



International Civil Aviation Organization

**Second Meeting of the RASG-MID Steering Committee
(RSC/2)**

(Amman, Jordan, 28 – 30 October 2013)

Agenda Item 3: Regional Performance Framework for Safety

CALL-SIGN CONFUSION SURVEY

(Presented by IATA)

SUMMARY

The use of similar Call-signs by aircraft operating in the same area often gives rise to potential and actual flight safety incidents. Reports have been raised by airline operators and Air Navigation Service Providers of common incidents related to Call-sign conflict in the Middle East.

This paper gives an overview of the results of the Call-sign Confusion Survey launched in 2013.

Action by the meeting is at paragraph 3.

1. INTRODUCTION

1.1 The Second Meeting of the Regional Aviation Safety Group (RASG-MID/2) agreed to task the MID-ASRT to conduct a study of Call-sign Confusion to improve safety levels as part of the safety support activities.

1.2 The objectives of the study are to:

- a) collect reliable data over a specified period of time, to ascertain the magnitude of the problem;
- b) confirm the categories of contributing factors causing Call-sign Confusion; and
- c) provide input to the MID-SST for appropriate action (i.e. development of SEIs/DIPs, as appropriate).

2. DISCUSSION

2.1 The results of the Call-sign Confusion Survey are attached in **Appendix A** to this working paper.

2.2 The analysis and results are included in the Second Edition of the Annual Safety Report.

3. ACTION BY THE MEETING

3.1 The meeting is invited to:

- a) review the outcome of the Call-sign Confusion Survey; and
- b) agree on an Action Plan for 2014 to address and mitigate Call-sign Confusion.

APPENDIX A

On Demand Analysis of Identified Risks or Hazards Call-sign Confusion

The use of similar call signs by aircraft operating in the same area often gives rise to potential and actual flight safety incidents. Reports have been raised by airline operators and Air Navigation Service Providers of common incidents related to call-sign conflict in the Middle East.

Call sign confusion can be either aural or visual, or both. Aural confusion can occur between flight crews and controller – and sometimes between different flight crews. Visual confusion is primarily an ATC problem. It relates to flight progress strips (FPS) and radar displays, where call signs are the primary means of identifying the aircraft.

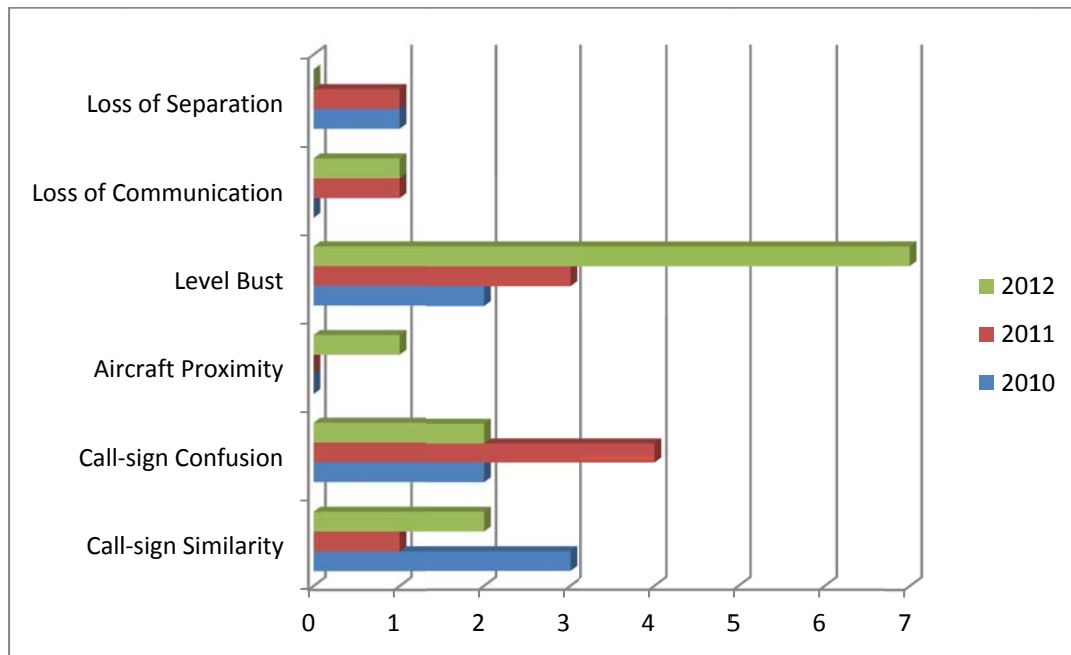
Pursuant to the RASG-MID/2 Meeting, a study was launched to collect reliable data over a specified period of time, to ascertain the magnitude of the problem, and confirm the categories of contributing factors causing call-sign confusion in the MID Region.

