

OUTPUT

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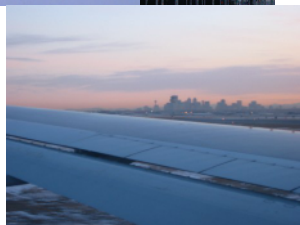
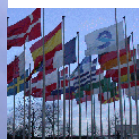


OUTPUT - the EUROCONTROL Guild's publication of Air Traffic Control



IFATCA 2003

The ABC reports of the Buenos Aires Conference



AGM 2003

The members meeting

GFL 2003

A cold experience



RISC Group

Is there any risc?



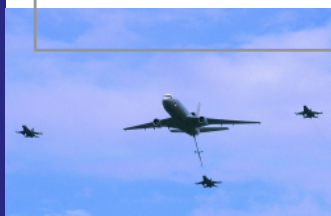
Corporate Culture

Just a nice word?



Executive Board 2003

Some new faces



Short Stories

Some good fun



NEW members of the Executive Board



Hello, my name is Sarah Marsden, I am a new member of the Executive Board, elected in March 2003. I am slowly finding my way at the moment. I will be helping out Martin Norris with the membership responsibilities and I will also be assisting with the E-link/website. I arrived at MUAC in April 1999 as a conversion controller and am currently a controller on the Hanover sectors. I defected from the UK where I was an area controller at LATCC from 1992 until 1999. I am also a member of the RISC working group, which examines incidents here at MUAC to determine contributing factors and to make subsequent recommendations.

I am new on the executive board of EGATS. Joining the board was always something, I wanted to do. This year I have the time and had the chance to stand up for election, - so I did. I hope to make my self useful in the board and to help Max and Inge in the professional and technical committee as much as possible. In 1979 I started in the RNAF. I worked tower and approach control at Volkel. I joined Eurocontrol in November 1985. Today I'm working in team B3 as senior controller. I'm happily married since 1986 to my wife Monique. We have a daughter (16), a son (14) and a dog called James.



Hi, my name is Kris Vermeiren, I am Belgian, and started training in the Hannover sectors in 1988 as an ab-initio 8 student. After being fully qualified for 10 years, I went to work for the CEATS programme in the CRDS in Budapest as a Human Factors Expert. For training I also stayed a couple of months in the EEC in Brétigny, the older sister unit of the new CRDS. Now I have moved back to our UAC where I work in the Airspace Information Section of OPS, formerly known as Local Systems Implementation Section.

Having had a look over the UAC's walls, I realise that it is important to maintain contacts with other units and to keep looking at studies and programmes that are less known in-house, which was my main reason for joining the Guild. My previous and current posts direct my interest both to Human Factors issues and Technical and HMI matters. My interests outside work are music, travelling and photography. See you!



Martin Norris
Exec.Secretary



Ralf Zech
Office Manager



Inge Vander
Eyken
Vice-President



Max Bezzina
Prof. & Tech.
Committee



Paul Hooper
Treasurer



Patrik Peters
President

EGATS ... works



... with a new Executive Board

Dear members,

It was with disbelief and sorrow that we reacted, when we heard about the death of our colleague Glen Ralston, who died totally unexpected at the age of 34. Our feelings are with his loved ones who are left behind and have to live with this tragic loss.

Following our Annual General Meeting end of February we continued our work with a new Executive Board.

It was time to say good-bye to three of our members who gave room for some fresh "blood" in the board.

Before welcoming those, I wish to thank the leaving members once more for their contributions to our association. Claudia D'Amico, Luc Staudt and Jos Haine did a good job and helped in a smooth operation of the Guild - everybody as much as they could and in their different domains. Thank you very much!

The three replacing board members are Sarah Marsden, Kris Vermeiren and Robert Van Zutphen. You will find their introductions on the opposite page. Welcome to the Executive Board!

Following their entry, we re-organised the work amongst us.

Main changes are:

Inge Vander Eyken handed over the Chair of the Professional Committee to Max Bezzina. She will now relieve me of some work and function as the Vice-President.

Max will combine the function of the Professional Committee Chairman, assisted by Inge, with those of the Technical Committee Chairman.

Kris Vermeiren as newcomer will make use of his knowledge in assisting Max in this task.

Robert Van Zutphen will also strengthen this team by providing some more "senior" input.

Martin Norris is our new Executive Secretary and will during the coming months introduce Sarah Marsden into the Membership Secretary business.

As mentioned during our AGM, we are happy to announce having moved our EGATS office into the temporary containers. In future you may visit us in room T110 - still a long way to go, but much better than the previous quarters. This new office and the received missions for the attendance of the IFATCA conference as well as the 30 days of Special Leave for the EB for 2003 are to be seen as a sign of appreciation from EUROCONTROL for our work done in the past year. It shows to us that our work is being recognized.

It is appreciated by the Executive Board and our members and we hope to be able to build on that for the future!

