

Supporting
European
Aviation



EUROCONTROL NETWORK MANAGER USER FORUM 2023

Looking towards S23 - NMOC view

2-3 February 2023

Daniel DEGEHET - NMOC Operations Manager – OPS Division



Optimizing the Network through enhanced collaboration



- The more and earlier we know about your problem, the better we can effectively help you
- NMOC stakeholders integration proposal
- Pre summer operational briefing to address bottlenecks in the Network
- Enhanced rolling Post Ops process closer to tactical
- Support with any refresher training

Stabilizing the Network together

- Enhanced pre tactical plan
 - FPL submission earlier as possible + update from airline's schedule
 - Share any issue and anticipate any measure Pre-tactically

- Stability doesn't mean rigidity
 - Dynamic RAD
 - STW/DTW available but to address only critical issue at airports
 - Scenario more than welcome but not last minute (>2h)

- Best practice
 - All together document under review and available shortly
 - FMP exchange brainstorming





What we ask Dispatchers



- **Keep EOBT updated**
- **Use the E-HelpDesk for improvement**
- **Do not let your flight get suspended by the NM system! – FAM = 17min**
- **Call AOLO hotline for flights needing special assistance**
- **Critical flights – use the e-helpdesk functionality**
- **Use IFPU FPL Validation (IFPUV) to test your FPL**



- **Do not submit to E-HelpDesk multiple requests for the same flight.**
- **Do not send request to E-HelpDesk more than 2 hours before**
- **Slot Swapping - allowed up to 3 slot swaps per flight only if flights are subject to the same ATFM measure**
- **Don't file a flight plan for to operate beyond the Airport Slot at DEST**

What we ask Pilots



- **Fly what you File!**

unless deviation is dictated by WX phenomena, by ATC or by technical reason

- **Respect the ATFM slot (CTOT) if your flight is subject to an ATFM regulation.**



- **Do not call NMOC e-HelpDesk from cockpit**

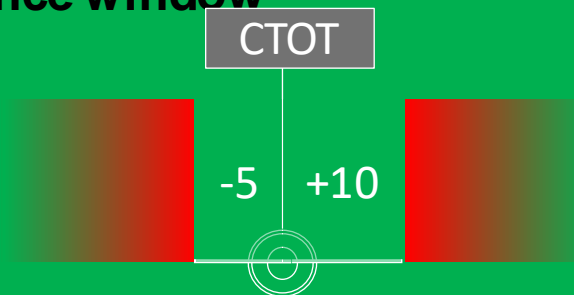
*ask **your OCC** to do it (unless you are at same time dispatcher, handling, pilot), as your **OCC** is the official coordinator for your Company.*



What we ask ATCOs



- Always respect the CTOT slot tolerance window



- If a flight is ready to go before the slot - send **REA** message to NM.
- **FPL Adherence** – do your very best to keep the flights on plan



- **Never let flight depart outside the CTOT slot tolerance window!**
- **Do not deviate the flight from the vertical/geographical profile, unless dictated by WX, Pilot or other technical reason**
- Shortcuts etc can lead to “intruders” in occupancy in sectors down the line
- **Intruders = overloads**



What we ask FMPs



- Provide NMOC up to date sector configurations & capacities D-1 and tactical day
- Use B2B connection and NOP Portal for ATFM regulation requests
- Apply recurrent ATFM measures at D-1, particularly if issue is first rotation
- Use STAM/ACP/MCP to resolve isolated demand peaks

Timely application of ATFCM measure is vital

- *Why?*

To achieve best possible results in DCB terms

To give AOs sufficient time to react

- *How?*

Pre-tactically D-1



- Do not contact NMOC (phone, e-HelpDesk) to ask for slot improvement on behalf of AOs, unless the need for slot change is dictated by TWR sequencing or flights taxiing with slots expiring. In any other case tell AOs to use NMOC e-HelpDesk.
- Do not wait last minute to ask for an ATFM measure due to weather, you may not capture all the concerned flights, risking an over-delivery.
- Do not use ETFMS to test effects of ATFM regulations - Use the TACT SIMEX instead!



What we ask Airports



- **A-CDM airports:** Operate within agreed data updates and procedures and keep the A-CDM tool up to date at all times.



- Keep your plans updated in Airport Corner ref changes to planned/unplanned events at D-1 and day of operations.
- Inform the NMOC Airport Function of any possible expected event/issue that might have an impact on airport capacity and trigger ATFM delay.



