

Supporting
European
Aviation



All together now

Tackling Network issues in S2019

Network Manager Operations Centre
April 2019



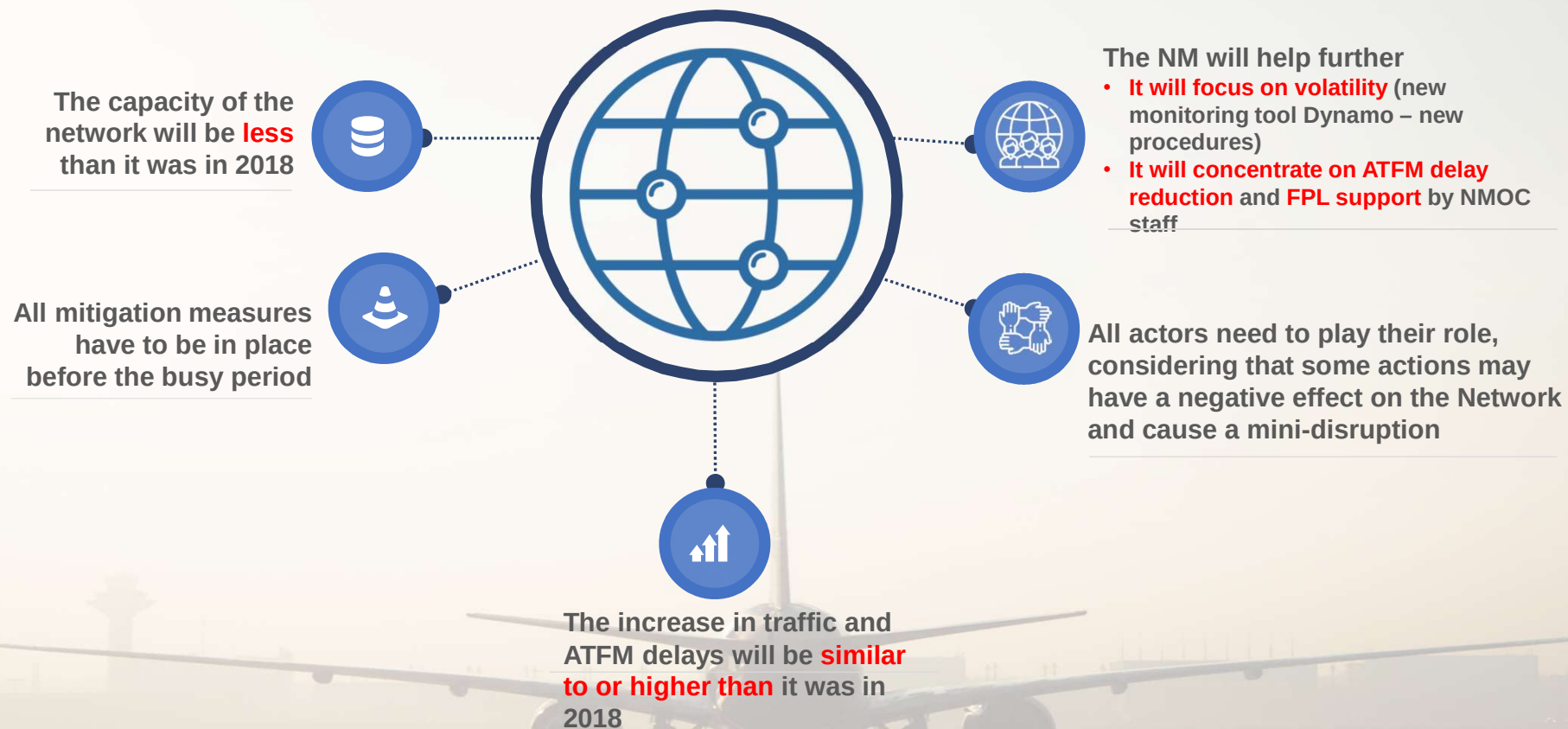
NETWORK
MANAGER



All together now...

tackling Network issues in S2019

KEEP
CALM
AND
STICK TO
THE PLAN



1

Summer 2019 is expected to be similar or worse than 2018 in terms of ATFM delays. Delays are expected to be high (despite the mitigation plans) and widespread across the Network, with high peaks in Central and SW Europe, mainly due to staffing issues and high traffic demand concentrated in the same flows.

2

Apart from ATFM delay, traffic volatility was the main Network issue experienced in 2018, caused mainly by the high number of daily ATFM measures (negatively impacting predictability and safety) and by the uncertainty of sector entry times and arrival times at airports.

3

All ATFM delay mitigation measures, agreed and coordinated with all stakeholders, have been in place since 25 April, but the NM needs all actors to collaborate in reducing traffic volatility, enhancing predictability and keeping Network demand stable.

