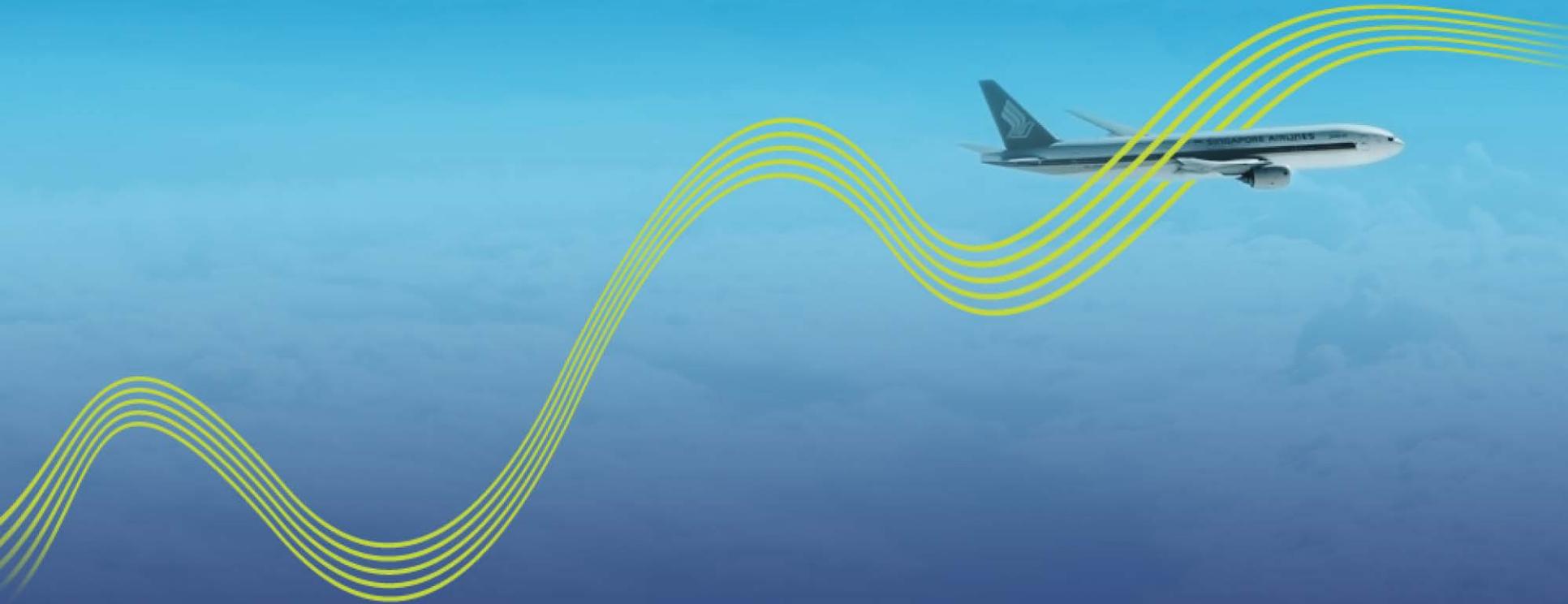


Steve Hathway

4<sup>th</sup> TAM Symposium - Session 4: Information & Communication

16<sup>th</sup> October 2013



“Experience is the name men use to explain their mistakes”

Oscar Wilde

## Data collection and handling:

- Its not how it's collected but from where
- Passengers want to interact with their journey and they already have the tools
- Example A-SMGCS (Surface Movement Radar):  
Collision Avoidance = Speed Profile = Increased runway capacity

## Engaging Stakeholders – getting related

### **At a major international hub airport in Asia..**

“..I can see this is a wonderful piece of technology, but it works wonderfully better when it’s switched off...”

Senior ATM Supervisor

“...we have allowed for ATC workstations but the GM ATC has told us he will not provide the manning and that the Airport Ops team will need to improve their understanding of ATC”...

Operations Command Centre Manager

### **At an international hub airport in Europe...**

“...This looks a very impressive control centre. Do you find that it works well and is making an improvement to the operation?”

General Manager ATC

## Collaborating on Performance:

- The need for pilots and controllers to re-connect and genuinely examine each others behaviours
- Often this can be spearheaded by pilots known to operate differently in other ATM networks
- Getting each party connected with the same goals
- Appreciate each others risks

It's race day.....be a part of the win!

Are you truly collaborating towards:

Shared Objectives?

Shared risks?

Shared rewards?