Patrik Peters
EGATS President



42nd IFATCA 2003 International Conference Buenos Aires 17th- 21st March



Buenos Aires, with eleven million inhabitants one of the worlds largest cities, - capital of Argentina, the 2nd largest country in South-America and the No.8 world-wide - welcomed us with 28° Celsius and a light breeze from the Rio de la Plata, the widest estuary in the world.

Buenos Aires is the capital of the tango and the football, of the gaucho and the "asado".

It is known as the most elegant city in South America; its architecture represents the heterogeneity of its people, the so-called "porteños" (inhabitants of the port).

This city and our colleagues from ACTA, the Argeninian ATC Asociacion, made us feel like at home for one week.

Residing in the Sheraton Buenos Aires, close to downtown and the docks with plenty of things to do in a very limited spare time, it was a shame not having been able to enjoy more of this truly wonderful country.



What turns out to be advantageous for us as tourists is disastrous for the Argentine people. Having organized an international event like this IFATCA conference under these circumstances was an outstanding job. We were amazed by the smooth running and the dedication of our host-association.

Having revised our policy with regards to attending the IFATCA conferences , we reduced the delegation this time to 5 delegates including one "new-comer".

Participants:

Patrik Peters - Director of Delegation & Committee A

Philippe Domogala - Committee B

Inge Vander Eyken - Committee C

Max Bezzina - Committee B/C

Robert Van Zutphen - "Newcomer"

As already discussed at this years AGM - the aim of this different approach was to ensure that the work is done, but also reduce the burdon on the EGATS budget as we are facing increasing costs from year to year. Being massively hurt by the world-wide economic crisis, airlines are not as generous anymore as in the late nineties with regards to giving away free or reduced fare tickets. On top of that and being a negative effect of an increasing IFATCA membership, the conference hotels need to be sufficiently big to allow for this kind of conference. As a consequence of this, the organizing committee has to rent hotels equipped with a big conference centre and therefore accommodation and registration costs are raising. Mentioning this, I would like to thank EUROCONTROL and thus Mr. Aguado and Mr. Vandenbroucke for their highly appreciated support, both in granting time-off and financially, as we were given 5 missions (accommodation & daily allowances/excl. travel) to attend this event.

This support is being recognized as a sign of appreciation for the work done by EGATS, both inhouse as well as internationally through our input in IFATCA.



A country though that is seriously hit by an economic crisis. Currently the Argentine Peso is only worth a third of what it used to be just one year ago.



42nd IFATCA Conference



Committee A - Administration

by Patrik Peters

Chaired once more by Shazzard Mohammed from T&T (Trinidad & Tobago) this committee dealt with the issues of administration, the Constitution and Bye-Laws, including all applications for professional and honorary associate membership, termination of membership, budgets, the election of IFATCA officers, approval of future conference venues, public relations and other related subjects.

No new applications!

For the first time in the past years we this year did not receive any applications for membership to IFATCA, - probably also a sign of the time as many of the remaining countries are facing serious economical problems and not being able to afford a membership in IFATCA.

The membership of the association of Thailand unfortunately had to be terminated, because they repeatedly did not pay their fees. Although many attempts were made, the Executive Board of IFATCA failed to establish contact with this member.

Membership categories

A series of improvements, were set into force to allow less privileged member-associations to more actively participate in the IFATCA work. The creation of a travel assistance fund and a revision of the membership categories were some of these changes. Membership for example is divided into 3 categories and associations are according their economical situation entered into those categories. For each category different membership fees and inflation factors apply.



For category 3 for example - an inflation factor of max. 2.5% will be applied only every 2nd year.

Spanish as 2nd language

The Spanish speaking league of IFATCA forwarded a request to add Spanish as a second language to the existing English language for publications and conferences. As this seemed a too costly exercise and would also open the discussion on other impor-

tant languages to be added, it was finally turned down.



Elections:

Deputy President
Gabriela Logatto (Arg.)

EVP Technical
Andrew Beadle (Australia)

EVP Asia-Pacific
David Cheung Kwak-wai (Hong Kong)

EVP Africa Middle-East
Albert Taylor (Ghana)

EVP Finance
Dale Wright (USA)

The Controller-magazine

IFATCA's publication - the Controller - is still facing financial problems. During last year it was not possible to implement all changes that were discussed last conference. The aim was to attract more companies to advertise in the magazine as well as finding more sponsors. It has been decided now that a professional publication production company be tasked with the production of the magazine. IFATCA will continue to provide the articles etc. but layout, editing and printing will be done by this company. It is expected that the Controller will come up into the "black" figures again within the next two years.

Promotion Video

IFATCA will produce a video to promote the profession of air-traffic-controllers. A first version shall be available in October 2003.





