Airline Dispatchers Federation
Safety Professionalism

THE ADF NEWS "Keeping the Dispatch Professional Informed"

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FALL SYMPOSIUM A SUCCESS

The 2003 Symposium held October 12-14 in Kissimmee, FL hosted approximately 120 attendees.

The annual meeting of the Board of Directors was held on Sunday, October 12, with many issues discussed such as:

- ALPA is publishing a paper on their solution to the question of what to do in a bio-terrorist attack inside a plane
- New Cargo FAR Part 135 to allow jets and to increase weight
- New ETOPS rules: oversight, higher technology
- The FAA now has at least 12 Aviation Safety Inspectors specifically with dispatch experience
- RNAV and MEL questions

Changes to the ADF Bylaws were discussed at length, but were tabled until the next meeting.

Officers were voted in as follows:

Giles O'Keefe (NW) will become President, replacing Dave Smith, who has completed his term
Mike Timpe (Horizon) will continue to serve as Treasurer
Joe Cook (DL) continues as Vice President, Operations
Ted Christie (US) will serve as Vice President, Administration replacing Rhonda Smith
Jerry Elder (DL) was immediately installed as Vice President, Govt/Legislation/Media, replacing Brian Schultz

After the business meeting was adjourned, attendees and vendors enjoyed themselves at the Welcome Reception sponsored by Metron Aviation.

Over the next two days, speakers from many areas held forth on their particular specialty.

Donna Corbett was a treat, as always. Her insights into the history of aviation and the role of dispatchers are always fascinating. ADF appreciates her generosity and treasures her friendship.

Allan Rossmore spoke about the "world view" of operational control. Some of his statements gave people pause when he mentioned that several medium-sized European airlines do not have flight monitoring or flight following departments. However, there are good things happening. Annex 6 has published newly functional regulations for dispatch training and flight monitoring, though still no certification required for dispatchers. The JAA (Joint Aviation Authority) is being renamed European Aviation Safety Authority (EASA).

Bob Francis, retired vice chairman of the NTSB, talked about a myriad of subjects, ranging from the air marshal and armed pilots issues, CFIT still the biggest killer in aviation, various audits being developed for the industry, and encouraged the ADF to support IOSA and other such groups. Mr. Francis especially noted that we have GOT to increase NTSB awareness of dispatch. He encouraged ADF to visit the NTSB and introduce our group to the Board and staff as there is very little concept of dispatch and its impact on safety.

Following Mr. Francis was John Goglia, Boardmember, NTSB. He also spoke on a range of issues including one area of major concern to dispatchers – workload, especially during unusual operations scenarios. A common factor in accidents is the "work-arounds" in procedures that sometimes occur when workload is high and support is not. Another

(Continued on page 4)

ATPAC UPDATE

There was no ADF representation at the ATPAC meeting held in October. The next ATPAC meeting is scheduled to be held in January 2004.

ADF members with concerns on air traffic procedures are requested to submit them to Frank Hashek or Amar Murthy at the following eMail addresses: FHashek@Dispatcher.org AMurthy@Dispatcher.org

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Rhonda Smith, V.P. Admin (HAL)
Jerry Elder, Govt/Legislature/Media (DL)
Brad Ward, V.P. Membership (Atlantic Coast)
Allan Rossmore, Legal Counsel (EA, Ret)

Directors:

Tracie Benson, Corp/Ind Alliances (AA)
Frank Hashek, Membership (ATA)
Brad Irwin, Information Technologies (CO)
Norm Joseph, Aviation Rulemaking (DL)
Giles O'Keefe, Aviation Sec. & Intel (NW)
Jeff Rehaluk, Regulatory Review (Spirit)
Gail Murthy, Newsletter (BLR Group)

New, More Friendly Website Coming Soon

By Brad Irwin

The Dispatcher.org website in conjunction with the newsletter are the primary means of communication to our members. In order to provide increased value for your membership dues, I have been working over the past six months with a team of programmers to give the website an overhaul. Aside from a new look, the website will retain many of the same features (Weather Briefing, This and That, Trivia, Library, Meetings, etc.) from the current site.

