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# Seminar on Satellite-Aided Distress Tracking

Agenda Item 7 – Methods to improve response rates





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# ALTERNATIVE SPOC TESTS - THE SOUTH AFRICAN MODEL

PRIMARY – AFTN/AHMS

SECONDARY – SOCIAL MEDIA PLATFORM (WHATSAPP)



- When the South African Mission Control Centre (ASMCC) started doing monthly SAR Point of Contact (SPOC) tests with the assistance of the Johannesburg Aeronautical Rescue Coordination Centre (ARCC), statistics in Africa were very sparsely available and successes had been low.
- The ASMCC area of responsibility consists of 15 States and the prime motivation of finding alternative means to enhance SPOC responses was based on the knowledge, that the day, that beacon is triggered, or the MAYDAY call is heard, there would be a real person on the other side willing to “Join Hands So Others May Live.’
- After lots of discussions and tests, the South African ARCC on behalf of the ASMCC became the very first Mission Control Centre (MCC) to use social media to maintain communication.



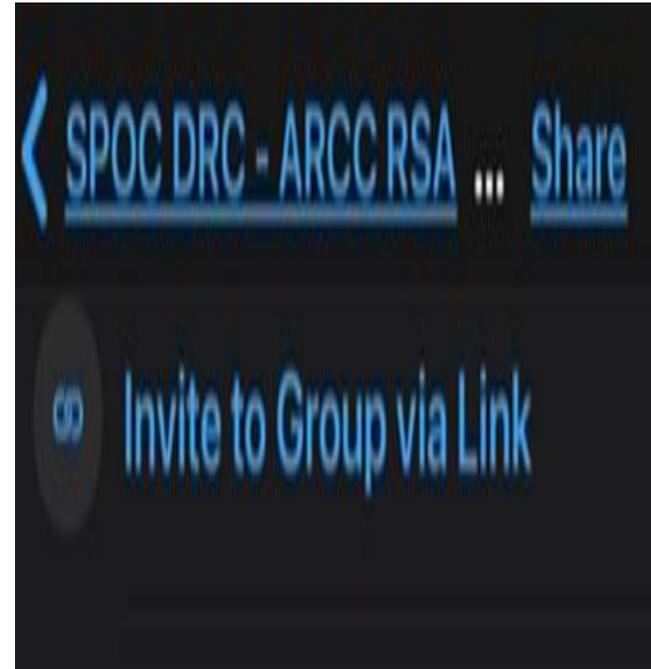
- South Africa decided on WhatsApp because all our SPOCs were using this application for daily casual communication.
- As some States do not allow certain social media platforms, it will be beneficial to do some research in other Regions, and find a common social media platform to use as a test.



# WhatsApp



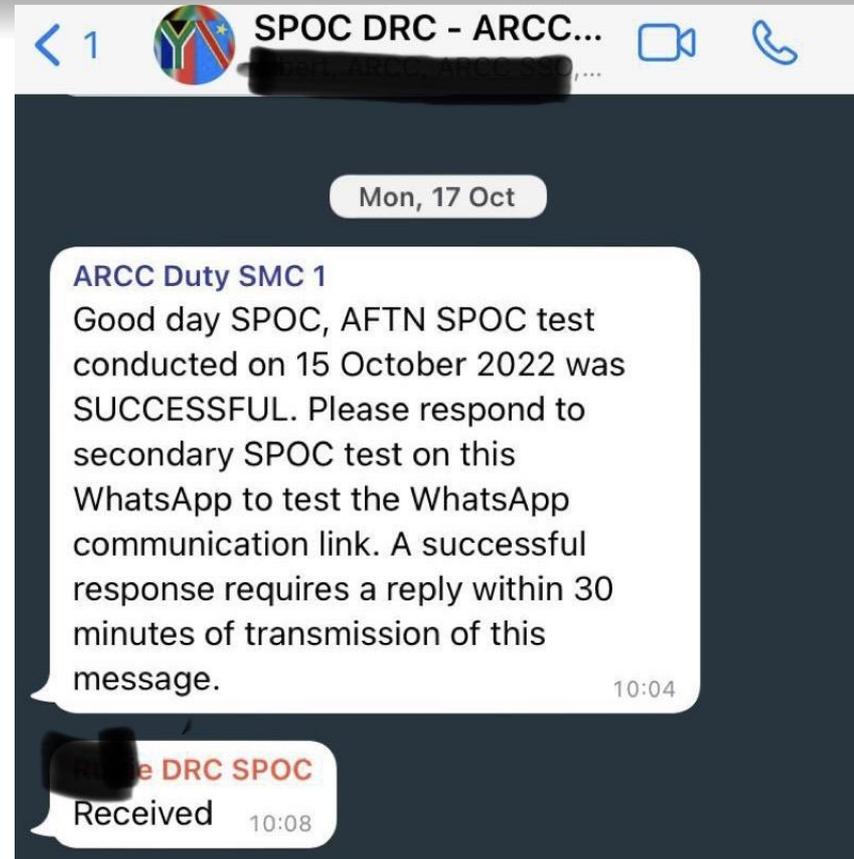
- The group should consist of more than one responder from the States to ensure that the distress message will be actioned immediately.
- The group should remain completely confidential between the SPOC and the MCC/RCC.