42nd IFATCA Conference

Committee B - Technical

by Philippe Domogala

The working sessions of Committee B were very well attended and interesting. The aftermath of the Ueberlingen collision largely dominated the debates. Two very interesting presentations were given by Christoph Gilgen and Tom Laursen from Skycontrol (Swiss ATC Association). One additional presentation given by Capt. Miguel Marin (IFALPA) dealt with the problems associated around TCAS. A working-paper on the interactions between ATC and TCAS made by me also generated a long discussion. The result is that SC1 (the technical committee of IFATCA) will develop policy on the 3 following subjects with regards to TCAS :

- 1.) Is it wise to pass traffic information after an RA is reported to us?
- 2.) Should IFATCA support the idea of downlinking RAs?
- 3.) Should IFATCA support the idea of advising controllers to issue turns instead of climb/descent clearances when issuing deconflicting situations very late.

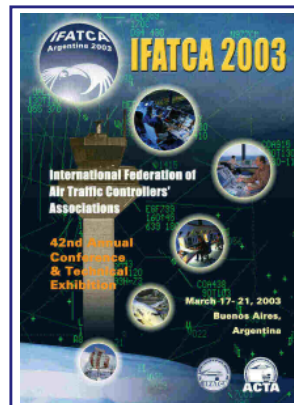
Akos van der Plaats (The Netherlands) was elected Chairman of SC1, the standing committee dealing with different technical questions within IFATCA. As the representative to the IFALPA ATS Committee (the equivalent in IFALPA, the Pilot's International Federation) I am de facto member of that committee meeting twice yearly.

Another subject of direct interest to us is **data link** (with the come-back of the PETAL successor). IFATCA is very much against the use of FANS1/A (ACARS) for ATC use in dense airspace. There are many valid reasons for this. ICAO has SARPS (Standards And Recommended Practices) for data link called ATN.

But ATN compliant material is expensive while ACARS is already installed in many aircraft. Therefore there is pressure put on by Airlines and ATS service providers (mainly the FAA and Eurocontrol) to use ACARS for data link. Australia is also very much in favour of ACARS as it is much better than HF radio. Finally a compromising policy pleasing both Australia and the rest of the world was agreed upon and reads as follows:

All implementation of CPDLC (data link) must demonstrate full compliance with ICAO ATN SARPS. However - in oceanic and remote regions, where it can be demonstrated that CPDLC implementation improves controller pilot communications, it is recognized that non-ATN compliant technologies may be deployed during a transitional phase. The ICAO ATN SARPS, and their progressive development form the definitive basis for any future CPDLC implementation.

This policy has an impact on us and EGATS will relay it to the PETAL implementation team in our center.



Mixed-Mode-Operation

In many new technology programmes (RVSM, 8.33, BRNAV, TCAS, Mode S etc.) a number of exceptions are granted by states to airline operators. This results in controllers having to work aircraft with and others without

the required equipment at the same time. This is called mixed-mode-operations.

IFATCA recommends:

In addition to the individual safety case, a system analysis should be conducted at the introduction of each and every technology that might result in mixed mode operations.

ASMT

The policy on ASMT passed, reads as follows:

The system (ASMT) should not be used as a performance monitor for individual controllers.

Analysis of any derived data should be undertaken by appropriately experienced and trained ATM safety experts.

42nd IFATCA Conference



CEATS

The last major debate on this conference dealt with CEATS, our sister center, supposed to cover the upper airspace of parts of the Balkan and central Europe.

Most associations involved reject the Eurocontrol proposals for the creation of the so called Functional Blocks of Aispace (FBAs) following the definition of the EU in the Single Sky document.

FBAs should be created to achieve the expected operational benefits. Legal & social questions must be answered prior their introduction. They also said that the efficient creation and management of a FBA does not necessarily require the physical concentration of the ongoing harmonisation of existing ACCs, especially with regard to the social implications.

They introduced the notion of VIRTUAL CENTRE, meaning CEATS will exist but not in a single building like in Maastricht, but as sectors in already existing ACCs.

Needless to say this is not what Eurocontrol and the EU want.



Committee C - Professional

by Inge Vander Eyken



The agenda for this year's committee C was mainly filled with reports from IFATCA officials and representatives. Information papers giving insight on several topics which SC4 (standing committee dealing with professional matters throughout the year) were tasked to study.

Only one new provisional policy was up for discussion: the **policy concerning ASMT**.

Due to its nature this topic was dealt with in a joint committee B+C meeting and EGATS provided valuable input being one of the few associations with hands-on experience.

The delegates from USA warned us to be very cautious in dealing with these kinds of monitoring tools. Apparently their employer abuses a similar system to reprimand controllers for using too much (!) separation and therefore allegedly not working efficient enough ...

We are convinced that extreme close monitoring of how the ASMT is used in Maastricht will be a task for EGATS for many years to come. We will also continue to provide input to SC4 on further developments regarding ASMT.

Main information papers were presented on: privatization & commercialization, monitoring of the Eurocontrol PRC, developments within FAA, interpersonal relation skills of assessors, institutional framework in ATM, Runway Safety.