The entire site is being redesigned with the members' needs in mind. By popular request, we are adding discussion forums both Public and Members Only Section. Members will have the ability to change their profiles and set up auto renewal to renew their annual dues. Using the user id and password set up at registration each member will have access to certain members only pages; job postings, current newsletters, the ADF Library, event calendar, surveys, etc.

The web site will also automate many administrative functions performed by the Board Members. The membership database will automatically be updated whenever a member signs up for membership or renews online. Since the database is not hosted locally on any one machine, multiple administrators can update records. The Board will also have a reserved area for collaboration.

The programmers are almost done, and we are cleaning up a couple of bugs. We expect to begin testing on a separate domain name TBA on January 1, 2004. This testing will take 2-3 months, during which time the user will have a choice to view either the current ADF web site or the new Beta ADF web site. If during this test you have ideas, recommendations or bugs, there will be a form to click to report problems.

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FLIGHT EXPLORER: PAST, PRESENT, AND FUTURE

Many of you fondly remember when Berry Gamblin came to meetings with early beta versions of Flight Explorer Professional. At that point Flight Explorer was only able to track aircraft and not much more. Many years have passed since Beta 001 and with ADF member's feedback, Flight Explorer, has become the world's leading global provider of Internet-based real-time flight tracking information, reporting and display products. Flight Explorer is committed to being responsive to the requests and needs of ADF members and that can be seen in our recent releases.

Arguably, the most significant enhancements to Flight Explorer may not be immediately apparent even to veteran Flight Explorer users. The Flight Explorer development team has done a considerable amount of work to allow the integration of third-party data (via our 3PDI interface) as well as integration with other applications on your desktop.

The 3PDI Interface will be of most value for ADF members who have international flights outside of the FAA coverage area and are using ACARS to track these flights. With the 3PDI interface, Flight Explorer can receive the ACARS aircraft position data and display it to approved Flight Explorer users. If your aircraft are not ACARS-equipped but still require global tracking, other options are available via Iridium/GPS. Flight Explorer is currently partnered with Sky Connect and Blue Sky Network to display positional information from their Iridium/GPS equipment.

Another significant addition to Flight Explorer is the Desktop Interface. Airlines may now integrate their own proprietary databases with Flight Explorer. With this feature, dispatchers can view their own in-house details of a specific flight through a right mouse click in Flight Explorer. Software companies may also use the Desktop Interface to integrate their programs with Flight Explorer. Users of Sabre® FliteTrac operations control and flight following system and Sabre® AirOps™ Dispatch Manager already have the option of integrating with Flight Explorer.

Many dispatchers seldom work the same desk every day. Most dispatchers we have talked to have their preferences on viewing Flight Explorer and spend time each day setting up their views. With one of the new command line parameters and your IT department's assistance, dispatchers can now pull up their views at any desk they work, eliminating the frustration of having to recreate your views time after time.

In addition to the back end development, Flight Explorer has added several new weather products and additional features to enhance your operational efficiency. These weather products allow you to plan routes to avoid delays and extensive vectors. Lightning data is an entirely new dimension that will enhance your ability to predict delays. These new weather products can be purchased individually or bundled in a discounted package. New options include:

- AIRMETS
- SIGMETS
- Convective SIGMETS
- Canadian Weather
- IR Satellite for CONUS and NORTH AMERICA
- 30 minute Delayed Lightning
- Rainfall Estimates
- EchoTops
- Collaborative Convective Forecast Product (CCFP) – included at no charge when you upgrade to FE Pro 4.2

When AIRMETS, SIGMETS, Convective SIGMETS, or CCFP are selected, text details of the cell are also available.

As we move closer to next year's election, Temporary Flight Restrictions (TFR) will continue to be issued more frequently. Flight Explorer can be your first alert as our TFRs are updated every 15 minutes. With a simple right mouse click, users can receive the size, length, and other important details of the TFR. The TFR overlay is available under Weather Graphics in User Defined View Settings.