Inform NMOC or
Airport Unit

Any event/issue impact on airport
capacity and ATFM delay

NM



NMOC performance – Internal measures



- New simplified structure moving from 9 to 4 layers
- Increased number of dual validated staff
- New rostering and flexibility measures
- Massive Training (ab-initio and conversion)
- New NMOC competency scheme

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Vincent TREVE – HD Airports Unit – OPS Division



NETWORK
MANAGER



Preparation of Summer 2023 : NM – Airport

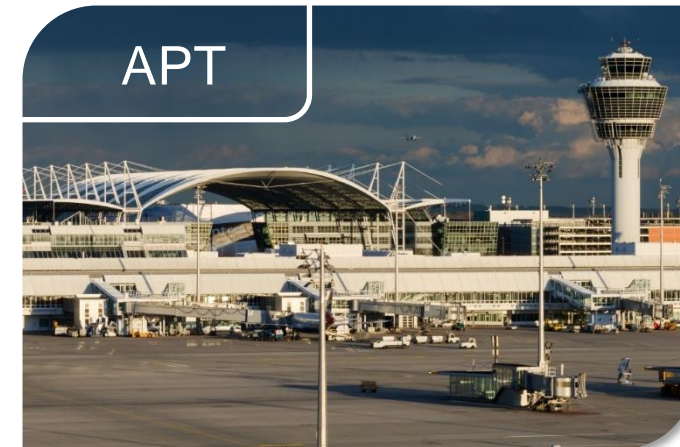
Share local plans, risks and mitigations in the NOP

Propose NM actions to support airports

Make best use of NM support: tools and services

Follow up on risk and issue identified in the Rolling NOP

Prioritise first rotation



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Prioritise first rotation

42%

Enhance local coordination with and monitoring of ground handlers, airlines, national authority, ATC... More daily briefings and exchanges between all local stakeholders

18%

Increase of staffing in all domains: Airport, ground handlers, ATC. Improve training of new recruitment and prepare contingency plan in case of failure/schedule slippage

10%

Optimization of check-in/security control, close monitoring of security and border control performances and enhanced coordination with police force

9%

Enhance coordination with NMOC, Airport Function through exchange of capacity forecasts and better use of the existing tools and communication channels

9%

Invest in infrastructure: subway connection, apron development, reopening of terminals, new ATC systems or concepts, luggage storage capability, ground handler equipment...

9%

Work on flight schedule with airlines and slot coordinator to limit ramp-up of operations, adapt operating time, turn-around ...

3%

Work on better predictive capabilities of traffic, passengers and share information with ground handlers

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EUROCONTROL to address the issue of more **resilient turnaround time with airlines** and their scheduling departments e.g. planning increasing turn-around for peak periods

Concerns related to European **ATM** network ability to deliver the required **capacity for summer 2023** and beyond due to CTOT

Airport interest in being constantly informed by EUROCONTROL on the **situation across the network**

Improve stability between **CTOT and A-CDM** processes



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Airport Function

Pre-tactical

- Demand Capacity Balancing
- Coordination of event, strike,...

Tactical:

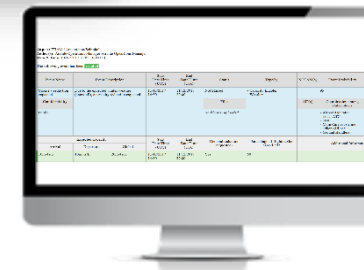
Increase slot tolerance window
Look at critical flight – prioritise
Early detection of night curve-few issue
CTOT improvement to solve parking issue
Propose revised flight plan (higher speed) for improving CTOT



