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
      ■ Secondary Personas (Airline)
        ● Air Traffic Coordinators
  ● Being able to model multiple initiatives at the same time
  ● Teams to Contact
    ○ Delta Side
    ■
    ○ FAA Side
  ■
  ● Helpful Resources
    ○
  ● 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