



All IFALDA Members and Friends

December, 2016

### **From the Editor**

This is the fourth edition of "FLIGHT DISPATCHER'S WORLD" (FDW). FDW is meant to inform our membership and other friends of IFALDA of our current efforts in the global flight dispatcher and flight operations officer community. Since our last edition of FDW, Jörn Sellhorn-Timm, our IFALDA Project Leader for the ICAO Dispatcher Training Manual has begun forming his working group team. The NATII/2 (Normal Aircraft Tracking Implementation Initiative) continues to progress. We will include a discussion of "dispatcher emergency authority". We have contacted the Colombian GRIAA and the Colombian ICAO representative regarding the investigation of the tragic accident involving LaMia flight 2933 in November. We have also been in contact with a Scandinavian Air Ambulance operator regarding the training and use of flight dispatchers in EMS operations.

### **Update**

#### **ICAO Dispatcher Training Manual!**

At the IFALDA Winter Board meeting in Atlanta (January 21/22), the Training Manual Working Group Team, headed by Jörn Sellhorn-Timm will be finalized and approved by the Board and will be publicized in the following edition of Flight Dispatcher's World.

#### **ICAO NATII/2 Project**

On Tuesday December 6 we held our every-two-week TELECON to agree on the final draft of Chapter 6 on the Manual which covers Operator Monitoring of Aircraft Experiencing an Abnormal Event. Several sections were added for the actions to be taken by a flight operations officer/flight dispatcher in the event of an emergency.

We also worked on defining more specifically what normal flight tracking by the operator means and how it differs from flight tracking by air traffic services. As we know, the operator/dispatcher engages in flight tracking in order to exercise operational control. Air traffic services engage in flight tracking to maintain separation between aircraft. We spent the second hour of the two-hour TELECON on Chapter 7 – ATS Unit Response to Operator missed Reports Notification.

Up until now, ATS units did not concern themselves with missed position reports unless they were mandatory reports in Class II navigation airspace (oceanic and remote areas). These are generally every 10 degrees of longitude and at FIR crossing points. These occur about every 45-60 minutes in oceanic airspace. Under the protocols being developed, position reports (lat/lon/alt/time) will be sent to the operator every 15 minutes by datalink. (Called 4D/15) These will be invisible to ATS units. ATS units will only become involved if a second 4D/15 report is not received by the operator. Chapter 7 tells the ATS unit what to do if they receive a report from the operator of a 4D/15 missed position.

The procedures are aligned with Annex 11, paragraph 2.16 Coordination between the operator and air traffic services and Chapter 5 Alerting Service, paragraph 5.2, Notification of rescue coordination centres. The new element that is being



introduced is when the ATS unit is notified by the operator of missed 4D/15 reports. ATS units will follow the same procedures as outlined in Annex 11, except that the procedures can now be triggered with more information by a notification from the operator.

The notification report from the operator/dispatcher to the ATS unit should contain as a minimum:

1. Initial or Subsequent Notification indication
2. Name of ATS unit notified
3. Name of operator
4. Contact details of operator primary point of contact for this event
5. Flight number and call-sign
6. Aircraft type
7. Last known position (place, time) also, last communication with aircraft if subsequent to last position report
8. Last known altitude or flight level
9. Next expected 4D/15 position (if known), and estimate
10. Checks done

The report may also contain the following supplementary information;

11. Registration
12. Colour and distinctive marking
13. Fuel endurance or fuel endurance remaining at last known position
14. Total persons on board
15. Alternate or possible alternates
16. Any other relevant information such as dangerous goods carried.

Should the ATS Unit establish contact with the aircraft, the ATS Unit must notify the operator so that they may verify if there are any system failures that caused the missed 4D/15 reports. Subsequently the Operator will either re-establish 4D/15 Tracking if able, or the flight will continue without this capability in the event of a failure. (Note...the 4D/15 protocol is voluntary and not prescriptive) If 4D/15 datalink capability is lost, it is still the responsibility of the PIC to make routine mandatory position reports by whatever means are available such as HF voice or SATCOM voice.)

If the ATS Unit is not able to establish contact with the aircraft, the appropriate emergency phase must be declared. The ATS unit, having failed to contact the aircraft, has sufficient evidence based on the existing Annex 11 definitions to move directly to the 'ALERT' phase. Chapter 8 will cover the Emergency phase and action by the RCC (rescue control center).

### **Flight Dispatcher declaration of emergency**



The global flight tracking issue brings up a point about the role of the dispatcher. We hear of so-called “dispatcher-emergency-authority”. What exactly does that mean? Is there any such thing? What do the ICAO SARPS (Standards and Recommended Practices) say about the dispatcher’s role and responsibility in emergency situations?

