FLIGHT DISPATCHER'S WORLD 10th EDITION

INTERNATIONAL FEDERATION AIRLINE DISPATCHER'S ASSOCIATIONS

March 2020 **Dave Porter – Editor and Publisher**

This is the Tenth edition of "**FLIGHT DISPATCHER'S WORLD**" (FDW). FDW is meant to keep our membership and friends of IFALDA up to date on issues affecting flight dispatchers as well as our current efforts in the global Flight Dispatcher and Flight Operations Officer community. Articles are intended to be the basis for professional conversations and to solicit input from our membership.

2020 YYZ AGM CANCELLED

On behalf of the IFALDA Board, President Russ Williams issued the following message Monday March 13, 2020:

Dear IFALDA community members,

The IFALDA Executive Board regrets to inform you that we have reached a decision and will be cancelling the 2020 AGM May 5-7th in Toronto, Canada. This is of course due to the Coronavirus.

The AGM will not be rescheduled for 2020. Any Hotel bookings made can be cancelled directly with the Hotel via their website.

We now turn our focus to the 2021 AGM in Paris, France and look forward to a truly global event, that will have the Coronavirus deep in our rear view mirror.

This is an unfortunate conclusion; however, we are currently not in normal times.

Please don't hesitate to contact us with any questions.

Regards

Russ

The COVID-19 Coronavirus has impacted the entire world. The primary influences on our decision to cancel the AGM were:

- The threat of the spread of the virus among delegates
- The decision by governments to severely restrict international travel
- The decision by airlines to drastically cut flights
- The decision by municipalities to limit the size of events

It is our anticipation that the pandemic will have pretty much run its course by mid-summer, although we have no real scientific evidence to support this, accordingly …and optimistically… IFALDA plans to hold its fall Board meeting in connection with the Airline Dispatchers Federation (ADF) fall safety symposium on October 12-14th at Caesars Palace in Las Vegas. This will also mark ADF's 30th Anniversary. ADF President Catherine Jackson has more details in a subsequent article later in this newsletter.

Those IFALDA members wishing to attend this important event including an opportunity to meet with the IFALDA Board as well as with their colleagues at ADF, should contact ADF and go to the ADF website www.dispatcher.org for details about registering and attending. The IFALDA Board meeting will be held at the hotel the day before the ADF meeting. All IFALDA Board meetings are open to all members in good standing as observers; if you would like to attend, please contact IFALDA President Russ Williams beforehand to ensure that we will have space for you. If a member has any professional issues they would like the Board to address, please contact me (dhporter@ifalda.org) and I will insure they are presented to President Williams for discussion by the Board. Let's hope events have stabilized by that time to get together again.

Regarding IFALDA Officer elections, an announcement will be made shortly after FDW goes to press. Positions open for election in 2020 are:

1. President (current incumbent Russ Williams)
2. Vice President West (current incumbent Sergey Vakhrushev)*
3. Vice President Finance (current incumbent Rick Ketchersid)
    - Note VP West was elected to a 1 year term in 2019 to replace the late Bryan Schlock. This year it will be for a full 2-year term.

Nominations for IFALDA members desiring to run for office must be submitted to the VP-Administration no later that April 15, 2020. Address nominations to ryeates@ifalda.org.
Incumbent Board members wishing to continue in office must be nominated.

FROM THE ICAO Secretary General

To: ICAO State letter recipients, All Delegations to ICAO, partners and friends

Dear colleagues,
The International Civil Aviation Organization (ICAO) is committed to participating in the global efforts to control the spread of COVID-19. We recognize the intensity and the seriousness of the impacts this is presenting, both to States and especially operators across the global aviation community.

ICAO's top priority is to ensure that our organization remains a capable and effective partner in assuring the well-being of staff, the travelling public, and aviation personnel. We are therefore providing the sector with as much information, assistance, and support as possible, including through coordination and information sharing with the WHO and other agencies.

With respect to our own activities and capabilities here in ICAO, local conditions are evolving rapidly with respect to the capacities of our offices and personnel globally as we monitor and adhere to the latest local response guidelines.

This has now required all major ICAO meetings and events for the March and April time periods to be postponed. Only small and essential meetings will be conducted with external parties, and mission travel over the same time period has been cancelled. On-site staffing is being reduced as much as possible, as social distancing and self-isolation regimens continue to be implemented and expanded by public health authorities.

Essential and offsite management and planning functions are fully in force, however, and we will continue to monitor this situation as it evolves and provide all relevant updates, advice, and support.

COVID-19 is an exceptional circumstance for our community, but it also provides us with an exceptional opportunity to demonstrate the strength and resilience of our global coordination frameworks, to fine-tune our respective organizational responses to emergency circumstances, and to consider as well how we might share the financial and other burdens being felt, among both public and private sectors, to ensure that global connectivity is sustained long after COVID-19 has run its course.

We wish everyone the best in the days and weeks ahead. Be safe and be prudent.

Fang Liu
Secretary General
International Civil Aviation Organization
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Some additional comments regarding the AGM……..

From Raul Aguirre – IFALDA Director Mexico and Caribbean

Sorry to hear that.
It´s a pity after so many continuous years. I still plan to visit Canada if no restrictions are in place during May, if they are, I will reschedule with AC for another date, only time will tell, too bad we will not be seeing us this year.
As a survivor of the H1N1 epidemic I am aware or the problems, still remember when China canceled the AM flights with a simple "your flight is not welcome" AFTN message and later rounded up all Mexicans and had them quarantined, when the diplomats finally arranged to get our people back home, we had to arrange a rescue flight grasshopping all over China to rescue them, yes, those were some crazy days. Wishing you good luck and good health.

Raul

From Sevda Tantan – IFALDA VP East

Dear President.
I support cancelling the YYZ 2020 AGM and move our focus to CDG 2021 AGM.
As soon as possible I will prepare an e-mail and send it to our sponsors.
God help us🙏
Best regards
Sevda

From Gustavo Roberto D'Antiochia – President APADA

Dear colleagues
Again, speaking of CORONAVIRUS, I have to admit that in my previous email you underestimate the subject. The situation at the airport level did not take in Argentina the magnitude it is having in other countries in Europe, Asia and North America. I think the thing is serious as Marcelo proposed in his first email.
Seen at the AGM IFALDA you have people coming from all over the world, things will be difficult.

Hopefully this improves for the next few months but for Argentina we will start soon in cold weather and that will complicate the issue. I send you a big greeting.

Gustavo

From Marcelo Sana – IFALDA Director South America

Dear all:

Well done, good decision, a great trouble was present to us, till tomorrow Aerolíneas Argentinas flights to overseas will be conditional. The Argentine citizens which must return to the country are priority. The connection from New York, JFK to YYZ, from LGA International was unlikely. It's a great shock to the Aerial Industry. Soon, some comments from us will sent to you.
Best regards and take care of your health.

Marcelo

At Delta in Atlanta…..

Additional Delta Reservations phone lines to deal with rebooking's and cancelations. Delta has converted its Flight Museum at Hartsfield-Jackson Intnl Airport (KATL) into a Delta reservation call center, setting up dozens of workstations…. wait times are now down to 27 minutes on the phone as of March 18.

Additionally, the ATL airport has closed RWY 10/28 (9000' long) and Delta is using it as a parking lot for the aircraft removed from flight status during the pandemic.

How Flight Dispatch Got "On the Radar" of ICAO

As most of us know, flight dispatch, as a profession, has existed in one form or another since the late 1920s when "proto-dispatchers" handled airline flight planning and procedural airspace management. In the late 1930s, particularly in the U.S., flight dispatch came into its own and the ATC function was spun off to the government.

ICAO, however, took longer to grasp the concept of flight dispatch. After much discussion following WWII and the dawn of the jet age, ICAO issued Circular 45 – Operational Control in 1955. It was not issued as a SARP (Standard and Recommended Practice) but rather as the genesis for professional and technical discussion among the various ICAO States. Portions of the Circular are reproduced below and gives us some idea of how ICAO came to be where it today regarding the exercise of operational control and the control and supervision of flight.

I'm amazed at just how much they got right about dispatch. You'll note that even back in 1955 they weren't sure what to call us. They started with "despatchers", then flight operations officers followed by various similar titles. They finally settled, as a working title, on OPCO (Operational Control Officers). Including the word "Officer" seemed to be important, to indicate that at the time a certain level of authority, responsibility and sophistication required a high-level title.

This is also the genesis of the concept that the OPCO (flight dispatcher) assists the pilot-in-command in the preparation of the operational flight plan. There was probably some validity in that in 1955 but events since then have largely taken the PIC out of the equation. In most cases nowadays, the PIC has nothing whatsoever to do with the creation of the operational flight plan; in flight dispatch release systems, it is the sole the responsibility of the flight dispatcher.