Flight Explorer is committed to ADF and its members and values your feedback and suggestions. As many of you saw at the October meeting, many more new features are in the works and will soon be available. Please contact us if you ever require training, have any questions, or have a request feature. Call us at 1-703-418-0984 or email us at sales@flightexplorer.com

2003 Symposium

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problem is the lack of training of ramp workers. For instance, many de-icing personnel do not truly understand *why* they de-ice. Many of them think it is to remove weight from the plane and so leave small amounts of ice and snow on the wings. Mr. Goglia also encouraged the ADF to interact with the NTSB using the brownbag lunch briefings they conduct. He cautioned that the staff can be slightly hostile to organized labor, but said that persistence will pay off.

The NASA Human Factors group, represented by Dr. Barbara Burian, gave a presentation called Emergency and Abnormal Situations Report. She offered several items of interest and thought-provoking issues: joint training of flight crews, dispatchers, maintenance and station ops; the usefulness of system specific checklists vs. whole situation analysis/problem-solving; *is there any* irregular operations or emergency training for dispatchers? NASA is working on producing "Field Guides" tailored to each user group. More information on this project can be found at http://human-factors.arc.nasa.gov or you may email Dr. Burian at bburian@mail.arc.nasa.gov.

Mike Wambsganss, CEO of Metron Aviation, was his usual, unique self. His view that Collaborative Decision Making (CDM) may be near death struck a cord with those who have spent countless hours trying to drag some of the more hesitant CDM "participants" to the table. While I would argue that CDM is still alive, it is certainly not well, and it is desperately in need of at least a transfusion, and possibly a transplant or two. Also, ADF needs to continue and intensify participation so as to ensure that the federal bureaucracy does not prove to be the death of innovation. Fighting for access to the NAS, preserving dispatchers' regulatory rights and responsibilities, and providing leadership at the table are all functions ADF intends to strongly support.

Overall, we had presentations on airspace redesign, decision making, human factors, the NTSB role, NASA's Joint Project… we looked at yesterday, today and tomorrow, as far as 20 years down the road. The vendors provided opportunities to try out the latest tools used to enhance operational control, and the FBI brought us up to date on law enforcement's role in counter-terrorism and aviation security. Plus, as always, we had plenty of good food and tasty snacks provided by Metron, Amazon Tech, Avtec, TWU Air Transport Division and Local 542, PASSUR, PAFCA and Lockheed Martin.

If you attended, thank you. If you did not, you should be making plans to attend next year. The ADF website provides the dates for next year's meetings, so make your plans early. The October Symposium, in particular, always proves to be worthy of your attendance and your support.

Thanks, as always, to Tracie Benson, for all she does. Visit www.dispatcher.org for photos of the event, courtesy of Norm Joseph and Ken Paul.

Thanks to all who attended this year's Symposium. Hopefully, you found some education and entertainment, and perhaps made some valuable contacts. A special thanks to the Sponsors, without whom none of this would be possible. And, as always, a very special thanks to those who donate their time and energy towards making these things happen.

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The voice communications system chosen by more airline Dispatchers than any other!

Founded in 1979, Avtec is a designer and manufacturer of communications console equipment. Airlines, federal, state and local government agencies, the military, utilities and railroads purchase the company's products. Avtec is the second largest supplier of consoles in the United States and the pioneer of color-touch screen console voice dispatching systems. Avtec was the market pioneer in design and production of DSP based systems and has over twenty thousand (20,000) DSP controlled line interfaces currently installed and operational.

Avtec is a Dun and Bradstreet rated manufacturing company: Duns # 09-840-2266. Dun and Bradstreet has rated Avtec "3A1" (highest rating available for a company Avtec's size) since 1988. Avtec has no long-term debt and maintains a current ratio of 3:1 or higher at all times. Sales for year 2003 are expected to exceed $20 million.

Avtec is located in central South Carolina, 20 miles west of Columbia. The company headquarters houses manufacturing, engineering, and marketing in a modern 20,000 square foot facility. Approximately 10,000 square feet are dedicated to manufacturing, with the remainder dedicated to office and lab space. Electronics manufacturing equipment includes both a through-hole and surface mount printed circuit assembly line. Semi-automated assembly equipment is utilized to speed production and guarantee accuracy. Semi-automated testing equipment parametrically measures every assembly produced.

