Thursday 5/4 - Meeting with Human Factors Engineer, NASA Ames Research Center and Former Traffic Manager and Current Digital Information Platform (DIP), NASA Ames Research Center

Chat with NASA

<u>Agenda</u>
- Collaboration Feature
  - Showing changes on Figma
  - Ask questions regarding notifications issue (large amounts of notification)
  - Make sure this feature integrates organically with the current workflow
    - This is not adding to their workload, but improving the efficiency of the workload
    - Users currently use a phone call/hotline for collaboration. Is this feature relevant to the point where the addition will benefit users?
  - Do we need other functionalities besides sharing screens, muting oneself, etc.
- NTML
  - Show on Figma
    - Ask for feedback
  - Is there a need for voting?
    - Airlines mentioned a voting system where customers could vote their approval/disapproval for a log entry
- Desktop vs. Web-Based Application
  - Asking about previous experience with knowing which, if not both are more suitable
    - Pros and cons of each
- Airline View with NTML
  - How much access do airlines have to NTML?
- If we have time…
  - Looking at current NTML photo and breaking down all aspects in the image
  - Analyzing remaining judge feedback
  - Try and schedule a follow up meeting for us to discuss user customization

<u>Notes</u>
- Collaboration Feature Feedback
  - Who do we envision using this?
    - TCA (Terminal Control Area) Desk
      - (not sure if this is what he said)
  - General Reaction
    - Integrating popular and useful features into the UI
      - # is a command thread
      - Muting/pinning threads is great idea
      - Likes the UI Microsoft Teams has

- - - Like the idea for folks who are on a thread that you can quickly join a call with them
      - Notification similar to Facebook style (seeing number of events that have occurred and it's up to you to interact with the system to see what those updates are)
    - Adding this modern way of coordinating/communicating would be an enhancement to the current day tools
      - The extent that it would be used is another thing to consider (not necessarily our problem. We come up with features that the user will decide whether they want to use)
    - Agreed upon times for certain meetings
    - Conference call has been around for a long time and has been efficient
      - Need a tool that demonstrates it's "better" than the conference call
    - Example: ZNY-ZDZ thread where they can go into a thread and discuss issues
  - Notification Spam Issue
    - Could consider a settings menu
    - Whether you want to group the notifications or isolate them by thread
    - Possible concerns: users can be overwhelmed by too many notifications
      - Need to find ways to avoid this
      - User customization/pinning is one option
    - Could consider different ways to prioritize the threads besides pinning (or maybe pinning is enough)
- NTML vs Chat
  - NTML is a prescribed way of communication (things dictated by the UI)
  - Chat is what folks can use that is unscripted (medium to address what is unscripted/unexpected)
    - Can be questions, clarification, etc.
- NTML
  - FAA Coordination
    - Telecon is the main coordination between FAA and airlines (every two hours)
      - Not to discuss coordination, but to disseminate the plan
    - Facilities, TRACONs, etc. have their own telecon/calls during certain times of the day
      - Usually beginning of the shift in the morning, the beginning of the shift in the afternoon, or depending on traffic on different days
      - Want to change meeting groups to reflect these meetings
  - Potential Ways to automate exchanges between FAA facilities
    - What are the typical information exchanges discussed in the daily telecon?
      - Airport configuration (expressed in NTML and TBFM), revisions due to weather, planning-type stuff
      - Current state configuration (arrival rate, using mitering)

- ○ Parameters that will have an impact on other facilities, towers, centers, etc.
        - ○ Often talk about similar things in these recurring calls
      - Coordinate on projected change
- NTML
  - ○ Can any user commence the call?
    - ■ Add a schedule call option
      - Finding a time to chat
    - ■ Initiating a call right now may or not be sufficient
    - ■ Spontaneous calls may or may not work
      - Most likely will not work
      - Feature would be best if it was in a manner of scheduling
      - If it is immediate coordination, they will just pick up the phone and call
  - ○ In what circumstance is 'Teleconference Requested' happening?
    - ■ Could be discussing AFPs, Ground Delay Programs
    - ■ Center vs. TRACON
    - ■ Usually about weather or rates
    - ■ Reroute activity is pretty common
  - ○ Perhaps the user can request a call in the chat
    - ■ Then users can respond either accepting or stating it does not work and potentially finding another time
  - ○ **MUST CHANGE TMO TO NTMS EVERYWHERE**
  - ○ Data Fields still necessary in NTML
    - ■ Time, Type, Facility, Message, Status (not sure as to what this is)
    - ■ Existing information is there for a reason
      - Ask yourself "Why is this information there"
      - People are usually very good at not having useless information
      - Who is requesting what facility, then you have the type of restriction (recommended versus required are different)
  - ○ Each facility (on the receiving end) must approve the restriction in NTML
    - ■ Some restrictions do not require the Command Center approval, but some do
- Web-Based vs Desktop Application
  - ○ Web-Based is better, but it creates a lot of privacy issues with the FAA
  - ○ FAA is only getting stricter with things getting behind their firewall
  - ○ It is a balancing act
    - ■ FAA should get on the nowadays way of providing UI and capability
    - ■ These constraints placed by the FAA are making this more complicated
  - ○ Could see users moving away from dedicated software running on their machine
  - ○ Sounds like we need to choose one and make a convincing argument
  - ○ Advantage of Web-Based: can create mobile versions
    - ■ Easier access