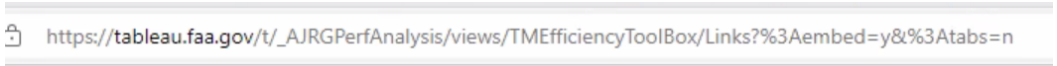
Friday 4/7 - Meeting with Traffic Management Officer (TMO) at Jacksonville Center, Federal Aviation Administration (FAA)

Meeting Agenda

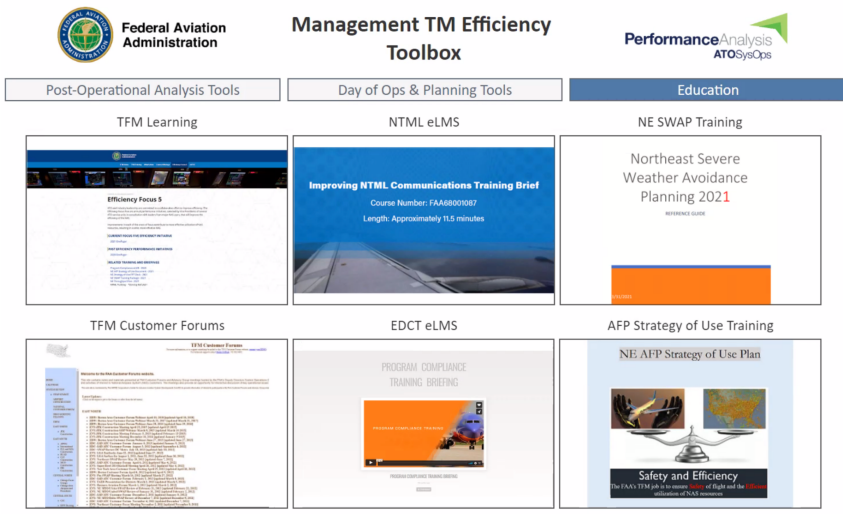
- Briefly go over Figma
- Going over feedback from judges
- Collaboration
    - What is voice feature?
- Segmented AFP strategy
    - How does this differ from regular AFP?
    - What would user interactions for this look like?
- Discuss EDCT compliance
    - What is of concern to a TMO?
    - What specific EDCT-based metrics would be useful to show?
- Ask about airline interactions with the TFMS applications/services
    - What info would the FAA want to conceal from airlines?
    - Could FAA show TMIs under consideration to airlines?
- Communication/Contacts
    - Traffic Manager in the Command Center/Command Center contact

Notes

- Feedback
    - Likes delay info
    - Likes being able to draw “an ADHOC” and not have to rely on anything historic
    - Question: “How do you capture the data for learning experiences?”
        - Related to post-event review
        - How do we know this worked well, and that we want to reuse this when the situation arises again
        - Would be related to a specific region (not necessarily a specific facility)
            - How did we equitably distribute the delay?
            - Did any one facility have more burden of the delay than another facility?
                - Did one airline have more burden…?
            - Did we underdeliver/over-restricting?
            - Looking for a more “level” approach when monitoring an AFP
    - Link to FAA Toolbox



        -
        - https://tableau.faa.gov/t/_AJRGPerfAnalysis/views/TMEfficiencyToolBox/Links?%3Aembed=y&%3Atabs=n

- 

- FAA Feedback Review
  - Chat vs Voice Feature
    - VSCS and Hotlines for problematic areas
    - Would like a chat feature that records what they are saying
      - Can be on a hotline while doing multiple other tasks
      - Being able to review the log/chat/whatever to recap
      - Maybe not chat feature to relay messages, but use it to track messages and pick up on verbal chats
  - Customization (seems to be focusing on solely color of planes and how the color represents the direction of the flight)
    - Has a lot of risks when comparing with other users
    - TFMS already has this issue
    - Nice because it is distinguishable, and creates a sense of ownership for the user
      - Creating a hierarchy of colors
    - TFMS currently lets users change the color settings of other users
      - Make sure to not allow this
    - General Colors (specific towards color of flights and what the color represents)
      - Show flights and where they are going during the day (colors regionally standardized)
        - Miami is always Blue
        - Southeast is fuchsia
        - Northeast is black
    - Potentially allowing for manager-level type role to assign colors defaults
      - Hierarchy of Roles
        - OMs
          - Most OMs don't know much about TFMS
        - STMCs/OSs
        - Supervisors

                - 3-5 in an areas
                - Know enough to set up TFMS to see their sectors
                - Look a little bit out but not too far out
            - Traffic Management Officers
            - Controllers (talk to airplanes)
                - Could be a controller in charge but mostly just talk to airplanes
- Connection between Data Cards and Visualization on Map (might have been discussing two different things)
    - Could do a heat map
        - Show where the red flights are coming from
            - Where are the flights that are taking the most delay
- Navigating multiple metrics and windows at once
    - TFMS only allows for the creation of two initiatives at once
        - GDT Mode
- Airline Operators Information Access
    - Command Center Perspective
        - The Command Center will propose a fix
            - Where's the delay, here's the demand, we talked to the facility, here's a proposal, have a conference
            - Always have to talk to the top 2 airlines at the facility
            - Take less input, more of this is what we're doing
                - Sees this as a mistake
            - **Being able to interactively model the proposal during the conference could be very beneficial to this collaboration workflow**
            - CTOP
                - Allowing the airlines to figure out how much "pain" they're willing to take
            - Fix Load-Balancing is something they are looking to do
    - Almost sounds like this conference with the proposal needs to shift to a conference where the proposal is made
        - If proposals are generated before the conference, will only improve the efficiency of the conference (make it take less time to get to that final proposal)
    - During conference, seeking feedback on rates, scope (moreso GDP), altitude, time
- Segmented AFPs
    - Can draw any Segmented AFPs with ADHOC lines
    - JX5 captures everything
    - JX7 captures the peninsula
    - Looking at permeability
    - Known and Unknown Aircraft
        - Known: in 7-day historical, filed with early intent

            - Get the least amount of delay
        - Unknown Aircraft: last minute flights
            - Receive the biggest delay
    - Where you want less flights to go, increase delay
        - Where you want more flights to go, decrease delay
    - Only difference is that instead of building one, you would have to build each one
        - Creating a button within the modeling, or creating a separate draw tool for segmented AFPs (draw tool could have a drop-down menu with different options/presets)
    - Downside of this is jumping from one AFP to another
        - If a route comes out where it requires a flight to fly somewhere else or if the user files it late, the user will be “late to this line”
            - Even though you already filed early, you should be getting the earlier time but the system no longer recognizes you as you are not going where you were supposed to go
        - Need some way to log the AFP from start to finish (no discrepancies)
- EDCTs and EDCT Compliance
    - Command Center less concerned with EDCT Compliance than a facility is
        - In command center, all you have to do is revise the program
        - At the facility, you get an accident and there is a safety issue
    - Maybe more avenues to show how the changes you make will impact other facilities?
    - EDCT Metrics
        - Don’t have a good way to see real-time violators
        - Great after-action using the toolbox
            - Can see who was non-compliant
    - Being able to see EDCT Compliance in real-time allows for something to be done immediately then to fix it
        - Could be a color, could be an alert notification, etc.
- Additional Contacts
    - (In QC, old job)
        - Being forced to learn about this stuff
        - Has a good understanding of GDPs