Airport Corner



PAX demand



MIRROR

Follow up on risk and issue identified in the Rolling NOP

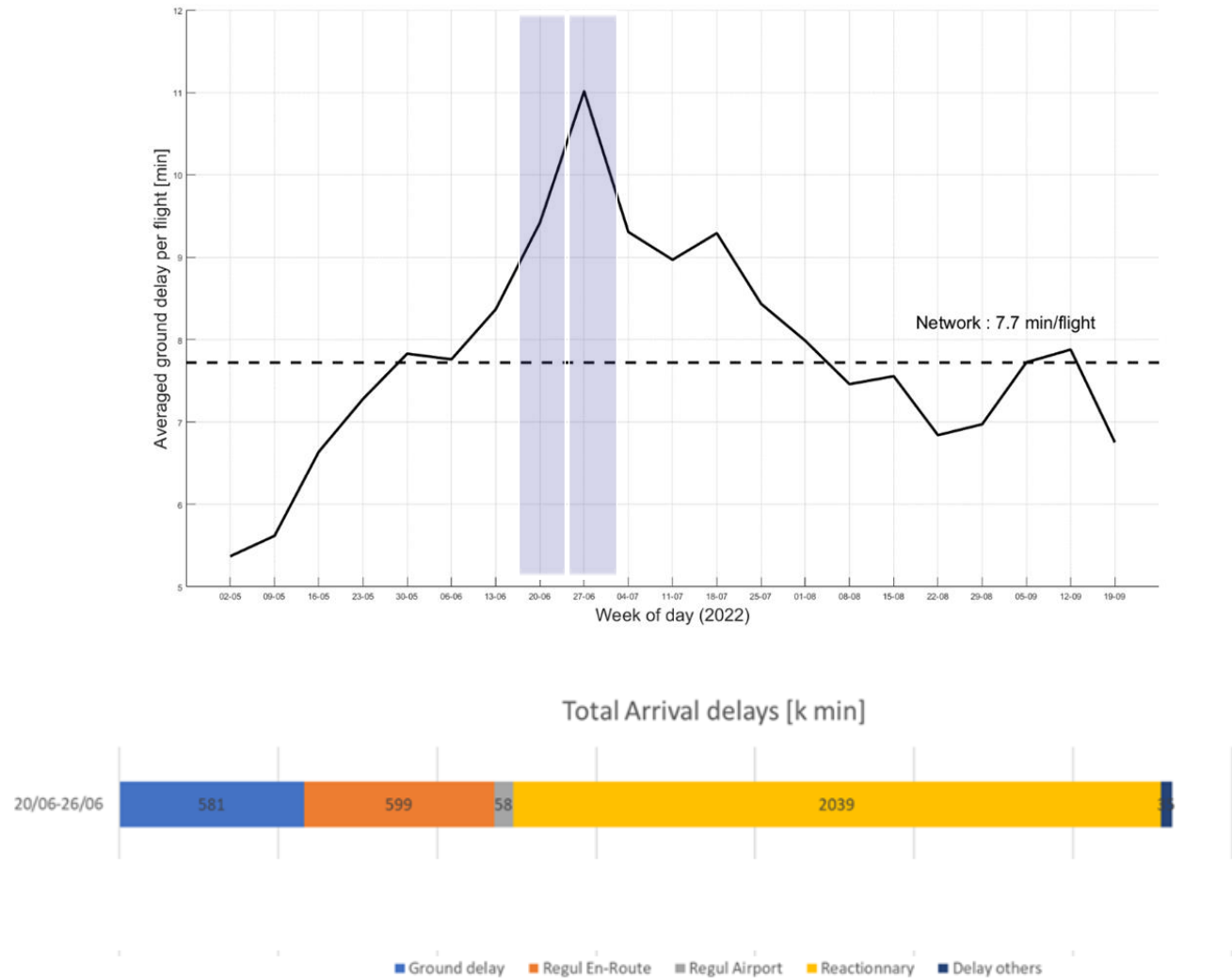
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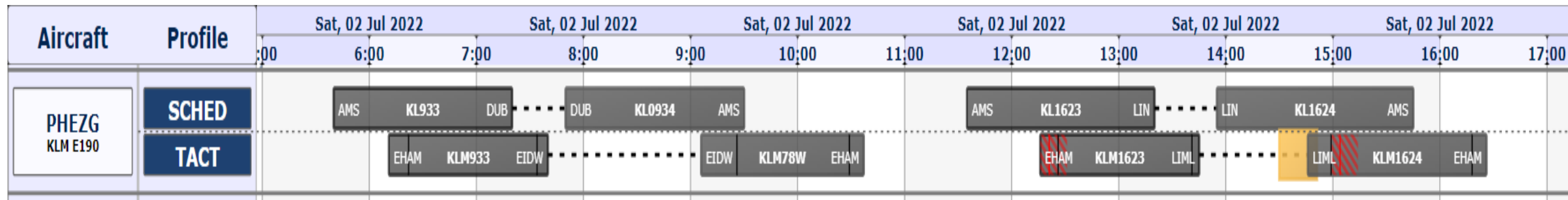


Prioritise first rotation

Share local plans, risks and mitigations in the NOP

Propose NM actions to support airports

One minute late departure in the first Wave....



Prioritise first rotation

... means **4 minutes** total delay at the end of the day