



## THE ADF NEWS

“Keeping the Dispatch Professional Informed”

Volume 13 Issue 4

Web Site: [www.dispatcher.org](http://www.dispatcher.org)

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### A Note From the President

Dear Members,

Syria, Iraq, Afghanistan, Boston, inflight emergencies, inflight illness, airport closures due to a breach in security. It's obvious to all our members and those within our industry that we as Americans live in different times.

Safety is paramount. Professionalism is part of our culture as Aircraft Dispatchers and airline employees. Security is also a key component aviation safety and our communities daily operation.

Our ADF logo itself speaks volumes throughout our industry. Safety, Security, Professionalism!

Recently, our organization rounded out its board positions by adding “ADF Security Liaison”. This very important position will report security initiatives being implemented within our NAS helping our members and their airlines a safe, secure operation daily.

With the releasing of sensitive security material to our members, this information needs to stay “in-house” at your airlines and operations centers. As responsible Aircraft Dispatchers we MUST remember some material is on a “need to know” basis.

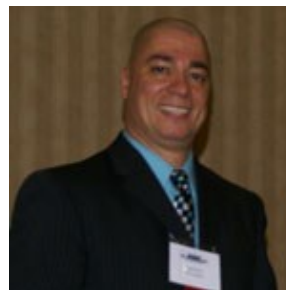
ADF really appreciates Raj Singh of UAL and his dedication to safety daily, using his spare time and efforts in updating our group. At our Las Vegas Safety Symposium next month, Raj will be in attendance and give a short presentation involving security in our NAS. He is very well respected by his peers in Washington DC and will introduce our guest speaker Garry Miller of FAA Tactical Operations.

I look forward to their presentation and hope to see you all in Las Vegas!

Joe

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*The Airline Dispatchers Federation is an all-volunteer organization representing the professional interests of its Aircraft Dispatch and Operational members in North America and throughout the world.*





## **The Sky's The Limit: 7 Reasons Why Avtec's Scout Dispatching Console is Taking Operational Control Communications To New Heights**

Flight Dispatchers are the unsung heroes of the airline industry; legally, they share 50/50 responsibility with the Pilot-in-Command for the safety of every flight they dispatch -- something most passengers probably do not know. The fast-paced and mission-critical nature of the job means the communication equipment that Flight Dispatchers use must meet very high standards, and Internet Protocol (IP) solutions like Avtec's Scout dispatching consoles are quickly proving their worth, thanks to unique features and capabilities tailored to the demands of the Flight Dispatcher.

### **#1: Scout Supports Open Standards & Partnerships**

Open standards promote the sharing and exchange of technical information and interfaces among multiple vendors traditionally found in the airline System Operations Control (SOC) Center. For example, Avtec's Scout API (Application Programmer Interface) allows third parties like flight tracking and monitoring systems to integrate with the Scout platform to provide one button access to air/ground radios for enroute flights that might otherwise require multiple button-presses across unique tools.

**Why it's important:** The most recent aviation industry-specific open standard supported by Avtec's Scout platform is ED-137: "Interoperability Standards for VoIP ATM Components." This Standard was prepared by the European Organization for Civil Aviation Equipment (EUROCAE) Working Group 67 and recently accepted by the Council of EUROCAE. What this means to airlines and Flight Dispatchers specifically, is that Air/Ground radios used for enroute communications can now be integrated to the SOC Scout dispatch system via IP just like PBXs, logging recorders, and other IP communications applications. Once ED 137-enabled Air/Ground radios are implemented in the airline's network, Flight Dispatchers no longer have to "dial-up" radios and "hope" they get a connection. They can simply touch a button on the Scout dispatch screen and instantly be connected to the Air/Ground radio. The process from the cockpit can be equally simplified. No more "dialing" from the microphone keypad. The Crew simply tunes to the correct frequency, keys the microphone, and speaks to their Flight Dispatcher.

In addition, with proper integration testing, complementary products from many open-standard vendors can be verified to work effectively with the Scout platform. Partnerships between Avtec and systems integrators like ACG Systems, have been formed to specifically address the complex communication needs of airline Dispatchers, Maintenance Controllers, Load Planners as well as Ramp Control and other airport OPS functions. Ten major airlines have seen the benefits of using open-standard communication console systems provided by Avtec.