The Avtec system found in airline SOC's and Ramp Control Towers throughout North America is the DSPatch (dis' pach) digital console system. DSPatch is a digital multi-line, multi-operator console system which allows numerous console operators (dispatchers) to access each other and any of the radio and/or telephone circuits connected to the system. The two major elements of the system are the redundant, distributive, Common Central Equipment Rack and the Workstation Consoles that share the common central equipment.

The common-central equipment cabinet rack (pictured at right) is usually installed in an equipment room separate from the dispatch area. The common central equipment provides the interface to the Dispatcher's telephone/radio distribution frame for connection of external lines and workstation consoles.

The system is self-diagnostic, easily operated and easily maintained. The DSPatch system is designed to eliminate all moving parts, specifically fans and disk drives. To that end, all programs and data are stored in solid state devices.

Each console position consists of a workstation controller and a 15" Flat Panel color touch LCD. The workstation is designed to provide user flexibility. A number of peripheral accessories, such as desk microphones, mouse/trackballs, headsets, and auxiliary speaker panels are optionally available. The monitor can be exchanged for a 15", 17", or 21" SVGA CRT color touch monitor.

Avtec has demonstrated the competence to perform by providing flexible, reliable, large-scale communication systems of the type required by major airline customers and the transportation industry as a whole. Simply stated, there is not another console vendor with as much experience in the airline industry or one that better understands the business of airline operational control.

In 1994 UPS Airlines was seeking to significantly upgrade their mission-critical Flight Operations Center in Louisville, KY. Avtec, Inc. and it's DSPatch (dis' pach) Integrated Radio/Telecommunications System was chosen to support UPS because of our demonstrated competence to provide cutting-edge communications solutions to the airline industry. Specifically, Avtec installed their **DSP**atch 128 Integrated Radio/Telecommunications Switching System, equipped with 14 Color Touch Screen Operator Consoles. The system is used to access and control every voice communications resource in the UPS Airline Flight Control Operation. This includes JetComm's own 100+ site enroute air-to-ground radio network.

Avtec's product and support continually receive rave reviews by our clients. In fact, UPS Airlines saw an extremely competitive advantage to be gained by teaming-up with Avtec to proliferate its enroute air-ground radio network to other airlines.

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After extensive review by the UPS Asset Utilization Team in Louisville, it was determined that UPS and Avtec could indeed provide a value-added service to the airline industry. In May 1997, Avtec, Inc. and JetComm, a division of UPS Airlines, announced the formation of an alliance to provide enhanced aeronautical communications solutions to the nation's airlines.

The airline industry will not find another vendor who can truthfully state that they have more consoles in the airline industry than Avtec or that they have even replaced an Avtec system in the airline industry.

Avtec's Airline Client List

Air Wisconsin Airlines – ATW, Dispatch
Alaska Airlines – LAX, Ramp Control
Alaska Airlines – ANC, Operations
Alaska Airlines – SEA SOC
Alaska Airlines – SEA Operations
America West Airlines – PHX SOC
American Airlines – SOC Dispatch & Load
American Airlines – ORD Ramp Control
American Airlines – ORD Maintenance Control
American Airlines – TUL, Maintenance Control
American Airlines – JFK Ramp Control
American Airlines – LAX Ramp Control
American Airlines – STL Ramp Control
American Airlines – LGA Operations
American Airlines – MIA Ramp Control
American TransAir – IND SOC
Atlantic Southeast Airlines – ATL, Operations
Boeing – BFI, Flight Test Control Tower
Comair – CVG, Ramp Control
Continental Airlines – EWR, Ramp Control
Delta Air Lines – ATL, Ramp Control
Delta Air Lines – ATL, OCC
Delta Air Lines – ATL, Backup for Radio Ops
Delta Air Lines – BOS, Ramp Control
Delta Air Lines – CVG, Ramp Control
Delta Air Lines – DCA, Operations
Delta Air Lines – DFW, Ramp Control
Delta Air Lines – JFK, Ramp Control
Delta Air Lines – LGA, Ramp Control
Delta Air Lines – LGA, (Marine Air Terminal)
Delta Air Lines – LAX, Ramp Control
Delta Air Lines – SLC, Ramp Control
Delta Air Lines – MCO, Ramp Control
Express Airlines 1 – MEM, Operations
Horizon Airlines – SEA, Operations & SOC
Horizon Airlines – PDX, OCC
Horizon Airlines – PDX, Operations
JetBlue – JFK, Operations
Mesaba Airlines – MSP, SOC
Saudi Arabian Airlines – JED, OCC
Southwest Airlines – DAL, OCC
Spirit Airlines – FLL, OCC
United Airlines – ORD, OCC
UPS Airlines – SDF, OCC
UPS Airlines – SDF Hub Control
UPS Airlines – SDF OCC Backup
UPS Airlines – PHL Hub Control
UPS Airlines – ONT Hub Control