Here’s what Annex 6 Part 1 Chapter 3 says:

**“3.1.5 If an emergency situation which endangers the safety of the aeroplane or persons becomes known first to the flight operations officer/flight dispatcher, action by that person in accordance with 4.6.2 shall include, where necessary, notification to the appropriate authorities of the nature of the situation without delay, and requests for assistance if required.”**

You will notice that, indeed, the dispatcher has duties and responsibilities in emergency situations. But, the SARPS do not mention any specific “authority” invested in the dispatcher in emergency situations. But wait....let’s see what Annex 6 Chapter 4.6.2 says:

**“4.6.2 In the event of an emergency, a flight operations officer/flight dispatcher shall:**

- a) initiate such procedures as outlined in the operations manual while avoiding taking any action that would conflict with ATC procedures; and**
- b) convey safety-related information to the pilot-in-command that may be necessary for the safe conduct of the flight, including information related to any amendments to the flight plan that become necessary in the course of the flight.**

***Note.— It is equally important that the pilot-in-command also convey similar information to the flight operations officer/flight dispatcher during the course of the flight, particularly in the context of emergency situations.”***

So, the ICAO SARPS are silent on the subject of “dispatcher-emergency-authority”. The ICAO Annexes do not confer any special “emergency-authority” to dispatchers to operate contrary to State regulations or procedures and specifically do not confer authority to the dispatcher to take actions that would interfere with ATC procedures.

But wait...there’s more. We have to remember that ICAO SARPS are not regulatory...they spell out standards and recommended practices that States must follow in their own civil aviation regulations, unless they file an exception with ICAO. Some States, the U.S. among them, have stricter regulations than are required by ICAO SARPS. With regard to “dispatcher-emergency-authority”: , here is what FAA 14 CFR Part 121.557 says:



**“Sec. 121.557**

**Emergencies: Domestic and flag operations.**

**(a) In an emergency situation that requires immediate decision and action the pilot in command may take any action that he considers necessary under the circumstances. In such a case he may deviate from prescribed operations procedures and methods, weather minimums, and this chapter, to the extent required in the interests of safety.**

**(b) In an emergency situation arising during flight that requires immediate decision and action by an aircraft dispatcher, and that is known to him, the aircraft dispatcher shall advise the pilot in command of the emergency, shall ascertain the decision of the pilot in command, and shall have the decision recorded. If the aircraft dispatcher cannot communicate with the pilot, he shall declare an emergency and take any action that he considers necessary under the circumstances.**

**(c) Whenever a pilot in command or dispatcher exercises emergency authority, he shall keep the appropriate ATC facility and dispatch centers fully informed of the progress of the flight. The person declaring the emergency shall send a written report of any deviation through the certificate holder's operations manager, to the Administrator. A dispatcher shall send his report within 10 days after the date of the emergency, and a pilot in command shall send his report within 10 days after returning to his home base.”**

Now we have “dispatcher-emergency-authority”. 121.557(b) specifically gives the dispatcher the authority to take any action deemed necessary under the circumstances. (*underscore mine*)

In summary, while the ICAO SARPS do include duties and responsibilities of dispatchers in emergency situations, they do not include dispatcher emergency authority. The dispatcher must look to appropriate State civil aviation regulations (CARs) for any specific dispatcher emergency authority.

That brings us back to the discussion about Global Flight Tracking. The ICAO guidance being developed by the NATII/2 working group largely follows SARPS in Annexes 6, 11 and 12. The actions by the dispatcher are quite clear in the guidance insofar as what to do if a second 4D/15 position report is missed.

Here's the problem: The dispatcher must not fail to consider what the State CARs require. Again, in the U.S. under 14 CFR Part 121.557(b), there is no mention of position reports. If the dispatcher cannot communicate with the pilot...he shall declare an emergency. State's CARs rule and compliance is required. The idea that



the dispatcher must wait until 2 position reports have been missed before declaring an emergency is not supported by the U.S. FARs...and possibly not supported in other State CARs as well.

### **LaMia Airline Flight 2933**

We were all saddened by the tragic accident in Colombia in November. As you know, LaMia flight 2933 was enroute from Viru Viru airport (SLVR) in Santa Cruz Bolivia to José María Córdova International Airport (SKRG) near Medellin Colombia. It crashed on approach. There is considerable speculation about the cause of the accident including fuel exhaustion, mechanical issues, human factors as well as underlying issues including accusations of corruption of public officials, technical competency and poorly enforced civil aviation regulations. We also understand that criminal charges have been filed against certain individuals.

IFALDA will not speculate on any of these issues. We do believe, however...based on what we have learned so far... that operational control, or the lack of it, could be a major contributing factor to the accident. Because of this, IFALDA believes that a thorough investigation is required including determining how operational control is supposed to be exercised and how it is actually exercised by the operator.