4

The NM has a number of operational and behavioural requests for each group of 'actors'. All actors are asked to follow the recommendations in this document. **If we all work together, doing the same thing, the Network will gain in stability; predictability will be enhanced and decisions on ATFM measures will be effective.**

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What we ask dispatchers

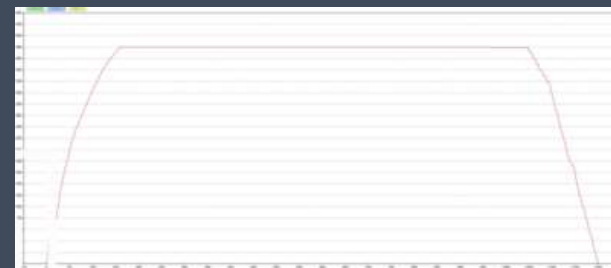
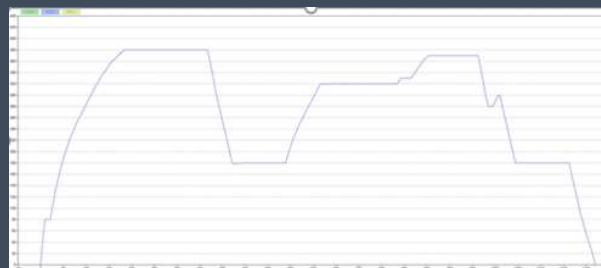
- **File reliable FPLs**, paying particular attention to:



✓ Cruise flight levels (RFL)

✓ Taxi-times

- Avoid YO-YO vertical profiles in FPLs in trying to avoid an ATFM regulation. If you do plan yo-yos, it is likely that you will not avoid delay, but you will cause traffic overloads in the lower radar sector - or contribute to a new ATFM measure (that you will then be subject to). If you file a FPL to avoid a regulation, then ask pilots to comply with the planned vertical profile – *there is new software available to FMPs and Airspace Users to catch flights which do not comply with FPL/route or FL.*



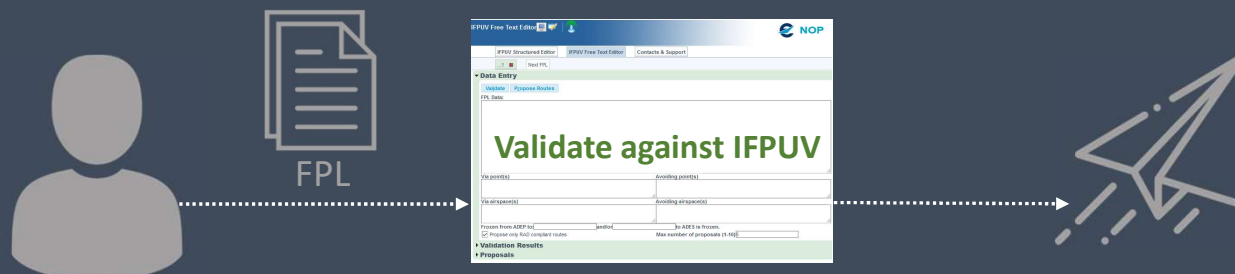


What we ask dispatchers

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Do

- **Avoid sharp angles routes** if you are unable to find direct routes ... but ... rather ask NM IFPUs staff to help you finding the best possible RAD compliant alternative route!!
- Use IFPU FPL Validation (IFPUV) in the NOP Portal to test your FPL before sending it to IFPS.



✓ Benefits: Network predictability and a reduction in IFPS violations

- **Keep EOBT updated**, do not be afraid of receiving a new slot, you will still be able to use the e-Helpdesk.





What we ask dispatchers

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Make correct use of the e-Helpdesk

Do

- Use the e-Helpdesk instead of telephone coordination.
- Follow operational procedures for any flight request.
- We remind you that the FAM parameter after NM23 release is reduced to 20 minutes.
- Keep EOBTs updated at all times! Do not let your flight get suspended by the NM!

Don't

- Do not submit double/triple requests for the same flight, as only one will be considered (unless you receive a different CTOT from the first e-Helpdesk request you entered in the NOP); all the others will be rejected automatically by the system (NM 23 release).
- Do not submit a request if your flight has the average delay for the most penalising regulation.
- Do not send a request more than 2 hours before the EOBT of the flight concerned, as the request will not be considered by the e-Helpdesk software (this is a new feature).