The call-sign confusion survey was distributed to all 29 IATA members and all 15 States in the MID Region. Responses from 9 airlines were received. Four airlines reported that they have no incidents to report, and one reported no occurrences in the MID region.

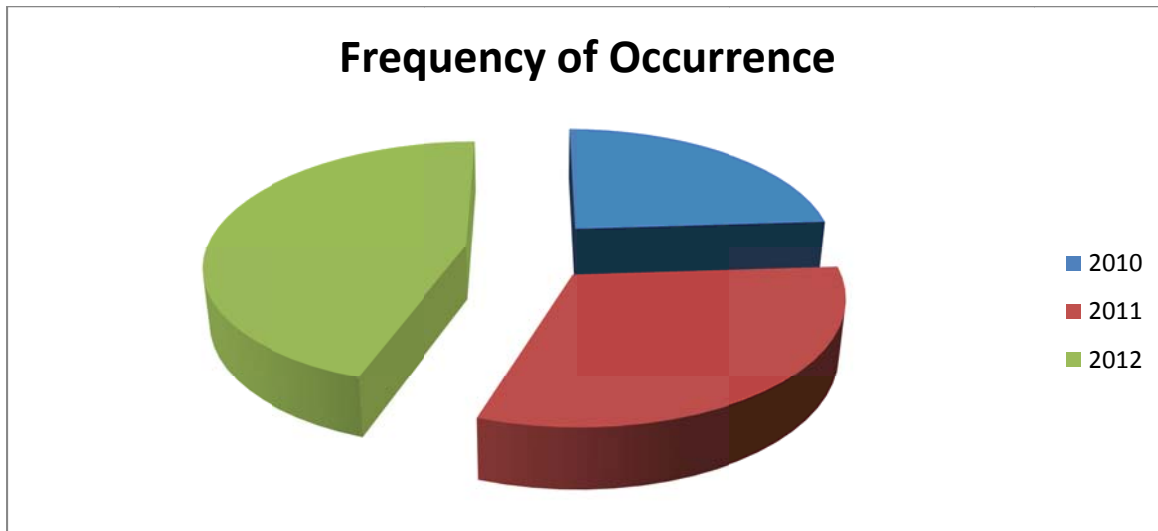
The following charts illustrate the collected responses.

