

Improving Safety through better Communication

Importance of Communications

- There are 2 Runway Incursions everyday somewhere in Europe



Communication problems are the most common causal factor in Runway Incursions

Importance of Communications

- There are an estimated 10 Level Busts per day in Europe
- 1 in 10 Level Busts results in a loss of separation <1nm



Communication problems are the most common causal factor in Level Busts

ALL CLEAR ?

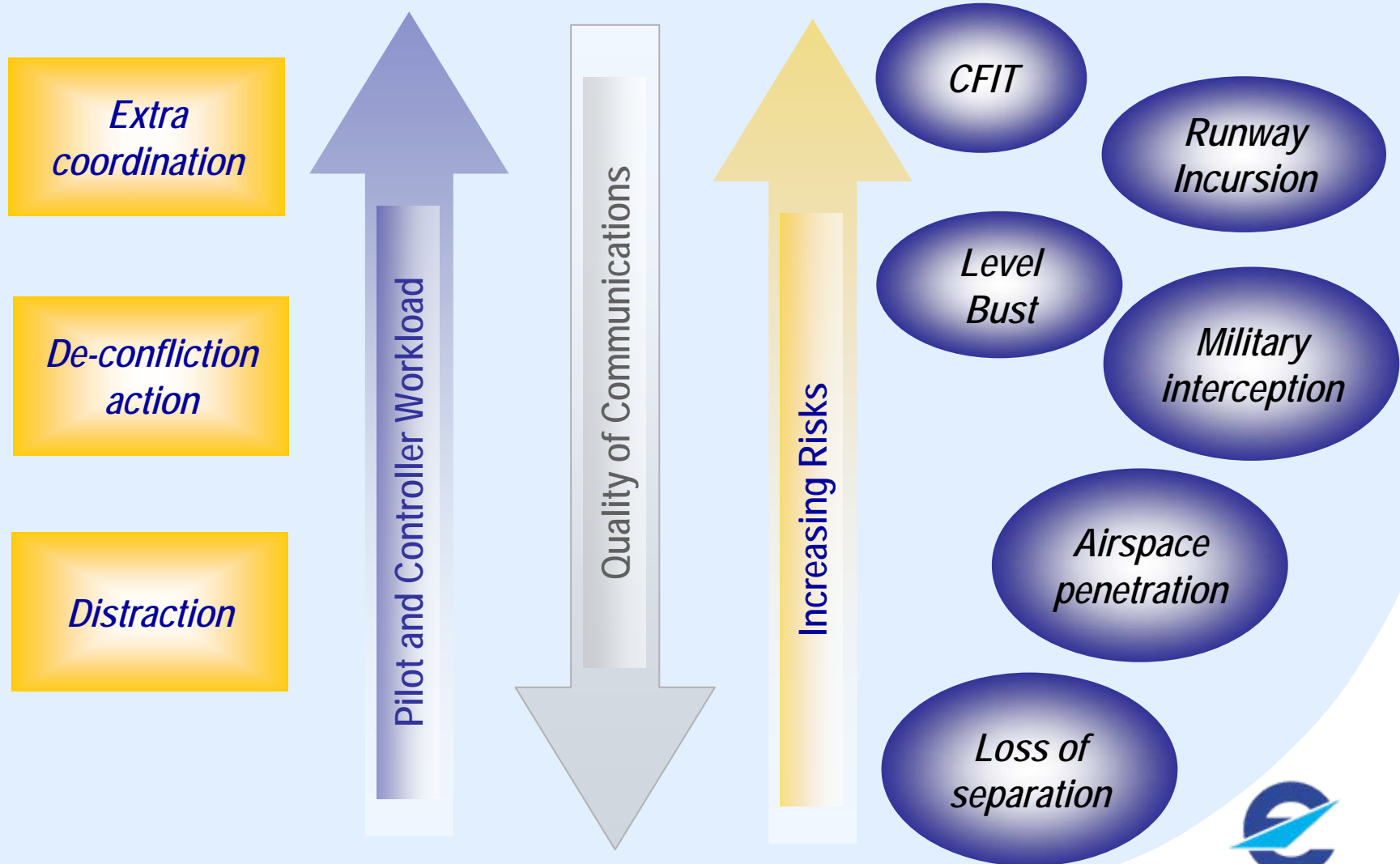


ALL CLEAR? VIDEOS

Four short films to be discussed

1. Call-sign Confusion
2. Radio Discipline
3. Blocked Transmission
4. Loss of Communication

Importance of Communications



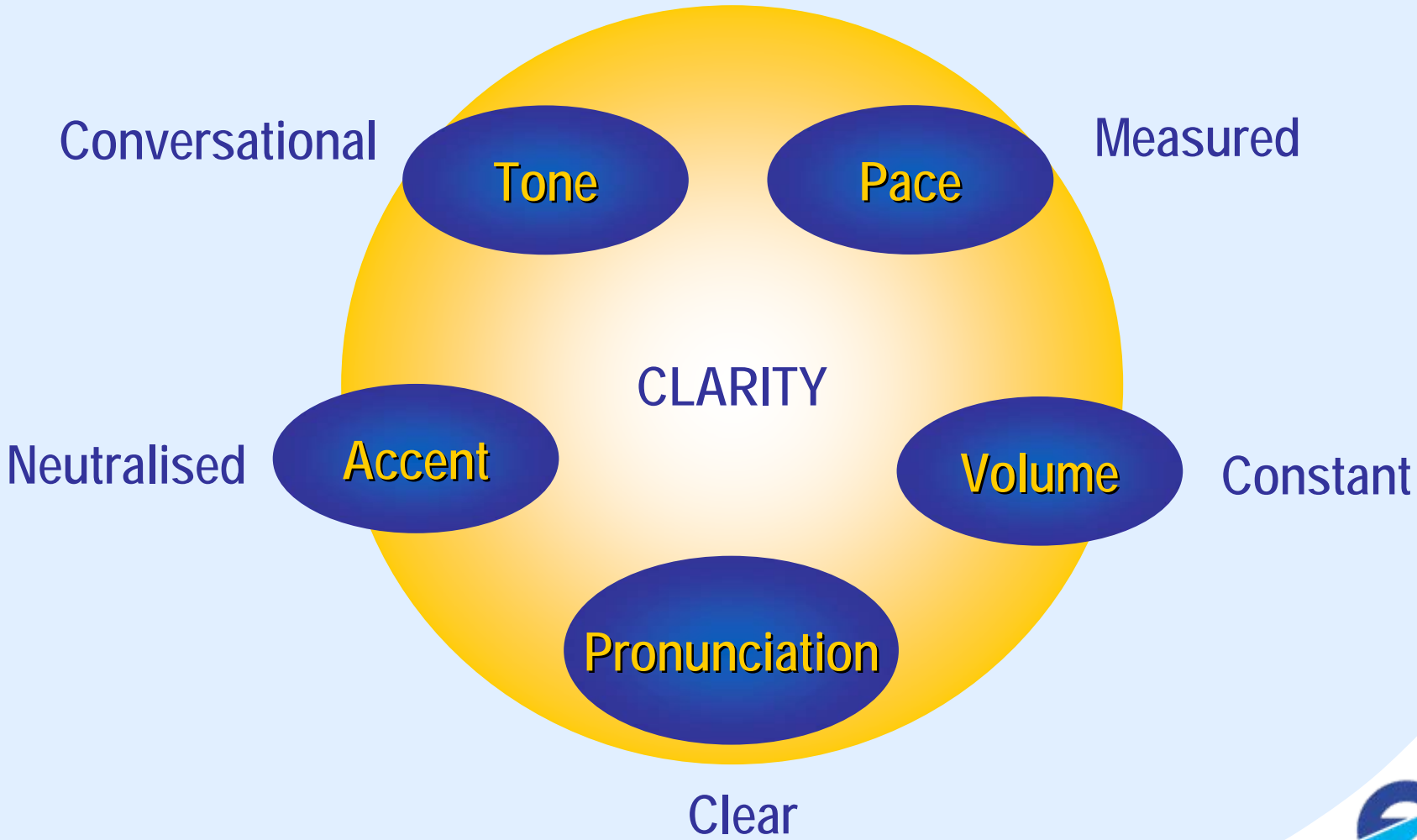
Making ourselves understood

The Communication Loop:

Read-back and hear-back errors account for over 30% of identified communication problems.



Communication Performance



Communication Performance

Avoiding Ambiguity:

Use Standard
Phraseology

- Do not read-back clearance as a question
- ASK!

“Say again for Alert123”

What, Where, When?

*“To Paris 121.3
Unsure789?”*

*“She did say left onto
240, didn’t she?”*

*“Was that FL 140
for Distracted123?”*

Avoiding Ambiguity:

Call-sign Confusion is a major reason for aircraft taking the wrong clearance

- Do not clip transmissions
- Always use full call-sign unless instructed by ATC
- Always inform if potential call-sign confusion identified

Loss of Communication:

Frequency changing is a major catalyst for loss of communication

- Do not combine frequency changes with any other clearance
- Pause before switching frequencies – listen for corrections to read-back
- After selecting new frequency pause before speaking
- Monitor 121.5
- Return to previous frequency when necessary

Blocked Transmissions:

Number of incidents increasing

- Avoid pausing in the middle of a message
- Do not release press-to-transmit switch before finished transmitting
- Be alert for your own call-sign

Communication Performance

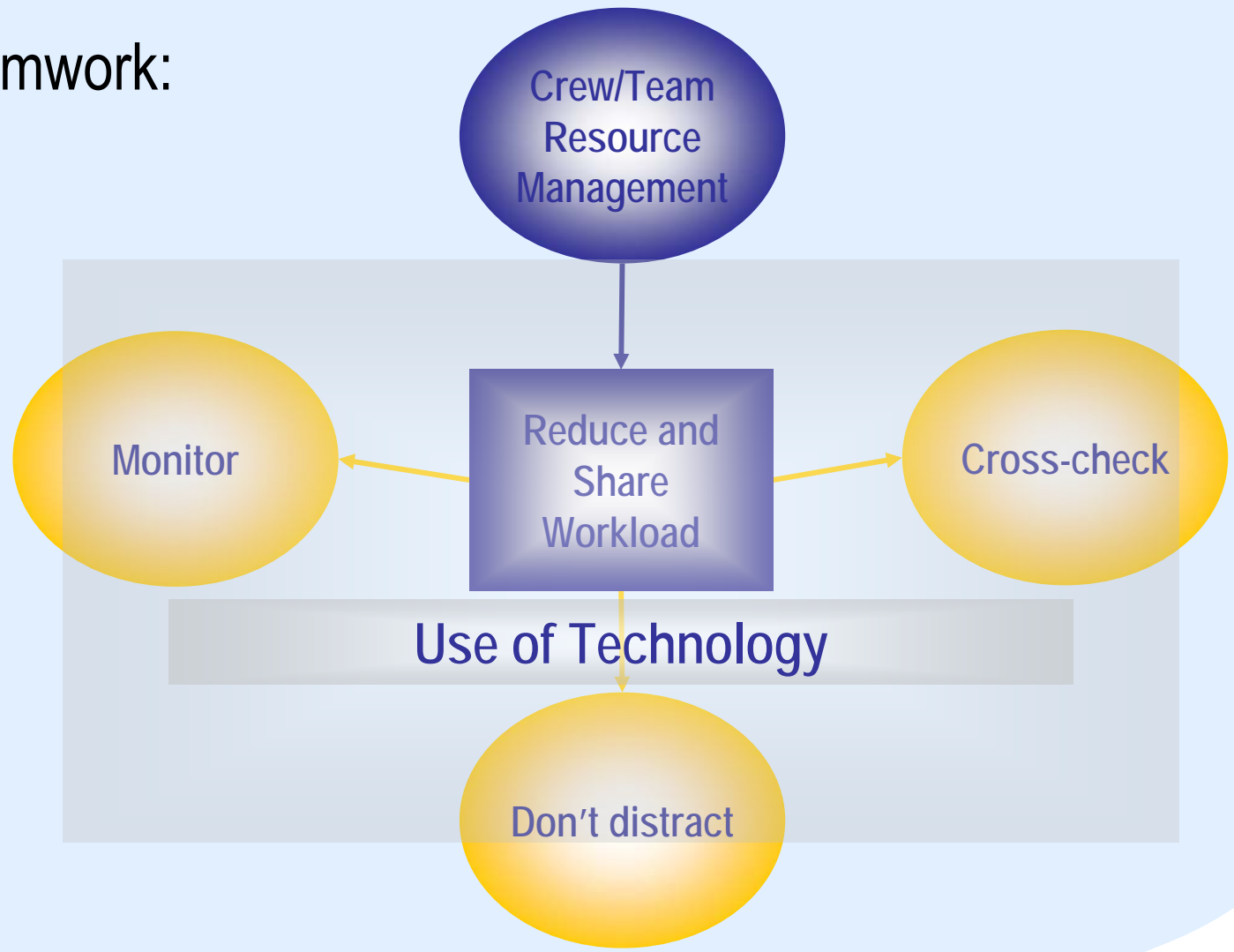
Effective Listening:

The Communication Loop



Communication Performance

Teamwork:



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More

Visit the ALL CLEAR? Web site!

www.allclear.aero

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is that...

ALL CLEAR?

if not

ask a question!

Top 5 Tips for Pilots:

- Do not read back clearances as questions
- Check R/T if there is a prolonged break in activity on frequency
- When reading back a conditional clearance, state the condition first
- Set the clearance given, not the clearance expected
- If you are unsure - always check

Top 5 Tips for Controllers:

- Frequency changes should be kept separate from other instructions
- Avoid issuing more than two instructions in one transmission
- If it is urgent – sound urgent
- Avoid distractions – especially the telephone
- If you are unsure - always check