The PIC comes into the mix after the flight plan has been prepared and signed by the flight dispatcher. At that point, the PIC either concurs with and signs the flight plan/dispatch release or non-concurs, in which case he or she contacts the flight dispatcher to resolve the differences. Once both parties agree the flight can be operated safely according to the flight plan, the flight plan/dispatch release is signed by both parties and the flight can operate.

There are 31 pages in Cir 045. The Circular, in its entirety, can be viewed by IFALDA members on our website.

ICAO
CIRCULAR

CIRCULAR 45-AN/40

1955

OPERATIONAL CONTROL

Prepared in the Air Navigation Bureau
and published by authority of the Secretary General

INTERNATIONAL
CIVIL AVIATION
ORGANIZATION
MONTREAL • CANADA

FOREWORD

The technical meetings of ICAO, whether of a world-wide or regional character, in making recommendations for the provision of air navigation facilities and services, have been faced from time to time with requests from the operators to assist them in the exercise of operational control. To satisfy these requests would have appeared, in many cases, to duplicate the facilities and services already established and, on occasion, there has not been produced conclusive evidence of their necessity from the point of view of safety and efficiency. In many cases, this doubt as to whether the expressed operational requirement was necessary has been due to lack of understanding or appreciation of the basic philosophy of operational control and to the lack of any firmly established principles to govern the exercise of such control by the operator.

In commercial air transport today, some measure of operational control is necessary to enable operators to conduct their operations safely and efficient However, the degree of control exercised by an operator will depend upon the operating procedures promulgated in the regulations of a State or practised by the operator, the geographical or physical conditions governing any particular operation and the air navigation facilities and services available. Therefore, it is extremely important that there should be a complete understanding of operational control by everyone concerned in order that the realistic needs of the operator might be satisfied, due regard being given to the economic and practical problems of the supplier.

The following description of operational control, prepared by the ICAO Secretariat in co-operation with IATA, was produced as a basis for a study of this problem by the Air Navigation Commission during 1955. In view of the importance of operational control in future planning by States and operators, the Air Navigation Commission considers that the description will be found of considerable value to aviation interests and has, therefore, recommended its publication.

It must be emphasized, however, that the decision to publish this materia does not indicate that it represents ICAO policy or that all the procedures set out herein are considered by ICAO as essential for the safe and efficient conduc of operations. They merely reflect the most completely developed procedures at present in force in some parts of the world. For this reason, the information contained in this publication should be regarded only as a basis for continuing study of the problem.

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OPERATIONAL CONTROL

1.- HISTORY

1.1 Operational Control is defined in Annex 6 to the Convention on International Civil Aviation (International Standards and Recommended Practices - Operation of Aircraft) as the exercise of authority over initiation, continuation, diversion or termination of a flight. Annex 6 also specifies, in paragraph 3.3, that an operator or his designated representative shall have responsibility for operational control. The requirement for operational control has come into prominence due to the development of civil aviation accompanied, as it has been, by an increase in the size of commercial aircraft able to operate over longer distance, at greater heights and in adverse weather conditions, by a considerably increased traffic density, particularly in the neighbourhood of the main air terminals, and by increased competition between the various international airlines. In the early days of civil air transport operations, the operator was responsible for operational planning and carried out such supervision as was possible through his local representatives at the main terminals, acting in consultation with the air traffic control and meteorological staffs. Due to the limitations imposed on the aircraft by their size, range and inability to operate at more than moderate altitudes, thereby rendering them dependent to a large degree on the prevailing weather conditions; due also to the restricted point-to-point communications and lack of aids to navigation, the degree of supervision so exercised was limited and much was left to the initiative of the pilot-in-command to commence, complete or discontinue flights. On the other hand, the volume of traffic was considerably less than it is today, and the air traffic controller had little difficulty in keeping track of the aircraft leaving or approaching his aerodrome and was able to give each aircraft individual attention, within the limited resources at his disposal and also to keep the operator or his representative informed of aircraft movements. Nevertheless this ad hoc method of operation had many drawbacks. It was uncertain and in many cases, resulted in delays which were both costly to the operator and inconvenient to the passengers. It became increasingly obvious that last minute decisions were to be avoided if the operation was to provide reasonable services and at the same time show a profit.

1.2 As a result of the demand for better service, aeronautical facilities improved and operators sought ways of providing better planning for the purpose of increasing regularity of service and of improving the quality of information exchanged between departments within their organization. In many cases, it was found that it was not adequate to await decisions of the pilot-in-command concerning the feasibility of operations. Also, while en route, the pilot-in-command did not always possess sufficient information in the cockpit to assess changing circumstances. This situation became further intensified by the advent of faster and more complex aircraft, and accompanying requirements for greater pilot attention to flying technique itself.

1.3 As the frequency and complexity of operations increased, so did the factors that had to be considered. Eventually it became, in many cases, either impractical or impossible for the pilot-in-command to assess alone all the various factors requiring consideration prior to and during a flight operation. This resulted in advice being given or, to some extent, the duties of the pilot-in-command being assumed to a much greater degree, by qualified personnel on the ground. Such pre-flight planning included, among other things, assessment of weather information, determination of loading and fuel requirements, establishment of alternative plans when necessary, and provision of advice to other departments of the Company. Sometimes a flight plan was prepared for the pilot's examination and approval upon arrival at the airport. (Such pre-flight planning by the ground organization also enabled any difficulties encountered in the flight planning to be dealt with early enough to reduce or prevent delay in commencement of the flight). In most cases, however, approval of the flight plan required joint agreement by the pilot-in-command and the qualified ground personnel. This system of advice or shared responsibility for pre-flight planning increased the efficiency of flight operations by relieving the pilot-in-command of a considerable burden and allowing consultation and decision on critical issues with personnel who had available to them all factors bearing on an operation and who were able to keep under constant review and analyze a whole network of operations of which any particular flight was only a part.

1.4 Co-operation between the pilot-in-command and qualified ground personnel in the pre-flight phase did not cease, however, when the aircraft became airborne. The continued assessment of weather information, monitoring of adequacy of fuel, recommendation of alternative plans such as diversion, etc., necessitated an extension of the pre-flight duties throughout the course of the actual flight operation. Thus, teamwork between the pilot-in-command of the aircraft, who is ultimately responsible for its safety, and the person on the ground who should have a broader view of the operation from the traffic angle, contributed considerably to the safety and regularity of air transport operations. The advent of improved ground/air communications allowed the ground personnel to relay additional information received after the aircraft was airborne thus increasing the value of the "in-flight" assistance. Pre-flight assistance and in-flight assistance were not in all cases established simultaneously. In fact, in the case of some operators, pre-flight assistance is still the only type provided.

1.5 The situation throughout the world, therefore has developed in most cases into a concept of shared advice and responsibilities between the pilot-in-command and ground personnel, the extent of the co-operation depending on many factors such as the size of the operation, the facilities available and the system of operation set up by the operator. The concept varies from simple pre-flight despatching, where the ground personnel's primary function is to assist the pilot-in-command in his pre-flight planning,

to pre-flight, en route and post-flight assistance to the pilot-in-command, where many of his duties for the operation are shared by the ground personnel. In some cases however, the pilot-in-command is empowered to exercise all the functions of operational control.

1.6 The ground personnel carrying out these duties were sometimes called "despatchers", but of late various terms have come into use such as "flight operations officer", "operator's local representative", "Operational control officer", "operator's designated representative", "Ground Agency", "station officer", "pilot-in-command's designated representative", and so on. Owing to the confusion that can arise by the indiscriminate use of these terms, it is intended throughout this document to use the title Operational Control Officer (OPCO), to describe the person on the ground responsible for assisting the pilot-in-command in his duties, irrespective of the extent of his shared responsibility, or of the delegation of some or all of his duties to others.

2.- OPERATIONAL CONTROL

2.1 The operator of any air transport undertaking, no matter what its size, is primarily responsible for conducting his operations with safety and efficiency. The corollary of the operator's responsibility is his inherent right to conduct his operations in a manner which he deems best so long as he conforms to the laws and regulations of the State of Registry of his aircraft and those of other States in which he operates.

2.2 An operator can assign the responsibility for "operational control" solely to the pilot-in-command or he may employ a system of shared responsibility between the pilot and personnel on the ground. The measure of assistance or shared responsibility between the pilot and the operational control officer is determined by the operator from operating and economical factors related to the services he is providing. The method employed to conduct these shared responsibilities may also vary among operators and may indeed vary on different portions of an individual operator's routes. Basically, the factors which may determine these variations include utilization of aircraft and flight crews, complexity and density of flight operations, proper passenger accommodation and protection, necessity for advance planning, operational maturity, geographical scope of operations, etc.

