

Supporting
European
Aviation



PARTNERING
FOR OPERATIONAL EXCELLENCE



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European
Aviation



STAKEHOLDERS QUESTIONS

Summary



NETWORK
MANAGER





DAY 1: JANUARY 29th

- It was said that we operate with technology of the 50's. No new ATC systems are deployed. What are you doing to fix this problem?
- Airport manpower is further constrained by inaccurate aircraft arrival prediction times. Are there solutions that offer higher levels of accuracy?
- (To the Cyprus ANSP speaker) Does the airspace “situation” with Turkey affect your operational performance?
- Is it possible to have the soft copy of presentation slides so we can add notes During the presentation ?
- Will iNM be the substitution for nConect?
- FRA: With what lead time do you recon this CTOT for super large aircraft and when do you start to solve it? How do you solve it?
- With an increase in efficiency across the network leading to an increase in traffic volume, is there sustainable surface capacity & rwy utilisation available?



DAY 1: JANUARY 29th

- What happens to UK Controllers validated under EU 2015/340 who are working in the EU after the transition period. Are they still able to work?
- The EC is interested in CO2 emissions. Why is rp3 then focused on delay targets iso shorten routes, and increasing capacity space, which is currently not the case. Airlines face massive costs with Eu261; It is now a business model for claimburo's
- On 3rd April 2018 Eurocontrol experienced a total outage. Will the tenders being issued next Month (iNM) address this resilience against future total outages?
- How Eurocontrol is going to support the process of normalization in UKFV FIR?
- GPS jamming affects all phases of a flight mainly in SE interface, how Eurocontrol is going to address and solve this problem?
- To ANSP, and specially to DFS and DSNA, how do you work on the reduction of number of sectors, as presented by NMOC this morning?
- Will the consolidation of sectors help to solve the lack of ATCo within DFS and DSNA?



DAY 1: JANUARY 29th

- The TSAT are often moving (degrading) at LIS. Why such behavior which is against the CDM concept?
- Thanks for using www.sendsteps.com. The best way to engage with your audience.
- Is NMOC available to support constrained airport when there are flights exceeding STW?
- Will the WX Tools be available for airports? Via B2B or other interface?
- Has architecture for data layer (+others) in Platform Contract of iNM been specified by NM as RFP requirement, or will this be developed with selected vendor.
- Except from Cyprus no one mentioned plans for recruitment and training of new ATCOs? What are the plans for overcoming the lack of staff in Karlsruhe, Austria,
- Is there any distance limitation flying direct between waypoints?
- Airlines are regularly penalized by a scenario on both sectors in Cypriot airspace dest,dep Egypt can this be investigated so only one leg is captured ?
- Are there any plans to exchange rwy in use b2b data with flight planning providers?



DAY 1: JANUARY 29th

- With reduction of growth, temptation for stakeholders ANSP is to reduce works on Airspace Architecture and OPS Excellence. How can ECTL avoid this ?
- What is the definition of the digital platform in the context of iNM?
- Suggestion operators file a fpl routing at D-1. After discussion at another meeting recently, I believe the consensus of airlines - not currently an option
- Karlsruhe - no mention of improvement in staffing numbers which appears to be the biggest problem. Are Karlsruhe addressing this?
- What's the difference between Karlsruhe and for example München? Why do you have bigger problems than other ACC's to attract ATCO's?
- Who is responsible/accountable for Karlsruhe UAC failures to deliver ? What and when went wrong ?
- @AMS: Crosswind runway CTOT exclusion procedure is not used very actively ? Any specific reason for this ?



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- What is the relationship between iNM system and the current ongoing n-CONNECT program?
- Did DFS face a financial penalty for the delays experienced in 2018 and 2019 under the European Performance scheme?
- In Karlsruhe UAC is present a method to increase the airspace capacity in a flexible way as it is done in Italy? particularly in case of contingency as bad wx
- The situation in Marseille weighs heavily on the south>north and south>west routes. What new methods for avoiding lack of staff in we and evening are planned?
- Thanks for using www.sendsteps.com. The best way to engage with your audience.
- Sorry previous message was sent before completed, The completed question was exclude flights with more than 4 hours from weather regulation,
- Presentators mentioned collaboration for operational excellence has there been progress on demand versus capacity management at airports as discussed last year

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- Why will the staffing cost in DSNAs notably increase in 2020 while staffing levels will continue decreasing? Thank you
- AustroControl: do you have an estimation of the pre cautionary measures could have been avoided?
- Cost increases planned for RP3 are not aligned with the capacity that will be provided. What cost efficient measures you will deploy to solve ATC Crisis?
- Ref Austro Control: Why could you not manage sufficient staffing? You mentioned no outlook to mitigate the bad 2019 situation in 2020. What do you plan to do?
- What is the definition of "unexpected demand"? The purpose of sharing real time CDM information is to increase predictability on flight demand.
- The issue about capacity is generated mostly due to manpower, is it possible that ANSPs work together providing ab-initio recruits from one country to another?
- (To DFS speaker) Is there a planned date to consider finished the lack of staff?



