



THE ADF NEWS “Keeping the Dispatch Professional Informed”

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Spring 2004

SEVERE WEATHER AND ROUTE MANAGEMENT 2004

by Gary Dockan, with excerpts from Steve McMahon's writings in the Severe Weather and Route Management 2004 booklet.

Severe Weather and Route Management 2004 Training was held at the Air Traffic Control System Command Center, (ATCSCC), on February 17th. Airlines, NBAA, RAA were invited to this training session. This training was intended to brief NAS users on what to expect during Spring/Summer 2004.

Mark Libby, (Severe Weather National Operations Manager), gave the opening remarks. Steve McMahon, (Severe Weather Specialist & FAA Lead for Playbook & CDR), reviewed the Severe Weather Handbook, and Joe Hoff, (Severe Weather Supervisor), facilitated a lively discussion with the Tactical Customer Advocates (TCAs). Shedding his shy personality was ADF President, Giles O'Keeffe, who came out of his shell to share his thoughts during the discussions as well.

Steve McMahon walked the group through the “**Severe Weather and Route Management 2004 Handbook**”. (The handbook can be found on the internet at: http://www.fly.faa.gov/Operations/Strategic_Planning/svrwx_handbook.html).

The Severe Weather Area was established to address the needs of Air Traffic Control and the user community during the summer thunderstorm season, when convective activity creates a major disruption to the normal movement of air traffic. During periods of convective activity or other significant system constraints, air traffic facilities are called upon to favor and accept traffic that is not normally routed through their area.

The positions in the Severe Weather Area consist of a Severe Weather National Traffic Management Officer (NMTO), a Severe Weather Specialist and a Severe Weather Coordinator position. The NTMO is responsible for prioritizing and coordinating the development of severe weather strategies. The Severe Weather Specialist determines the potential impact and serves as the focal point for implementation and coordination of reroutes. The Severe Weather Coordinator coordinates the operational plan, routes and miles in trail restrictions with the appropriate ATCSCC areas.

Some of the tools used to combat the weather, are the National Playbook, Route Management Tool, (RMT), Coded Departure Routes (CDRs), Collaborative Convective Forecast Product, (CCFP) Flow Evaluation Areas (FEA's), Flow Constraint Areas (FCA's), NRP, Canadian Airspace, Tunneling, (early descent of arriving traffic), Capping, (restricting departures to the low altitude stratum) and the Departure Spacing Program (DSP)

Steve shared with us the guidelines used for developing reroutes.

1. Determine the Area. (Convective activity, sector saturation)
2. Examine the flights traversing the impacted area.
3. Determine the initiative required. (Playbook, CDRs, FCAs, etc.)
4. Check National Playbook first, ad hoc routes if necessary.
5. Discuss the route with affected facilities.
6. Complete a Severe Weather Reroute Advisory and disseminate.

Severe Weather discusses reroutes with the Users on the Strategic Planning Team Telcon, (SPT) when there is potential for reroutes.



AVIATION MEDICAL SERVICES by Ted Christie

Dispatchers and pilots are trained to deal with in flight equipment failures. We regularly monitor vast areas of weather and keep our crews updated on changes and trends and adjust our plans accordingly. It has been decades since flight attendants were required to be registered nurses and very few flight crews and dispatchers have rudimentary, let alone advanced, medical knowledge. It was not that long ago that an enroute message about a passenger with a potential medical problem would result in a diversion. While placing a dollar value on a diversion is problematic; it is safe to say that the result can easily be in the tens of thousands of dollars.

Some carriers have developed internal medical departments to advise dispatch and crewmembers when a potential medical problem arises either prior to, or during flight. For the last 15 years several firms, such as The University of Pittsburgh Medical Center (UPMC), SOS International (based in Singapore), MedAire, and the Mayo Clinic have offered such services to airlines around the world.

As dispatchers we have our own perspectives but are often unaware of what others are doing. Brant Gallo-

way, Communications Manager of MedAire, was kind enough to furnish me with information about the operation many of us commonly call MedLink.