In a letter to the Secretary of Civil Air Safety of the Colombian GRIAA (Grupo de Investigación de Accidentes & Incidentes Aéreos) IFALDA has offered to serve as observer/participants and as operational control subject matter experts in accordance with Article 26 of the ICAO Convention, Annex 13 Accident Investigations and ICAO Doc 9756 Manual of Aircraft Accident and Incident Investigation. If accepted, we will field a team led by Professor Allan Rossmore, former IFALDA President, aviation attorney, IFALDA representative to the IOSA and currently IFALDA Director – Special Projects. Professor Rossmore is also fluent in Spanish.

We have also contacted the formal Colombian Permanent Representative to ICAO offering our support.

### **Air Ambulance Dispatchers**

We have been in contact with a representative of an air ambulance operator in Norway regarding the training and use of flight dispatchers in air emergency medical service (EMS) operations. In discussions with our own subject matter experts, including with an old friend of IFALDA, we discovered a document developed by our colleagues at ADF to the U.S. National Transportation Safety Board regarding accidents involving EMS aircraft and how the use of a flight dispatch system could mitigate some of these accidents.

A dispatcher would be an enhancement to the mission decision-making involving risk-analysis for issues such as weather to/from the accident, enroute terrain issues, know obstacles, fuel endurance for long-range missions, crew issues and



other human factors. We were happy to share what we knew about the use of dispatch systems in air EMS operations and offered to continue our collaboration as appropriate.

### **IFALDA Officer Elections**

In accordance with our C&BL, officer elections are held every year. Half the Board is elected every other year on a staggered basis for 2-year terms.

Next May at the AGM in Buenos Aires... the following positions are up for election:  
President (currently Ken Kronborg) (special election 1 year term)  
Vice President East (currently Jan Hohne  
Vice President Administration (currently Karl Fridriksson)  
...and possibly VP West if the current VP west is elected President

Additional nominations should be sent to Karl at: [kfridiksson@ifalda.org](mailto:kfridiksson@ifalda.org), with a copy to IFALDA President Ken Kronborg at [kkronborg@ifalda.org](mailto:kkronborg@ifalda.org). Please be sure that:

- First, you are a member-in-good-standing to be eligible to nominate someone;
- Second, that the person you are nominating is also a member-in-good-standing to be eligible to run for the office;
- Third, the person you nominate is willing and able to run for and hold the office if elected.

### **AGM May 2017**

The International Airline Flight Dispatchers' Conference (IFALDA's 56th Annual General Meeting) will be held at the Hotel Presidente in Buenos Aires, Argentina May 9th - 12th, 2017 concurrently with EUFALDA's Annual General Meeting and APADA's Annual General Meeting. Details are on the websites of the three organizations:

APADA <http://apada.org.ar/>

EUFALDA <http://eufalda.org/>

IFALDA <http://www.ifalda.org/>

Hotel Presidente Buenos Aires [www.hotelpresidente.com.ar](http://www.hotelpresidente.com.ar)

Note- reservations for the AGM should be made directly with the hotel at the address above by following the directions and using the special hotel reservation form on the IFALDA home page in order to get the conference rate:

(amounts in U.S. \$)

Single Room: \$68/night incl. Breakfast

Double Room: \$80/night incl. Breakfast

Suite: \$115/night incl. Breakfast

Rates do not include taxes (VAT 21%)

### **IFALDA Membership**

It is that time of year again! IFALDA membership runs from January 1 through December 31 each year. Your 2017 membership dues (U.S. \$15/per person) are



again payable. Because of fiscal year issues with our member associations we generally allow associations some flexibility and our bylaws allow an open dues-paying period between December and the AGM the following Spring.

That said, we are an all-volunteer organization and our ability to function depends solely upon dues collected from the membership. We do accept some sponsorship from organizations, generally in connection with our AGM, but sponsor donations are normally used to offset some of the AGM expenses and are not adequate to support the day-to-day activities or IFALDA.

So, the sooner we can collect our annual dues, the better we are able to commit resources for the coming year to professional projects, many of which require considerable advance planning and funding allocation.

To those Friends of IFALDA copied in on our distribution of FDW, perhaps you may wish to consider joining or renewing your individual membership. We'd love to include your voice in professional and technical matters. Membership instructions including the use of PayPal to pay dues are prominently displayed on our homepage on the internet.

### **Winter Board Meeting**

We will hold our annual Winter Board Meeting Saturday and Sunday January 21/22 in Atlanta. The venue will be the Hyatt Atlanta Airport South Hotel. We understand that our colleagues at the Airline Dispatchers Federation (ADF) are also holding one of their Board Meetings in Atlanta the same weekend so we hope to be able to informally meet and discuss common issues.

All current IFALDA members are always invited to attend any of our Board Meetings as observers.

Back issues of Flight Dispatcher's World are available. If you would like to receive a copy, please advise me. They are also posted on the IFALDA home page.

Dave Porter  
Editor – Flight Dispatcher's World  
Director – Professional and Technical Standards  
Director - Membership  
Co-Representative to ICAO  
IFALDA  
[www.ifalda.org](http://www.ifalda.org)  
[dporter@ifalda.org](mailto:dporter@ifalda.org)