Whilst all these topics were interesting enough, they unfortunately did not create the need for a lot of discussion.

Under AOB, Japan made a presentation on the investigation report of a near miss involving 2 JAL airliners and TCAS in January 2001. The two controllers involved have not been allowed to resume duty and a criminal case is being constructed against them. EGATS has requested a copy of the investigation report.

Complete reports and copies of working papers are available through the EB - this is valid for all committees. Please contact us in case you wish further information.



Finally we would like to thank the organizing committee of ACTA and all additional staff for an excellent conference.

The 2003 EGATS delegation.



A truly unique experience!



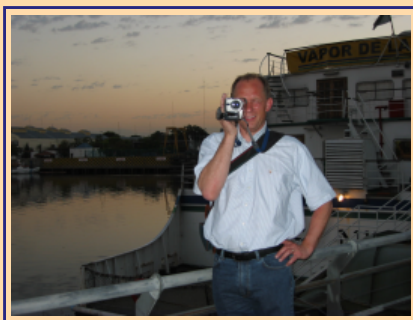
CONGRATULATIONS!



Luc Staudt received the IFATCA award for his excellent work for the federation, especially in liaising with the European Union.

“Luc - we are proud to have you with us! Well done!”

(Luc was unable to attend the conference in Buenos Aires, therefore he received the award out of the hands of the president of EGATS.)



One week Buenos Aires

As most of you probably know, if you read the info bulletin board, I won this year's trip to the annual IFATCA conference. The fact that this conference was taking place in Buenos Aires Argentina made it only more exciting, if you don't count the flying - 13 hours is a long sit even for a controller.

The conference started Monday morning at 08:30 hrs. and “Yes” - indeed they start in time, most of the days they continue till 17:00 hrs. and one day it even went on until 19:00 hrs.. As you see this has nothing to do with controller-working-hours, but everything with handling a quite busy agenda.

As I was the extra member of delegation attending the conference, I had the liberty to visit all three committees. Because of this, I got a good idea on how the conference was running and I have to admit I was quite impressed.

During the conference a lot of subjects are dealt with. Of course there are subjects, where we, as area controllers, are not really affected, but other matters, such as the mid-air collision over Germany last year, data link (PETAL) or data link on ACAS are very much affecting us.

I was surprised on the amount of subjects, having an impact on our work today and in the future, that people are talking about today. Sitting here in Maastricht you think we're running our own show but that's not what it is! A lot of what we are going to do in the future, other people, outside of our little OPS-room environment, decide on today. There you see how important it is to be a member of IFATCA and attend their conferences. IFATCA is there to defend our profession in the world. Talking, discussing and telling these people making the decisions is very important. Only like this different opinions can be exchanged.

The social aspect of these conferences is very nice as well. One evening we went for dinner with 40 controllers, which was not pre-organized but just happened and I must say, this was one of the better nights. In Maastricht we work in an international environment but being on such a conference attended by people from all over the world you really feel part of the international family of air traffic controllers. If you ever get the chance of visiting one of the conferences - I must say, grab the chance! It's really nice and it makes your world again a bit bigger.

Robert van Zutphen

Corporate Culture

Corporate Culture: The new buzz-word

Safety is not an issue.

It is a condition.

Capacity is again the hot topic in the wider aviation community. But within many ATM organisations the highest management highlights the importance of the sum of all values, norms, attitudes and rules that inspire action (or non-action) of the human capital throughout all levels of an organisation: Corporate Culture.

Culture in an organisation defines borders, different in each organisation and often even different in various divisions of an organisation. Employees identify themselves with their organisation allowing participation and commitment. Corporate Culture gives direction to an organisation indicating attitude and behaviour. Every organisation develops a set of unspoken rules, ideas and mindsets that direct the daily behaviour of a group of people. Culture is invisible, not material, difficult to define but at the same time fundamental for the company.



Corporate culture should never be qualified as good or bad. A number of functions of corporate culture are valuable for both the organisation and for its members. Culture intensifies the commitment to the organisation and increases employees' consistency in behaviour. These are undoubtedly advantaged for the company. For the individual it gives direction to how things are done correctly and what is important within a group of people.

But culture can also be dysfunctional, not at least impacting on the efficiency of an organisation.

A culture becomes a danger when the common values do not coincide with the values needed to operate efficiently. This is very probable in a dynamic environment where corporate culture can at certain moments no longer be fit. Consistent behaviour is an advantage for organisations in a stable environment. But it can also be harmful for an organisation and prevent necessary innovation.

Having a positive but also strong culture is considered essential in the creation of an excellent organisation. Significant values are customer awareness, team spirit, result driven actions, innovation, cost efficiency, identification with the organisation and technology.

The stability of an organisation is often expressed in four dimensions:

Support is defined as the degree of empathy, assistance and co-operation between colleagues. **Innovation** indicated the willingness of an organisation to adapt to a changed environment, the degree of supporting change. **Respect for rules** gives an idea to what extent rules and regulations, not necessarily operational wise, are applied and followed.