Their operation is based in Good Samaritan Regional Medical Center in Phoenix. The communications center where calls are routed is designed like the bridge of the starship Enterprise. Many communications specialists are bilingual but also have access to translation services when required. Starting with a contract with only one carrier in 1987, they now provide services to 64 airlines throughout the world. Services are also part of a package when business jets are purchased from Bombardier, Boeing, Gulfstream and Embraer. In addition enroute medical advice, passenger pre-flight, medical screening and crew post flight services are available. Some carriers now have aircraft equipped with devices that can transmit Electrocardiograms (ECG) directly to a physician.

In 2003 the center received 9,818 calls from enroute flights. During one call, physicians aided the birth of a child. The five most common calls included vasovagal problems (fainting), gastrointestinal, respiratory, neurological (seizures) and cardiac symptoms. Of the nearly ten thousand calls received in 2003, 448 resulted in diversions. Numbers will vary from airline to airline, but a US Airways spokesman estimated that medically related diversions had been cut in half since the airline subscribed to the service. In an article in the Financial Times, British Airways estimated that their medically related diversions had also been cut in half in the first year of service. In addition, 4,477 calls were received for issues observed prior to boarding. The number of call received prior to departure has doubled for one airline in the last 18 months alone. This feature has the potential to reduce enroute calls and diversions. Costs to the carriers are of course confidential, but are generally based on the airlines' revenue passenger miles (RPMs). While the costs can be substantial, the savings and the enhanced safety are also substantial. The company is also a source for enhanced medical kits that have color coded contents that can be utilized by lay persons. The center also has the capacity to contact the appropriate federal and state agencies if a potential medical problem is suspicious.

As dispatchers we encourage our crews to utilize the dispatch office as a resource. Familiarity with contracted, or in house medical services, enhances the dispatchers' abilities to provide safe and efficient services. Regardless of whether your carrier uses an in house or contract service, the ability to have access to enroute and pre-flight medical advice has allowed dispatchers to reduce the number of diversions and provide a safer, more efficient operation. Trends in technology such as the use of airborne ECG transmissions can only add to this enhancement.

Airline Dispatchers Federation

Newsletter

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ATLANTA BUSINESS MEETING by Giles O'Keeffe

ADF held a quarterly business meeting in ATL on February 7th and 8th, in accordance with our bylaws. Immediately prior to the ADF meeting, Giles O'Keeffe attended the IFALDA meeting, also held in ATL, at the same time. IFALDA discussed several items of interest to ADF, including the dispatch situation at Scott AFB, an update on our fellow dispatchers in Canada, and updates on the Annex 6 document. We also discussed the status of future joint ADF-IFALDA meetings, but no decisions were reached.

ADF business meeting concentrated on reports from officers. I want to take time here to recognize the work of Jim Jansen, who has been very busy on your behalf. Jim is working on an ADF position paper regarding CDM, an updated dispatch video in concert with the FAA, a dispatcher workload study with NASA, and lining up speakers for the LAS annual symposium. He has been attending meetings with TSA, FAA Security and ICE (Immigration and Customs Enforcement). ADF continues in our attempts to educate these people as to exactly what impact they are having when they decide to divert one of your flights for their security concerns. We will eventually get them to realize that they may be increasing the risks by not talking to airline operational control prior to mandating diversions.

Allan Rossmore, President of IFALDA, presented information on the continuing licensing efforts in Asia and Europe. He also talked about IATA and IOSA audits, code-share concerns and other issues. Joe Cook brought us up to date on his efforts regarding the ETOPS NPRM and whether ADF should take a public position on it. Norm Joseph talked about the 125/135 ARAC, the CSET certification process and how it may actually be a deter-

rent for some who would otherwise seek a Part 121 certificate, GPS NOTAMS, FAA funding cuts and the reorganization of ATS under COO Dr. Russ Chew.

Mike Timpe brought us up to date on ADF's financial situation. Brad Irwin reminded us all to ensure that our PC's are up to date on virus protection and talked about the new ADF website. Ted Christie, John Montague, Mark Hopkins and others participated and contributed, and we were glad to see all the local area attendees!

Tracie Benson gave us an update on the SAN meeting at the Days Inn, details on the website, and a preliminary look at the LAS Symposium, with special thanks to John Plowman for the hotel assist there.