DAY 1: JANUARY 29th

- Cyprus: when do you expect to move into the new ACC, which was built some years ago?
- Will the airspace architecture project introduce a single unit rate across FABs?
- To Schipol airport: Does your decisions support tool allows you to determine the regulation rate needed to obtain a desired arrival pression?
- Could you please publish responses to all of the questions submitted and addressed to NM when the presentations are made available after the meetings?

DAY 2: JANUARY 30th

- When are DFS and DSNA moving to the UK model of a single FMP looking after all their airspace and thus creating network solutions not multi ACC/FMP solutions?
- How (if applicable) are the airlines training their pilots in understanding ATM and the importance of adhering to relevant procedures?
- We observe incremental of CXXs because “lack of staff” or “technical” issues. Do you take care about it on the “performance measurements”?
- @ DSNA are there any projects ongoing to try putting to an end the non-obligation of French ATCOs to declare themselves on strike with a minimum advance notice?
- The EU Datalink mandate enters into force next week but yet some significant ACCs only offer IOC whilst some others don't even offer IOC. Any plans to catch up?
- Future iNM - would NM implement SWIM concept in regards to ATM information exchange ?
- When can we expect the NM Ops excellence program being transferred into a concrete work plan?



DAY 2: JANUARY 30th

- Is there any database where we can get information regarding CO2 emissions per airport?
- Could you please explain more about the Operational Excellence deliverables / ways to get involved?
- To LH colleague : please resume your vision of future initiatives to be shared with NM or iNM to achieve a better D-1 scenario.
- To Ryanair colleague : are you able to collect reasons for airport delay increased 8% in 2019?
- @RYR: don't you think that flying off slot, regarding allocated airport slots, can put pressure in the demand, therefore jeopardizing capacity and raise delays?
- @Ryanair: you said that the RAD measures were implemented at times when not needed. What criteria allows you to judge whether measures are necessary or not?
- AOs require stability from ATC and ANSP change their ATFCM management AO's part: Reliability in RFL(unable to climb).updating FPL. virtuous route vs Mini Cost

DAY 2: JANUARY 30th

- What can AOs do to improve D-1 planning, how to make it reliable? What can AOs do to improve D-1 planning, how to make it reliable?
- Predictability is mentioned frequently. Where are the Predictability Performance Indicators and when can we expect monthly predictability reporting?
- Poor ANSPs and EU261 force AOs to increase schedule buffers leading to early sector- and airport arrivals. Is it a problem for AOs? A/C utilisation? Cost?
- Min. cost route vs. min. miles route is a symptom of a sick system. Min. miles should be the min. cost route if we want to be taken seriously, environmentally.
- We need it to be DSNA and DFS specifically, because France and Germany are the root cause of most of the capacity problems we face. Could DSNA please answer for DSNA?
- To be taken seriously we need solutions that address the environmental crisis. Any thoughts on making the longest/most fuel consuming routes the most expensive?
- Should minimum service levels for ATC balance transit and local flights, at least for the large countries, to protect European passengers and the environment?



DAY 2: JANUARY 30th

- The 8% increase in airport delays was explained in the slide 3 in the AF presentation. It says ATC capacity and staffing.
- Why is the CDM process almost in every country different?
- When will the presentation slides be available ?
- Given the €500 million investment from LH and Ryanair how much does 1 ATCO at Karlsruhe sector cost?
- In the short time the only solution looks to reduce the training time or the methods used by ANSP. Can we find a common risk based view to fix a standard ?
- @enaire. Does FRA mean less rad restriction? No rad restrictions forcing flights on specific corridors .
- @DSNA. Do you have plans to reduce the amount of french ATC centres to have a better performance like MUAC?



DAY 2: JANUARY 30th

- Change of airline businesses model changed airlines, handling and airports rules on training and procedures . Is it time to change together ATM'S one?
- @DSNA. Is there a plan to conduct industrial action (and other reasons) conference calls in English? Might I add...PLEASE!!??
- How will Eurocontrol monitor EASA CPDLC compliance from 5th of February?
- How will stakeholder involvement in iNM requirements development (including important data layer in Platform contract) be delivered