

## **FANS Interoperability Team Meeting (FIT/18)**

**Honolulu, Hawaii, USA, 22-23 March 2011**

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### **Agenda Item 4 – Working Papers**

#### **ISPACG CRA Website**

**Presented by Airways New Zealand**

#### **SUMMARY**

This paper provides an update on progress with the development of the ISPACG CRA website since ISPACG 24. The problem reporting section of the website is used by both the ISPACG CRA, and NAT DLMA. Performance data is now presented for both the KZAK, and NZZO FIR and a regional performance aggregate using data from KZAK, NTTT, and NZZO is also available.

### **1. INTRODUCTION**

- 1.1. This paper provides an update on progress with the development of the ISPACG CRA website at <http://www.ispacg-cra.com/> since ISPACG 24.

### **2. DISCUSSION**

#### *Statistics*

- 2.2. Since ISPACG 23 the CRA site has seen 1860 visits from 977 individuals from 75 countries. 70% of the visitors access the site directly, 20% have accessed from search engines, and the remaining 10% from referring sites.

#### *Problem Reporting*

- 2.3. Figure 2-1 below lists the current users of the ISPACG CRA/ NAT DLMA problem reporting area of the website. A large number of reports were entered manually by the website administrators in March 2011 and the CRA, DLMA are requesting that future PR be raised on-line. Filing problem reports direct to the CRA/DLMA is not efficient as resources have to be allocated to add the reports to the on-line database.
- 2.4. CRA problem reports logged in 2010 were mainly initiated by Air Services Australia, Air New Zealand, and Airways New Zealand. The problem reporting and resolution process is based on that in the GOLD Appendix D which was itself based on existing regional guidance material. One of the important aspects of the problem

reporting and resolution process is the feedback loop to the originator of the problem. We address this by automating the feedback notification on the website using email and have put required response times in the email notification to stakeholders assigned to investigate the problem.

Airlines	ANSP	A/C Manufacturers	Avionics Manufacturers	CSP's
Air Calin	Air Services Australia	Airbus	Honeywell	ARINC
Air France	Airports Fiji	Boeing		SITA
Air New Zealand	Airways NZ	Gulfstream		
Air Pacific	Avinor - Norway			
Alaskan Airlines	FAA			
China Hainan	Isavia - Iceland			
Delta Airlines	Nav Canada			
Egypt Air	Nav Portugal			
Emirates	SEAC - Tahiti			
Lan Chile	UK NATS			
QANTAS				
Scandanavian Airlines				
United Airlines				
World Air Ops				

**Figure 2-1 ISPACG CRA/NAT DLMA website users**

2.5. Recent changes to user access permissions now allow ANSP users able to view all problem reports in the data base. While they continue to have read-write access to their own problem reports they now have read only access to all other problem reports in the database.

***Performance Data***

2.6. The FAA is now providing performance data and monthly reports which are displayed alongside that from Airways New Zealand. Airways propose to move to a two monthly update cycle for the ADS-C and CPDLC performance sections while maintaining the ANSP reports and updates to the availability report on a monthly basis. This action is being taken to conserve website administrative resources as more ANSP come on line with their performance data. We continue to review the content of this area of the website.

2.7. Tahiti has been providing raw data since 3<sup>rd</sup> quarter 2010. This data has been combined with that from the FAA and Airways to provide the first step towards the regional performance figures envisaged by ICAO in the global plan.

2.8. Providing performance information as described in the GOLD Appendix D is the responsibility of every ANSP providing FANS1/A services. Monitoring system performance is an Annex 11 requirement and a component of the Safety Management System. Airways New Zealand will work together with the CRA to

develop a method to aggregate individual ANSP performance into a regional performance metric.

2.9. Some changes have been made to the presentation of data and stakeholders should review the data presented under the FAA and Airways New Zealand performance menus at <http://www.ispacg-cra.com/>. In addition to the graphs both the ADS-C and CPDLC sections provide tabular indications of relative performance. Availability can now be viewed on a rolling 12 month basis in terms of network outages and also availability percentages.

2.10. Airways New Zealand, FAA, and Tahiti have provided information on their ground system compliance with the requirements of DO306 Oceanic SPR. We are waiting for other SOPAC ANSP to provide their data to enable completion of this section.

### **3. ACTION BY THE MEETING**

3.1 The meeting is invited to:

- a) Note the continued development of the CRA website.
- b) Assist the web site developers by providing feedback on the content of the website and suggested improvements.
- c) Note that to enable a true regional aggregate of performance data further ISPACG ANSP input is required.