And last but certainly not least **efficient communication** should be one of the drivers of an excellent organisation.

Corporate culture is the soul of an organisation and it is essential that it supported and carried by the whole organisation, from the very top downwards. No doubt, this is the biggest challenge – apart from safety and capacity – to consider for the coming years.

Luc Staudt



Two reports from the Maastricht GFL-Team - this is Kris Vermeiren's story...

GFL 2003

Neatly organised by the team captain Karl Haegens, the Maastricht Ski Team set off for yet another Golden Flight Level, this time not in the usual month of January, but in March.

The 2003 Edition of the GFL was held in Levi, a small Finnish holiday resort north of the arctic circle. It can be very cold over there that time of the year, and the strictly applied baggage restriction of 20 kg left a lot of the participants puzzled as for what to leave home or what to bring along. On arrival however, the weather conditions appeared to be pleasantly mild, not much under freezing point.

The luggage restriction brought some profit to the Finnish brewery and distillery industry, as the export of alcoholic stock of reasonable cost could only be executed on a scale less large as planned.

The Maastricht Team stayed at the Sirkantähti hotel, which had much appreciated private saunas in the rooms. One member of the team has been witnessed to perform a strangest wake-up



scene after having fallen asleep in the hot sauna. Another remarkable feature of the hotel was the transformation of its largely by GFL participants used dining room into an accordion band dancing venue for the between elderly and aged locals. Incoming aunties were changing from snow-boots to a pair of dancing shoes at the cloak-room.



For GFL participants, the place to be was the Areena, used by the GFL Organising Committee to offer dinners to the teams and to conduct the opening, award and closing ceremonies. It was a partying place, with good live music and good atmosphere. One night an old farmer played on the "singing saw" some stand-

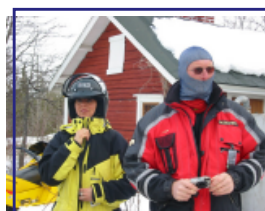
ards that we did not recognise, notwithstanding the fact that he told us the title. But he had a big – and enthusiastic! – audience he never dreamed of before. So as you can see the

place was smoky every night. One night that turned out to be the result of a serious but not much damaging fire.

Both the thirsty and the hungry were taken care of. The debit of drinks and the level of service had not been underestimated and there was a counter with good snacks and bites on offer. But still, every late evening you could see a man driving up to a snowy corner near the Areena, where he was selling burgers and stuff till the wee hours. He was selling to merry crusaders of the night, from within the tiniest mobile snack-shop on a trailer you can imagine. And if you were lucky you'd have a bit of northern light shimmering over this. Very much a thing to remember, but surely not because of the quality of the food.



In the pre-race days, daylight entertainment included a snow-mobile champion giving a stunning demonstration, the unavoidable reindeer show, huskies too, and a very good Finnish version of Janis Joplin. Or how to dance on ski-boots.



But the heart of the matter is of course the area around the finish line on the day of the races. The events were splendidly commented from a PA-tower by the organiser's presenter Matti, in the end assisted by our former Maastricht fellow Kevin Grant. They make a great duo! The party zone had a good view on almost the complete track, that was kept there in permanence for our Giant Slalom and Snowboard races.

The not so hard difficulty level of slope and snow and the complete absence of trees deprives me however from reporting much spectacle. That had been offered earlier that week by the Cross-Country race where there was room for some venturous outfits, by nature of its speed.

Most of the Maastricht Ski Team had decided to go on a snow-mobile safari the last day of the GFL. It turned out to be a sunny and beautiful day as we were track-



ing our miles over the tundras and through the fresh green pine woods on those polar-motorbikes.

Unluckily Ive Van Weddingen had to give up early after a friendly-fire collision. Later that evening we discovered that the Finnish Team(s) did not only do a great job in organising the GFL so smoothly, they also proved to be good skiers as they won most of the prizes themselves.



Was it the sun that shone too much or was it the controller-population originating warmth? On the day we left, Levi was confronted with a relative heat-wave leaving those who came after us with slushy conditions. Time to leave!

Kris Vermeiren



... and here Henrik Spets tells us all about ...



So, The Golden Flight Level...

Looking back, the GFL is hard to put into words, because what we experienced is in our hearts and memories as a great time together with old friends, new friends and loved ones. I believe that everyone has a slightly different story, equally filled with happiness and beautiful memories. This is the part of the Golden flight level I could put into words:

Planning

Karl Haegens our beloved team captain took care of most things as far as I know. He did ask for our suggestions on the design of the Maastricht ski team t-shirts. We failed at presenting something supported by the team, but those of us who followed the criticism on the suggestions put forward enjoyed ourselves thoroughly. One week before final departure we all received an e-mail saying we weren't allowed more than 20 kilos of baggage per person, including skis!!! Some of us got really scared (yours gullible truly). In the end, all went well and we were a happy bunch of controllers going to Finland.

