

Friday 12/23 - Meeting with General Manager and Sr. Manager of Delta Air Lines Air Traffic Management

Notes

- Figjam
 - User Personas
 - Primary Personas (Primary end users of FMDS: FAA)
 - Control Towers rarely have anything to do with AFPs
 - Need some avenue to “give the wheels up time” (which exists anyway)
 - TRACON and Control Center
 - TMCs
 - In the Field
 - Traffic Management Coordinators
 - Think about functionality for the persona
 - In the current state, is the command center driving the process of AFP development?
 - Primary is Command Center, Secondary is FAA and Airline
 - Secondary Personas (Airline)
 - Air Traffic Coordinators
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 - Being able to model multiple initiatives at the same time
 - Teams to Contact
 - Delta Side
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 - FAA Side
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 - Helpful Resources
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 - Questions
 - 7+ meetings with FAA is norma
 - What other TMIs are commonly used when working with AFPs?
 - Understand the dynamic of the AFPs would help form better questions
 - Questions
 - **Whose perspectives (from FAA + DL) do we need for this project?**
(Requirement: Someone who works with AFPs, FCAs / FEAs)
 - Identify and collect contact information on teams we can send the survey out to (on Delta Air Lines side)
 - Identify which teams on FAA side (if possible) we should try to get perspectives from
 - Contact information for any Traffic Managers in Command Centers
 - Primary User Persona
 - Who could walk us through the current UI of TFMS? ([pages 4 through 11](#))
 - Establish potential interview pool

- Anyone from the FAA? Anyone from OCC? Looking for someone who we can observe to determine issues/problems
- **Survey Accuracy**
 - Section 2, Q#2&3
- **Survey Questions**
 - Can we get a closed set of options for roles in evaluating the need for an AFP? (*sections 2 + 3, Q#2*)
 - As well as roles for how an AFP will be implemented
 - Can we get a closed set of options for “What FAA facilities/colleagues and NAS users do you collaborate with”? (*section 2, Q#4*) (*section 3, Q#5*)
 - Closed set of options for “When creating an AFP, what features contribute to you deciding whether you will create a new FCA or select a pre-existing one?” (*section 3, Q#3*)
 - Closed set of options for “What TFMS applications do you transition between most often”? (*section 4, Q#5*)
 - **Validation on a list of AFP-related TFMS applications**
 - **The document referenced TSD, FSM, NTML and GDT**
 - What TFMS features are used in AFP implementation (*section 4, Q#1*)
 - We need a closed set for participants to rank these features in terms of ease of use
- **Identifying Helpful Resources**
 - People to chat with to better understand AFPs, their implementation, strategy/decision making, and how TFMS supports this
 - AFP guidebook with rates
 - ATM 101 Slide Deck
 - Understanding FAA Decision hierarchy
 - Access to Webinar that updates current Ops plan
 - Collaborative Decision Making (CDM)
 - How is CDM currently used with TFMS?
 - What elements of CDM can be incorporated into the GUI to enhance collaboration?
 - How can a GUI facilitate better discussions with CDM?
- **User Personas**
 - How do TMOs make use of historical data for AFP modeling and implementation?
- **NTML Message logs**
 - Is this something DL looks at?
 - What pieces of info are helpful for post-event review?
 - Walk us through an example of message logs that helped form your opinion on whether a strategy was good vs bad