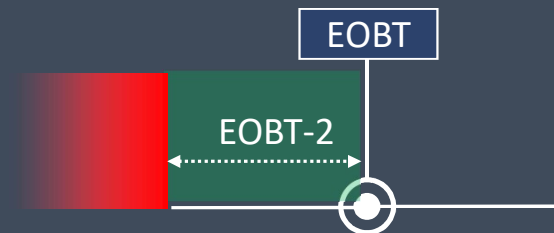
FAM

NM23

~~25 min~~ > 20 min

EOBT

EOBT-2





What we ask dispatchers

- ✓ **Restrict your calls to the AOLO hotline** only for '**critical**' flights; the e-Helpdesk remains the number one option for help.

AOLO general queries phone number: +32 (0)2 745 1992

Aircraft Operator hotline phone number: +32 (0)496 560 300

Examples of qualifying reasons for calling the **AOLO hotline**:

- *Flights in emergency situations* where NMOC assistance might be needed;
- *Flights delayed and at risk of FPL cancellation* due to crew duty times;
- *AO needing assistance to urgently contact airborne flights* or needing to know the position of aircraft they are not able to contact;
- *Special medical flights*;
- *Flights at or close to a holding point* receiving SRMs due to DPI messages (if these cases are not already being dealt with by TWR/FMP in coordination with NMOC);
- *Exceptional Aerodrome or ACC conditions* causing delays that push flights into critical night curfews;
- *Priority of re-positioning* of diverted flights;
- *Flights severely impacted by meteorological phenomena*.

- ✓ Use the **AOWIR** enhanced functionality, available from 26 April onwards.

AOWIR YouTube Tutorial Links

NOP Tutorial : I want to reroute my flight. **Part 1: Test options**

<https://www.youtube.com/watch?v=27cfrMN5nIA>

NOP Tutorial : I want to reroute my flight. **Part 2 : Apply functions**

<https://www.youtube.com/watch?v=TCZErM6b2RQ>





What we ask pilots

Do

- **Maintain FPL route/vertical profile (even with a YO-YO flight)** unless a deviation is caused by WX phenomena, ordered by ATC or for a technical reason.

Don't

- **Do not ask for direct routes!** Entry times in sectors and arrival times at airport will be jeopardised if you do so: time volatility makes for a loss of predictability!
- Do not call the NMOC e-Helpdesk from your cockpit: ask your OCC to do it (unless you are simultaneously the dispatcher, handling person and the pilot ...).

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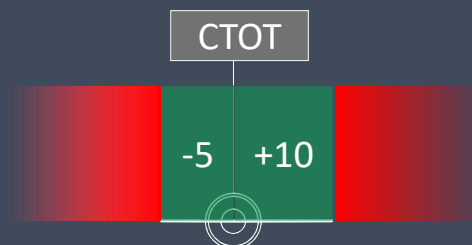


What we ask ATCOs

(Tower)

Do

- Respect the CTOT slot tolerance window



- Make an effort to send REA to NM as requested by the pilot.



Don't

- A-CDM TWRs should not request STW/DTW just for comfort: let us work on individual problem flights rather than all departures.

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What we ask ATCOs

(ACC)



Do

- Check the final requested flight level in FPL.
- Ask pilots to **Confirm able for filed Flight Level** (thanks to FABEC for phraseology).
- Refuse a level change (different from RFL) requested by pilot if not justified by WX phenomena, ATC or for another technical reason.

Don't

- Do not give shortcuts* (**see NOTE**), unless necessary for ATC reasons. They will cause time volatility and a loss of predictability in a radar sector downstream or at a destination airport.
- Do not propose flight level changes, unless needed for ATC reasons or if you know the impact downstream.



In general, do not deviate the flight from the vertical/geographical profile as filed in the FPL, unless required to do so by WX, ATC or for a technical reason.

* NOTE: obviously not valid in FRA (Free Route Airspace)



What we ask FMPs

Do

- Consider suggestions from NMOC staff for resolving an issue.
- Provide NMOC with reliable sector configurations & capacities at all times (D-1 and tactical day).
- Apply recurrent ATFM measures at D-1.

Don't

- Do not just present your solution, but rather tell us what the problem is. Solutions will be agreed according to the CDM principle (NF IR 677/2011 and NF IR 123/2019).
- Do not ask for a regulation if the sector configuration has not been updated correctly in ETFMS, i.e. the actual sector configuration must be active. Please work towards B2B.
- Do not wait for the tactical day.



What we ask FMPs

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Don't

- Do not wait until the last minute to contact NMOC for a new ATFM measure or any other necessary modification. When requiring major changes to the plan (e.g. because of ATCO sickness, major traffic shifts etc.), tell us in advance. We can apply the options in our SIMEX (simulation tool) and transfer the best final solutions to TACT in one go. **This makes for reduced volatility, optimises capacity and enhances AO planning.**



- Do not ask for ATFM measures to resolve a peak in occupancy counts expected to occur hours later; this option is mistaken.
Use different ATFCM techniques instead (e.g. MCP or STAM).
- Do not use TACT to test ATFM regulations or just to guess what the outcome could be.
Use the TACT SIMEX instead!