Dave Smith officially handed over the reins with regard to the major issue he has been spearheading for the past two years, the incorporation of ADF. We are almost there, with the final major hurdle being the bylaws. We intend to get those finalized at the May meeting, with a lot of compromise and collaboration from the parties involved!

The industry outlook is mixed, with continued bad news for the legacy carriers, and continued good news for the low cost operators. Overall, the picture must be defined by the fact that no matter what pay scale they are on, dispatchers continue to provide a level of safety second to none. Licensed, professional operational control provides a behind-the-scene benefit to the traveling public, no matter what they pay for their tickets, provided they ride the right air carriers.

Thanks for being a member, thanks for giving 100% on the job, every day.

SPRING BUSINESS MEETING DETAILS

The Spring ADF Business meeting will be held May 1 -3 in San Diego, California.

For reservations, contact Days Inn at 619-224-9800. Located at 3350 Rosecrans Street, the hotel is within minutes of the San Diego Zoo and Sea World. The room rate is \$75.00.

For more information, see www.dispatcher.org

Editor's Note: *The New York Times* has some good info on SAN. See the following website: www.nytimes.com/2004/03/05/travel/escapes/05HOUR.html. It has some very good ideas for activities.



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ATPAC UPDATE by Frank Hashek

The ADF attended the January FAA ATPAC (Air Traffic Procedures Advisory Committee) meeting, held at the Northern California TRACON in Rancho Cordova, CA.

The meeting was shorter than normal due to a lighter than usual workload for the committee and because a number of the FAA staff were unable to be in attendance to brief the committee on some of the issues.

Issues of interest to Dispatchers included:

AOC90-14 Local NOTAM distribution:

Progress on this issue has been slowed due to the FAA reorganization. A system called the NOTAM Short Term Solution is working at one facility. This uses some off-the-shelf hardware and can display Local NOTAMs from outside of the local facility area. Alternatives include the OASIS system and an EDS system. The FAA plans to make a decision soon, possibly by February.

AOC97-1 PIREPs collection and dissemination:

This issue arose due to a lack of PIREPs when Hurricane Floyd struck the Northeast US a few years ago. ATPAC had recommended: **Improve the PIREP collection and dissemination system with a common database for controllers, pilots, FSS specialists, and dispatchers.** ATPAC agreed that the FAA is actively working this issue, but that it could be 3 to 4 years before a solution can be implemented. The committee agreed that the FAA is meeting the recommendation of ATPAC. The FAA has included an initiative for PIREP improvement in the FAA Flight Plan. Therefore, ATPAC has closed this issue.

AOC109-1 Assignment of transponder code 7700 for WX avoidance:

A concern was raised that ATC was advising aircraft to use code 7700 for WX avoidance and was not otherwise allowing aircraft to deviate for WX in some situations. The FAA has been working the issue and offered a draft Air Traffic Bulletin on this subject. ATPAC gave some additional input to the FAA on the Air Traffic Bulletin, which the FAA took under advisement. There was no update available at this meeting.

AOC112-1 Clarification of Direct Clearances:

This issue deals with a direct clearance when an airport and a navaid have the same name and the distance between them is sufficient for and aircraft flying an RNAV procedure to fly off of the course intended. The issue of proper FMC programming to the correct clearance limit could cause confusion and deviations from the intended course. The FAA is working this issue and a further update will be given at the April meeting.

Dispatchers with concerns on Air Traffic Procedures are requested to submit them to:

Frank Hashek: ffhashek@dispatcher.org

Amar Murthy: amar@BLRGroup.com

135/125 ARC UPDATE by Jeff Rehaluk

Summary of the 135/125 ARC (Aviation Rulemaking Committee) Feb 24-26th held in Washington D.C.:

Several dispatch related issues are being discussed. Please keep in mind that once this ARC is closed, a report will be sent to the FAA for their consideration. The NPRM (Notice of Planned Rulemaking) comment period and final rule process will follow before any of these items come into practice. The 135/125 ARC will be meeting through early 2005, so late 2006 would probably be an early date for final ruling in these two parts.

