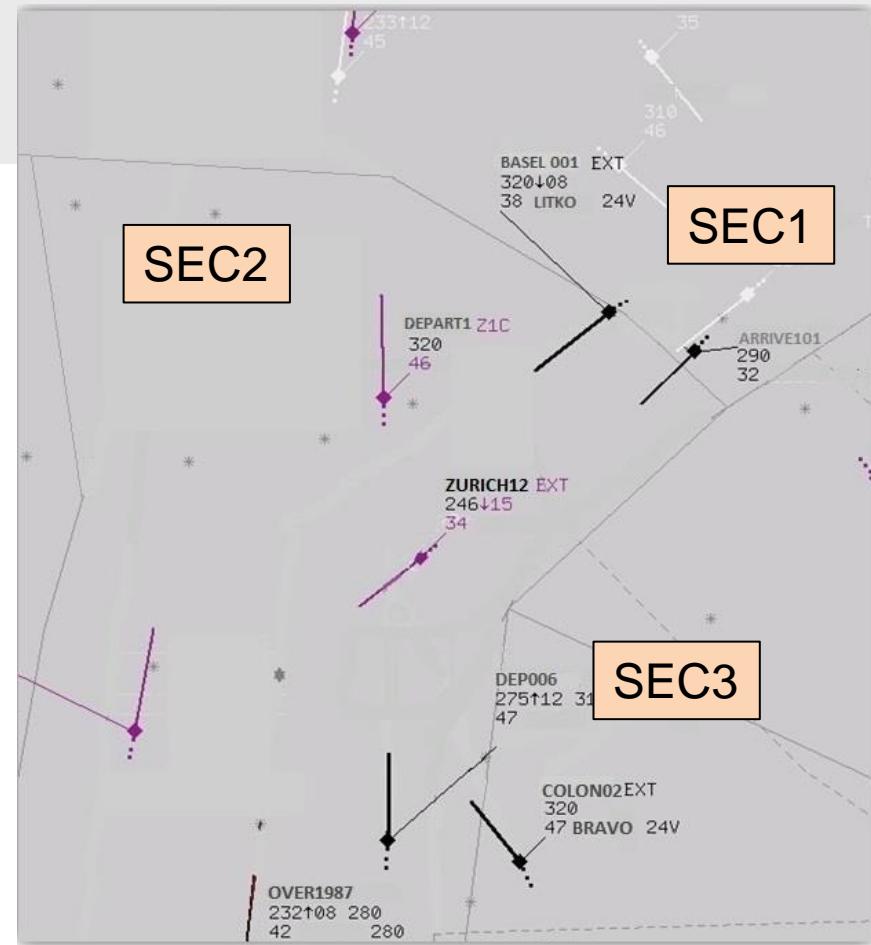
2. What our
airspace planner
thinks I do

