International Civil Aviation Organization
NORTH AMERICAN, CENTRAL AMERICAN AND CARIBBEAN OFFICE
Twenty-Eighth Eastern Caribbean Working Group Meeting (28 E/CAR WG)
Montserrat, 26 to 30 April 2004

Agenda Item 3: **Specific Air Navigation Activities and Developments**
3.5 **Air Traffic Management (ATM)**

AIR TRAFFIC SERVICES QUALITY ASSURANCE SPECIAL IMPLEMENTATION PROJECT
FOR THE CARIBBEAN REGION

(Presented by the Secretariat)

SUMMARY
This Working Paper presents the approved Air Traffic Services Quality Assurance Special Implementation Project for the Caribbean Region
References:
• Report of the GREPECAS/10 Meeting (Las Palmas, Canary Islands, Spain, 23-27 October 2002)

1. **Introduction**

1.1 The GREPECAS/10 meeting, held in Las Palmas, Canary Islands, Spain 23 to 27 October 2002, adopted the following Conclusions/Decisions in support for the identified deficiencies by the ATM Committee of the Subgroup ATM/CNS in respect to aeronautical phraseology:

CONCLUSION 10/18 *GUIDELINES FOR THE IMPLEMENTATION OF AN ATS QUALITY ASSURANCE PROGRAMME*

That the "CAR/SAM Regional Guidance Material on ATS Quality Assurance Programmes" to be used by the States, Territories and International Organizations of the CAR/SAM Regions" be approved. This document is published as a separate document on the ICAO South American Regional Office website (www.lima.icao.int) (in the section corresponding to GREPECAS).

Note: The document mentioned in Conclusion 10/18 is currently located at the ICAO NACC Office website (www.icao.int/nacc) in section "E-documents".

CONCLUSION 10/58 ATS QUALITY ASSURANCE PROGRAMME FOR CAR/SAM STATES

> *That:*
>
> a)   *in the absence of adequate financial resources to resolve the region-wide ATS Quality Assurance problem with aeronautical phraseology, the attention of the Air Navigation Commission be brought to the importance of this matter;*
>
> b)   *the Air Navigation Commission be invited to agree that the proper utilization of Aeronautical Phraseology by Air Traffic Controllers in the discharge of their duties, can be enhanced through the implementation of a CAR/SAM ATS Quality Assurance Programme; and*
>
> c)   *the support of the Air Navigation Commission be sought in dealing with this region-wide shortcoming through the establishment of a CAR/SAM Special Implementation Project (SIP) or by a request to the newly-approved International Financial Facility for Aviation Safety (IFAAS) for funds to address this issue.*

DECISION 10/59   RESOURCES TO ADDRESS AERONAUTICAL PHRASEOLOGY DEFICIENCIES

> *That the ICAO Regional Offices submit to ICAO Headquarters a request to resolve Aeronautical Phraseology problems in CAR/SAM States in the context of an ATS Quality Assurance Programme for the region through a region-wide SIP or with resources from the IFFAS.*

2.   Follow up

2.1   As follow up to these Conclusions, the Secretary of the GREPECAS sent to ICAO Montreal Headquarters in 2003 an Air Traffic Services Quality Assurance Special Implementation Project (SIP) proposal for the Caribbean Region.

2.2   Due its high cost, the SIP for the CAR Region was divided in two parts; the first one for Central America in 2003 and the second one for E/CAR and C/CAR, which will be held in the second half of 2004.

2.3   The Project was recently approved by ICAO Headquarters as follows:

2.3.1   **Objective**

2.3.1.1   Through the establishment of ATS QA programmes and units, to provide guidance to the States of the Caribbean Region on the proper use of approved aeronautical phraseology.

2.3.2   **Project**

2.3.2.1   To assist Aruba, Bahamas, Barbados, Cuba, Dominican Republic, Haiti, Jamaica, Netherlands Antilles, Trinidad and Tobago and OECS (Antigua) in establishing ATS quality assurance (QA) programmes and ATS QA units for the existing ATS units that provide services to those States/Territories/International Organizations.

2.3.3   **Need for the project**

2.3.3.1   Several studies by the CAR/SAM Planning and Implementation Group (GREPECAS) identified that one of the reasons for the occurrence of ATS incidents was the lack of use of approved aeronautical phraseology by air traffic controllers and pilots. Through the implementation of ATS quality assurance programmes, this deficiency may be resolved.

2.3.4   **Scope of the project**

2.3.4.1   Recognizing that the lack of an adequate ATS quality assurance organization in the CAR/SAM Regions could have significant adverse effects on the safety of international civil aviation, the scope of this project is to assist Aruba, Bahamas, Barbados, Cuba, Dominican Republic, Haiti, Jamaica, Netherlands Antilles, Trinidad and Tobago and OECS (Antigua) with the implementation of ATS quality assurance units and programmes to enhance the provision of air traffic services and to improve the proper use of aeronautical phraseology in their ATS units, as well as to follow up on the level of implementation of the ATS Quality Assurance Programmes and Quality Assurance Unit.

2.3.5   **Duration of the project**

2.3.5.1   Taking into account the activities of the project, it would be carried out during ten weeks for the Caribbean States/Territories/International Organizations.

3.   **Suggested Action**

3.1   The Meeting is invited to:

   a)   take note of the approved Air Traffic Services Quality Assurance Special Implementation Project for the Caribbean Region;

   b)   foster the participation of the E/CAR States/Territories/International Organizations in the QA SIP that will be held in 2004;

   c)   urge those States/Territories that have not done so, to provide the point of contact data for the QA SIP to the ICAO NACC Office by 31 May 2004; and

   d)   take note of any other additional action required.

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