Some issues being discussed are:

- Requiring Licensed Dispatchers for Part 135
- Increasing cargo aircraft payload for Part 135 to 18,000lbs
- Part 135 IFR alternate airport requirements
- Approved weather reporting as it applies to Part 135.225
- Part 135 cargo aircraft jumpseat issues
- Operational control as it pertains to Part 135
- Single pilot jet aircraft 9 seats or less on demand and scheduled operations

The next meeting date for the 135/125 ARC will be **June 22-24th, 2004**. Thanks to Norm Joseph for his continued support. Questions or comments, contact jrehaluk@dispatcher.org or njoseph@dispatcher.org.

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SHORTS:**ADF Attends FAA Dispatch Inspector Meeting**

In early January, Norm Joseph and Jim Jansen attended a standardization meeting in Phoenix for the FAA Dispatch Inspectors. FAA attendees included Ted Perry, Dave Maloy, Gordy Rother, Jim Brown, Theo Kessar, Wendy Johnson, Phil Caruana, Vince Cavarretta, Robert Chapman, Leo Hollis, Mark Tremmel, Don Riley, Anderson Davie, Kevin Kelley, Mir Ali, and Jennifer Resnick. Over the course of 3 days, they covered a wide variety of subjects from dispatch duty days to changes to 8400.10 and revisions to the Dispatch Knowledge test. Jim Jansen participated in some break-out sessions dealing with DADEs (Designated Aircraft Dispatcher Examiner) and how to standardize their test procedures and accountability — there are only 34 DADEs in the entire U.S.!

During the meetings, we discussed how the FAA and ADF could collaborate on a new ADF video, with the FAA funding it. I am awaiting word from Kevin Kelley in OKC for the next step in this project.

Dave Maloy and Ted Perry asked for our help in persuading the FAA to create a position for a National Dispatch Project Manager to oversee all the dispatch inspectors. This resulted in Giles sending a letter to Marion Blakey, FAA Administrator with copies of the letter going to several key members in the FAA hierarchy.

The meeting went well, with more than what's mentioned here covered, and ADF has been invited to participate in the next meeting which will be held this July in Washington. — *Jim Jansen*

Is UAV Technology Coming to Commercial Aircraft?

Recently, the magazine, *WIRED*, ran a short article on unmanned aircraft technology. The full article is available at the following URL: http://www.wired.com/news/technology/0%2c1282%2c62448%2c00.html?tw=wn_tophead_11

If the link expires, try the link below and enter "UAV" in the search box. This will bring up additional articles on the subject. <http://www.wired.com/news/technology>

While UAV technology will not come to commercial aviation soon, the situation bears watching. The military will continue to improve the technology and, eventually, the commercial aircraft manufacturers and their customers will consider how to use the technology, as evidenced by this quote from James Wilkinson, Boeing's manager of product analysis and communications marketing: "We're evaluating the UAV concept. But we don't have any plans at this time to incorporate it into our commercial aircraft. Following a review of the technology, if it makes sense, we probably would include it."

As Dispatchers, we, too, will face this situation. We have evolved from decentralized offices, working with 3 to 5 person crews, to centralized offices with mostly 2 person crews. What will the next level of change bring to our profession? — *Frank Hashek*

FAA Operational Control Guidance

The FAA has recently issued, and then amended, its guidance to Aviation Safety Inspectors concerning Operational Control.

The 8400.10 Handbook Bulletin, number 04-01A, can be found on the FAA website at the following link: <http://www.faa.gov/avr/afs/hbat/hbat0401a.doc>

The document should also be available through you POI or favorite FAA ASI. *Make sure you are looking at the document amended February 24, 2004 or later.* — *Norm Joseph*



Note: The following was sent to us by Albert Rieger, of Austrian Airlines. He is the current EUFALDA President, and a past President of IFALDA.



EUROPEAN COMMISSION
DIRECTORATE-GENERAL FOR ENERGY AND TRANSPORT
DIRECTORATE F - Air Transport
The Director

Brussels, 02-02-2004
TREN F4/AHA/ mlc D(2004) 1399

Mr Albert RIEGER
President EUFALDA
c/o Walter Graeser
30 Chemin des Vignettes
CH-1299 Crans-près-Céligny
Switzerland

Dear Mr Rieger,

Commissioner de Palacio has asked me to answer to your letter dated 15 December 2003 regarding European Standards for Airline Flight Operations.

