

Aviation Safety Reporting System

NTSB Safety Forum

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Pilot-Controller Communication

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ASRS Pilot-Controller Data Set

- ▶ 100 recent ASRS reports
- ▶ Screened, and secondarily coded by ASRS Pilot & Controller Analysts
- ▶ From September 2009 to April 2010
- ▶ Reports describe pilot/controller communications issues

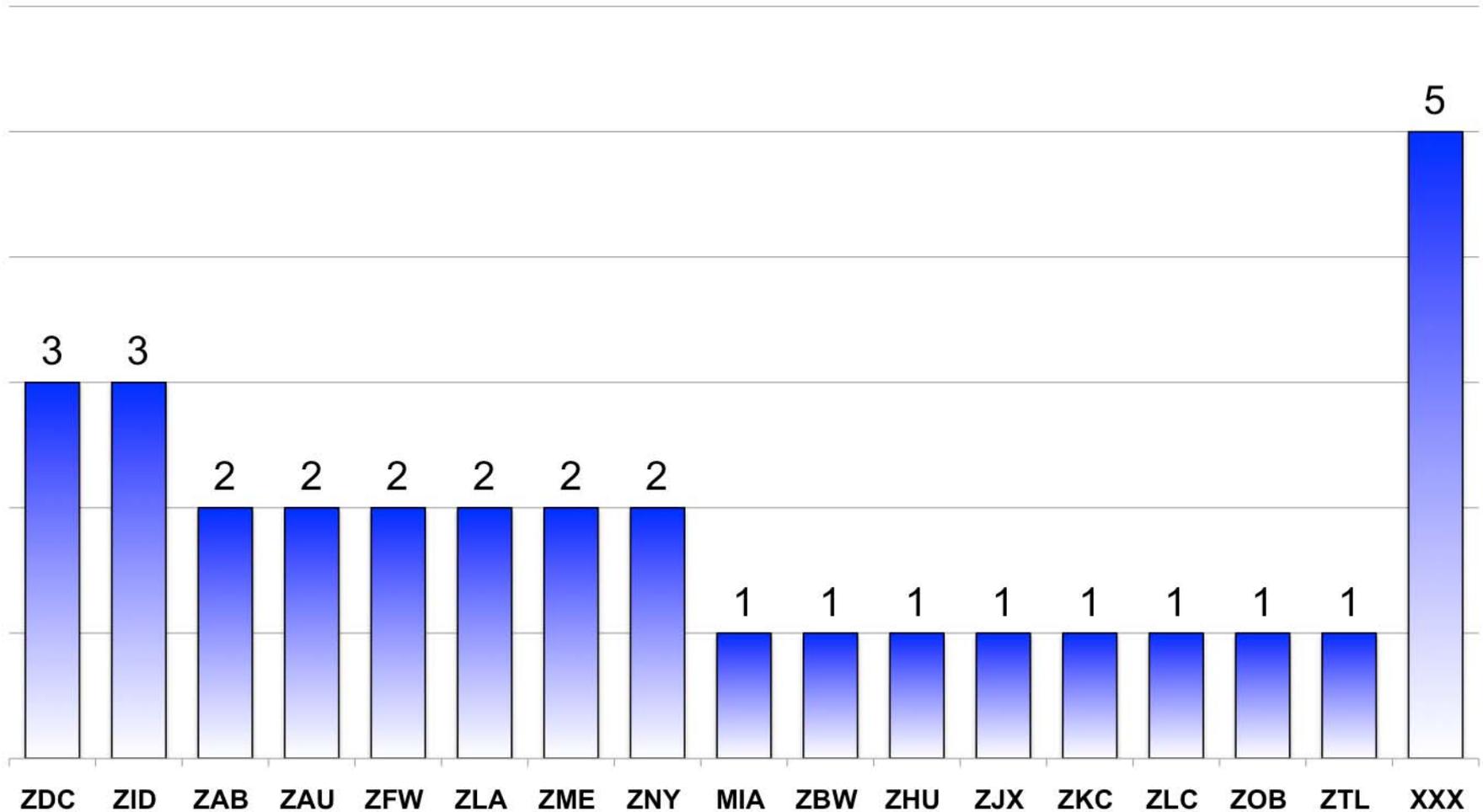


ATC Facility Types & Locations Involved

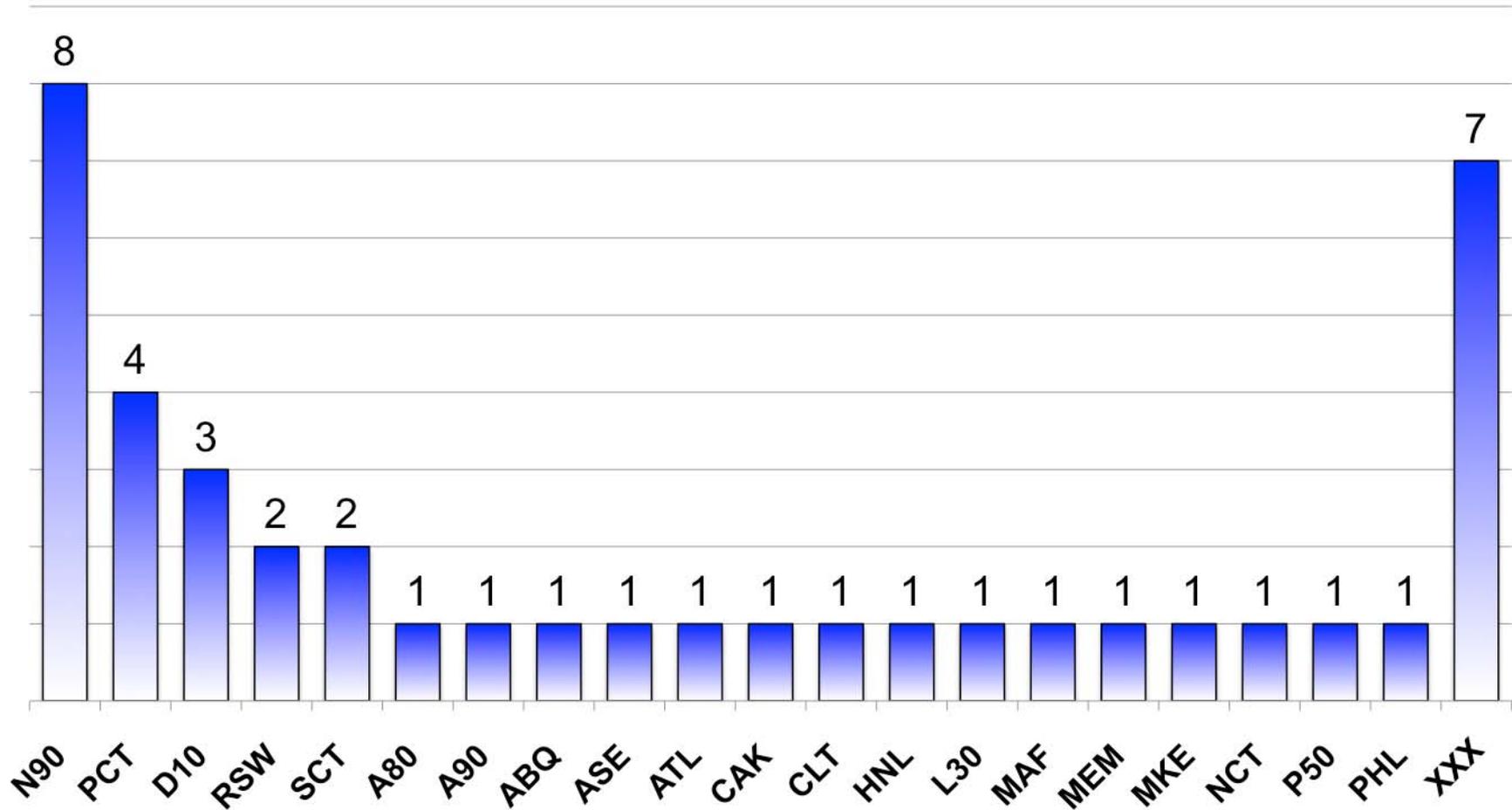
- ▶ Fairly Even distribution between:
 - Facility Types
 - Facility Locations
- ▶ Facility Types:
 - 31 ARTCC (Center)
 - 41 TRACON
 - 24 ATCT (Tower)
 - 4 other (Ramp Control, UNICOM)



Facility Types – ARTCC (31)