### **#2: Customizable Communication Systems**

Scout is customizable, non-proprietary, and can incorporate a variety of components from other vendors that support open standards. These may include IP-based logging recorders, IP-enabled radio base stations, flight tracking systems, and IP-enabled PBXs. Because you are not "locked-in" to a proprietary system, you can use any open standard communications equipment, which simplifies the upgrade and migration strategy and thus helping to future-proof the SOC.

**Why it's important:** The major benefit of having a "Best-of-Breed" system is that you can customize your system based on the SOC's needs. Open standards have created a large ecosystem of IP-based components that can be mixed, matched, and tailored to best fit the needs of each client. Airline Flight Dispatch communications are intricate, and communication expectations often vary from carrier to carrier. With greater flexibility and compatibility built-in, Avtec's Scout dispatch console is positioned to meet and in most cases, exceed, these complex demands.

### **#3: IP Dispatch Solutions Are Scalable and "IT-friendly"**

Scalable systems can easily adjust to changes in the dispatch center's size and location. Avtec's Scout dispatch console offers an end-to-end IP solution that provides unmatched flexibility, readily adapting to those physical changes. By being "Information Technology (IT)"-friendly, system maintenance is significantly simplified.

**Why it's important:** Scalable communications are vital to mission-critical environments that can't afford to stop operations for system maintenance or expansion. The Avtec Scout dispatch console is a pure IP system from the desktop to the radio infrastructure, so additional consoles can be added to accommodate a dispatch center's growth or deployed in case of an emergency. In addition, because the Scout IP dispatch system lives on a network, IT managers can remotely maintain and administer the console; receive automated responses from the system alerting them to issues; and arrive to the incident informed and able to respond quickly and efficiently. Many SOCs have migrated to a pure IP dispatch system because these functions are not available with a traditional TDM console system.

#### **#4: Enhanced Dispatcher Collaboration Capabilities**

Pure IP communications from the desktop to the radio infrastructure offers greater potential for dispatcher collaboration.

**Why it's important:** The FAA has implemented many changes that impact members of the Airline Dispatchers Federation including an emphasis on collaborative decision-making (CDM). This allows dispatchers to adapt and respond to changing conditions. Groups of dispatchers often need to collaborate on an ad-hoc basis to solve difficult problems, or because of the specialty or level of authority required for a task. While Avtec's Scout system supports airline dispatcher collaboration, this capability is not available in many of the entry-level IP-based dispatch systems today.

#### **#5: Advanced Redundancy = Universal Protection**

Redundancy of all mission-critical components ensures that communication systems will be available at any time. Dispatch components often require multiple server locations, sometimes in separate facilities, in order to ensure redundancy or provide disaster relief support.

**Why it's important:** Dispatchers are the only connection a pilot has to the ground--interconnectivity and collaboration features must be available at all times. The universality of IP communications, and therefore IP dispatch, means that paired servers need not be co-located and server location can easily change if required. Reliability, security, and protection from system failure remain constant. Avtec's [VPGate](#) software can be configured to be fully redundant so there are no single points of failure to your mission-critical communications. The new Scout Media Workstation Plus includes dual network connections to offer 100% redundancy for maximum uptime in your SOC.

#### **#6: Beyond Voice: Data Endpoints**

End-to-end IP dispatching brings us closer to reaching any endpoint device interconnectivity that was once thought impossible. Traditionally, an endpoint device represented a voice communication channel, such as telephones or radios. But IP opens up new endpoints for airline dispatchers well beyond voice to enhance the dispatcher's efficiency and accuracy.

**Why it's important:** Airline dispatchers are constantly monitoring conditions that are relevant to flight plans. With Avtec's pure IP Scout communications consoles, dispatchers have access to voice endpoints and much more, including maps, weather reports, web data, videos, and auxiliary I/O--information that is essential to operational control communications and passenger safety.