1. Airline Responses

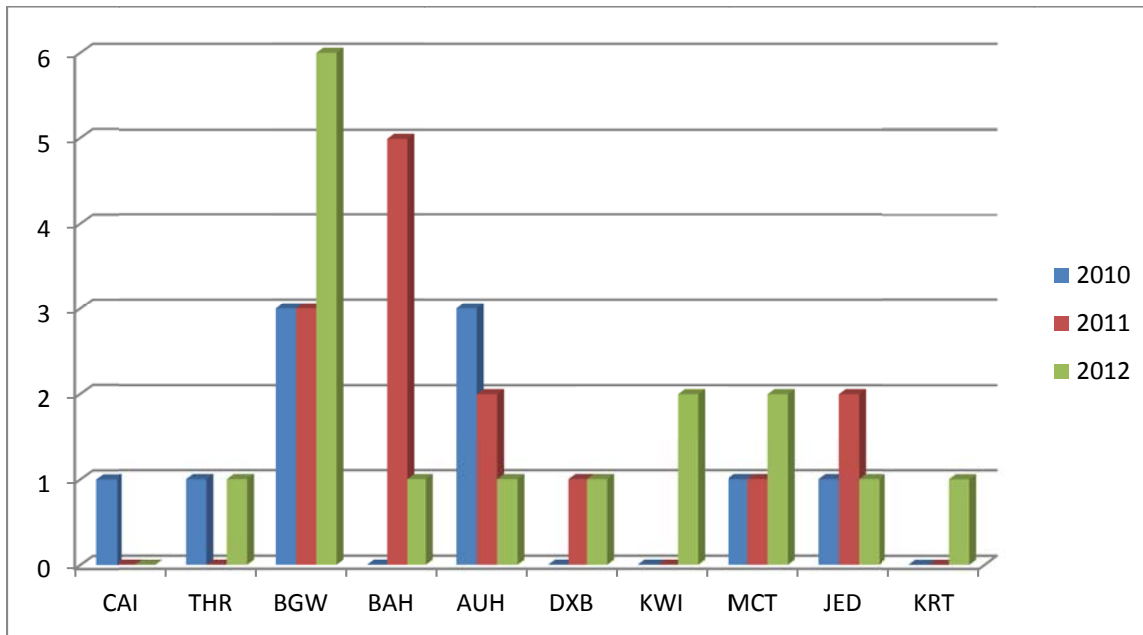
➤ Nature of Occurrence



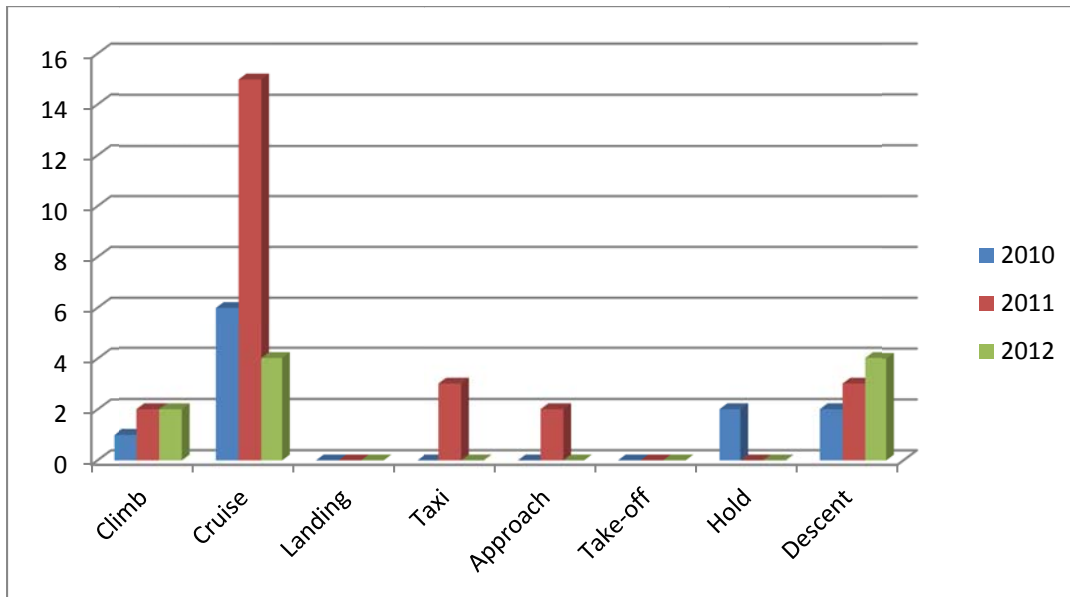
➤ Frequency of Occurrence



➤ Location of Occurrence



➤ Flight Phase

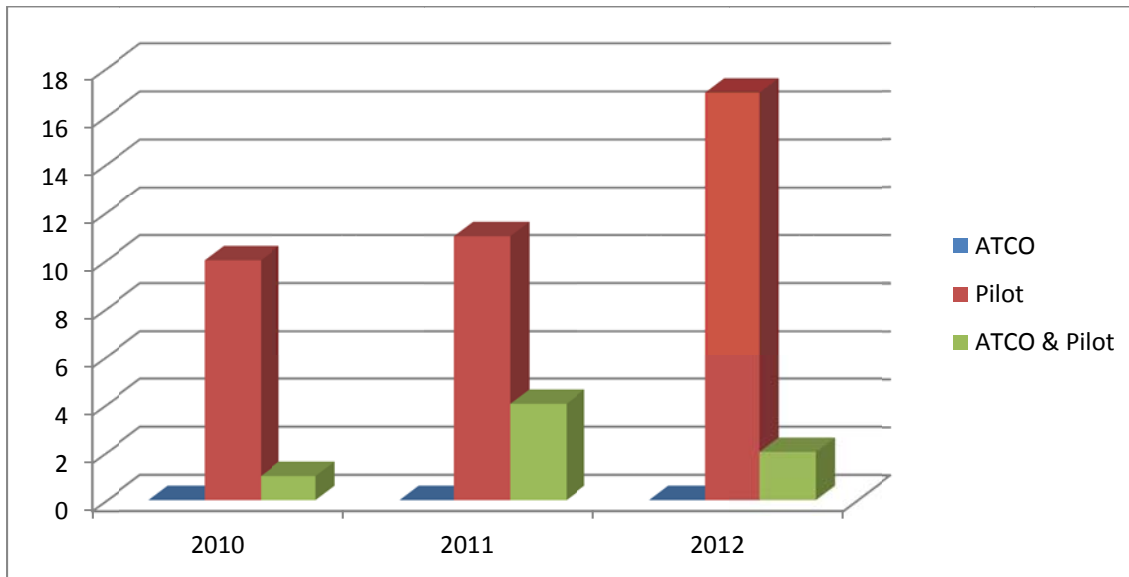


➤ Severity

A	prescribed ATC separation was lost
B	there was no loss of prescribed ATC separation but there was some deviation from operating procedures by the flight crew(s) or controller
C	there was no deviation from operating procedures

