mind the gap!
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 …
What my mom thinks I do …
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 ....
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**.

**CFG123** descend FL250 to be ARPEG at 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 …

1. clearance:
„CFG123 descend FL300“

2. clearance:
„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.

CFG123 descend to reach FL250 at ARPEG at pilot‘s discretion!
work as imagined <> work as done

ERIK –
its 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**.
2. What our airspace planner thinks I do

„LFSB inb … CHARLIE … at FL240“
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“
To enable ATCOs to do so – transfer from SEC3 to SEC2 is restricted to FL320 or lower.
2. What our **airspace planner** thinks I do

**Result:**

a planned conflict!
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.“
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
work as imagined <> work as done

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?