I would like to reassure you that the European Commission shares your concerns about a high level of safety in flight operations. It also believes that JAR OPS constitute a transcription of ICAO standards further enhanced, when necessary, by European experience and best practices.

As a consequence, a proposal from the Commission to implement JAR OPS as a mandatory code for European Union airlines is in the process of being adopted by the Community legislators. The aim of this proposal is to ensure, through mandatory requirements applicable to the operation of aircrafts and appropriate means of verifying its proper implementation, a higher and uniform level of safety in all European flight operations.

In addition, the Commission fully believes that self regulation instruments such as the IATA Operational Safety Audit (IOSA) tool you refer to in your letter constitute a valuable instrument to complement the regulatory framework.

As regards your request for support to an amendment to Annex 6, Par I to the Chicago Convention, the Commission will be pleased to encourage any proposal that could lead to the improvement of air safety. However, my services would need to have further information on the US Federal Aviation Administration proposal before taking a final position on this point.

Yours sincerely,

Michel AYRAL

GETTING THERE FROM HERE

BY JOE COOK

THIS IS THE FIRST OF A TWO-PART ARTICLE. PART 2 WILL BE PUBLISHED IN THE NEXT ISSUE OF THIS NEWSLETTER

Moore's Law states that the number of calculations a microchip can perform will double every 3 years. Over the last 30 years, Moore's Law has held true. This growth in computational ability has enabled a lot of change in the aviation industry, with more on the way. Within a few years, commercial airliners will no longer be able to fly in large segments of the National Airspace System (NAS) unless they have advanced navigation equipment. Believe it or not, the navigation computers on the airplane are about to become as important as the engines when making the go/no go decision. If you don't have all the electronic gadgetry, or if some of those components aren't working, you won't be able to launch the flight. This article will address these revolutionary changes with regard to navigation in the aviation industry. But before we address the revolutionary changes, let us first consider the current state of the art.

Navigation Today

For the last 50 or so years, commercial airplanes have navigated using the VOR (Very High Frequency Omni Range) system. While this system was a great step forward when it was introduced, it has some limitations which are operationally significant; the most notable is that the VOR in use might not be along the desired route of flight. This necessitates flying doglegs instead of direct routes, increasing fuel burn and flight time. Thus, the preferred method of navigation within the industry has long been area navigation (RNAV). One way to think of conventional RNAV systems is that they electronically "line up" the VOR's, so that the VOR's may still be used as a navigation reference, but there is no need to over-fly them. RNAV allows an airplane to fly on the most desired route, whether it be an Air Traffic Control (ATC) preferred route, great circle route, or a User Preferred Trajectory (UPT).

The introduction of the Flight Management System (FMS) in the late 70's and early 80's was a great RNAV enabler. The key capabilities of the FMS were the ability to store many navigation fixes in a large database, integrate external navigation information (primarily from VOR's and DME's), perform complex calculations quickly, and provide steering commands. These steering commands were provided either to the pilot through the flight director or directly to the autopilot, depending upon what mode was enabled. Note even at this early stage of automation the descriptive terms used, particularly the term flight director. Some in the pilot community have been offended that this term refers to a computer and not a person. An inescapable conclusion of the digital revolution is that

human responsibilities will change. The man-machine interface has already been blamed for at least one accident (Cali, Columbia/American Airlines/757)

A key difficulty of the VOR/DME based FMS RNAV system (enough acronyms for you?) arises when the airplane flies beyond the range of a VOR/DME. You should remember from the training you undertook to obtain your FAA Aircraft Dispatcher Certificate that the service volume of the longest-ranged class of VOR, (VOR-High or VOR-H) is only 260 nautical miles. Thus, if you are in an aircraft cruising at approximately 500 miles per hour, you will fly out of range in about 20 minutes. Flights conducted beyond the service volume of ground-based nav aids utilize a type of navigation referred to as Class II navigation. Conversely, flight conducted entirely within the service volume of ground-based nav aids is referred to as Class I. How does the airplane navigate in Class II airspace?

