### Thursday 5/18 - Meeting with TFMS SME and Mosaic ATM

### **Agenda**

- ATM Software questions
  - Desktop vs Web-Based Application?
  - What are the current pain points with TFMS applications?
- Communication
  - What recurring meetings do ARTCCs or the command center have?
    - What are names for these meetings? [How are these meetings grouped?]
  - Are there any major problems in current communication / collaboration among FAA colleagues that are crucial to resolve with our design?
- NTML
  - Can you talk about the process for requesting / approving a restriction through NTML? (facility to facility)
  - Can we get your perspective on NTML? (is it as efficient of a tool as it could be?)
    - If no clear opinion, ask: Is it tedious to log for NTML?
- Post-event review
  - O How is the FAA Toolbox used for post-event review?
  - What is the role of NTMS in post-event review?
- Division of labor within command center and ARTCCs
- FEA vs. FCA
  - What are the differences between the two?
- NAS Status Dashboard
  - Does NTMS only view this at the beginning of their workday, or is it used throughout the day?

### Notes

- Zoom Recording of Meeting
- Desktop vs Web-Based Application?
  - Current TFMS system is cloud based
    - TFMS is a web-based application
    - Number of issues, particularly with software updates
      - Every 56 days there is a chart cycle, and any item in the NAS that gets updated has to be updated at every facility to coincide so that all facilities put this update in
      - Sometimes they are pushed out from the tech center
      - Tied to specific workstations as well
        - Could not move around freely and go somewhere else to complete the functions from TMU
        - Had to physically be at those workstations, and a lot of times those workstations have specific functions only loaded on those workstations
    - Security requirements around cloud-based being discussed currently
  - o Believes it should be web-based

## Which method makes global software updates easiest?

- What are the current pain points with TFMS applications?
  - Collaboration when working with AFPs
    - Beginning paragraph of OPS Plan comes from PERTI Advancement Plan Webinar
      - Comes from overnight planning from the previous day
      - Hand-off from PERTI Team to command center
      - All airlines and TMUs across the country are on the call
      - Discuss all issues and will put out proposed initiatives (collaboration piece)
      - Once agreed upon, they issue advisories and the programs go in place
    - AFP is proposed
      - Telcon is held with all interested parties
        - Either a specific call pertaining to this issue or will be dealt with in PERTI Advancement Plan Webinar and Operational Planning Webinar
      - Once approved, program is sent out automatically
        - Airline AOCs have to work with this
        - Working with delays and substitutions
          - Prioritize flights according to business plan
      - The proposal has the proposed plan, but also has the statistics demonstrating why the proposal was needed in the first place

# ■ NTML is a device used to coordinate restrictions between facilities

- Command center is the clearing house for all these restrictions
  - Either approve it or decline, where declining requires a telephone call with affected facilities
- Done automatically not done via phone calls
- What recurring meetings do ARTCCs or the command center have?
  - What are names for these meetings? [How are these meetings grouped?]
  - Operational Planning Webinar
    - Occurs in the morning, then once every two hours until the final one (around 9 o'clock at night) planning for 2-4 hours ahead
    - PERTI Plan incorporated into Operational Plan
      - Any issues on anyone's radar are made known well in advance
      - This is crucial for NTMS efficiency
      - Discussion of TMIs during the planning webinars where participants can ask questions
        - There are agreements and disagreements
          - Can be on scope (start and end time), number of aircraft included, etc.

- Command center has to referee between the disagreements, and since they have 51% of the vote they have to decide
- o In between the webinars, TMIs are published
- o PERTI Advancement Plan Webinar
- o Maybe an 'Emergency Call' or something like 'Miscellaneous'
  - Facility Outage due to Cable Cut can require a lot of attention
  - In 2015 there was arson that shut down chicago center for about four months
    - Contingency plan set in place to assume someone else's airspace
  - 9/11 is another example
- Can we get your perspective on NTML? (is it as efficient of a tool as it could be?)
  - o If no clear opinion, ask: Is it tedious to log for NTML?
  - More information on NTML
    - https://www.faa.gov/air\_traffic/publications/atpubs/foa\_html/chap18\_section\_5.html
  - When TMUs are extremely busy, logging is one of the things that tends to take a low priority
    - If there is a massive thunderstorm going on with a lot of re-routes and TMIs to coordinate, the phones are ringing off the hook with numerous people trying to get in touch with you to talk about all the issues going on in the facility, there is a lot of activity going on
    - The log falls down on the priority list and may even fall by the wayside, resulting in things not getting logged the way they are supposed to
  - During COVID, facilities were running on skeleton crews (few numbers) due to people being sick
    - If facilities are short staffed and there is a lot going on, it is hard to ensure all information is logged
  - The real plus about NTML is that if you are a TMC are you are making a request for a restriction electronically, the entire approval process can be performed electronically
    - No phone calls required
    - Phone calls are one thing that slows down the process
- What is the role of NTMS in post-event review?
  - Personal experience with this
  - Logging
    - At the end of the shift when a TMU shuts down for the night (does not happen every where as some stations operate 24/7)
      - When this happens, you close out the log and bundle up all the advisories that were made
      - Create end-of-shift comments where you highlight things of significance

- At 5 o'clock in the morning, the TMO (boss of TMU) goes into their office and goes through the previous days' records/logs, looking for items that will need to be reported on
  - Number of reports that are generated (diversions, holding, traffic con delay, any issues noted in end-of-shift summaries, customer comments, etc.)
  - Described one example of a log entry as 'nasty'
- Morning review session with administrator where they go through everything in the NAS
  - https://tfmlearning.faa.gov
  - Has recorded videos ('NSR Weekly' section)
  - Information from this session used in National System Reviews
- Every facility has a Quality Assurance Department
  - Traffic Management Review (TMR) is filed if something goes wrong
  - TMR requires TMUs to assist regarding the topic of the TMR
- Division of labor within command center and ARTCCs
  - Terminal Folks are going to address airport issues
    - Will issue GDPs that are first put out as proposed advisories then published
  - Severe Weather
    - All re-routes, all AFPs, missile launches, etc.
    - Anything having to do with severe weather
  - Both of these are broken up into geographical regions
    - Sometimes there is overlap between regions
  - Operational Planners
    - Someone is assigned to run all the planning telcons/webinars
- Does NTMS only view this at the beginning of their workday, or is it used throughout the day?
  - Usually a dedicated monitor in the TMU (OIS Webpage) that will have different displays showing you, at a glance, what is going on
  - Airport Events will be listed as they are in the NAS Status Dashboard (List View)
  - Specifically used 'List View'
  - ESIS Status Board (Enhanced status information system)

### Either use Telcon or Webinar

Will view Traffic Demand in FSM and other materials