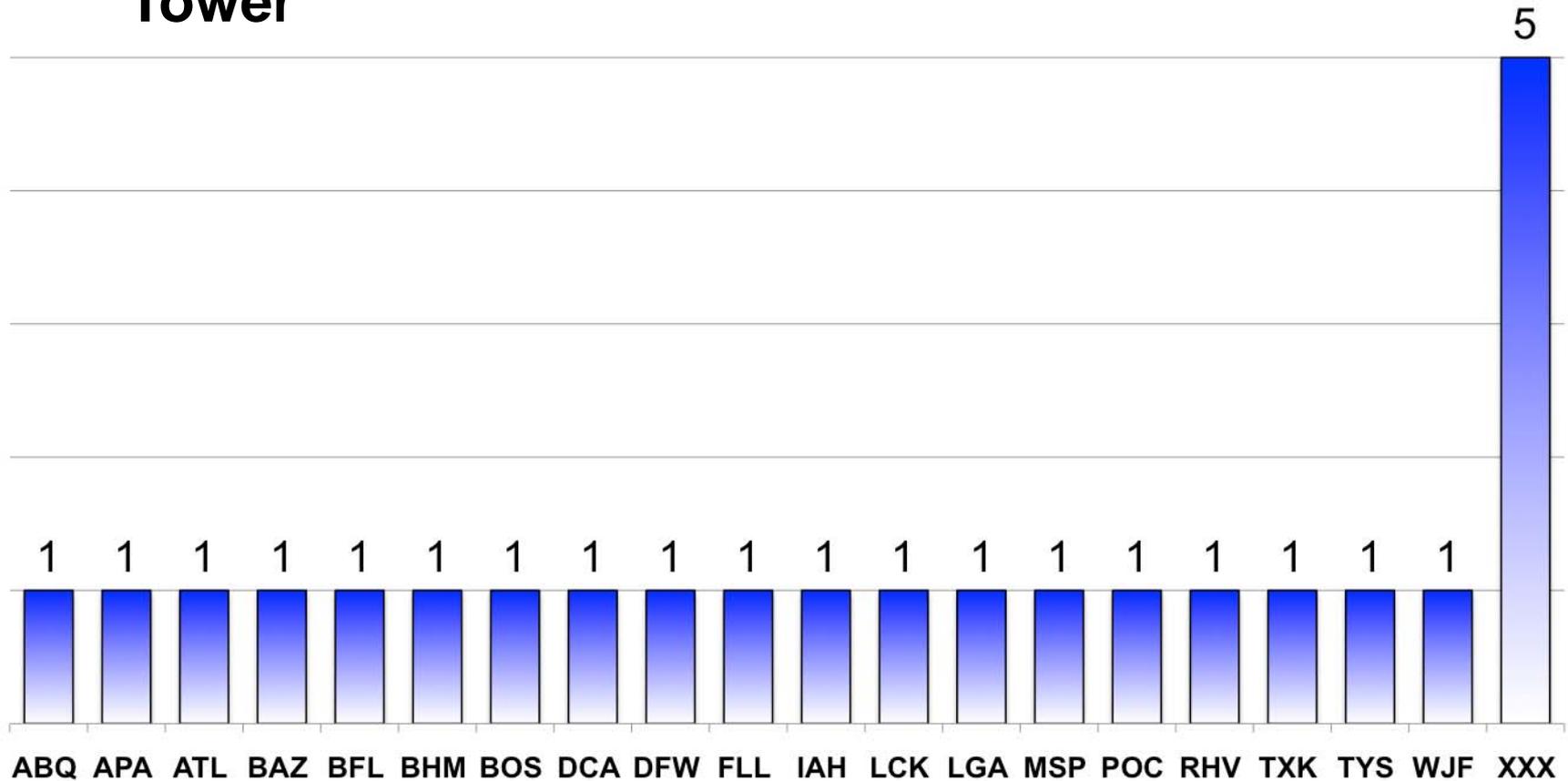


Facility Types – TRACON (41)