2.3 In general, operators delegate the responsibility for operational control to various individuals or offices within their organizations. Where in-flight control is also exercised these individuals or offices are alloted an "area of operational responsibility" that is, an area within which the individual or office is assigned responsibility. Continuous areas of responsibility cover the operator's network of operations and ensure coordinated assistance and directions to the pilot-in-command throughout his flight. The whole of an operator's network is divided into contiguous areas

of responsibility so that co-ordinated assistance and advice are assured to the pilot-in-command throughout his flight.

2.4 Areas of responsibility vary widely in size and shape due to operational considerations such as route structure, flight frequency, weather information availability, weather characteristics, air-ground and point-to-point communications facilities, equipment, administrative co-ordination, geographical factors, etc. The term "area of operational responsibility" applies equally to all operators, regardless of what method they use to exercise operational control. This is necessary since any form of delegated operational control responsibility - even if given solely to the pilot - has definite geographical boundaries. It might consist of one route to one airport; in other cases, it might encompass several routes traversing a rather broad area.

2.5 The "area of operational responsibility" does not necessarily define the extent of the services required. For example, an OPCO may have no requirement for information from certain aerodromes within his area because such aerodromes are not significant in relation to the routes over which the operations extend. Yet he may require service or information beyond his area for planning purposes in order to initiate a flight beyond his boundary and to allow co-ordination between different areas of responsibility. This is as important for the OPCO receiving an aircraft into his area as for the OPCO who is passing the aircraft over to another area.

2.6 The operational control officer may be situated at the same aerodrome as the MET Office serving that phase of the flight for which he is responsible. However, where the operator designates considerable responsibility to his operational control officer, and there is a considerable density and complexity of operations, "centralization" of operational control is generally found necessary to assure adequate co-ordination in the interest of flight regularity and the provision of accurate information to other departments of the operator's Organization. Centralization as compared to decentralization (see Figs. 1 and 2) consists in reducing the number of control points at which the OPCO's have responsibility for comparatively small areas and establishing a centre control point with a correspondingly larger area of responsibility. Centralization, therefore, results in flight operations officers not always being located at the same aerodrome as the meteorological office serving a phase of a flight for which he is responsible. The OPCO may then be said to be remotely situated (Remote OPCO).

2.7 This system of centralization reduces the number of OPCO's through which co-ordination is necessary and for many operators has the effect of increasing efficiency and regularity and of assuring integrated and co-ordinated planning while allowing for reduction in the number of operation staff. The choice of position of a centralized control is dependent on many factors such as the facilities already established in the area, the probability

of the establishment of new facilities, the frequency and route structure of the operations, the frequency of diversions and cancellations in the area and the probability that additional facilities and services will be necessary.

2.8 However, there is normally a point of diminishing return in so far as centralization is concerned. When a stage is reached where the responsible operational control officer is so far removed in time or space from the source of flight information, or his contact with flights or agencies with whom he must co-ordinate is inadequate, then the value of centralization diminishes or even vanishes completely.

3.- OPERATIONAL CONTROL OFFICER

(Note:- For simplicity, the title "Operational Control Officer" (OPCO) is used to denote the person or office authorized to receive and distribute all incoming and outgoing information, advice and directions in relation to operational control.)

3.1 The operational control officer (OPCO) is the individual on the ground to whom the operator delegates responsibility for the exercise of operational control in conjunction with the pilot-in-command. This responsibility may vary from the very limited co-ordination with, and assistance to the pilot-in-command to a considerable measure of co-ordination, assistance and direction. (See Fig. 3.) In order to cover the maximum requirements of the OPCO for operational control purposes, it is proposed to set out his maximum duties and requirements. It is emphasized, however, that the operational control exercised by some OPCO's may be only a fraction of the duties and responsibilities set out hereafter.

3.2 The OPCO is concerned with safety regularity and efficiency of operations. It must be emphasized, however, that the pilot-in-command holds final responsibility for the safe operation of his aircraft and safety of his passengers and cargo. The OPCO also provides the pilot-in-command's main contact with other activities of the operator's organization and this also contributes to the safety of the flight.

3.3 The OPCO not only contributes to safety, but by his assistance to the pilot-in-command, makes a positive contribution to economy inter alia, by improvement in pay load, reduction of excessive fuel reserve, and the saving of flying hours by reducing the number of abortive flights.

3.4 There must be a close integration of the functions of the pilot-in-command with those of the OPCO and vice versa if this co-ordination is to be successful. One cannot function efficiently without the full co-operation of the other and team-work must be developed and maintained by complete understanding of each others' problems. For example, complete agreement should be reached between the pilot-in-command and the OPCO on

details with respect to the planning and dispatch of a flight before it is cleared. The pilot-in-command has the authority to delay a flight when, in his opinion, conditions are unsuitable for starting or continuing a flight. He also has the authority to initiate a change in flight plan before or during a flight when, in his opinion, such a change is necessary. Chiefly because of the "operational planning" factors involved, the OPCO has sometimes the same authority to delay, originate, consolidate or cancel flights at any time this action is deemed necessary. He may also have the authority to initiate a change in flight clearance prior to or at any time flights are en route when, in his opinion, such change is necessary. When this procedure is used, it is the more conservative opinion which governs the decision.

3.4.1 The OPCO must constantly know the position and monitor the progress of all flights in his area and must be alert to conditions or circumstances which may affect the safety or efficiency of these flights. He must also co-ordinate with adjacent OPCO's. This involves a constant process of analysis, evaluation, consultation and decision.

3.5 The OPCO must have a thorough knowledge of basic meteorology, particularly with regard to the effect of weather on air operations and should have knowledge of the weather map, weather forecasting, and weather abbreviation symbols and nomenclature. He must know the characteristics of the operator's aircraft, the routes flown and the Flight Operations Regulations in complete detail. He must be thoroughly acquainted with all phases of regulations and procedures of the States in which his aircraft are operated. Since he has a close functional relationship with nearly every other department in the Company it is necessary for him to have a good working knowledge of these departments. From the knowledge and experience acquired by the OPCO, it is of the utmost importance that he develop sound judgement and a good understanding and constant awareness of the limitations of air transportation - human, mechanical and physical.

3.6 The very nature of air transportation makes the OPCO more subject to errors of omission than errors of commission. He must be alert to rapidly changing conditions and circumstances, methods and procedures and adapt himself accordingly. The job demands that he have the courage of his convictions and let nothing influence him contrary to his better judgement.

3.7 From a practical standpoint, it is not convenient to divide the various phases of the operational control officer's duties into more than two main stages as regards time relationship with a given flight operation. These two stages might be termed "pre-departure" and "in-flight" for convenience. Relating these terms to meteorological language, it can be said that advance, preliminary, and pre-flight operational planning are included under "pre-departure" stage, and that in-flight operational planning coincides with "in-flight" stage.

3.7.1 In paragraphs 3.8 and 3.9 following, duties and responsibilities relating to each of these two stages are outlined. This outline is not necessarily complete in every detail, because of variations in operators' practices, even at the "maximum duty and requirement" level, but the outline is considered to be representative.

3.7.2 It should be noted in connection with the following that, irrespective of stages, when an operational control officer commences a tour of duty, he will require to receive from the operational control officer preceding his tour of duty a thorough meteorological briefing, a thorough study of current notices to aircrew, together with other related information, and a briefing on current operational problems. It should also be noted that, in both stages, there are three things which have to be kept in mind by the operational control officer. He must:

a) Plan conservatively.

b) Failing normal operation, plan so as to give the best alternative service.

c) Keep flights operating on schedule in so far as possible.

These rules have been found, through years of experience, to be essential to maintaining maximum service, utilization of equipment, and economy of operations during adverse conditions. For example, in addition to the paramount consideration of "safety first", it is necessary, owing to the unpredictable variables of weather, to plan an operation conservatively in order to be certain the flight will arrive at the aerodrome to which it is cleared, thereby providing maximum possible service to passengers and cargo. The inevitable results of over-optimism in planning operations are further delays, inconvenience to passengers and uneconomical utilization of the aircraft.

3.8 Pre-departure stage

(Duties and procedures are not necessarily performed in the order outlined. They also refer to OPCO's of one operating company only.)

3.8.1 For the efficient operational planning of flights which operate through more than one area of responsibility, co-ordination of plans between OPCO's is essential. Some of the main reasons why this is essential are:

a) It provides a double check on the operation;

b) it more definitely ensures efficient and accurate planning of "through flights";

c) it assures greater accuracy in issuance of flight forecasts, as the plans of one OPCO can seriously affect or alter the plans of the adjacent OPCO.

3.8.2 Generally, co-ordination and discussion of an operation between the OPCO's concerned is initiated by the OPCO in whose area the flight is operating at or before the regular pre-flight check periods. The "discussion" is normally carried out by means of teletype messages or radio, or, if the occasion warrants, long distance telephone may be utilized.

3.8.3 Discussions between OPCO's revolve, for the most part, around the following subjects:

a) En route and terminal weather conditions;

b) the "alternates" to be used for various terminals;

c) explanation of plans and the offering of suggestions in order to reach unity of effort.