#### **#7: Customizable Graphical User Interface (GUI)**

Extensive data access means nothing if the dispatcher cannot quickly sort, reference, and find the material. Equally efficient software is necessary to truly harness the wealth of information IP solutions provide.



**Why this is important:** Scout's simple yet intuitive GUI improves efficiency by allowing dispatchers to personalize their screen and data, not only organizing their work, but also reducing training time. Touch screens can be configured to match existing screen configurations, or new ones can be created based on the user profile.

## More Airlines Depend On Avtec Consoles Than Any Other Brand.

- Scout Offers Next Generation Radio & Telephone...Today
- System Redundancy Ensures No Fail Operations
- Scout Offers a Green Solution with Minimal Equipment
- Integrates Voice, Video and Data
- Attractive and Easily Configurable GUI

*"Everything worked the first time...  
Avtec has been a superior vendor..."*  
~ Dave Wotton, Southwest Airlines Chief Dispatcher



With millions of lives in their hands every day, airline dispatchers



[www.avtecinc.com](http://www.avtecinc.com) • [sales@avtecinc.com](mailto:sales@avtecinc.com) • 800.310.7045

need communication systems that do not simply get the job done, but perform duties and functions without fail. The customization and utility of the Avtec Scout dispatch console supports the demands of the industry, and equips airline dispatchers with the tools they need to help navigate the skies.

### About Avtec Inc.

Avtec Inc. provides pure Internet Protocol (IP) dispatch console solutions for the transportation, public safety, utility, business and government markets. For more than 30 years, customers have chosen Avtec's award-winning technology for their mission-critical dispatch centers. There are thousands of Scout™ Voice over Internet Protocol (VoIP) consoles installed worldwide. Visit [www.avtecinc.com](http://www.avtecinc.com) to learn more.



Handy reference....

[http://lessonslearned.faa.gov/ll\\_main.cfm?TabID=1](http://lessonslearned.faa.gov/ll_main.cfm?TabID=1)

#### FAA Site Gives Lessons From Transport Aircraft Accidents

NTSB accident reports give us the cold, hard facts behind an accident, but those facts don't always help us understand the "why" behind a crash. No matter the type of aircraft, operators want to know what it all means to them and how their crews fly. Little pearls of wisdom offer the value to a website called FAA's Lessons Learned. While the site doesn't attempt to address every aviation accident, it does "represent some of the most major accidents and their related lessons."

The site is divided into three major segments: airplane life cycle, accident threat categories and aircraft common themes. For example, click on flight-deck layout and avionics confusion under threat categories to find a brief concept synopsis followed by an opportunity to review any of 14 accidents that relate, such as the American Airlines DC-10 crash at Chicago O'Hare International Airport (ORD) in 1979 or even as far back as the 1972 Eastern L-1011 accident in Florida's Everglades.

Are you wondering what lessons a 40-year-old accident has to teach? It wasn't the aircraft that killed 112 of the 163 people aboard the flight that night. It was the crew's failure to focus on flying the aircraft while they troubleshooted a landing gear problem approaching Miami. Forty years later, the July 6 Asiana Airlines 777 accident in San Francisco seems to show that pilots are still not focusing on flying the airplane all the time.

ITT **EXELIS**

*THE POWER OF INGENUITY*





## The Future of ATM is real

The next generation of ATM is becoming real at this time. From many sources including the FAA website the importance and benefit of the NextGen program is provided.

NextGen represents an evolution from a ground-based system of air traffic control to a satellite-based system of air traffic management. This evolution is vital to meeting future demand, and to avoiding gridlock in the sky and at the airports. As demand for increasingly congested airspace continues to grow, the next generation of aviation improvements is enabling ATC bodies to guide and track aircraft more precisely on more direct routes. This efficiency enhances safety, reduces delays, saves fuel and reduces aircraft emissions. This also means less time spending on the ground and holding in the air.

NextGen technology and procedures are shaving crucial minutes off flight times, which translate into money saved and a better overall experience for the traveling public as well as the aviation community. NextGen enables the sharing of real-time data about weather, the location of aircraft and vehicles and conditions throughout the Airspace System. We get the right information to the right people at the right time, helping controllers and air operators make better decisions and improve on-time performance. NextGen is providing air traffic managers and pilots with the tools to proactively identify and resolve weather and other hazards.