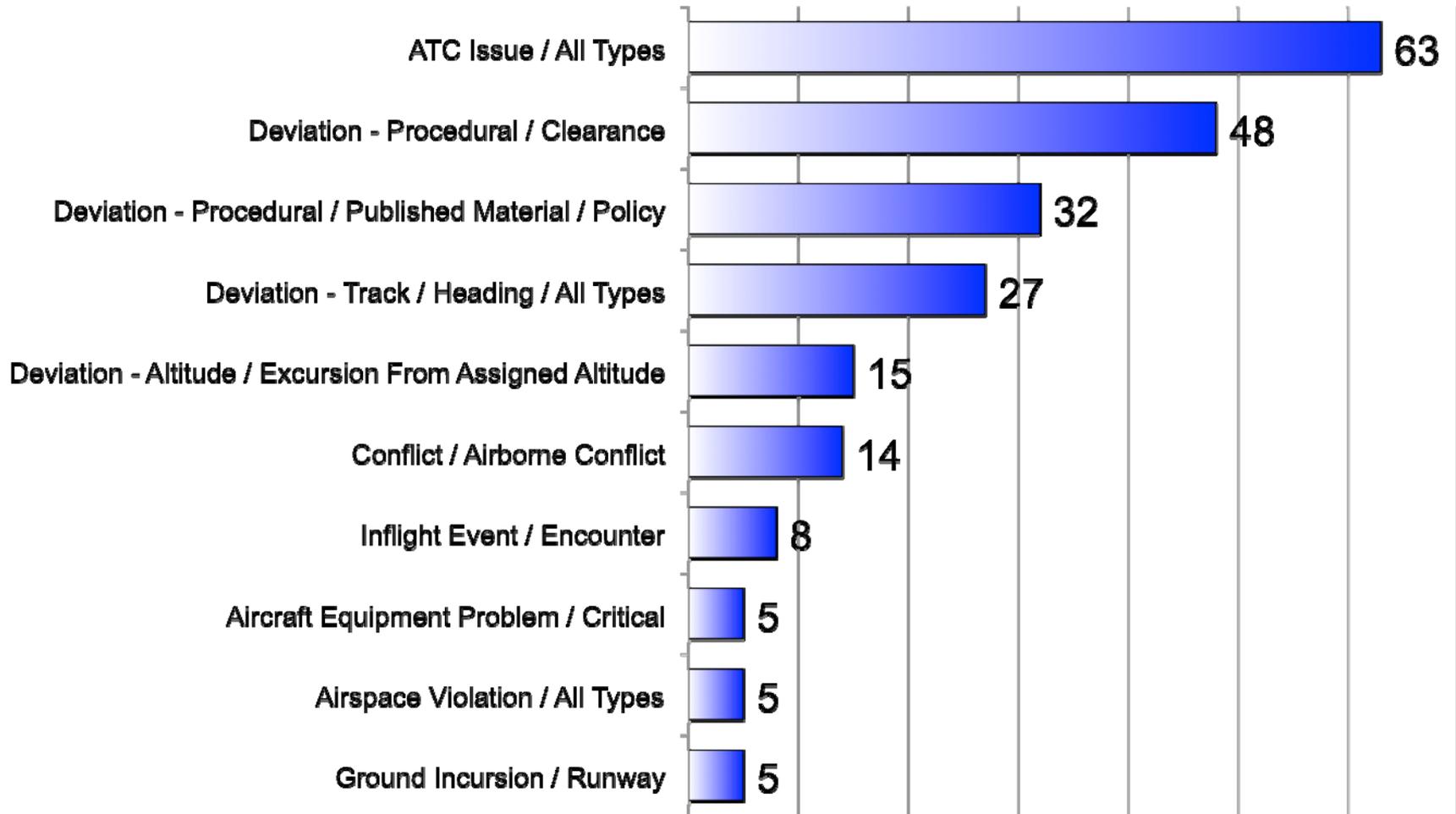


Facility Types – ATCT (24)

