

HUMAN FACTOR ROLE IN CIVIL MILITARY COOPERATION PERFORMANCE IN AIR TRAFFIC MANAGEMENT

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Military traffic represents less than 1.65% of the global traffic in Europe*

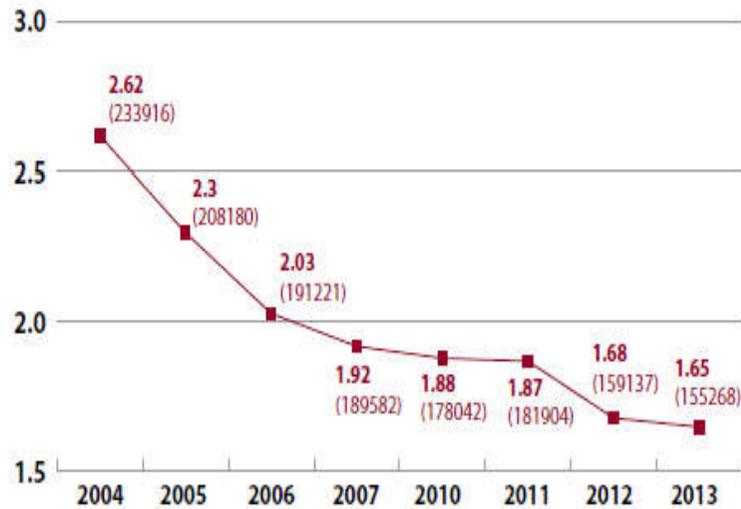
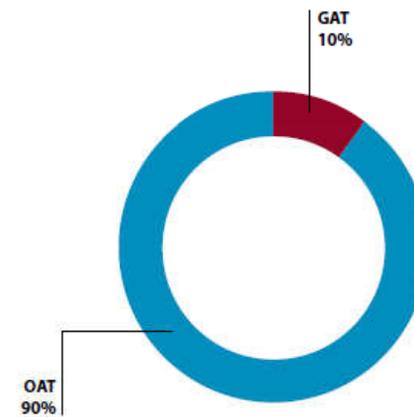
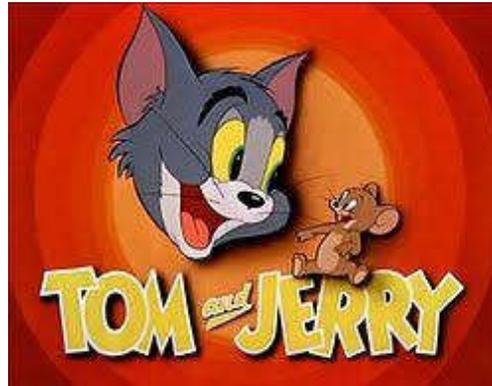


Figure 2: Military GAT as Percentage of Total number of flights
(total number of flights between brackets)



* Eurocontrol Military Statistics 2014

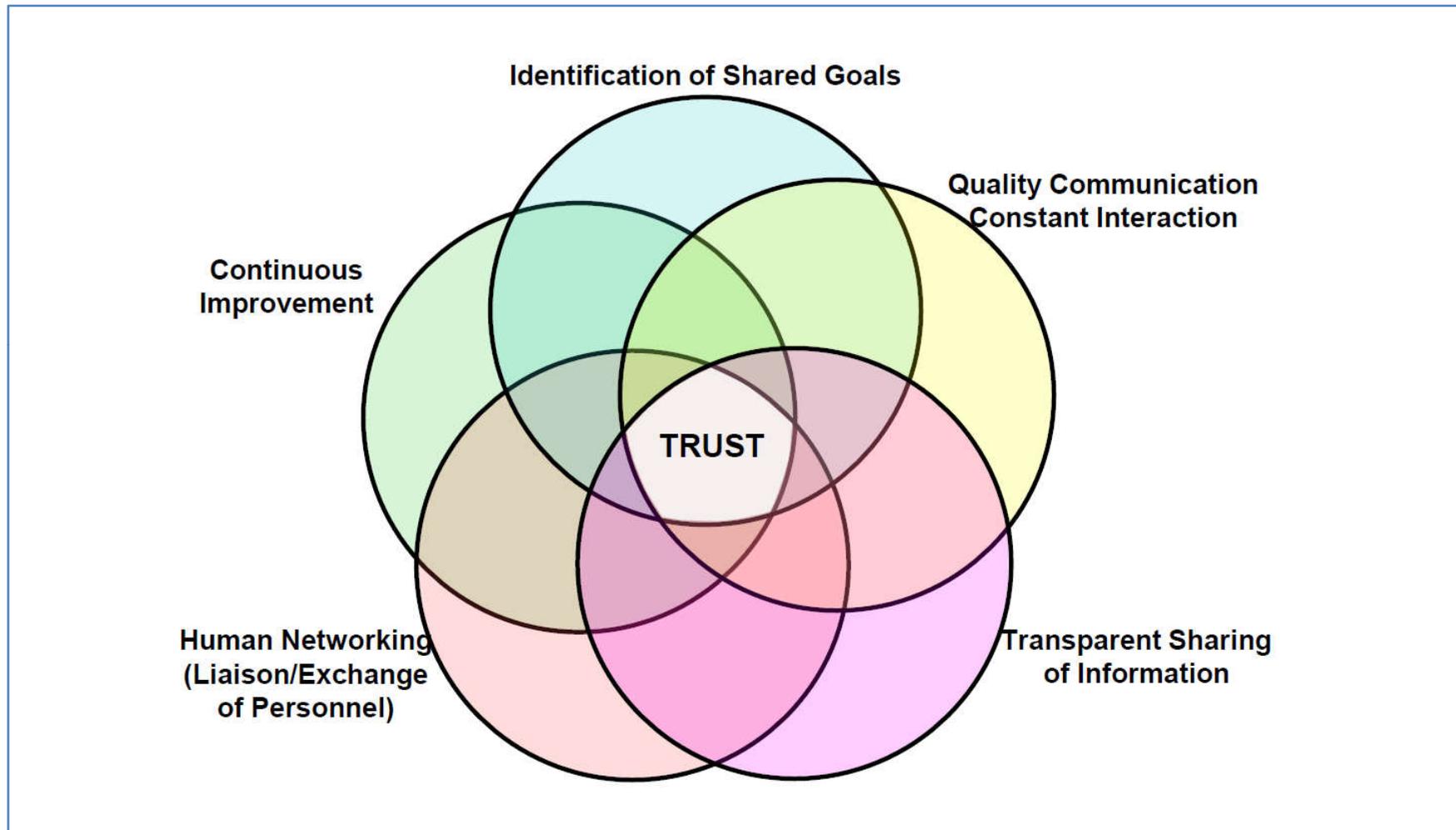
But why CIMIC is so challenging ?



