

# NTSB Pilot- Controller Professionalism: Communications

**Presented to the National Transportation Safety Board**

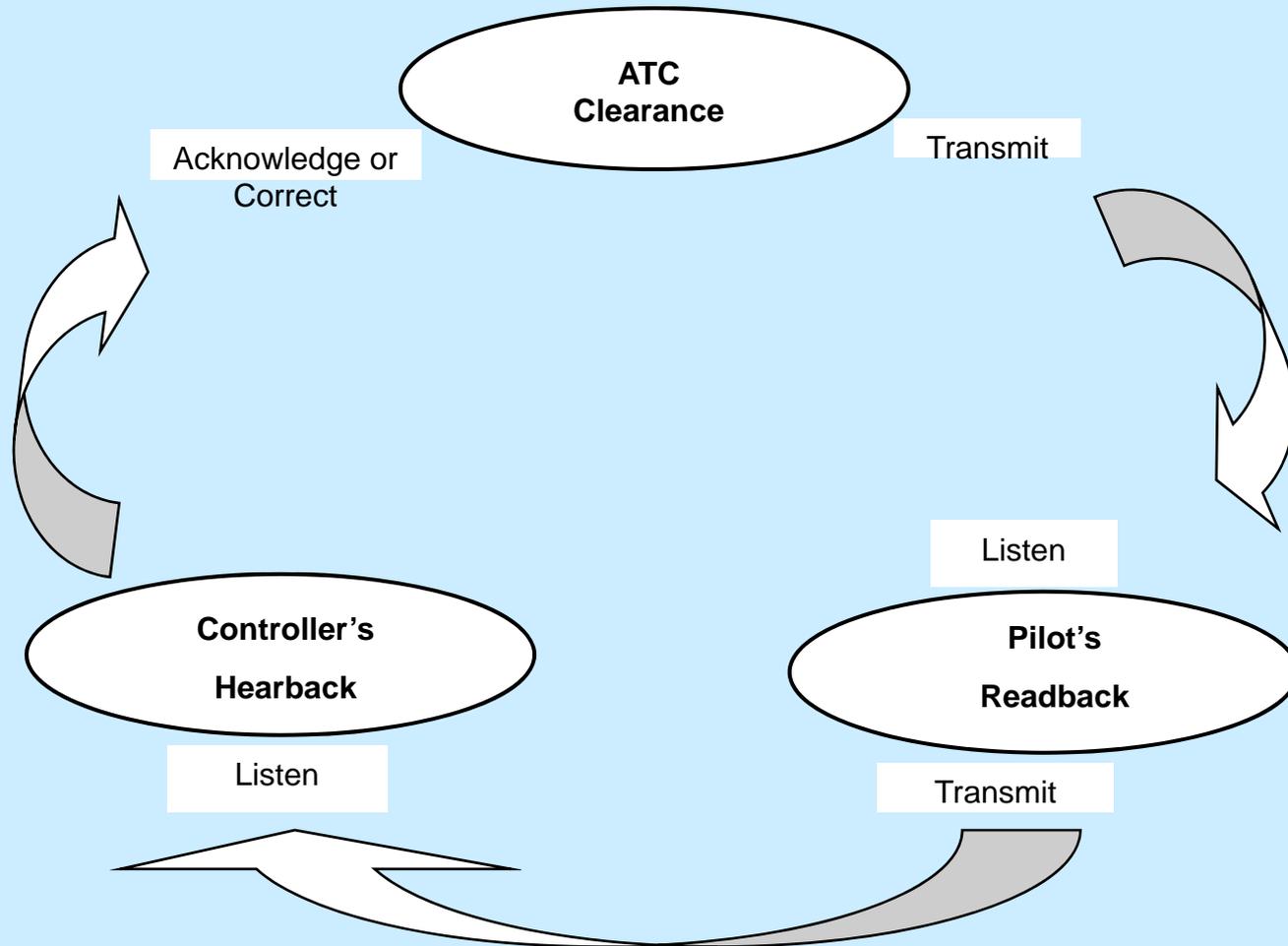
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# Pilot-Controller Communication Loop:



Source: Flight Safety Foundation (ALAR)

# Issues Affecting Pilot-Controller Communications

- **Equipment**
- **Procedures**
- **Human Factors**



# Equipment

- **Needed improvements**

- Replace current analog radios with digital radios
- Expand and improve Data Link(s)
- Reduce frequency congestion, increase quality and eliminate interference

- **Possible solution**

- NextGen



# Procedures

- **Needed improvements**

- Eliminate discrepancies between ICAO and FAA phraseology
- Institute review process for procedures within the FAA 7110.65 to ensure consistency with today's technologies
- Ensure sufficient lead time for procedural changes
- Develop a more comprehensive training program

- **Possible solution**

- Joint FAA/Labor/Industry/ICAO Workgroup



# Human Factors

- **Needed improvement**
  - **Attention to detail, diligence, discipline**  
Priority setting for workload; reduce expectancy factor
  - **Acceptance of feedback for performance improvements**  
ATSAP; Just Culture; Teambuilding; Enhanced training
  - **Accountability**  
Recognizing individual contribution toward a Safety Culture  
Eliminating distractions
  - **Skill Level – Developmental Controller, Newly Certified Controller, Student Pilot**



# Human Factors (cont.)

- **Possible Solutions**
  - **Movement toward a Just Culture**
  - **Reinstatement of FAA Familiarization (FAM) Program**
  - **Expansion of NATCA's Communicating For Safety (CFS)**
  - **Enhanced Initial and Refresher Training**



# Summary

- Education and commitment to NextGen projects
- Joint professionalism workgroups FAA/Labor/Industry/ICAO
- Enhanced initial and refresher training
  - Reinstatement of FAA FAM program
- Just Culture
  - Inspire excellence
  - Improve the team concept
- Expansion of NATCA's Communicating for Safety