Note: The above list represents over 900 Dispatcher positions and over 5,000 communication circuits.

Avtec's customers include some of the largest transportation, utility, public safety and defense organizations in the world. These organizations can do business with any communications company, yet they chose Avtec. Some of them have asked us to develop custom products for them, not only because we consistently demonstrate an exceptional ability to deliver, but also because we understand what they do better than our competitors.

And because we are a smaller company we react to our customers' needs much faster than our competitors. We do one thing, communications consoles, and we do it very well. One of our strengths is that you can speak with the people who design the hardware and develop the software. That's why we can work with you to design and build exactly the system you need. We are not a huge, inflexible corporation with innumerable organizational levels and thousands of employees. We understand the airline business, how airlines operate, and as a result, can offer a better voice communications solution.

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Aviation Rulemaking Committee Updates by Norm Joseph

The ARAC Executive Committee met at FAA Headquarters in Washington, D. C. on November 13, 2003. The meeting was chaired by the new ARAC Chairman Ron Priddy of the National Air Carrier Association.

The FAA Director of the Office of Rulemaking, Tony Fazio, advised that the ATC Issues Group would be disbanded. The group has had no task assignments for some time and there is another advisory committee dealing with ATC issues. In the future any ATC issue would be referred to ATPAC, the Air Traffic Procedures Advisory Committee.

Mr. Nick Sabatini, the Associate Administrator for Rulemaking and Certification, presented his vision on the role of ARAC and ARC's. ARAC is an umbrella organization with the ability and membership to work a wide range of issues, particularly those dealing with harmonization and international issues. An ARC, or Aviation Rulemaking Committee, is generally a group that deals with a specific issue and related tasks in a comparatively short time span.

Two current ARC's are the TAOARC, Terminal Area Operations Advisory Committee and the 125/135 ARC, dealing with the disposition of Part 125 and related changes to Part 135 (and other Parts).

A proposed new task was presented to ARAC by the FAA. The task deals with harmonization of operational and airworthiness issues dealing with new technologies as they apply to all weather operations. This includes, but is not limited to, GPS and other technologies and standards being developed by TAOARC. The task was accepted by ARAC and assigned to the Air Carrier Operations Issues Group.

The next meeting of the ARAC Executive Committee is scheduled for February 12, 2004.

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ADF dues are on a calendar year basis (January to December) plus a one-time initiation fee of $5.00 for Regular, Student and Retired Members, or $10.00 for International Members.

Regular Membership $40.00: For those residing in the U.S., or employed by a U.S. Carrier. IFALDA membership is included.

International Membership $50.00: For those residing outside the U.S. IFALDA membership is included.

Student Membership $25.00: For those residing in the U.S. who have obtained their dispatch license but are not employed by a U. S. Carrier. IFALDA membership is not included.

Retiree Membership $5.00: For those residing in the U.S. who have retired from the dispatch profession. IFALDA membership is not included.

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ADF information & the newsletter will be distributed through your ADF Delegate, if you have airline representation.

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Schedule of ADF Meetings & Symposium

Winter 2004

Business Meeting

February 7-9, 2004

Atlanta, GA

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Spring 2004

Business Meeting

May 1-3, 2004

San Diego, CA

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Summer 2004

Business Meeting

July 24-26, 2004

Pittsburg, PA

Sponsored by USAirways and Metron Aviation, Inc.

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2004 Symposium

&

Fall Business Meeting

October 3-5, 2004

Las Vegas, NV

See www.dispatcher.org for more info.
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