

CISP POSITIVES



(January -February- March 2016)

Issue: *Course Routing Non Conformance with a Clearance Course Surface Movement* – Taxiway “PAPA” tends to be involved in Surface Movement Deviations by crews.

Potential Hazard: An incorrect/confusing taxiway marking on the Jeppesen, or Jepp, Airport Diagram at Dallas Love Field (DAL) may have contributed to crew confusion resulting in taxi deviations. Taxiway “Papa” is a movement area. “Taxilane Quebec” is a non-movement area. Papa & Quebec are side by side. On the Jeppesen chart, “Papa” and “Quebec” are not clearly defined. On the FAA chart, the non-movement area is clearly marked and easily understood.



***Jepp diagram that created confusion with Taxiway P and the Taxi Lane Q in the Non movement area.



***Revised Jepp Diagram.

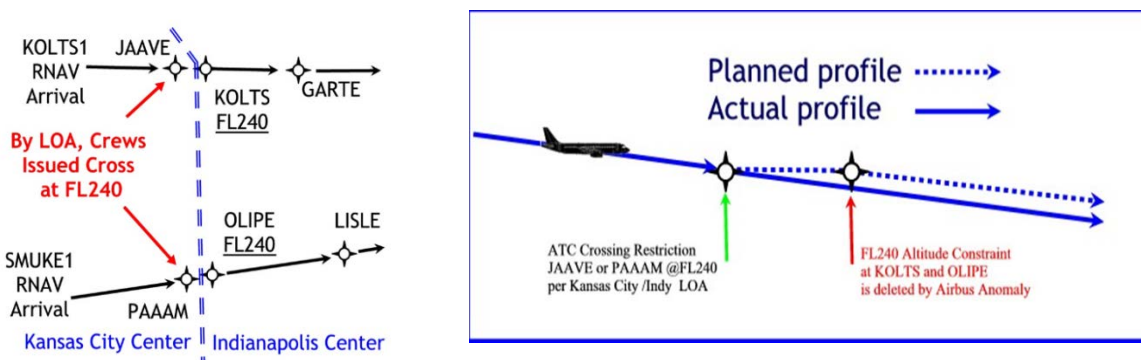
Resolution: After receiving the CISP airline, information was sent to Jeppesen DAL Tower does not have access to Jepp aware of the differences. The clarify why there was confusion and misunderstandings regarding taxiway PAPA and why crews tend to miss the taxiway. Jeppesen developed a strategy for addressing the problem at DAL, implemented a new airport diagram, and reviewed the non-movement area depiction in general terms. Jeppesen acknowledged that the initial query from our ATSAP Advisory Team (AAT) CISP analyst was definitely the driving

share from our partner and the DAL Tower. Charts and was not information helped frequent

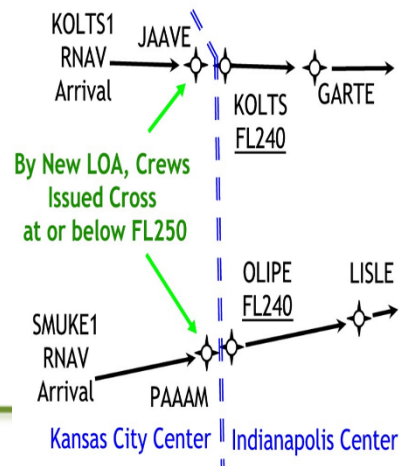
misunderstandings regarding taxiway PAPA and why crews tend to miss the taxiway. Jeppesen developed a strategy for addressing the problem at DAL, implemented a new airport diagram, and reviewed the non-movement area depiction in general terms. Jeppesen acknowledged that the initial query from our ATSAP Advisory Team (AAT) CISP analyst was definitely the driving

force behind the changes made to the Jeppesen airport chart at KDAL. The information was welcomed and much appreciated!

Issue: Altitude Non Conformance with a Clearance Altitude Crossing – Several issues observed with flights descending below crossing restrictions at JAAVE/KOLTS and PAAAM/OLIPE intersections between Kansas City ARTCC (ZKC) and Indianapolis ARTCC (ZID).
Potential Hazard: The Letter of Agreement (LOA) between ZKC and ZID has an ATC crossing restriction at JAAVE or PAAAM @ FL240; however A320-class aircraft were descending below the FL240 Altitude Constraint at KOLTS and OLIPE. Pilot Deviations were becoming an issue as this creates an altitude crossing hazard.



