



EUROSS observation results 2012



Eurocontrol Routine Observation Safety Survey (EUROSS) is a on-going method that records the everyday operation actions (behaviours of controllers) that contribute to the performance of operational system. The objective of EUROSS is to measure the frequency of previously identified best practices. The campaign has been set up jointly by ATCOs and management to look for best practices and subsequently proactively improve safety by reinforcing them, exposing hidden safety issues and avoiding undesired incidents. The following results have been compiled from 154 observations conducted from January through August.

A=Always, F=Frequently, I=Infrequently, N=Never

| System | A | F | I | N |
|----------------------------------------------------------------------------------------------------|--------|-------|------|-------|
| eBriefing completed | 74,4% | | | 25,6% |
| Headings / DCT inputs made accordingly | 96,1% | 1,9% | 0,6% | 1,4% |
| MFS settings checked | 40,3% | | | 59,7% |
| Full and correct readback received | 93,5% | 6,5% | | |
| Use of sensible ROC / ROD (< 3000 ft/min) | 98,7% | 1,3% | | |
| During the shift | | | | |
| SUP confirms with EC/CC about (de-)collapsing | 87,1% | 3,2% | 6,5% | 3,2% |
| SUP presence is felt | 65,7% | 20,9% | 8,5% | 4,9% |
| Changes to OSDR are communicated | 92,0% | | 4,0% | 4,0% |
| OSDR page 70 is up-to-date | 72,7% | 14,9% | 7,8% | 4,5% |
| On-screen-displays up-to-date (maps, TRAs, CBAs) | 100,0% | | | |
| Efficient position planning (no musical chairs) | 88,3% | 6,5% | 3,9% | 1,3% |
| Handover is safe and organized | 87,8% | 9,1% | | 3,1% |
| Controllers are not distracted by external sources (newspapers, iPhones, discussions, noise, etc.) | 73,4% | 17,5% | 9,1% | |
| Teamwork | | | | |
| Good team spirit | 94,8% | 5,2% | | |
| Professional working atmosphere in sector | 95,5% | 4,5% | | |
| Professional/respectful towards pilots | 98,7% | 1,3% | | |
| CC warns EC verbally about conflicts | 86,6% | 13,4% | | |
| CC uses VERA to pass conflicts | 89,1% | 4,9% | | 6,0% |
| CC coordinates precisely with external sector | 84,4% | 15,6% | | |
| CC coordinates precisely with internal sector | 81,2% | 18,8% | | |
| CC identifies him-/herself with sector ID | 4,6% | 11,8% | 2,7% | 80,9% |
| Controllers use English in radio and telephone coms | 81,2% | 17,5% | 1,3% | |

Recommendations:

Overall the results from the observations were positive, including quite a few improvements from last year.

The following recommendations were made during the discussion of the results:

1. With the introduction of the eBriefing, the reading of the briefing information has drastically improved. But there are still about 25% either not reading it or reading it late. This still needs to improve.
2. Teamwork in general within the sector and sector group is outstanding (over 90%) according to our findings. We will have a look into inter-sector procedures and atmosphere in the upcoming season.
3. One disappointment was the lack of use of sector ID when identifying yourself on the telephone (MATCOM 6.3.1.1). Over 80% either did not mention anything or used some funny greeting (i.e.: "Hello", "Maastricht", "Yes, please", "go", "Yo").
4. There was an improvement in the checking of MFS settings (40% compared to 22%), but still not enough!
5. The newly introduced CSS has been performing well so far during observations. The OSDR page 70 has been kept up-to-date (73%), changes have been communicated (92%) and configuration changes coordinated (87%). While on-screen displays were always up-to-date, the feeling of distance between the controllers and SUP staff grew. Prior coordination is required for the use of direct routings that cross adjacent sectors.
6. Prior coordination is required for the use of direct routings that cross adjacent sectors.

If you have any comments, suggestions for the future, or would like to join the EUROSS team, please contact us! marco.kuelgen@eurocontrol.int, ralf.hoelscher@eurocontrol.int