SPOC TEST WITH REPLY.

- After the primary SPOC test via the AFTN/AMHS, the MCC/RCC will follow with a WhatsApp test.
- This will also be done if the AFTN/AMHS test failed.





- Example of a monthly AFTN/AMHS, WhatsApp, Email and telephone check sheet which could be used as an audit checklist, to ensure SPOC test compliance.

SPOC TEST RESULTS MAY 2021										
STATE	AFTN	ACK	EMAIL	AFTN	WHATSAPP	TELEPHONE	SUCCESSFUL	UNSUCCESS	COMMENTS	
1 Angola	FNLUYFYX FNLUVNYX FNLUZPZX	JCA146		Yes			Yes			
2 Botswana	FBGRVCYX FBGRZQZX FBKATCB FBKZAZX	JCA0112		Yes			Yes			
3 Burundi	HBBAVCYX	WhatsApp			Yes		Yes			
4 DRC	FZAAVFX FZAZCYX FZAAVCYX FZABVYX FZAZVYX FZAAVFX	JCA0131		Yes			Yes			
5 Eswatini	FDSKYFYX FDMVFX FDMSTZX FDSKZTX FDSKZPX FDSKZQZX	JCA0122		Yes			Yes			
6 Lesotho	FXMMVFX	WhatsApp			Yes		Yes			
7 Malawi	FWKIYFYX FWLLVFX FWKZPX FWLLZQZX	IRNG3		Yes			Yes			
8 Mozambique	FQMAZRX	JCA0113		Yes			Yes			
9 Namibia	FYWHYFYX FYWHZAZX FYNMZAX	WhatsApp			Yes		Yes			
10 Rwanda	HRVRYFYX	WhatsApp			Yes		Yes			
11 Saint Helena	FHSHTZX	JCA0123		Yes			Yes			
12 South Africa	maritimeradi o@xmail.co za (fax +27 551 3760)	Email	Yes				Yes			
13 Uganda	HUENYFYX HUENZQZX HUENVCYX	JCA0119		Yes			Yes			
14 Zambia	FLFZQZX FLKVFYX FLKZPX FLKZTX	JCA0116		Yes			Yes			
15 Zimbabwe	FVHACCZX FVHAZQZX FVHAYCYX FVRGZQZX FVRGCCZX	WhatsApp			Yes		Yes			



An example of how track is being kept between the many different ways used to ensure the distress message is being actioned.

SPOC test 2022

File Edit View In

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	A	B
1		
2		
3		
4		<b>Country</b>
5	1	Angola
6	2	Botswana
7	3	Burundi
8	4	DRC
9	5	Eswatinin
10	6	Lesotho
11	7	Malawi
12	8	Mozambique
13	9	Namibia
14	10	Rwanda
15	11	Saint Helena
16	12	South Africa
17	13	Uganda
18	14	Zambia
19	15	Zimbabwe
20		
21		<b>NO</b>
22		<b>0</b>
23		<b>0%</b>
24		<b>15</b>
25		<b>100%</b>
26		<b>15 COUNTRY!</b>
27		<b>15</b>



## DISTRESS INFORMATION:

Primary – AFTN/AMHS

Secondary – WhatsApp, Email and Telephone.

When a distress is received, the actions taken will be as follows:

- Send message to the relevant SPOC via AFTN/AMHS.
- Send message to the relevant SPOC via WhatsApp as well.
- Response to the WhatsApp is normally immediate by a SAR Manager and feedback is almost instantaneous as well.



- An example of a real distress message to a SPOC and their almost immediate response.
- The process is alleviating long response times and the MCC/RCC can immediately see when a message has been read or whether another form of distress notification is required.



SPOC Namibia - ARCC RSA

ARCC SBY SMC 2

Attention SAR officer: following ELT detection in your SRR

INITIAL ELT ALERT BY MEOSAR 071410UTC  
COUNTRY OF BEACON REGISTRATION:  
659/NAMIBIA  
15 HEX: D2664BC1639E261  
USER CLASS USER - ELT USER  
AIRCRAFT REGISTRATION: V5-WAN  
IDENTIFICATION V5-WAN/0

POSITION: 22 25.1 S 017 27.7 E

NOTIFICATION OF COUNTRY OF BEACON  
REGISTRATION ALERT BY MEOSAR AT  
071411UTC

POSITION UPDATE ALERT BY MEOSAR  
071411UTC

16:34

ARCC SBY SMC 2

SPOC - Namibia

V5 WAN activated ELT by accident. Standing

Copied. Thank you

16:34

SPOC - Namibia



## THE WAY FORWARD

- Identify similar methods like WhatsApp/Telegram/Signal making sure it is allowed in all the relevant States in your allocated Data Distribution Region.
- Test over a period of time to ensure the system is practically fail safe and make sure a back-up like telephone is in place.
- Document the process between SPOC's in the form of an agreement and implement.