Accommodation and Nightlife in Levi

The Finnish organizers had done a great job getting everything sorted out for our arrival. We stayed at the Sirkantähti hotel, which was great,

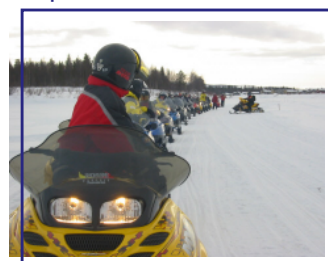


much thanks to the sauna you could find in each room. Levi had only one place worth mentioning, the Areena, this was proven the night a fire broke out there and we tried to enjoy ourselves elsewhere.

The locals were very friendly and the guy in the mobile hamburger joint on the corner of a snowy street in Levi will surely miss our business.

The Races

Our great team had fierce competitors in the cross-country skiing, snowboarding and downhill skiing competition, but I think the Maastricht team showed its real qualities on the dance floor at the Areena. We literally set the place on fire one night. Wherever you looked you would spot a Maastricht ski team member fraternizing with some lucky person. I don't remember if anyone of us won, but I am sure we performed mediocre to first-class.



Extracurricular Activities

One day was spent going across Finnish Lapland on snowmobiles and it was an eventful day with an unlucky ending for Ive, since he got run over by a snowmobile radio-controlled by Dr. Evil. Not much for the other driver to do in a situation like that.

From the 9th until the 15th of March we changed Levi to a wonderful playground for adults. Some fun we had!

GFL2004

The 29th Golden Flight Level will take place in January at Kopaonik, a ski resort in Serbia.

For more information have a look at www.gfl2004.co.yu or ask Karl Haegens (Team B1) - our beloved team leader - to be added to his contact list.

Henrik Spets

Glen Ralston



Glen Ralston passed away on the 20th March 2003 at the age of 34.

Many of you will know him as a cheerful member of the Maastricht team and a very 'active' participant on many GFL's. This was also true for this years' event in Levi where he enjoyed a fantastic holiday together with all of us.

A great friend and colleague has been taken from us without warning or reason, leaving us with our sadness and grief. But we're also grateful that we had the privilege to call Glen our friend for so many years.

Our heart goes out to Carol, his partner, and to his family and many friends.

Glen, we will miss you

Karl Haegens

EGATS donated an amount of 500,- Euro to the charity fund organized by Carol Mahon.

RISC - Recommendations from Incidents and Safety Concerns

Is there any RISC?

This article explains what happens when you do report incidents, and how the process forms a key element of the Safety Management System. Both try to establish an environment which enables you to work within safe bounds, free of the adverse pressures that so easily can lead to unsafe activities with potentially disastrous results.

How it could be...

Picture this scenario: you are sitting in front of the display, you have just had a separation infringement. You were fully in control of the situation, at least after STCA notified you of the problem. A couple of turns and ended up with 4,5 miles, 800'. The pilots said they had no problem with it.... Should you report it, or not?

There are a number of factors that could stop you writing down what happened: a fear of being blamed; the incident going on your record and being used against you in the future; not wishing to look unprofessional with your peers; or simply that you don't see any point in notifying the incident, because nothing ever happens with them anyway.

Incident Investigation

The Incident Investigation process has been around for some time. Philip Marien, supported by Dieter Höyng, have been working hard to promote a blame free culture, investigate incidents, and make recommendations aimed at preventing re-occurrence. The latter is a key part, and is the only reason we do investigations. We must learn from the incidents that are occurring.

Following the investigations, we will have a far better understanding of what the systemic issues are that could potentially erode safety standards if left un-fixed (e.g. excessive traffic levels, airspace complexity, poorly defined procedures, inadequate training, poor supervision, creeping erosion of safe practices etc).

When the Incident is first reported,



the Incident Investigation team undertake a substantial amount of fact finding, by conducting interviews, looking at radar recordings, listening to audio replays, etc, to produce an initial report which states precisely what happened. This report is de-identified, and all the subsequent work remains de-identified as well.

The RISC-Group

Over the last year, as part of the developing safety management system, the Incident Investigation process has been supplemented with an additional but very important element. The RISC (Recommendations from Incidents and Safety Concerns) group has been set-up, with the following aims:

1. To conduct a human error analysis to identify the human information processing errors, and the contextual elements around each error;
2. To identify whether any systemic issues exist;
3. To make penetrating recommendations aimed at preventing re-occurrence, and monitor the implementation of such recommendations.

The RISC group meets once per month, and consists of the following domain specialists:

- **Anne Isaac & Michael Woldring** of the Human Factors & Manpower Unit at HQ;
- **Philip Marien & Dieter Höyng**, the Incident Investigation team;
- **Paul Fleming** representing the Ops training team;
- **Scott Stephens, Luc Staudt & Sarah Marsden** representing the three main sector groups;
- **Keith Cartmale**, who chairs the meeting, looking after the safety aspects.