3.8.4 Establishing fuel requirements for flights is one of the most exacting responsibilities of an OPCO and the pilot-in-command; it is one that has a tremendous bearing on the economies of operations. When determining the fuel requirements, the amount must be calculated as accurately as possib in order to obviate later large decreases or increases, particularly the latter It is not always possible for the pilot-in-command to be responsible for all such arrangements which are very necessary in the preparation of a flight. Therefore, one of the OPCO's basic duties is to determine operating conditions and requirements for each flight well in advance of departure so that all is in readiness for final flight planning.

3.8.5 Generally, the OPCO must undertake the following:

a) Consult with the meteorological office and refer to meteorological information, as necessary;

b) issue information to departments of the operator's organization concerning operations plans;

c) issue such instructions as are necessary to appropriate departments of the operator's organization concerning aircraft and crew utilization;

d) ascertain load requirements;

e) determine load availability;

f) outline to the pilot-in-command what he considers the pilot may expect in the way of en-route and terminal weather. He explains how other flights have been planned or what they have encountered en route, their altitude, procedure, ground speed, etc., and offers suggestions that may be of help to the pilot-in-command in his flight planning;

g) advise the pilot-in-command on the routes, altitudes, tracks and technical stops that will be necessary and what alternate aerodromes are considered suitable for the various terminals, and why;

h) determine fuel requirements and aircraft gross weight (the pilot-in-command makes an independent calculation);

i) bring to the pilot-in-command's attention any irregular operation of airport, airway, navigation or communication facilities;

j) outline what may be expected in the way of delays or irregularities to the flight while en route or what is expected of other flights operating over the route at the same time.

3.8.6 In addition to the above, where the operational control officer is located at the airport of flight departure, he normally carries out the following duties:

a) Prepares such flight documents as are required by the operator;

b) attends the pilot meteorological briefing when time and other duties permit;

c) signs and approves the operational flight plan.

3.9 In-flight stage

(Duties and responsibilities are not necessarily performed in the manner outlined.)

3.9.1 The OPCO may be called upon to assist the pilot-in-command in the in-flight stage as follows:

a) By continued co-ordination of plans with other operational control officers to meet changing circumstances;

b) by continued consultation with the meteorological office and reference to meteorological information, as necessary, to assess effect of weather developments on plans established at pre-departure stage;

c) by continued issuance of information to departments of the operator's organization concerning flight progress or revised plans;

d) by issuance of such instructions as are necessary to appropriate departments of the operator's organization concerning revised plans for aircraft and crew utilization, if a diversion, flight return, en-route delay or cancellation occurs;

e) by recommending revised routes, altitudes, alternates and operating techniques to meet changing circumstances;

f) by monitoring adequacy of remaining fuel;

g) by supplying or arranging for the supply to the pilot of supplementary information (including significant weather information, irregularities in operation of navigation and communication facilities, etc.).

3.10 Irrespective of the stage involved, when flights are either diverted, delayed, returned or cancelled, the routine functioning of the following departments is affected:

Flight Operations;
Traffic (Passenger Service);
Space Control;
Maintenance;
Stations;
Cargo;
Communications.

3.11 When irregularities in flight operations occur, the operational control officer must look far ahead and consider the many factors involved in order to determine the most practical plan or solution. Some of the main factors are as follows:

a) How long will the flight be delayed, or when may they expect it to operate?

b) How long can the flight be delayed?

c) In the event that the flight is delayed beyond the maximum limit established, or is cancelled, what is the best alternative for passengers and cargo?

d) How will the delay affect other sections of the airline and can they be kept operating on schedule?

e) Is there an aircraft available to originate the flight at the next terminal ahead and what is the most practical time to so originate?

f) What is the second best point to originate the flight?

g) What is the latest time the flight can originate and still allow necessary placement of aircraft?

h) Is there revenue available at the time origination is most desired?

i) If necessary to cancel, what is the best time in order to fit in with alternative transportation?

j) Is it necessary to cancel an equal number of flights in the opposite direction in order to balance equipment?

k) How will the plans of one OPCO affect the next OPCO?

(Note:- In this context, a flight is said to "originate" when it commences operation from an aerodrome other than the aerodrome from which it is regularly scheduled to depart.)

3.12 Delays and irregularities of operation often upset crew and aircraft cycles very considerably. Therefore, it is necessary for the operational control officer to check closely with the operator's departments responsible for crew and aircraft routing in order to maintain well-balanced crew and aircraft for the operation of all flights.

3.13 Except where indicated as applying only to the situation where the operational control officer is located at point of departure, all of the duties and requirements set forth in the foregoing paragraphs apply to both situations (i.e., OPCO at point of departure or OPCO remote from point of departure). In those instances where maximum duties are performed and the operational control officer is at the same time remote from point of departure, the operator obviously must have established that adequate communications were either available or could be made available for such purpose, or that a representative of the operator at the departure point is directed by the operational control officer at the central point to carry out the purely manual functions, the operational control officer retaining the responsibility for decisions and advice.

See the IFALDA website for the rest of Cir 045-Operational Control

Africa!

With great pleasure, IFALDA announces the formation of two flight dispatcher associations in Africa.

First, the Flight Dispatcher's Association of Nigeria. Headed by Mr. Cliff Okoh, Manager Operation Control Centre Dana Airlines, Lagos, the association will include both CAA members as well as representative flight dispatchers from Nigeria's 18 different airlines.

Second, the Uganda Flight Operations Officers and Dispatchers Association (UFOODA) headed by President Kakiiza Erisa. UFOODA has already submitted its C&BL to the IFALDA Board and with Board approval, membership certification is currently in progress.

Both organizations are in the process of obtaining government recognition and approval. This is exciting for IFALDA because it is the beginning of professional relationship between flight dispatchers in Africa and the global dispatch community.

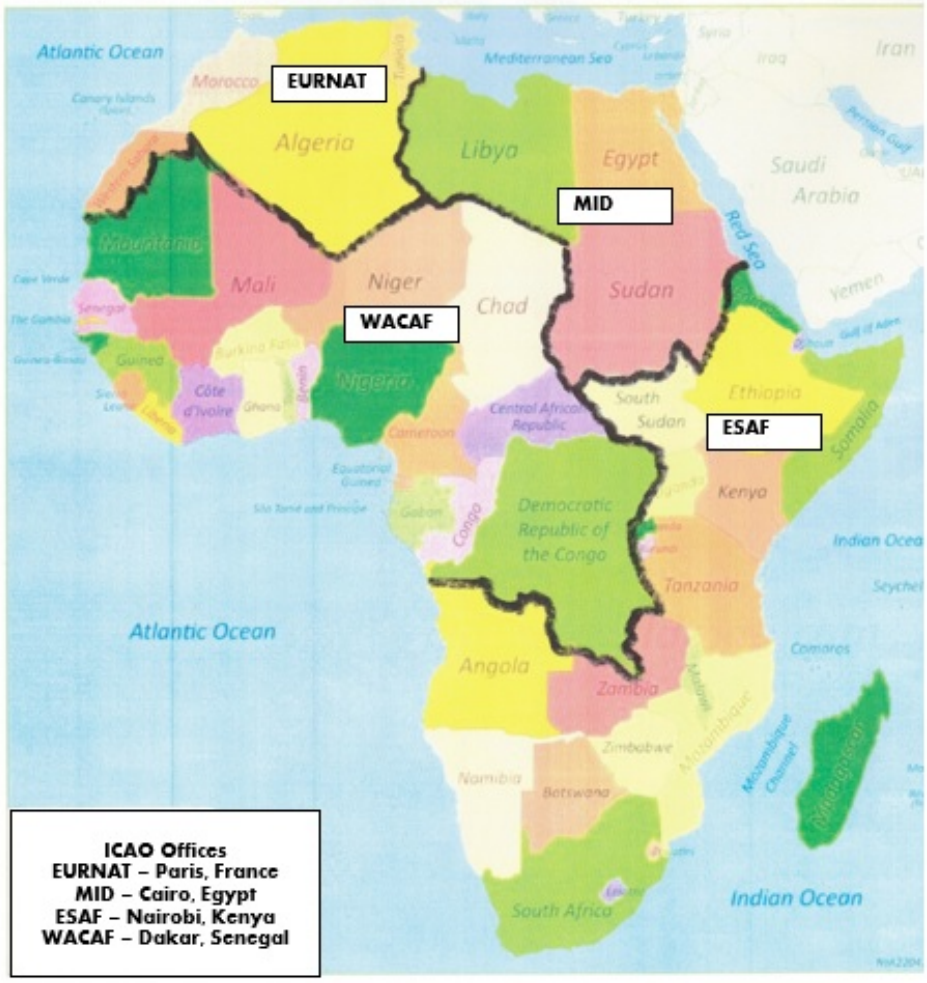
We should all understand the vastness of the African continent. First, there are about* 54 countries and 4 separate ICAO regions in ICAO-AFI (Africa & Indian Ocean). There are 334 air operator certificate holders in Africa as this article is being written.