Tower



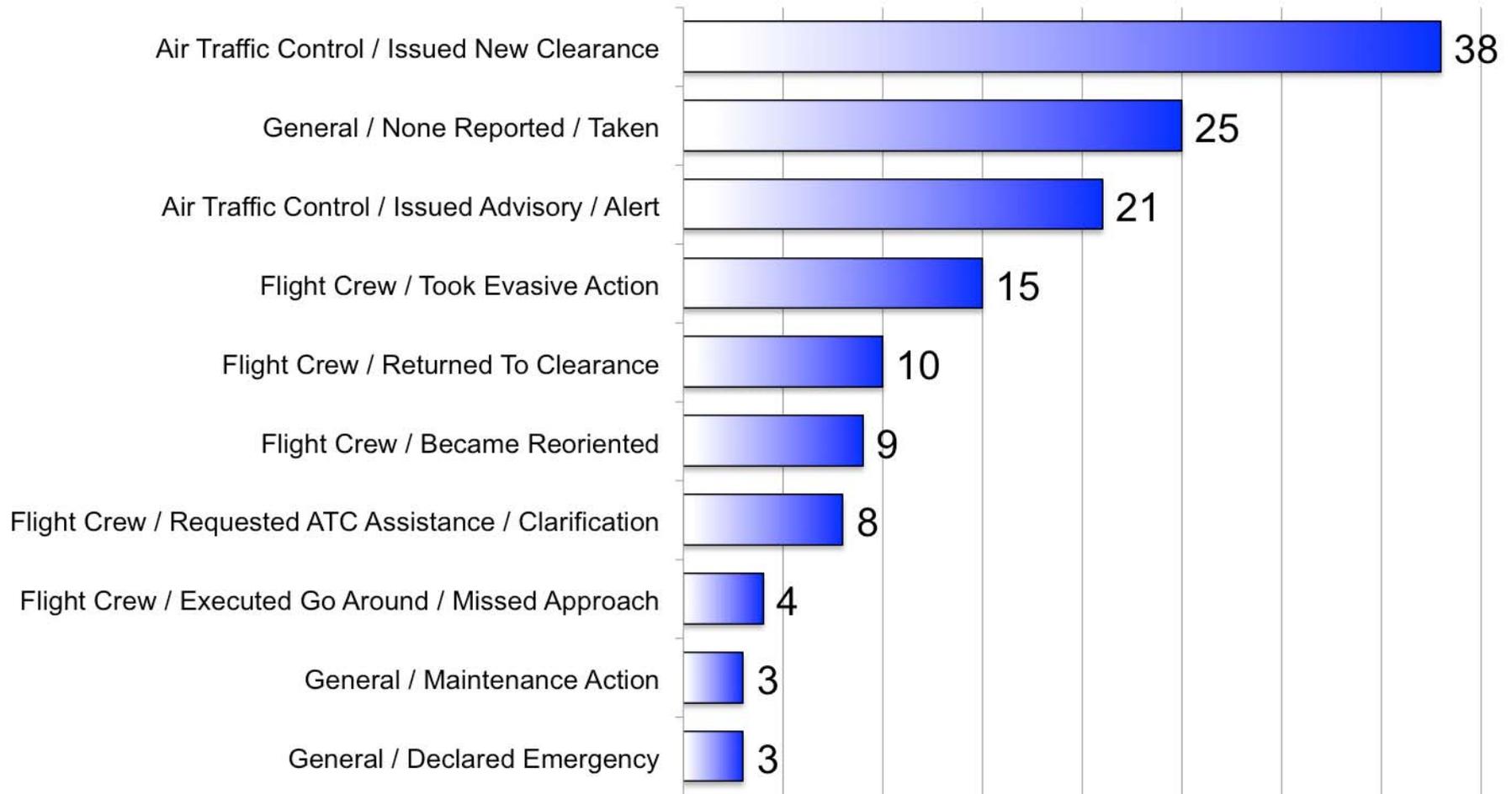
Event Types – Top 10 High Level Coding



Categories are not mutually exclusive. Therefore, a single incident may be coded by ASRS analysts as involving more than one anomaly.