What we ask FMPs

Do

- Use STAM/MCP to resolve isolated demand peaks.
- Tactical Scenarios should be applied respecting the EOBT/TOBT of flights. Absolute minimum parameter **OBT +120min.**
- When deciding about the duration of an ATFM measure, NMOC flow staff's opinion has to be taken into consideration. Frequent ATFM measure changes, decided by the FMP without considering NMOC's opinion, was the main reason for traffic volatility in summer 2018, causing further unpredictability and ATFM delays.

Don't

- Avoid standard ATFM measures, you are going to penalise many more flights than is necessary!
- Do not contact NMOC (phone, e-Helpdesk) to ask for slot improvements on behalf of AOs, unless the need for slot change is dictated by TWR sequencing or flights taxiing with slots expiring. In any other case, tell AOs to use NMOC e-Helpdesk.

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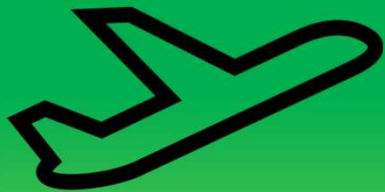
What we ask FMPs

Do

- Use the new CHMI tool to detect volatility (Dynamo) and report discrepancies causing sector over-deliveries to NM post-operations.
- Detect non-standard (non RAD-compliant) advisory re-routeing in the pre-tactical phase and coordinate with NMOC. We can suspend the RAD restriction to optimise available capacity on the tactical day.
- If you spot a RAD measure (any or part of an eNM-ANSP plan) forcing flights into bad WX, report them to NMOC in sufficient time for its possible suspension (possibly in the pre-tactical phase).
- Use the new e-Helpdesk connection with NMOC to ask for **slot extensions**, **slot improvements** or an **EXCLUSION** from the ATFCM measure. This will reduce the response time versus telephone as your queries will be differentiated from AOs' requests.

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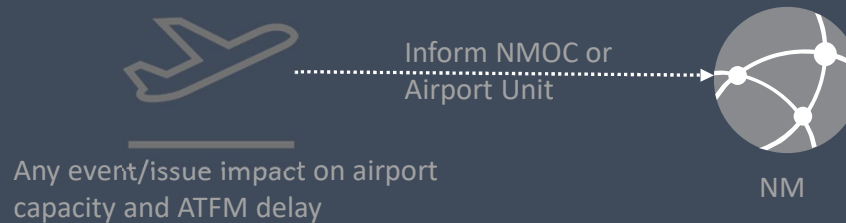
What we ask Airports

Do

- **A-CDM airports:** operate within agreed data updates and procedures and keep the A-CDM tool up-to-date at all times.



- Keep your plans updated in the Airport Corner, including changes to planned/unplanned events at D-1 and the day of operations. The Airport Corner has proved conclusively that it is useful to have this information from airports, especially when capacity will be affected.
- Inform the NM Airport Unit or Network Operations of any possible expected event/issue that might have an impact on airport capacity and trigger ATFM delay.



The NMOC contribution

We focus on reducing volatility and reducing ATFM delay

- NMOC is a service provider; our staff are there to help you! But there are situations when a slot improvement is not possible because there is no additional capacity either in the sector or at the airport (in this case, the slot lists are full or blocked). The TRP (ETFMS True Revision Process) constantly looks for slot improvements. If an improvement becomes available, it will be allocated promptly, prioritising flights with REA status.
- NMOC flow staff takes control of these technical parameters (endorsed by NDOP22):
 - ✓ Window width
 - ✓ Shallow/deep rectification
 - ✓ Pending rate
 - ✓ Regulation Duration: Decision still based on CDM principle. The opinion of NMOC staff shall be taken into consideration by the FMP.
 - ✓ Supplementary rate: Decision still based on CDM principle. The opinion of NMOC staff shall be taken into consideration by the FMP.

Improvements

- We **reorganised the flow management** part in NMOC
 - ✓ Staff fully dedicated to e-Helpdesk
 - ✓ Removing CASA geographical split when the situation makes it necessary
 - ✓ 1 additional CASA pox per shift all S19 when possible
- **e-Helpdesk enhancements**
 - ✓ Queue and query management
 - ✓ Access for TWRs, FMPs - prioritised
 - ✓ Response time reduction if via e-Helpdesk
- **Automation FMP-NMOC**
 - ✓ B2B connection with MUAC, DSNA, Skyguide, DFS for ATFCM coordination.