Of particular importance to IFALDA is that as an NGO invited to participate in various ICAO activities, that invitation has extended to regional ICAO activities as well. In the past 2 years IFALDA has had measurable success with our efforts at ICAO-SAM in Lima and ICAO-EURNAT in Paris. Our African associations will give us the opportunity to participate in regional African operational control issues as well.

When I say "about" 54 countries, there are several areas in dispute. For instance, Western Sahara was a Spanish colonial possession until 1975. Since then, it has been partially controlled by the self-proclaimed Sahrawi Arab Democratic Republic and partially occupied by neighboring Morocco. Additionally, there are about a half-dozen territorial disputes with the countries bordering Sudan and South Sudan.

See the map on the following page for a geography lesson.

ICAO Regions - Africa



Each AFI (African and Indian Ocean) ICAO Region includes the following States: (note – number of air operator certificates managed by each State in in parenthesis)

Western and Central African (WACAF) -Dakar Senegal, 24 States

Benin (2)	Central African Republic (1)	Democratic Republic of the Congo (21)	Ghana (10)	Mali (5)	Sao Tome and Principe (7)
Burkina Faso (3)	Chad (5)	Equatorial Guinea (6)	Guinea (0)	Mauritania (1)	Senegal (3)
Cameroon (5)	Congo (4)	Gabon (8)	Guinea-Bissau (0)	Niger (3)	Sierra Leone (1)
Cape Verde (2)	Côte d'Ivoire (4)	The Gambia (5)	Liberia (0)	Nigeria (18)	Togo (1)

Eastern and Southern African (ESAF) - Nairobi, Kenya, 24 States

Angola (11)	Djibouti (2)	Kenya (48)	Mauritius (1)	Seychelles (2)	Uganda (11)
Botswana (10)	Eritrea (1)	Lesotho	Mozambique (4)	Somalia (2)	United Republic of Tanzania (14)
Burundi (0)	Eswatini (1)	Madagascar (4)	Namibia (2)	South Africa (22)	Zambia (6)
Comoros (2)	Ethiopia (6)	Malawi (3)	Rwanda (1)	South Sudan (4)	Zimbabwe (8)

Middle East (MID), Cairo, Egypt 3 States (In Africa)

Egypt (13)	Libya (13)	Sudan (19)

Europe and North Atlantic (EURNAT) – Paris, France 3 States (In Africa)

Algeria (3)	Morocco* (7)	Tunisia (5)

- Note – Western Sahara is disputed territory, currently administered by Morocco

ADS-B Europe

As promised in the last edition of Flight Dispatcher's World, here is the latest in European implementation. From the EASA STC News:

What is the ADS-B mandate in Europe?

Commission Regulation (EU) No 1207/2011, of 22 November 2011, lays down requirements for the performance and the interoperability of surveillance for the single European sky. From 7 June 2020, all aircraft that weigh more than 5 700 kg, or have a max cruise speed greater than 250 knots, will need to be equipped with ADS-B capabilities to be operated in European airspace.

This means that by June 2020, a huge fleet of aircraft needs to be retrofitted. That represents a great business opportunity for numerous STC applicants who have experience in avionics installations. However, an ADS-B installation is much more than a "simple" change of transponder, and it may not be as easy to handle as it might initially appear.

What about certification?

Installation of ADS-B capability to comply with Commission Regulation 1207/2011 is considered to be a STC or major change.

EASA relies on compliance with "Subpart D – Surveillance" of **CS-ACNS** to demonstrate that the aircraft fulfils requirements of the Commission Regulation. Beyond the obvious compliance demonstration required with the 1090ES ADS-B requirements, the impact on the CSACNS ELS/EHS requirements has to be evaluated. Credit may be taken from the pre-modification installation, provided it has been shown to be compliant with the CSACNCS ELS/EHS requirements (the requirement for antenna diversity is usually a good example). A compliance matrix with CS-ACNS Subpart D attached to the certification data would be a simple and efficient means to support the discussions.

The applicant has to approach the certification by considering the "end to end" ADS-B system (e.g. including sensors and control panels), and not solely the installation of the Mode S 1090ES transponder. That may present challenges, especially when dealing with installations on legacy products, where the Applicant may have difficulty in obtaining the data necessary to satisfy the CS-ACNS requirements (e.g. reliability figures to support the continuity requirements).

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What about validation?

Deployment of ADS-B is a worldwide effort, and it is not only European airspace that will be impacted. Numerous countries have issued mandates similar to the EU Regulation.

In particular, applicants who wish to certify their ADS-B out installations so they can also be validated by the FAA, have to consider FAA 14 CFR § 91.227 (relying on FAA AC 20165()). Appendix J of CS-ACNS - Subpart D provides comparisons between CS ACNS.D.ADSB and the FAA AC 20-165A requirements. One major difference is that, as the AC 20-165A requires a flight test, whereas the CS consider that ground testing is sufficient. A demonstration of compliance with AC 20-165() also has to be submitted to EASA as part of the certification dossier, as EASA will perform the compliance finding on behalf of FAA.

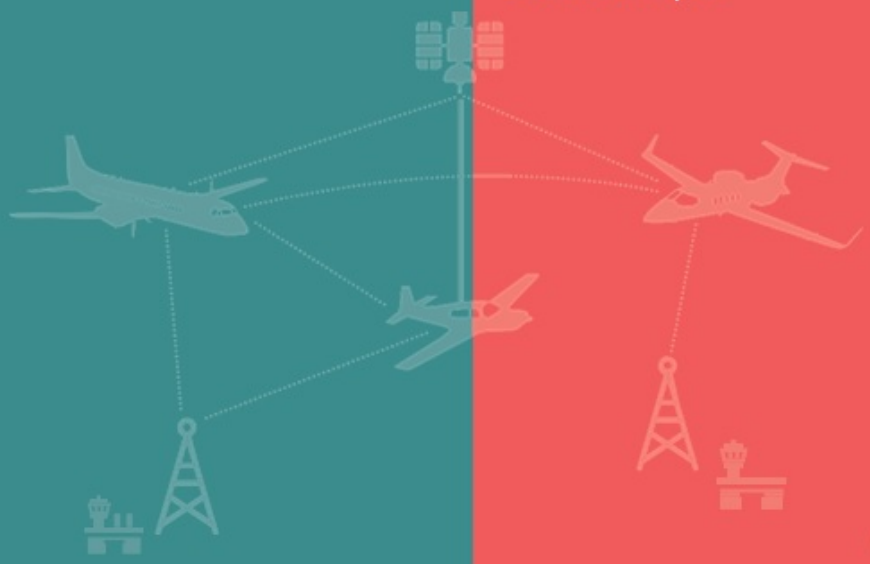
Expert TIPS

Material is available on the internet that could be of interest regarding the certification of an ADS-B installation.

EASA has developed a set of FAQs related to ADS-B installations, providing considerations and clarifications on various concerns. These FAQs are available on the EASA website **here**.

CS-ACNS stands for "Certification Specifications and Acceptable Means of Compliance for Airborne Communications, Navigation and Surveillance", and these are also available on the EASA website **here**.

The text of the Commission Regulation (EU) No 1207/2011, and its amendment No 2017/386, are available in all the EU languages **here** and **here the 2017/386**.



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From our colleagues at the Airline Dispatcher Federation – ADF

This year marks the 30th Anniversary of the Aircraft Dispatchers Federation.
We will celebrate this milestone at the ADF Summit on October 12-14th at
Caesars Palace in Las Vegas. I am delighted to share with you that Steve and
Carla Caisse have agreed to Chair our 30th Anniversary Celebration. I can
think of no one better to recognize our founders and the history and accomplishments of this organization. Vice Presidents from American, Delta, Southwest and United Airlines have committed to open our event again this year. We hope you will join us in LAS. Currently our plan is to open registration and the room block on June 1st.

At the 2019 Summit we presented the Leo D. Hollis Master Aircraft Dispatcher Award to Eugene M. Cameron of United Airlines. This is only the 3rd presentation of this award and we were honored to have Jim DeYoung Vice President Network Operations at UAL and Scott Stacy FAA ASI-AD make the presentation to Mr. Cameron at the ADF Summit. Like the Charles Taylor Master Mechanic and Wright Brothers Master Pilot Awards recognizing Mechanics and Pilots, a comparable award has now been established recognizing the Aircraft Dispatcher. Additional information regarding this award can be found here.

If you know of someone eligible for this recognition, we would love to make the presentation at the 2020 Summit in LAS. If you would like more information about the application process, please reach out to Deborah Kowalewski at ADFSecretary@dispatcher.org.