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INTRODUCTION: some facts...



INTRODUCTION: some facts...



Why communication is important in CIMIC/ATM?

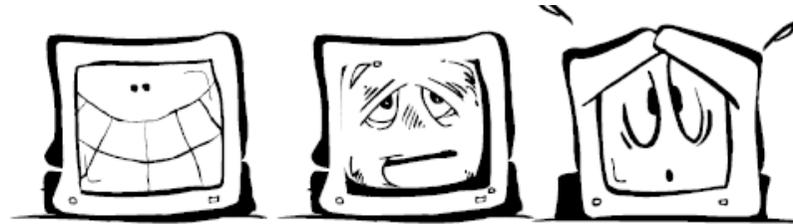


Why communication is important in CIMIC/ATM?

Civil military Co-ordination refers to the communication between civil and military elements (human and/or technical) necessary to ensure safe, efficient and harmonized use of airspace.

As airspace becomes more of a scarce and sought after resource, States need to take a balanced approach to airspace management in a way that harmonizes and meets the needs of international traffic flows and national security. This requires communication, collaboration and cooperation.

Why communication is important in CIMIC/ATM?



A better understanding of the complexity of human communication will lead to improved civil military coordination.

Effective communication contributes directly to improved interpersonal relationships, higher motivation and thus to the efficiency of the civil military team.



Communication best practices in CIMIC/ATM



Experience shows that a **good working relationship** between the civil and military ATM units is the **key pre-requisite** for identifying **solutions**, especially for very difficult problems.



Communication best practices in CIMIC/ATM

It became clear from the tactical level that, where good relationships are in place, external intervention was never requested despite an almost total absence of a formal co-ordination process.



Communication best practices in CIMIC/ATM

✓ **Direct** communication between civil and military ATS units should be available with a high degree of **reliability** to permit the resolution of specific traffic.

✓ **Collaboration** begins with **good communication**. ATM stakeholders should meet regularly to better understand the needs, desires, constraints and challenges that each operator and service provider faces in operating within State airspace.



Methods of performance monitoring

The performance-based approach (PBA) provides benefits in almost every subject area and can be applied by almost every audience at any level of detail.

— The PBA can and should be used in subject areas such as:

- ✓ **safety, security** impact of ATM;
- ✓ **operational performance** (including quality of service) of flight operations, airport operations and the provision of air navigation services;
- ✓ **human performance** and social factors within the air navigation system;

Methods of performance monitoring

Collaboration and coordination is needed to:

- ✓ come to an agreed vision on the expected results;
- ✓ ensure that everyone delivers their part of (their contribution to) the required performance;
- ✓ ensure that everyone uses a compatible approach, method and terminology; and
- ✓ ensure that everyone's data can be integrated and aggregated to calculate overall indicators and assess system performance at a higher aggregation level.

Human Performance assessment in CIMIC/ATM

Conduct a **Normal Operations Safety Survey (NOSS)**

BENEFITS

- a) Proactive hazard identification.
- b) Prioritized safety actions.
- c) Identification of areas of strength.
- d) Improved organizational trust.
- e) Engaged workforce.
- f) Positive cooperation.

How to enhance CIMIC level of performance of the Algerian aviation system.

- ✓ Put in place a program to ensure best practice and to foster integration of civil military air traffic services, thereby making real-time information readily available to civil and military authorities to enable them to maximize the use of airspace and existing capacity.
- ✓ Conduct a joint performance approach between civil and military units to perform safety audits.

How to enhance CIMIC level of performance of the Algerian aviation system.

- ✓ Mutual **trust** and **confidence** principal requirements for collaboration between civil and military.
- ✓ Safety, security and efficiency should be **common** civil and military **values**.
- ✓ Cooperation and coordination through **communication**.

Q & A

Thanks