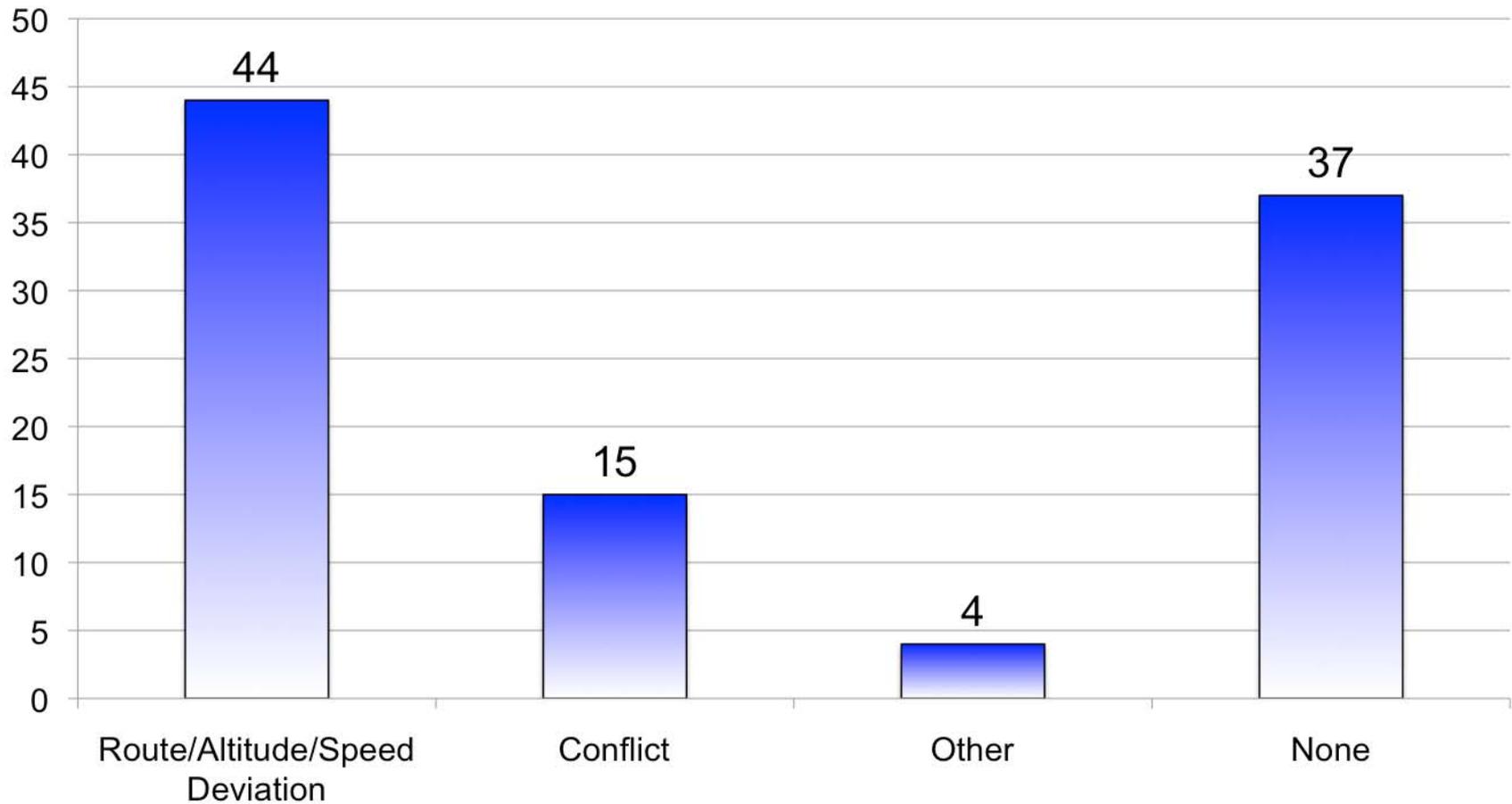
Event Result – Top 10 High Level Coding



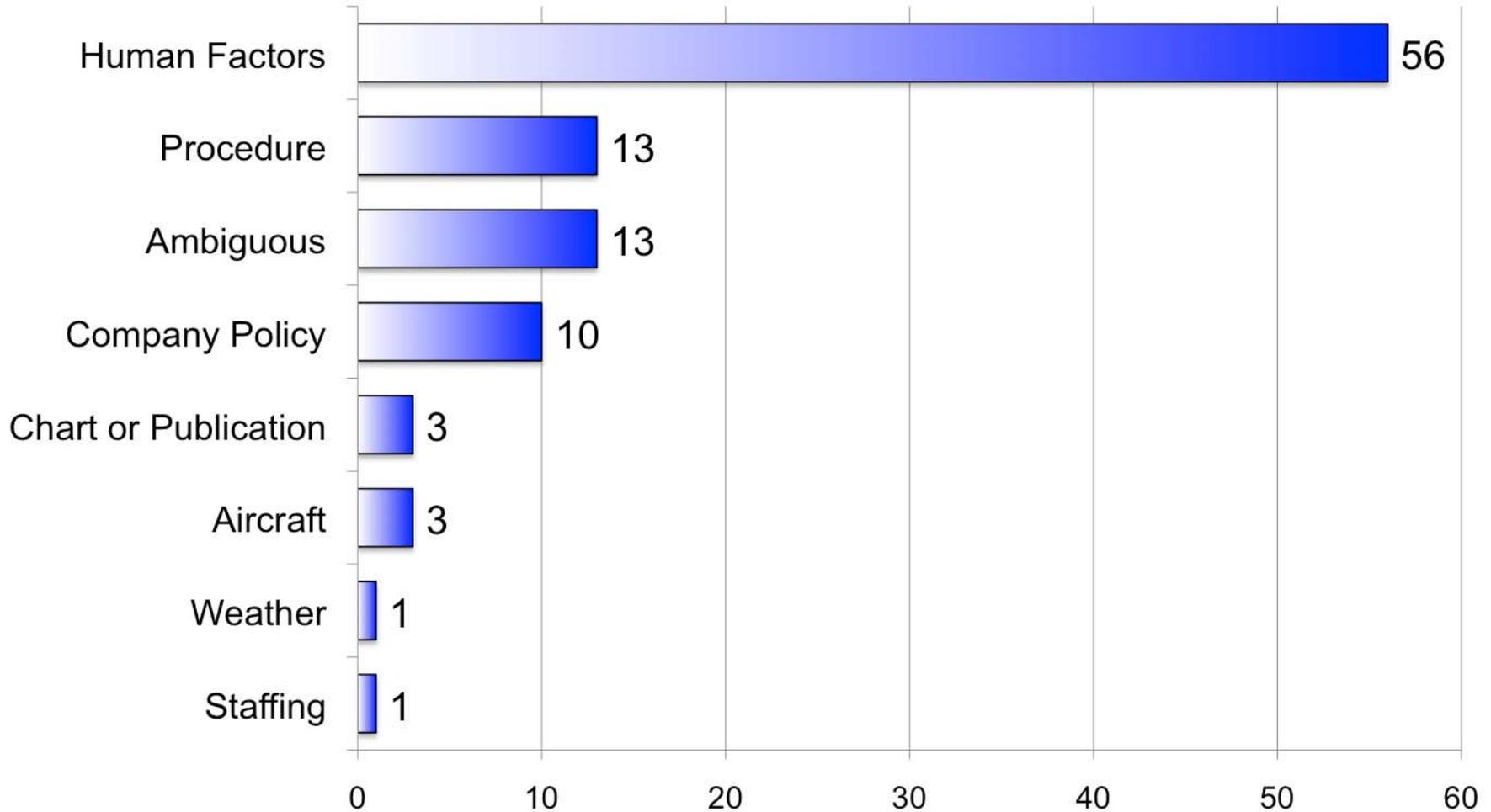
Categories are not mutually exclusive. Therefore, a single incident may be coded by ASRS analysts as involving more than one anomaly.
147 communication anomalies from 100 reports