In this last Scholarship cycle, ADF has awarded 7 Dispatch Scholarships and we look forward to awarding a similar number this year. Scholarship information will be posted on June 1st. A very special thanks to our school donors; Academy College, Aircraft Dispatch Academy, Flamingo Air, IFOD, Jeppesen and TAS for their generous contributions. At the 2019 Summit, ADF awarded four "First Timer" Scholarships to Members attending their first Summit. We were happy to receive such tremendous response we will make those awards again this year.

This year ADF has supported participation in a number of Committees and

Working Groups including, the FAA Aviation Rule Making Advisory Committee (ARAC), Air Carrier Training Aviation Rulemaking Committee

(ACT ARC) including the ACT ARC Steering Committee and Flight Path Management WG, Friends and Partners in Aviation Weather (FPAW), Equip 2020, RTCA SC-206 Aeronautical Information and Meteorological Data Link Services, AMS Weather Information Modernization and Transitioning (WIMAT) among others.

ADF is committed to stay abreast of developments in emerging technologies and promoting the vital roles operational control and joint responsibility contribute to providing the highest standard of safety.

Catherine Jackson
President

From our colleagues at the European Federation of Airline Dispatchers Associations – EUFALDA

EUFALDA
European Federation of Airline Dispatchers Association

Thanks to IFALDA and the NEWSLETTER publication we have a chance to present our ideas and report about our activities. The European Federation of Airline Dispatcher's Associations was founded on May 7, 1991 in Zurich, Switzerland. The collaboration inside and outside the EU of different countries made it neccassary to create a European Dispatcher organisation under the umbrella of IFALDA. Since then several Boards and Presidents tried with **EASA – the European Union Aviation Safety Agency** and its predecessors to include Flight Operation Officers in the rulemaking process and set up standards for training across Europe.

Our activities over the last years

In 2014 we forwarded a PRE-RIA (Preliminary Regulatory Impact Assessment) to EASA dealing with training standards in Europe. EASA saw a non-compliance of Regulation 965/2012 with the ICAO SARPS when it is related to Flight Dispatcher training. With our insitance that can be a great asset as an organization, we received a seat at the FS.TEC – Flight Standards Technical Committee. Our representatives are Jörn Sellhorn-Timm from the German organisation GALDA, Kenneth Kronborg from SALDA-Denmark and me. Jörn and Ken are the experts, dealing with training in their day to day business. The FS.TEC meets twice a year and we were able to participate in all meetings since 2018 in Cologne, Germany, the headquarter of EASA. At the last meeting at the EASA facilities in Cologne in February 2020, where Ken Kronborg represented EUFALDA, we forwarded again a comment for EPAS (European Plan for Aviation Safety 2020-2024) where we strongly support the responsibility for operational control in reference to ICAO Annex 6. We outlined European standards in operational control regarding responsibilities, tasks

and which qualification are not in line with ICAO SARPS. A European standard so far does not exist except on basis of national regulations in some EASA member states.

Next EASA FS.TEC meeting will be in Cologne on 07th of October 2020.

A workshop on Implementation of the new global reporting format for runway surface conditions – ICAO EUR region on January 28-29, 2020 organized by ICAO at the Finnish Aviation Museum in Vantaa had to be cancelled as the appointed delegate Ken Kronborg was not available on such a short notice. Nevertheless, we thank Ken and Jörn for their dedicated work and time. They invested a lot of personal time to represent EUFALDA at EASA and spent many hours working from home.

One more point concerning our membership: while some countries left our association, we are excited to welcome a French Association FRALDA.org for the first time. We are happy to have Mesdames et Messieurs from France on board. As the president of EUFALDA, I am proud of our multi-national memberships in Europe and we appreciate the cultural exchange this brings to our relationship. Together we can provide a more focused energy on EASA and other organizations to keep up the flag of Flight Dispatchers in Europe. We are looking forward to seeing you in Toronto at our combined AGM with IFALDA May 3-5, 2020.

Best Wishes Matthias Dürbeck

on behalf of EUFALDA Board
March 2020

From our IFALDA President Russ Williams:

I believe IFALDA is in a good place as we speak. We have continued to develop our presence in the industry with our observer status at ICAO. We were very active in the global tracking development of 4D15. We are the leaders of the new Flight Dispatch Training Manual, set for deployment later this year. We have escalated ourselves to participate in truly international parts of the operation joining the NATSPG (North Atlantic Systems Planning Group - ICAO), as participants in 2019. We have established a permanent mailing address close to ICAO in Montreal.

Our presence has been felt by attendance and presentations at functions such as the ADF and various GTI Aviation Seminars. We continue to hold our own successful AGM's, with great sponsorship, speakers and attendance the last few years.

Our Board meetings have expanded in the last couple of years to include our Winter meeting in January, our pre-AGM meeting in May and a satellite meeting prior to the annual ADF Symposium. Membership has continued to grow, and we hope to reach 2000 members in 2020.

Now is the time for me to return to my first sentence. "IFALDA is in a good place." We certainly are doing well, as demonstrated above. However, in the next 3-5 years, I believe we can be great! What will make us great? Simply getting bigger and better as follows:

- assisting inquiring countries in forming their associations to join us, examples Nigeria, China and as we have done with France (FRALDA) and Argentina (APADA)
- contacting and bringing in more airline associations worldwide
- recruiting strong skill sets from within our membership to participate and ultimately become part of the Board, examples Meteorology experts, Drone users and followers & ATC future concept planners
- continued successful AGM's ensuring we can bring in leading industry speakers and products.

With enhancements such as increases and diversity of membership, focus on utilizing our own expertise, staying current with technology, IFALDA will reach greatness in our industry.

We must always endeavour to be agents of change and never be the victim!

SUMMARY REPORT OF THE NORTH ATLANTIC PROCEDURES AND OPERATIONS GROUP (NAT POG-9)

(Paris, France, 2-6 March 2020)
By IFALDA VP-West Sergey Vakhrushev

The Ninth Meeting of the North Atlantic Procedures and Operations Group (NAT POG/09) was held in the ICAO EUR/NAT Office in Paris, France, from 2 to 6 March 2020. The meeting was chaired by Mr. Luis Tojais from Portugal and Mr. Sven Halle from the ICAO EUR/NAT Office was the Secretary. Administrative assistance was provided by Ms. Mihaela Brunette, also from the ICAO EUR/NAT Office.

IFALDA presented Working Paper (WP) to introduce Dispatchers work over NAT and cover three key areas

a) Flight Preparation 4 hours before flight,
b) Operational Flight Plan Release and filing ATC FPL,
c) Operational Control/Flight following

IFALDA's WP provided a detailed insight into the various operational aspects that Flight Dispatchers consider in carrying out their three primary functions– i.e., Flight Preparation, Operational Flight & ATS Release and exercising Operational Control within the context of daily North Atlantic operations. The presentation also provided an overview of the sequence and various actions taken by a Flight Dispatcher within a typical North Atlantic dispatch scenario.

1.1 The presentation included the work of Flight Dispatchers (Dispatchers) and Flight Operations Officers (FOOs), with their designation, roles and duties as specified in ICAO Annex 6. Detailed description for the flight preparation (including Preferred Route Messages and random routes), for the Operational Flight Plan Release & ICAO FPL filing (including flight planning, operational considerations, flight plan submission, refiling of FPLs) and for operational control (including Flight Monitoring via ACARS, POS Reports, Data Link, ICAO Normal Tracking and handling of oceanic clearances by dispatch) were presented to the Group. The Group noted that the functional role of Flight Dispatchers is predicated on their ability to support, brief and assist the pilot-in-command in the safe conduct of the flight from 4 hours before departure till safe landing and closure of FPL. The group also noted that IFALDA promotes safe conditions where the pilot-in-command and Flight Dispatcher must collaborate and coordinate closely upon how the flight will be conducted and must also collaborate for any changes in the plan while en-route.

1.2 During the discussions of the IFALDA presentation, the Group highlighted the issue of uploading and activation of rerouted FPLs in the FMS/FMC. The aspect that a new Flight Plan was sent to the aircraft, but that the aircrew had not activated the uploaded new FPL could be additional item to look at within the activities of the NAT SG. EUROCONTROL explained the flight planning aspects inside Network Manager area and the use of AUP and UUP in NMOC/IFPS.

Sergey is in the middle row center.

With best regards,
Sergey Vakhrushev.
VP-West, IFALDA

Official IFALDA NAT POG/09 debriefing. From left to right, IFALDA VP-West Sergey Vakhrushev, FRALDA President Francois Eraud, FRALDA Treasurer Guillaume Vanhee, FRALDA Secretary Marc Soussou.