From an air operator perspective a variety of tools must support such massive endeavor. A crucial area of supporting tools is within the aircraft's avionics e.g. PBN capabilities including modern satellite based navigation equipment and 4D FMS enabling required time of arrival (RTA) performance standard of a 4D FMS trajectory prediction to name a few. This also extends into ground based tools available to the aircraft dispatcher who together with the pilot is responsible conducting the flight. The aircraft dispatcher always must be on top of the game having a profound understanding of what is impacting the flight once it is airborne in relation to weather and other conditions. As such the aircraft dispatcher requires access to tools which provide him real time data of weather, aircraft position, aircraft condition, airspace conditions, and airport conditions in order to most precise plan and track the flight he is responsible for. He needs access to tools which help him to react immediately and support the pilot e.g. in case of flight hazards or in case there are capabilities improving the flight due to a change in weather or other conditions.

The Lufthansa Systems flight dispatch system Lido/Flight comes with a wide range of functions which today provide the aircraft dispatcher with the required tools to most effectively manage the flight in its entire cycle. These tools are designed to support today's and the future needs of air traffic management coming from NextGen. Already in the planning phase the leading flight planning engine selects a precise and most efficient route. This process includes a variety of automated checks re-enforcing the dispatchers' decision upon route, alternate, and approach procedure selection to name a few. This flight planning engine comes with the ability of variable speed operations (VSOPS) including the 4D trajectory management. Once the dispatcher releases the flight the most effective support for the dispatcher and the pilot just is about to start. The Lido/Flight In-flight Monitor tool provides the aircraft dispatcher and the pilot instantly with information, warnings, and alerts to changes of weather and other conditions impacting the flight. Such real time information provides the best reaction time for required modifications or changes to the flight. Today Lido/Flight also comes with a graphical visualization tool (Lido/Flight WINDS) providing an aircraft situational display for the en route phase of the flight. An almost unlimited number of weather and other overlay are available in order to effectively gain an overview and control of the flight in the air. Due to the integration of the data in Lido/Flight all information relevant for decision making is available to the dispatcher in a one stop shopping within Lido/Flight. This includes the ability of the flight planning engine to trigger automated re-calculations in reaction to changing conditions of a flight. And despite the high degree of automation everything remains under the dispatchers' control.



So it is hardly surprising that Lido/Flight is one of the most successful products of the German airline IT specialist. This year again several airlines joined the Lido/Flight customer base, which already includes some of the most efficient air operators like Lufthansa, Air Canada, British Airways, easyJet, Air France/KLM – just to name a few. Currently the customer base has grown to 50 air operators who use Lido/Flight to manage their flight operations in the most efficient way. And this customer base continues to grow.

Although Lido/Flight already increases flight efficiency and hence provides significant economic and operational value, Lufthansa Systems is working on giving airlines even more options for saving costs and reducing emissions. There is a constant dialogue between our IT experts and our customers using Lido/Flight. It helps us advancing our current product and developing new solutions in order to further enhance the value and benefit we can provide to our customers.

**Lufthansa Systems**

**Lido/Flight**

Save up to 5% on costs and ease the dispatchers daily business with Lufthansa Systems' flight planning solution.

[www.LHsystems.com](http://www.LHsystems.com)

### ADF Organizational changes

Recently ADF Board Member Lou Paris advised me he was unable to continue as our ADF Media/Publications position. ADF thanks Lou for the work he has done and wishes him nothing but the best.

ADF is pleased to announce his replacement, Andrew Bagley, who is currently a dispatcher for KeyLime Air in Englewood Colorado.

His new email is [andrew.bagley@dispatcher.org](mailto:andrew.bagley@dispatcher.org).

Andrew currently has an Aviation Management degree from Purdue University and will be a great addition to our ADF team.

Andrew will be joining the weekly ACAC Telcons (starting this Thursday) and be taking over our ADF Newsletter (after LAS) so we can utilize Matt Berg further for ICAO events, EUFALDA events, and IFALDA events.