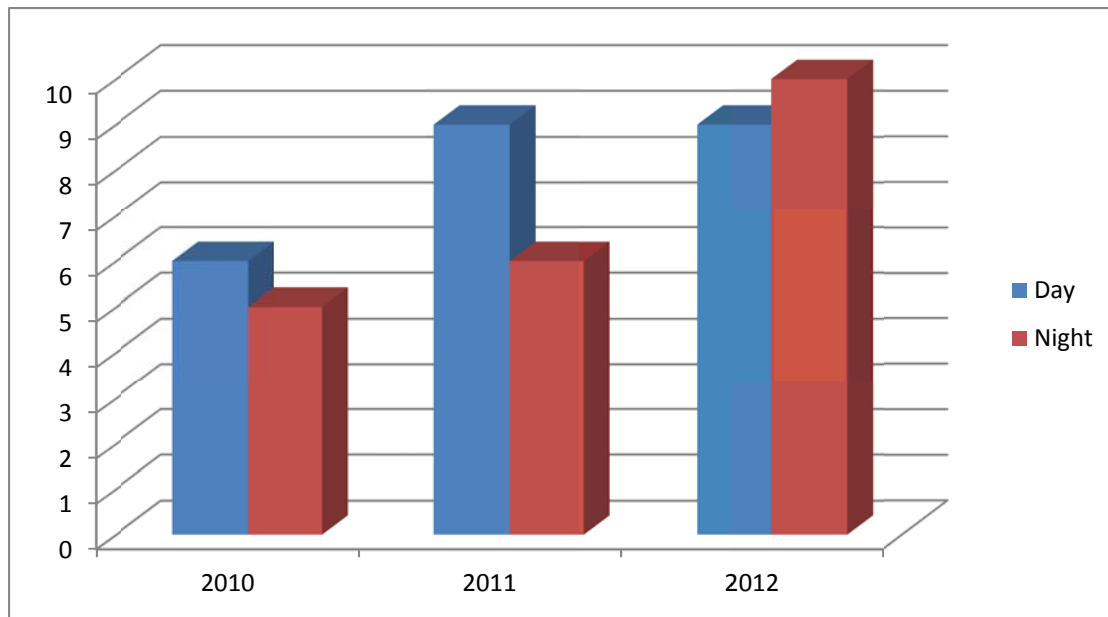


➤ Reported by

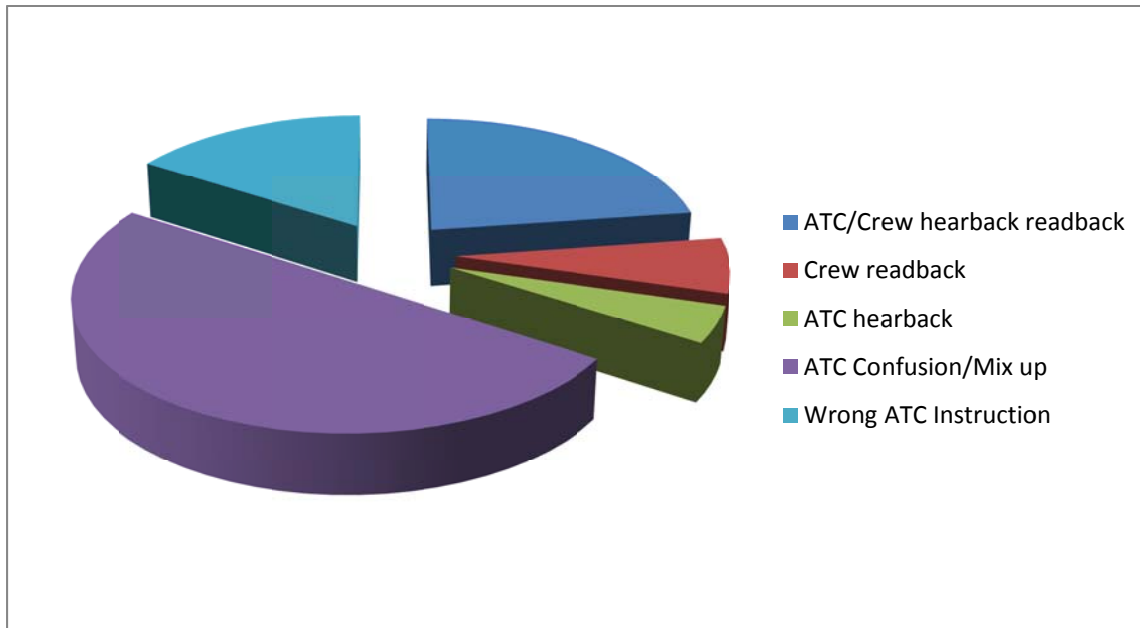


➤ Time of Day

A-5



➤ Main root Cause



-END-