Aircraft with only VOR/DME navigation are prohibited from Class II airspace. When an adequately equipped transport category airplane enters Class II navigation airspace, the navigation system reverts to a mode called inertial. Inertial navigation refers to Newton's laws of motion. If you know the direction and magnitude of an applied acceleration, and know how long the acceleration was applied, you can figure out the resultant motion and hence determine your position. Thus, the key feature of Inertial Navigation is the ability to navigate independent of any external navigation aid. Once the Inertial Navigation Unit knows it's starting position (latitude and longitude), it can continually update the present position and present the information to the operator.

Historically, in the aviation industry INS has also included some navigation computing capability, while airplanes equipped with an Inertial Reference System (IRS) have a stand alone reference capability and need to be linked to a Flight Management System (FMS) to perform useful navigation functions. Thus we refer to an airplane as "INS Equipped" or "IRS/FMS Equipped." Regardless of whether or not the navigation computation is integral to the reference component, all inertial systems share basic similarities.

The key part of an INS or IRS/FMS is the inertial platform or stable reference. In the early days of inertial navigation, the inertial platform contained electromechanical gyroscopes and accelerometers. Historically, a very high percentage of INS problems were due to the failure of the

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NOMINATIONS ARE OPEN FOR THE FOLLOWING ADF BOARD POSITIONS:

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2nd Vice President, Membership (currently Brad Ward)

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Getting There from Here

(Continued from page 6)

bearings in the gyroscopes. In the 80's, these electromechanical instruments were replaced by Ring Laser Gyros (RLG). The RLG contains no moving parts, thereby eliminating friction as a source of error and reliability problems. Regardless of the internal workings, the basic function of both the INS and IRU is to determine:

Present Position
Speed
Heading

Once these parameters are known, present position can be continually calculated. The FMS will then be able to calculate steering commands to fly to the next waypoint. It should be noted that this system has limitations. The gyroscopes and accelerometers are only accurate to several degrees of magnitude, and therefore, rounding errors accumulate over time with the effect that the actual present position differs from the present position calculated by the computers. This accumulated error is referred to as drift and is monitored by the flight crew. If the flight is in Class I airspace, drift is not a big problem because an IRS/FMS airplane will "grab" a VOR/DME periodically and update the present position. Class II is another story. One can obtain only a rough estimate of how inaccurate the navigation solution is by knowing the rate of drift, estimated by the system itself and presented to the crew. If the drift is 2 miles per hour, it follows that 6 hours later you can only fix your position reliably within a 12 mile circle ($6 \times 2 = 12$). A much better solution would be to eliminate all Class II airspace, in other words, always provide a navigational reference.

The Global Positioning System (GPS)

Most everyone has heard about GPS. It is a Department of Defense (DOD) Satellite-based navigation system. The foundation of the GPS system is a constellation of 24 satellites in an approximately 11,000 mile orbit. These satellites:

- know where they are relative to points on the earth with a very high degree of accuracy, and
- transmit a very accurate time signal

A GPS receiver, which is relatively portable, is able to interpolate this time and position data and calculate its own present position. GPS is usable by anyone with a receiver.

One primary benefit of GPS to the aviation industry is that it provides, with a very few exceptions, worldwide coverage. In other words, the advent of GPS eliminates flight beyond the service volume of external nav aids, i.e., no more Class II airspace. Keep in mind that the traditional definition of Class II navigation has been flight beyond the service volumes of **ground-based** nav aids. In the case of GPS, technology has provided an aid to navigation that is not ground-based, but is just as accurate, often more so, than if it were a ground-based system. The regulatory agencies have only recently begun to adjust the nomenclature to facilitate this technological progression. This has led to the inception of navigation standards, now being called Required Navigation Performance (RNP). RNP has come to be expressed in miles. For example, RNP-2 would refer to the ability to fix your position within 2 miles 95% of the time.

Next Issue: Performance-based Navigation

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Cargo Restraints by Peter Copeland

When an aircraft crashes, the National Transportation Safety Board investigates and searches for causal factors. The results of their investigation at times may result in an impact to the dispatcher's work. The crash of the Fine Air DC-8 in 1997 highlighted the need for more stringent requirements for cargo fasteners. An FAA policy letter was issued to provide standardized policy and guidance and to provide weight and loading limitations as a result of inoperative cargo restraints.