„EDDK inb ...
FOXTROTT ...
at FL240“



work as imagined <>
work as done

2. What our
airspace planner
thinks I do

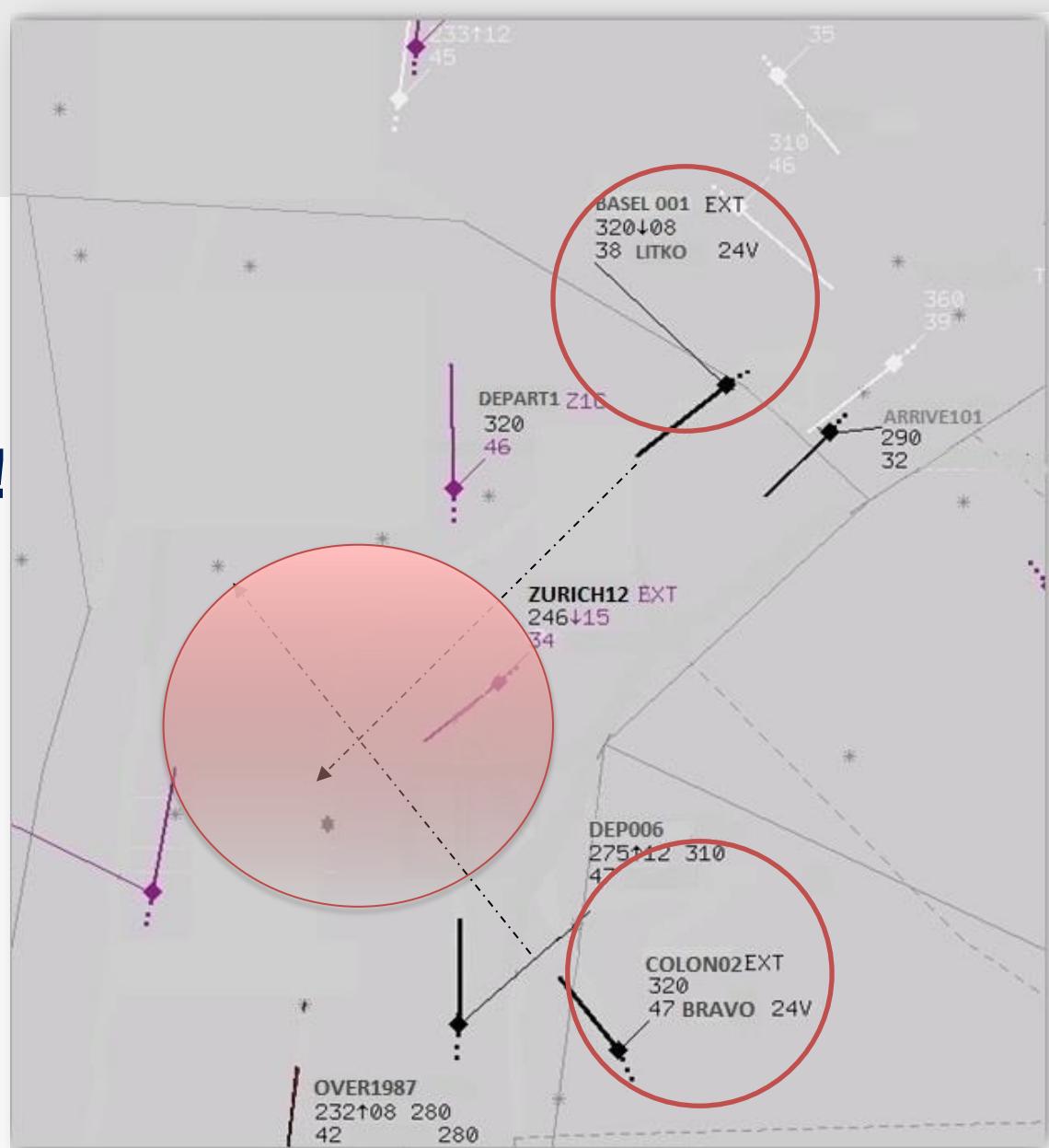


**To enable ATCOs to do so – transfer from SEC3 to SEC2
is restricted to FL320 or lower.**

work as imagined <>
work as done

2. What our airspace planner thinks I do

Result: a planned conflict !



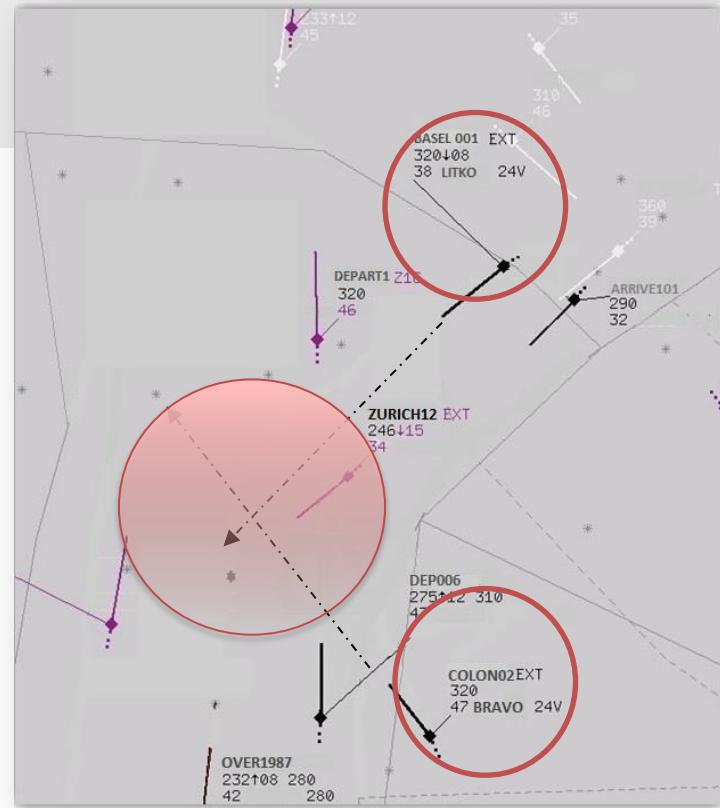
work as imagined <>
work as done

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.***

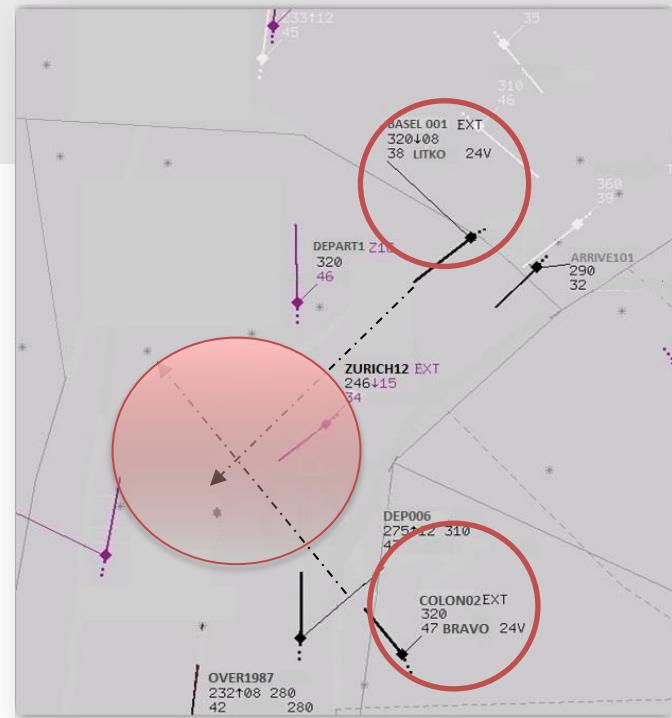
***They have to descend because they want to land at
aerodromes nearby.“***



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“)

work as imagined <> work as done

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?



work as imagined <> work as done

ERIK – can you help us?



© Peanuts