The RISC group members have been trained in the use of the **HERA (Human ERROR in ATM)** technique. This technique has been developed by the Human factors group in HQ, and is designed to establish the type of error or violation that has been made. then verify the error details, error mechanisms and information processing levels, contextual conditions, and appropriate remedial actions.

Having identified the error type (e.g. timing of action, selection of action) and the error detail (e.g. Perception and Vigilance, Planning and Decision Making) diagrams guide to possible error mechanisms (e.g. Misperception of information) and the information processing (e.g. visual/sound confusion). Finally contextual conditions can provide more detail on circumstances that have – directly or indirectly - contributed to the incident. The technique ensures consistency in the investigation of incidents.

HERA - Human Error in ATM

This is important to facilitate 'cataloguing' incidents and detecting trends or safety related issues.

These elements are described below:

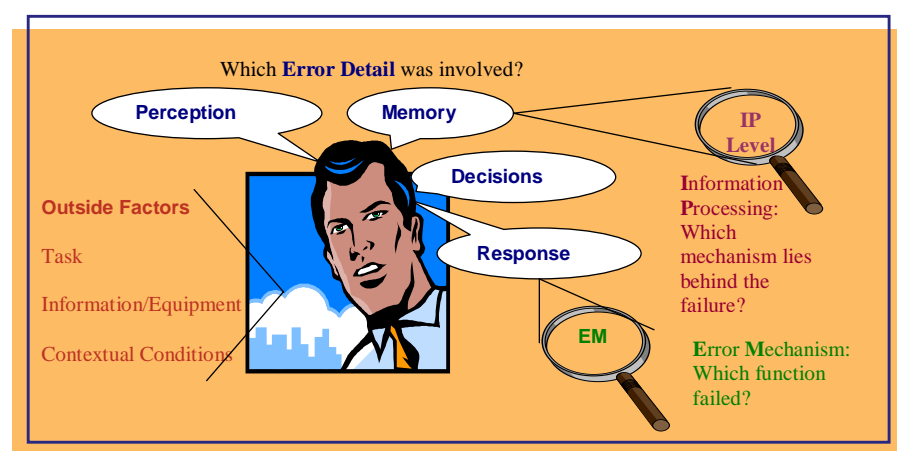
These Incidents are tagged by the RISC group, and provided to the TRM facilitators for use in TRM sessions. Feedback from each TRM session is also obtained.

resources to this key area should start to provide benefits for all Controllers in the future years ahead. Recommendation in terms of increased training in certain areas, refreshing of specific topics or more generally better assistance to daily operational work is the added value for you.

Maastricht UAC is being pro-active and considers safety as a prime concern. This working group is one of the enablers to do so and deserves the support of all involved, and this means all of us!

You can find more details, including contact information, in the Safety pages on the Maastricht UAC Intranet.

Keith Cartmale



Recommendations are made aimed at preventing re-occurrence, and the systemic issues are also reviewed to ascertain whether wider action is required. The Incident Report is updated with the RISC group findings, but not closed until the recommendations have been closed off.

Feedback on the findings are also discussed between Philip Marien and the Controllers involved with the individual Incidents.

One further element that is aimed at raising awareness of what is happening, are the Team Resource Management sessions. Some Incidents lend themselves very well to further group discussions aimed at understanding what happens when these Incidents occur, and whether any further actions can be taken to prevent re-occurrence.

What comes next?

It is also planned in the near future to place some active Incident replays, along with learning points, on the Intranet, to facilitate wider lesson dissemination.

The RISC group has evaluated some 12 Incidents over the last few months. Whilst recognising that the process is still evolving, there are indications that wider systemic issues may exist, particularly where Perception & Vigilance is concerned. The RISC group will be taking a more detailed look at this area in the near future, with a view to making further recommendations if required to solve any identified problem areas.

It is early days for the RISC group, and there is still some fine-tuning to be done. However, the whole Incident Investigation process is a crucial element of the safety management system, and the investment of time and



The famous short stories...



An emergency landing

According to „The Australian,“ an airliner recently encountered severe vibration in flight.

The captain decided to make an emergency landing, and switched on the seat belt sign.

The vibration stopped immediately.

A passenger emerged from a lavatory and explained that he had been jogging in place inside.



Story of my friend

I have a friend who is a pilot on a 747.

I said „Hi Jack.“

He shot me.



Safety is our ultimate concern...



Dream flying planes

Sue and Bob, a pair of tight wads, lived in the mid west, and had been married years.

Bob had always want to go flying. The desire deepen each time a barn stormer flew into town to offer rides.

Bob would ask, and Sue would say, „No way, ten dollars is ten dollars.“

The years went pay, and Bob figured he didn't have much longer, so he got Sue out to the show, explaining, it's free to watch, let's at least watch.