On August 7, 1997 Fine Air flight 101 crashed in Miami. The DC-8 slid across 72nd Avenue and ended up in strip mall parking lot. There were several fatalities in that accident. The cause of the crash was improperly secured cargo that slid aft as the aircraft was departing runway 27R at MIA.

Following the accident the FAA pursued a vigorous position of accounting for inoperative cargo locks and restraints in aircraft. Air carriers were required to implement a cargo lock/webbing MEL program. Both Airbus and Boeing supplied information that would support the development of an MEL program for their respective fleets. Some carriers have MEL penalties and load position reduction programs integrated into their weight and balance system, and others have a stand-alone program where the load agent can take into account the inoperative lock(s) and plan the load accordingly to achieve the least restrictive load plan.

Depending on the load configuration and the inoperative lock position the load planner can arrange the pallets and/or the containers to minimize the impact of the inoperative lock or locks. As an example, if several floor locks, located in the center of the bin floor are inoperative, a pallet can be placed in that load position. The pallet spans the entire width of the bin and is not held in place by any of the center floor locks, which are generally used for containers. In another example, if several side locks in the first loading position on the left side of the bin were inoperative, a single container, which takes up only half of the bin width, would be loaded on the right side of the first position without penalty. The left position would be empty.

If there are several locks in the inoperative position in various positions throughout the bin, the individual loading position weight can be reduced to accommodate the number of locks available to secure the container or pallet to the floor. Another step to secure the load from shifting during flight is to insure that all floor locks are in the up position after loading.

It is a challenging problem for maintenance to correctly identify the inoperative lock(s). The locks are not numbered with respect to their position on the bin floor. Boeing uses several different types where Airbus uses only one type of floor lock in several different groupings and configurations throughout the bins. A lock numbering system and picture identification position provides a redundant process to insure the correct lock and position are identified. It remains up to the dispatcher to either determine the payload constraints and limitations, or to provide information and guidance to the load planner to conform to MEL requirements for loading with inoperative restraints.



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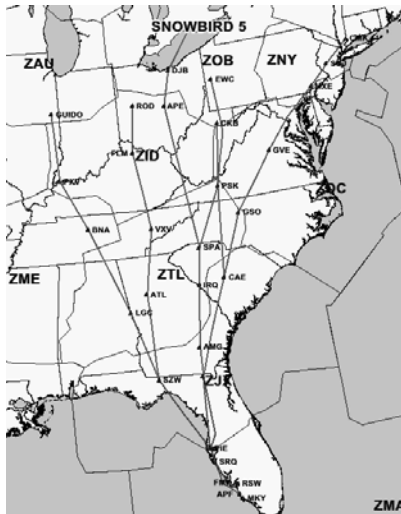
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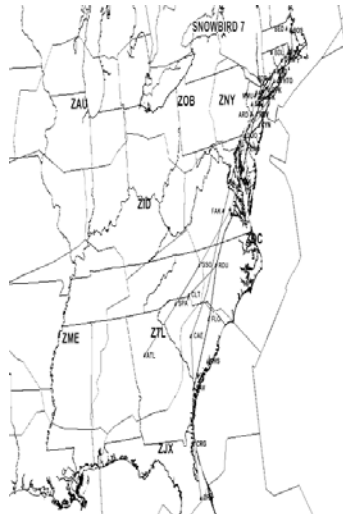
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Playbook Briefing - Steve McMahon gave a briefing on the new Playbook routes that will be introduced, deleted and modified as of February 19, 2004.

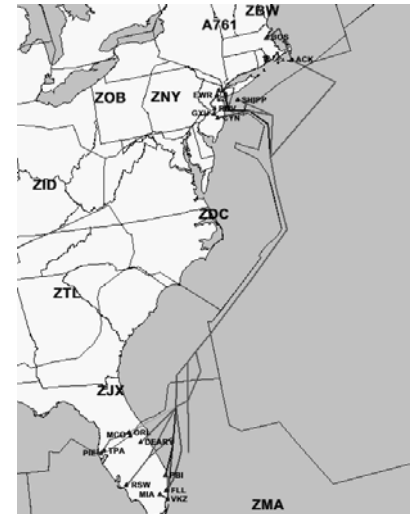
Effective 2/19/04, two new Snowbird Playbook Plays have been added, Snowbird 5 and Snowbird 7, affording additional routing opportunities during the winter months. CAN 3 West, CAN 5 East, and CAN 5 West have been deleted, as have the "D.C. Metro Procedures". Approximately 20 other Playbook routes were modified, as well, to make for better coordination and ease of implementation. Steve identified Playbook "A700" in the Regional Routes section of the Playbook as the "Deep Water" Routes, whereas Playbook "A761" is referred to as the "Offshore Radar" Route.