The following is WP12 (Working Paper #12 submitted by IFALDA to the NAT POG:

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NAT POG/09 – WP/12 Rev1
17/02/2020

European and North Atlantic Office

NORTH ATLANTIC PROCEDURES AND

OPERATIONS GROUP (NAT POG)

NINTH MEETING

(Paris, France, 2 to 6 March 2020)

Agenda Item 2: Planning and implementation programmes
2.f) Other issues

AN OVERVIEW OF THE FUNCTIONS, ROLES AND RESPONSIBILITIES OF FLIGHT DISPATCHERS IN NORTH ATLANTIC OPERATIONS

(Presented by the International Federation of Airline Dispatchers Associations)

SUMMARY

The rapidly changing operational dynamic in the North Atlantic over recent years is both a challenge and an opportunity for NAT operations. IFALDA, in its role of representing the professional standards of Flight Operations Officers and Flight Dispatchers for safe and efficient flight planning, Dispatch and exercising Operational Control, offers itself as a willing partner in the NAT SPG planning and implementation program and supporting the Work Program of the Planning & Operations Group. IFALDA was recently accredited by ICAO PIRGs, including the NAT SPG, to participate in several of the NATSPG working groups, including the NAT POG.

This paper seeks to provide an overview of the sequence and various actions taken by a Flight Dispatcher within a typical North Atlantic dispatch scenario. The WP also seeks to gain the regional recognition from States under NAT SPG and to lend perspective and provide an insight into the various operational aspects that Flight Dispatchers consider in carrying out their three primary functions– i.e., ***Flight Preparation, Operational Flight & ATS Release and exercising Operational Control*** *within the context of daily North Atlantic operations.*

1. Introduction and Background

1.1 The International Federation of Airline Dispatchers Associations (IFALDA), formed in 1961, is a global professional standard, non-labor association. We represent the professional and technical roles and responsibilities of dispatchers and flight operations officers worldwide. IFALDA is recognized by ICAO as an International Non-Government Organization (NGO) representing the professional interests of Flight Dispatchers and Flight Operations Officers worldwide; and, as an industry stakeholder, carries broad

expertise and interest in contributing to the development and promulgation of ICAO Provisions for Standards, Procedures, and Guidance.

1.2 Where reference made to Flight Dispatchers (Dispatchers) and Flight Operations Officers (FOOs) in this paper, as well as other ICAO references, the terms are functionally identical and used interchangeably. The term "those engaged in the control and supervision of flights" refers to individuals designated by the operator to serve in a similar functional capacity to Dispatchers and FOO's, whether licensed or not, in the exercise of operational control in those States not requiring dispatch systems. For the sake of simplicity, we will use the term Flight Dispatcher in the document, which includes Flight Operations Officers, whether licensed or not and others designated by the operator to exercise the control and supervision of flights.

1.3 Designation: ICAO, in Annex 6, Part 1 Chapter 3.1.3 recognizes Flight Dispatchers as "those engaged in the control and supervision of flights." This refers to individuals designated by the certificate holder/operator to serve the role and functional capacity of a Flight Dispatcher, whether licensed or not. Flight Dispatcher qualifications to perform this role are therefore predicated on acquiring and maintaining the qualification and competency to undertake this role

1.4 Definition: Annex 6 defines a 'Flight Operations Officer/Flight Dispatcher' as a person designated by the operator to engage in the control and supervision of:

a) flight operations, whether licensed or not,

b) suitably qualified in accordance with Ann.1

1.5 Role: The Flight Dispatcher can be casually referred to as the third pilot - on the ground. Annex 6 - Operation of Aircraft defines the role of a Flight Dispatcher/flight operations officer as one who "supports, briefs and assists the pilot-in-command in the safe conduct of the flight." Annex 1 - Personnel Licensing defines requirements, which include training and competency, knowledge, experience, and skills. (Appendix A refers)

1.6 Duties: Annex 6 is explicit in the duties of Flight Dispatchers to cover:

a) normal operations whereby the pilot in command is assisted with flight preparation and assembling and filing the operational flight plan.

b) further, and when stated in the airline operations manual, the dispatcher is also responsible for inflight support for the safe conduct of the flight. In any event.

c) Annex 6 also requires airline operations manuals to provide clear and unambiguous procedures so that Dispatchers can initiate emergency procedures and convey safety-related information

1.7 Placed in this context, there is a significant amount of 'backroom' activity that occurs while a Dispatcher plans flights over the North Atlantic. This work usually begins about 4 hours before departure. This is followed by the Dispatch Release and the filing by the Dispatcher of the ATS flight plan. Once airborne, the flight is supported through the Flight following, monitoring and tracking functions. This paper seeks to provide an overview of the sequence and various actions taken by a Flight Dispatcher on a typical North Atlantic dispatch scenario.

2. Discussion

Flight Preparation

2.1 Preferred Route Messages: To enable oceanic planners to consider operators' preferred routes when creating the OTS, there is a provision in NAT Doc.007 for all NAT operators to provide their daily flight route preferences as a preferred route message (PRM) by AFTN message to the two Oceanic Centers. The AFTN formatted Message is required to be sent no later than:

a) 10:00 UTC for the following Eastbound OTS and;

b) 19:00 UTC for the following Westbound OTS.

The reality today is that few airlines file PRMs. IFALDA's position is to actively promote the revival of the PRM methodology, albeit more scientifically not only for flight efficiency but also for safety to ensure that the pre-tactical exercise considers Significant Weather (SigWx) such as convective activity, moderate to severe turbulence, etc.

2.2 The NAT Flight Dispatcher's focus is centered around system air traffic demand to adapt the days' flight flows against the placement of the OTS vis a vis the city-pair structure. Flight Dispatch desks anticipate the peak flows as follows:

a) eastbound flights during night time (peak at 0000z over Eastern Canada).

b) westbound during daytime (peak at 1200z over Western Europe) and;

2.3 The NAT Flight Dispatcher's focus on a given shift is centered around the system Air traffic demand to adapt the days' flight flows against the placement of the OTS vis a vis the city-pair structure. Critical decisions are made at this stage first to identify NOTAMs and potentially hazardous areas of MET SIGWX. Lateral dispersions of routings also consider adequate coverage for Extended Diversion Time Operations (EDTO).

2.4 The next Flight Dispatcher task is to align the lateral dispersion of the day's scheduled city- pairs with the NAT OTS message. If the East /West NAT OTS message does indeed affect the 30W crossing time, the most suitable published track is opted for. The daily vertical flight levels allocated in the Track Message must also be adhered to. The daily Eastbound NAT

OTS design is heavily influenced by a combination of the core traffic flows and the position of the forecasted Jetstream.

2.5 Random route: Where the flight timings do not directly clash with the active 30W crossing time along with the lateral dispersion of the OTS, Flight Dispatchers will usually rely on internal airline flight planning software to generate a "Random Route., including situations where the Flight Dispatcher wants to avoid the OTS due to SigWx events or other operational reasons. The random route grid is programmed within the software for the Lat/Long conventions depicted in Doc.007

2.6 Although Doc 007 allows for airlines to join and leave the outer OTS tracks (but file as a Random route), Flight Dispatchers may take due precautions for predictability to steer clear of the OTS and file the entire route one or two degrees away from an active OTS, to avoid fuel overburn.

2.7 In most cases, Flight Dispatcher practices are still prudent, which reflect planning and filing a fixed Mach number and refrain from planning and filing step climbs over the NAT portion, although the Flight Dispatcher will often calculate time/burn with step-climbs in mind and include this information as a suggestion to the pilot-in-command in a remark on the Operational Flight Plan; the crew may also request climb and speed change on tactical bases.

Operational Flight Plan Release & ICAO FPL filing.

2.8 Flight Planning for typical North Atlantic operation, as noted in 1.7 above, usually begins about 4 hours prior to departure. There are several preparatory activities that occur leading to building the planning parameters that go into a flight plan submission request. These include:

a) Aircraft airworthiness and Operational Specifications: O/W operations, ETOPS suitability, long-range communications (none HF), SATCOM Voice/ Data, Transponder serviceability, NAT HLA or Tango routes (Blue spruce) operations, FANS1/A and CPDLC qualifications, TCAS, and all MEL outstanding items, etc;
b) Aircraft Performance checks such as Take-Off, Landing and Go-Around performance checks.
c) Departure, Destination, Alternate and EDTO airports suitability and SIGWX, (Cat II & III operations) checks: Significant Weather Charts, PIREPS/SIGMETS, NOTAMs, Solar Weather, Volcanic Ash, Ozone, Driftdown for operations over high terrain (i.e.,
d) Operational checks such as payload restrictions, Overflight permits for regular, crew availability and legality;

2.9 Operational Considerations. Most Flight Planning systems offer several decision choices to the Flight Dispatcher – grouped under four key metrics: Costs, Distance, Fuel and Time. However, the most economical route must be validated for several safety-related considerations which include but not limited to adverse weather along the route such as Turbulence, Convective activity, and Solar weather radiation levels, Fuel Freeze Temperatures, volcanic ash, ETDO suitability; Aircraft MEL/CDL, possible delays and restrictions (SLOTS). Other company-specific requirements allow

for biasing either for speed or fuel economy situations which can also be accommodated. Thereafter, Flight Planning parameters such as Zero Fuel Weight (ZFW), Cruise Degradation factors, en-route & destination alternates and fuel pads are manually configured into the OFP input parameters to generate routing options.