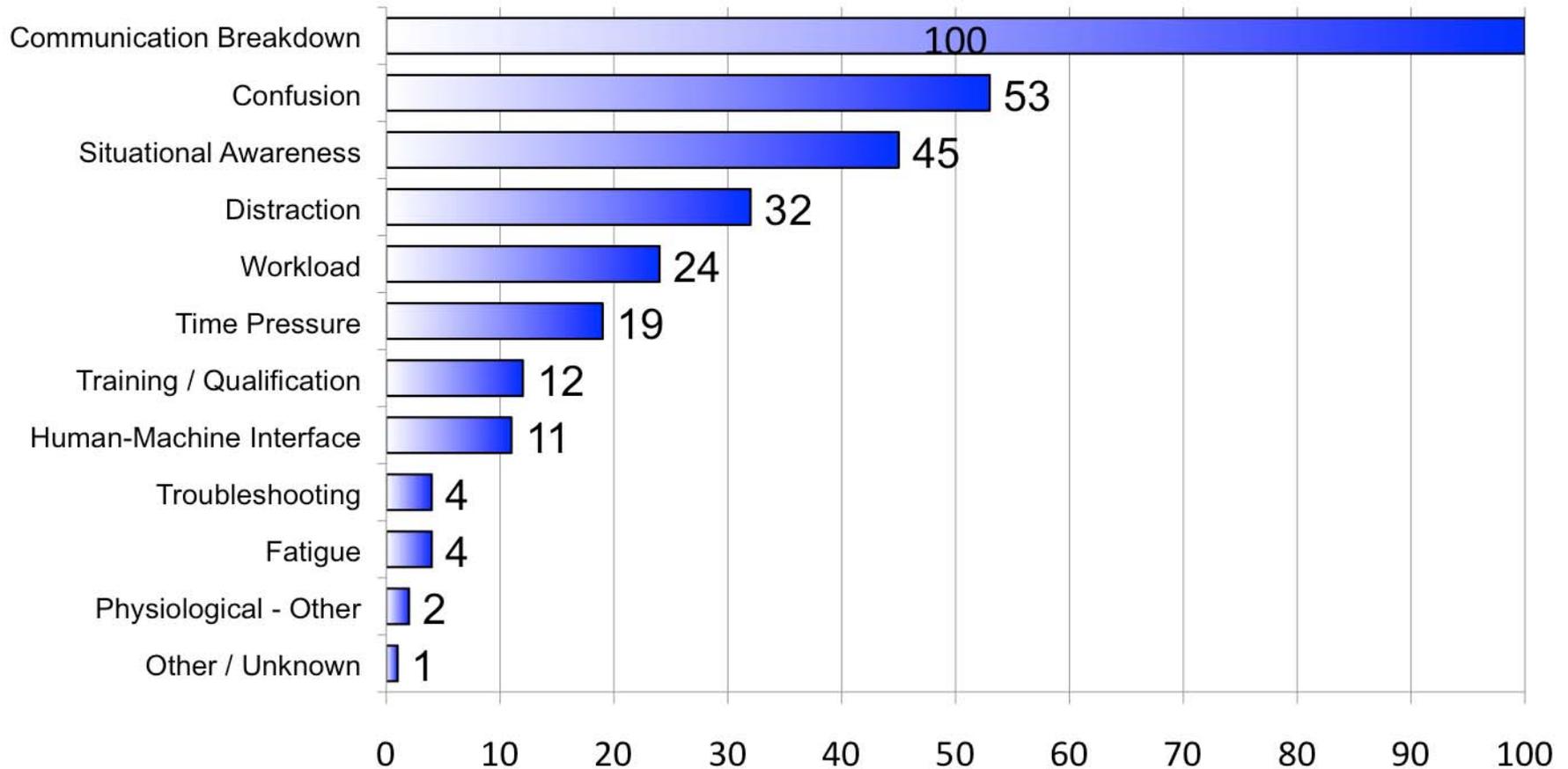
Event Result (Secondary Coding)