Snowbird 5



Snowbird 7



A761

TCA (Tactical Customer Advocate) – The Tactical Customer Advocate is a specialist, and the user's primary point of contact within the ATCSCC who can usually get quick answers and solutions to fairly complex situations. The TCA can "cut across" departmental boundaries in order to quickly resolve most operational problems.

Joe Hoff facilitated a discussion pertaining to the issues of the TCA and the users. Here are some of the highlights:

There were lengthy discussions on what the users expected the TCAs to approve. Should the TCA's approve everything? If so, how does that impact the rest of the NAS. Aren't the users hurting themselves by cramming, say, 5 more flights into an arrival bank where the demand is already beyond capacity during a Ground Delay Program?

The users tried to convey to the TCAs that they are calling for flights that have a dramatic economic or safety-related impact on the airline. For example, flights where crews could go illegal, or flights with a large number of international connections, or extensive fuel critical reroutes while already enroute, would be good candidates for a call to action for the TCAs to undertake.

Different styles of the TCAs. The users asked for standardization but realized that TCAs have no standard operating procedure. One TCA may consider him/herself a Tactical Customer Advocate looking to accommodate the user if at all possible, while another may consider him/herself a Tactical Customer Facilitator looking to balance the needs of the airline with the needs of the NAS.

Uncertainties still exist regarding the impact of the recent ATA cutbacks. (2 ATA positions were recently eliminated which will result in more calls to the TCA). The common goal of the users and TCA is to resolve conflicts and discrepancies with minimum impact to the Users and the NAS.

One thing that was evident was that neither TCAs nor Users fully grasp the responsibilities, capabilities and limitations of one another. There is always room for improvement.

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Gail Murthy, Newsletter (BLR Group)

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

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Fall Business Meeting

October 3-5, 2004

Las Vegas, NV

See www.dispatcher.org
for more info.

Industry Events of Interest

IFALDA's Annual General Meeting/World Dispatch Conference will be held in Seattle **May 3-5, 2004**. See www.ifalda.org for more information.

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REGULATORY REVIEW

The FAA has posted a notice calling for public input on regulations that should be amended, simplified or removed. Comments must be received by **May 25, 2004**. The Docket Number is FAA-2004-17168 and instructions for commenting either in writing or electronically can be found at <http://dms.dot.gov>.

To avoid duplication of effort, the FAA asks the public to direct any comments concerning 14 CFR parts 125 and 135 to the current rulemaking group addressing those issues. This can be done through the FAA Office of Rulemaking Website.

The goal is to identify regulations that impose undue regulatory burden; are no longer necessary; or overlay, duplicate, or conflict with other Federal regulations. In order to focus on areas of greatest interest, and to effectively manage agency resources, the FAA asks that commenters responding to this notice limit their input to three issues they consider most urgent, and to list them in priority order.

The FAA will review the issues addressed by the commenters against its regulatory agenda and rulemaking program efforts and adjust its regulatory priorities consistent with its statutory responsibilities. At the end of this process, the FAA will publish a summary and general disposition of comments and indicate, where appropriate, how we will adjust our regulatory priorities.

For complete information see the Federal Register Notice published on February 25, 2004 .

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The 2004 Weather Accident Prevention Project Review will be held in Las Vegas **June 2-4, 2004**. See <http://wxap.grc.nasa.gov/review/> for more information.

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The International Conference on Volcanic Ash and Aviation Safety will be held **June 21-24, 2004** at the Hilton Alexandria Mark Center Hotel, Alexandria, Virginia. Details found at www.ofcm.gov

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