And once he got there the feeling become real strong. Sue and Bob started an argument.

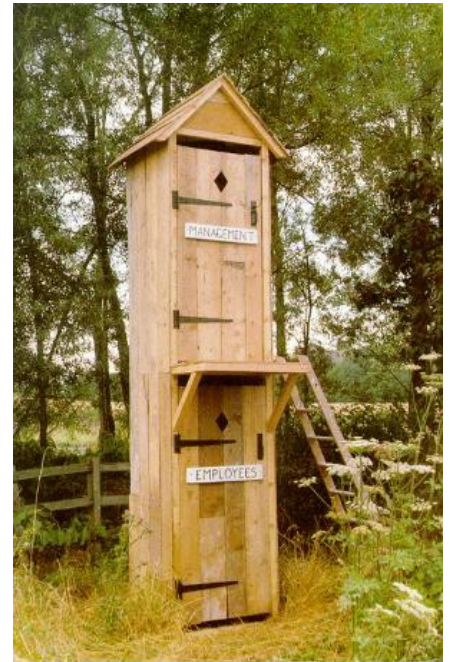
The Pilot, between flights, overheard, listened to they problem, and said, „I'll tell you what, I'll take you up flying, and if you don't say a word the ride is on me, but if you back one sound, you pay ten dollars.

So off they flew. The Pilot doing as many rolls, and dives as he could.

Heading to the ground as fast as the plane could go, and pulling out of the dive at just the very last second. Not a word. Finally he admitted defeat and went back the air port.

„I'm surprised, why didn't you say anything?“

„Well I almost said something when Sue fell out, but ten dollars is ten dollars.“



A no-frills airline

You'll Know It's a No-Frills Airline If:

1. They don't sell tickets, they sell chances.
2. All the insurance machines in the terminal are sold out.
3. Before the flight, the passengers get together and elect a pilot.
4. If you kiss the wing for luck before boarding, it kisses you back.
5. You cannot board the plane unless you have the exact change.
6. Before you took off, the stewardess tells you to fasten your Velcro.
7. The Captain asks all the passengers to chip in a little for gas.
8. When they pull the steps away, the plane starts rocking.



9. The Captain yells at the ground crew to get the cows off the runway.
10. You ask the Captain how often their planes crash and he says, "Just once."
11. No movie. Don't need one.
12. Your life keeps flashing before your eyes.
13. You see a man with a gun, but he's demanding to be let off the plane.
14. All the planes have both a bathroom and a chapel.



What just happened here?

A military cargo plane, flying over a populated area, suddenly loses power and starts to nose down. The pilot tries to pull up, but with all their cargo, the plane is too heavy. So he yells to the soldiers in back to throw things out to make the plane lighter. They throw out a pistol. "Throw out more!" shouts the pilot. So they throw out a rifle. "More!" he cries again. They heave out a missile, and the pilot regains control.

He pulls out of the dive and lands safely at an airport. They get into a jeep and drive off. Pretty soon they meet a boy on the side of the road who's crying. They ask him why he's crying and he says "A pistol hit me on the head!"

They drive more and meet another boy who's crying even harder. Again they ask why and the boy says, "A rifle hit me on the head!"

They apologize and keep driving. They meet a boy on the sidewalk who's laughing hysterically. They ask him, "Kid, what's so funny?" The boy replies, "I sneezed and a house blew up!"



Stealth Fighter



What was the problem before?

Taxiing down the tarmac, the jetliner abruptly stopped, turned around and returned to the gate.

After an hour-long wait, it finally took off.

A concerned passenger asked the flight attendant, "What was the problem?"

"The pilot was bothered by a noise he heard in the engine," explained the Flight Attendant, "and it took us a while to find a new pilot."



There was a plane crash in Poland

A small two-seater Cessna 152 plane crashed into a cemetery early this afternoon in central Poland. Polish search and rescue workers have recovered 300 bodies so far and expect that number to climb as digging continues into the evening.



There's a parrot on the plane

On reaching his plane seat a man is surprised to see a parrot strapped in next to him. He asks the stewardess for a coffee where upon the parrot squawks

"And get me a whisky you cow!" The stewardess, flustered, brings back a whisky for the parrot and forgets the coffee.

When this omission is pointed out to her the parrot drains its glass and bawls "And get me another whisky you idiot". Quite upset, the girl comes back shaking with another whisky but still no coffee.

Unaccustomed to such slackness the man tries the parrot's approach "I've asked you twice for a coffee, go and get it now or I'll kick you".

The next moment, both he and the parrot have been wrenched up and thrown out of the emergency exit by two burly stewards. Plunging downwards the parrot turns to him and says "For someone who can't fly, you complain too much!"



Scary organization

The most dangerous organization in America today is:

- a) The KKK
- b) The American Nazi Party
- c) The Delta Frequent Flyer Club





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The headphones are foldable and

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Price:
150,- Euro
(for info contact
Patrik Peters)



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