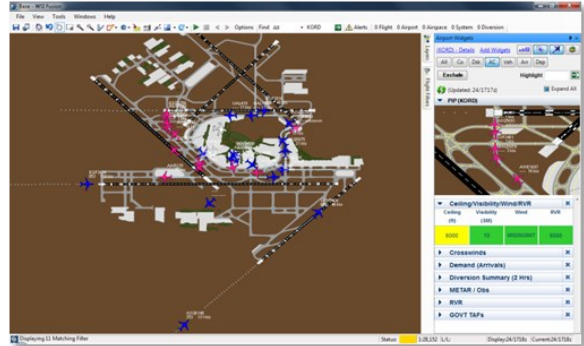
Please help me in welcoming Andrew to our ADF Board... I look forward to working with him!

Joe Miceli  
ADF President

## Streamline Decision Making with New Airport Surface Tracking Integrated within The Industry-Leading WSI Fusion™ Flight Operations Platform

WSI enables airlines to manage flights from block out to block in to reduce risk through innovative surface tracking capabilities, allowing air carriers to improve your decision support from gate-to-gate.

“WSI continues to extend the industry-leading WSI Fusion platform to provide a gate-to-gate solution to improve safety and efficiency through all phases of operations. This release is the latest in a series of customer-driven and innovative WSI enhancements to streamline workflow and ensure common situational awareness among key flight stakeholders,” says Mark D. Miller, general manager of aviation, WSI.



WSI integrates functionality and key performance indicators of airport operations within the WSI Fusion platform, vital for managing decisions around flight movement in the airport environment, through powerful new functionality including:

- ASDE-X (Airport Surface Detection Equipment, Model X) surface tracking of aircraft and vehicles for major US airports allowing operators to manage extended taxi times and gain traffic flow efficiencies.
- Diversion Monitor which facilitates the ability to manage diversions at airports to ensure prompt recovery of operations to get passengers back on track with a minimal disruption to operations and passenger itineraries.
- Airport Departure and Arrival sector risk outlook, which provides an intuitive visualization translating forecasted weather into airspace impacts.
- Airport Departure and Arrival fix monitoring including a quick at-a-glance view of a flight's initial or final fix associated with an airport, ultimately providing decision makers with key information rapidly when airspace is impacted by convective weather or exceeded capacity.

WSI offers a number of solutions used by airlines around the world. These include:

- WSI Fusion** enables airline personnel to stay aware and ahead of changing operational conditions and proactively develop and execute plans to mitigate operational impacts, improving safety and operational performance.
- WSI Pilotbrief Optima** – provides crew and other personnel a complete aviation weather, notice (NOTAMs) and Advisory briefing tailored to the flight plan.
- WSI Hubcast** – provides airport and traffic managers with precise terminal forecasts of conditions impacting traffic flow, deicing and snow removal planning, and other airport operations.
- WSI Enroute Hazards** - Custom global forecasts for areas of Turbulence, Icing, Convection, Volcanic Ash and Dust.
- WSI TAPS** (Turbulence Auto PIREP System) - Automated deterministic reports of turbulence using existing aircraft systems and no new hardware.
- WSI Aviation Forecasting** – provides operators with precise terminal and enroute forecasts to improve Operations and confidence. WSI delivers these services through the platforms above which enable operators to realize the full value through alerting, enterprise and workflow integration.



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## ADF Leadership

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**Jumpseat Issues:** Phil Brooks (United—CHI)

**Publications / Media:** Andrew Bagley (Key Lime  
Air—DEN)

**ADF Security Liaison—** Raj Singh (United — CHI)

## ADF Meeting Schedule

### 2013

Fall Symposium—Harrahs Las Vegas  
October 8-10, 2013  
ADF Rate: \$60.00

### 2014

Winter—Dallas TX

Spring — Honolulu, HI (HNL)

Summer — Portland, OR (PDX)

Fall Symposium — Chicsgo, IL

### Airline Dispatchers Federation

#### Newsletter

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#### ADF News

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