Primary Problem



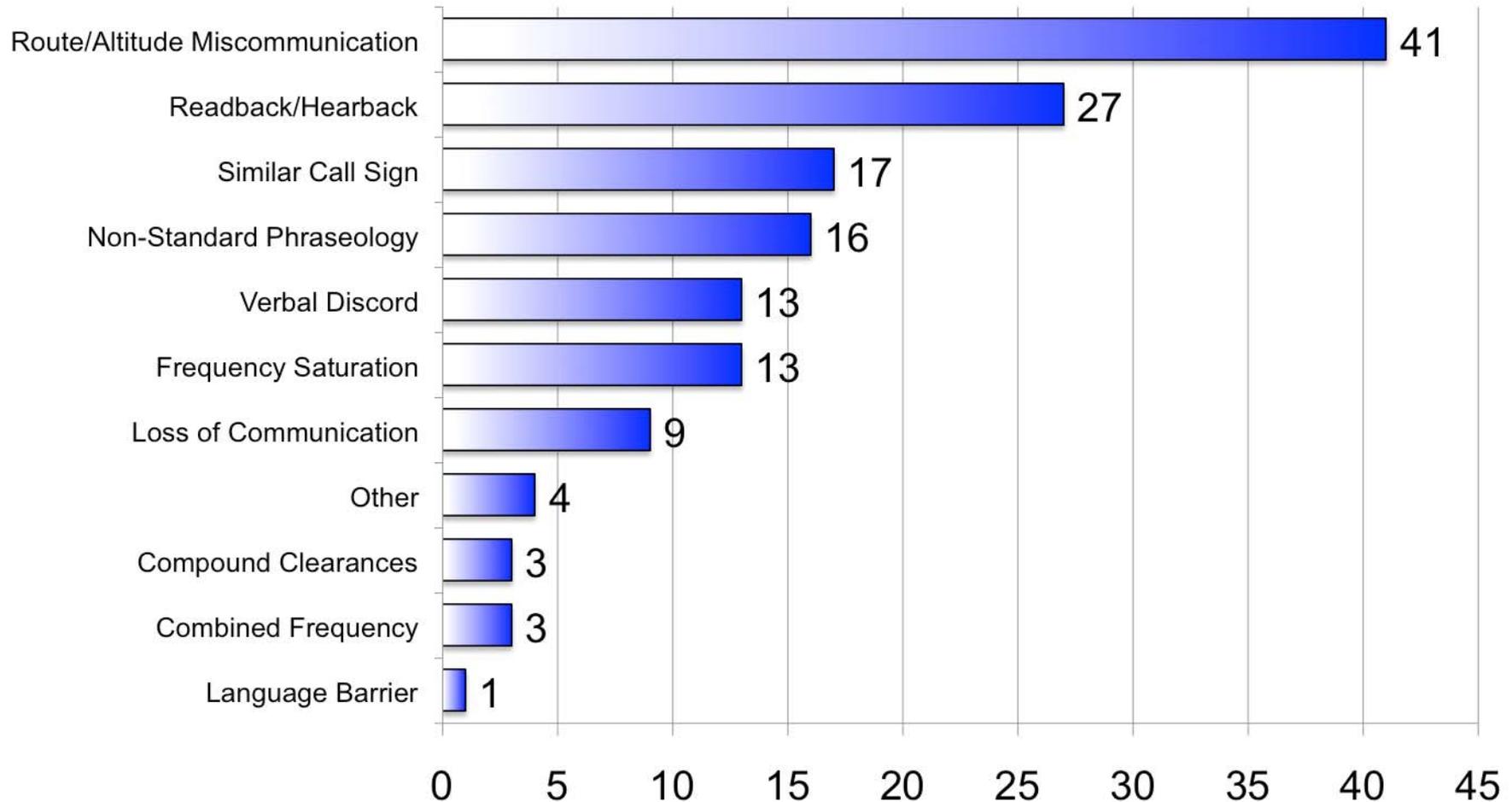
Human Factors



Categories are not mutually exclusive. Therefore, a single incident may be coded by ASRS analysts as involving more than one anomaly.
147 communication anomalies from 100 reports



Communication Issues (Secondary Coding)



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147 communication anomalies from 100 reports



Route/Altitude Miscommunication

ASRS Report 880139

**A B757 Captain reported that
airspeed assignments from SCT on
the profile approaches to LAX were
not compatible with the Flight
Crew's needs for complying with
airline-mandated stabilized
approach criteria.**



Readback/Hearback Error Example

ASRS Report 880552

A distracted air carrier Captain reported giving ZLA an incomplete clearance readback to SLC and flying the PDC arrival. After a track deviation, ZLC corrected the arrival and routing, and the crew acknowledged an error.



Similar Callsign Example

ASRS Report 874737

ZFW Controller described airspace incursion event when a descent clearance was issued to the wrong aircraft, the Controller noting that FOUR air carriers with similar four digit call signs were on frequency.



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