2.10 Doc.4444- ICAO FPL: The complete ICAO FPL Form is system-generated by the Software application with little or no dispatcher inputs. Usually, the system is 'hard-coded' by the backroom DB Admin against each Tail #. Ad-hoc changes such as those driven by MEL considerations affecting individual tails are manually modified by the Flight Dispatcher prior to releasing the OFP. When flights into & out of the Euro control IFPS region, the ICAO FPL is validated through the Euro control NM hosted NOP validation tool.

2.11 Refiling of ICAO FPL: Flight Dispatcher procedures usually require updated ICAO FPL filings only while the aircraft is still on the ground (mostly at the gate), by AFTN messages or communicating via telephone with proper ACCs or Flow Management Units with formatted messages such as **DLA, CHG, CNL**. When airborne, the Flight Dispatcher would only update the Operational Flight Plan portion **(OFP)** to update the route, flight time, fuel burn – but would not refile the previously filed ICAO FPL if it changes.

Operational control

2.12 Flight Monitoring (ACARS, POS Reports, Data Link, ICAO Normal Tracking): The procedures for flight watch vary significantly with the Flight Dispatch system being used. In NAT operations conducted by operators outside of North America, the exercise of Operational Control is often delegated to the Pilot, with the Flight Dispatcher in an advisory capacity. With U.S. and other western hemisphere operators using full Flight Dispatch system, the Flight Dispatcher shares responsibility for the exercise of operational control with the pilot-in-command and maintains a flight monitoring and tracking process with due regard to incoming notifications from Oceanic ACC's such as changes to Oceanic clearances.

2.13 Operational control: When a Flight Dispatcher exercises operational control, all aircraft positions reports received through the AOC media of the ACARS system from the aircraft have been monitored. These reports consist of time and FL over fix or lat. long, and remaining fuel onboard. If for some reason such messages not received, flight following software will notify the Flight Dispatcher of an overdue report, prompting the Flight Dispatcher to request a Position Report by pinging ACARS or plain text to the crew, also it could be collected via Sat Voice, VHF or HF Phone Patch. In rare cases where communication cannot be established with the airplane, the Flight Dispatcher will relay a message through other Company aircraft in the vicinity by asking them to retransmit the messages to that airplane or alternatively contacting specific ATC center via telephone. The Flight Dispatcher can also request the oceanic radio service provider to contact the flight with a request for an HF phone-patch with the Flight Dispatcher.

2.14 Oceanic Clearances handling by Dispatch: Whenever the Oceanic clearance has been granted, the Flight Dispatcher verifies and validates any changes from the original filing.

If changed, the Dispatcher notifies the crew via an ACARS message and makes adjustments in OFP (Operational Flight Plan) and uplinks the OFP via ACARS. In some avionics configurations, flight crews will be able to upload the new route into the FMC directly. In all other cases, flight crews will manually update the FMC according to the clearance

Conclusion

2.15 It thus becomes evident from the foregoing that the direct and indirect roles & responsibilities of Flight Dispatchers worldwide and especially so in the NAT – is critical in complying with Annex 6 provisions in the main being a person designated by the operator to engage in the control and supervision of flight operations, whether licensed or not.

2.16 IFALDA promotes safe conditions where the PIC and Flight Dispatcher must collaborate and coordinate closely upon how the flight will be conducted and must also collaborate for any changes in the plan while en-route

2.17 The functional role of Flight Dispatchers is predicated on their ability to support, brief and assist the pilot-in-command in the safe conduct of the flight from 4 hours before departure till safe landing and close of FPL, being suitably qualified in accordance with Ann.1

2.18 While the PIC is always in command of the flight without limitation, including the exercise of emergency authority, Flight Dispatchers share jointl responsible with the PIC for the Flight Planning, delay and dispatch release of the flight (as noted previously, when Flight Operations Officers are utilized without shared responsibility, the FOO's responsibilities may be varied in regards to the exercise of operational control/flight watch).

3. Action by the Meeting

3.1 The NAT POG is invited to:

a) note the information provided;

b) review and consider 3 primary functions of Flight Dispatchers as per Ann.6 as they relate to Flight Dispatcher functions provided in this Working Paper;

c) provide direction as deemed necessary

The following Appendix is provided with this working :

***APPENDIX A in a separate document:* < Flight operations officer/Flight Dispatcher licence>**

Appendix A- Extracts from ICAO Annex 1

4.6 Flight operations officer/ license

4.6.1 Requirements for the issue of the license

4.6.1.1 *Age*
The applicant shall be not less than 21 years of age.

4.6.1.2 *Knowledge*
The applicant shall have demonstrated a level of knowledge appropriate to the privileges granted to the holder of a flight operations officer license, in at least the following subjects:

Air law
a) rules and regulations relevant to the holder of a flight operations officer license; appropriate air traffic services practices and procedures;
Aircraft general knowledge
b) principles of operation of aeroplane engines, systems, and instruments;
c) operating limitations of aeroplanes and engines;
d) minimum equipment list;

Flight performance calculation, planning procedures and loading
e) effects of loading and mass distribution on aircraft performance and flight characteristics; mass and balance calculations;
f) operational flight planning; fuel consumption and endurance calculations; alternate aerodrome selection procedures; en-route cruise control; extended range operation;
g) preparation and filing of air traffic services flight plans;
h) basic principles of computer-assisted planning systems;

Human performance
i) human performance relevant to dispatch duties, including principles of threat and error management;
Note.— Guidance material to design training programmes on human performance, including threat and error management, can be found in the Human Factors Training Manual *(Doc 9683).*

Meteorology
j) aeronautical meteorology; the movement of pressure systems; the structure of fronts, and the origin and characteristics of significant weather phenomena which affect take-off, en-route and landing conditions;
k) interpretation and application of aeronautical meteorological reports, charts and forecasts; codes and abbreviations; use of, and procedures for obtaining meteorological information;

Navigation
l) principles of air navigation with particular reference to instrument flight;

Operational procedures
m) use of aeronautical documentation;
n) operational procedures for the carriage of freight and dangerous goods;
o) procedures relating to aircraft accidents and incidents; emergency flight procedures;
p) procedures relating to unlawful interference and sabotage of aircraft;

Principles of flight
q) principles of flight relating to the appropriate category of aircraft; and

Radio communication
r) procedures for communicating with aircraft and relevant ground stations.

4.6.1.3 *Experience*
4.6.1.3.1 The applicant shall have gained the following experience:

a) a total of two years of service in any one or in any combination of the capacities specified in 1) to 3) inclusive, provided that in any combination of experience the period serviced in any capacity shall be at least one year:
1) a flight crew member in air transportation; or
2) a meteorologist in an organization dispatching aircraft in air transportation; or
3) an air traffic controller; or a technical supervisor of flight operations officers or air transportation flight operations systems;
or
b) at least one year as an assistant in the dispatching of air transport;
or
c) have satisfactorily completed a course of approved training.

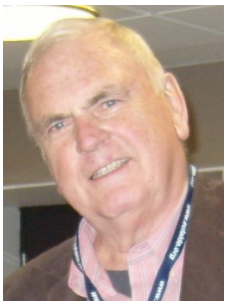
4.6.1.3.2 The applicant shall have served under the supervision of a flight operations officer for at least 90 working days within the six months immediately preceding the application.

4.6.1.4 *Skill*
The applicant shall have demonstrated the ability to:
a) make an accurate and operationally acceptable weather analysis from a series of daily weather maps and weather reports; provide an operationally valid briefing on weather conditions prevailing in the general neighborhood of a specific air route; forecast weather trends pertinent to air transportation with particular reference to destination and alternates;
b) determine the optimum flight path for a given segment, and create accurate manual and/or computer-generated flight plans;
c) provide operating supervision and all other assistance to a flight in actual or simulated adverse weather conditions, as appropriate to the duties of the holder of a flight operations officer licence; and
d) recognize and manage threats and errors.

Note.— Guidance material on the application of threat and error management is found in the Procedures for Air Navigation Services — Training *(Doc 9868, PANS-TRG), Chapter 3, Attachment C, and in Part II, Chapter 2, of the* Human Factors Training Manual *(Doc 9683).*

4.6.2 Privileges of the holder of the licence and the conditions to be observed in exercising such privileges
Subject to compliance with the requirements specified in 1.2.5, the privileges of the holder of a flight operations officer licence shall be to serve in that capacity with responsibility for each area for which the applicant meets the requirements specified in Annex 6.

Well, that's all for Edition 10 of FDW. Let's hope events will allow a back to normal state of affairs for our families, the world and our industry in particular. Stay safe!



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