Resolution: This deviation was recognized by an AAT CISP analyst as possibly being related to an Airbus anomaly with older versions of their Flight Management System (FMS) software. After discussions with North American Tech Pilots from CISP airline partners who operate Airbus A320-class aircraft, technical background and information was provided to ZKC and ZID who were developing a new LOA. The information provided clarity and knowledge as to what aircraft were affected and a new LOA was developed to keep arrivals slightly higher--avoiding issues with the older Airbus software.



Issue: Airline Scheduling Similar Sounding Call Signs – Two flights (XXX4527 & XXX4627) join up in Sector 8 and fly through the same arrival sector at the same time several times a week. They also fly into Sector 7.

Potential Hazard: These flights risk confusion and possible communication errors in both sectors. An identification problem may exist when two or more air carriers with duplicate flight numbers or phonetically similar sounding call signs operate within 30 minutes of each other at the same airport or within the same sector. If these aircraft fly within the same sector on a recurring basis, the risk of error increases.

Resolution: Several ATSAP reports and Quality Control-Operational Skills Assessment (QC-OSA)s were filed requesting that the flight identification numbers be changed. The airline was contacted and XXX4527 was updated with a modified call sign effective the day after receiving notification.

Issue: *Airline Scheduling Similar Sounding Call Signs* – Two flights (XXX3837 & XXX3937) departed PHL airport on the same departure within 3 minutes of each other.

Potential Hazard: These flights risk confusion and possible communication errors at Philadelphia as well as in New York ARTCC. An identification problem may exist when two or more air carriers with duplicate flight numbers or phonetically similar sounding call signs operate within 30 minutes of each other at the same airport or within the same sector.

Resolution: An ATSAP report was filed and even though the airline was a non-CISP partner, the issue was informally shared with the airline and it was determined that one of our CISP airline partners control their call signs, resulting in both call signs being changed through intervention between the non-CISP airline dispatch and the CISP airline Aviation Safety Action Program (ASAP) team.

Issue: *Airline Scheduling Similar Sounding Call Signs* – Four flights (XXX4450, XXX4455, XXX4456, XXX4458) joined up in Sector 7 (Salt Lake City (SLC) arrival) at the same time. Three flights were arriving SLC and one was departing.

Potential Hazard: These flights risk confusion and multiple communication errors. An identification problem may exist when two or more air carriers with duplicate flight numbers or phonetically similar sounding call signs operate within 30 minutes of each other at the same airport or within the same sector. Multiple flights with similar sounding call signs increase the risk of error.

Resolution: An ATSAP report was filed and shared with the CISP airline partner on 1/28/2016 and on 1/29/2016. The following call signs were changed: (XXX4450 to XXX137V; XXX4455 to XXX142Y; XXX4458 to XXX148W).

Issue: *An RNAV Procedure Clearance Problem* – Incorrect filing of a Standard Terminal Arrival Route (STAR) with the appropriate direction of landing at Dallas-Fort Worth International Airport (DFW) requiring excessive reroutes to aircraft throughout Memphis ARTCC (ZME).

Potential Hazard: Filing the incorrect arrival enters an unnecessary risk into the National Airspace System (NAS), causing an increase in the work loads of both ZME and Fort Worth ARTCC (ZFW) controllers as they have to reroute the aircraft with the incorrect STAR. This introduces hazards, associated with issuing last minute reroutes to the pilots on the DFW arrivals, by creating the need for heads-down during the arrival to reprogram the FMS.

Resolution: An ATSAP report was filed and shared with the CISP partner airline that was filing the incorrect arrivals. The information was shared with their dispatchers and a joint conference call between the airlines AAT Point of Contact (POC), the ESA-ERC NATCA representative, the airline CISP analyst, and airline dispatch representative was held on March 4, 2016 resulting in changing the way the airline dispatch files these routes. Both the CISP airline analyst and follow-up with the ESA-ERC verified the new routes are successful.