Air Traffic Services Provision Guidance for Operation in a COVID-19 Context

Eddian Méndez
ICAO NACC ATM/SAR Regional Officer

COVID-19 Webinar Series
June 2020

Content

Objectives

Raise Awareness

Provide Information
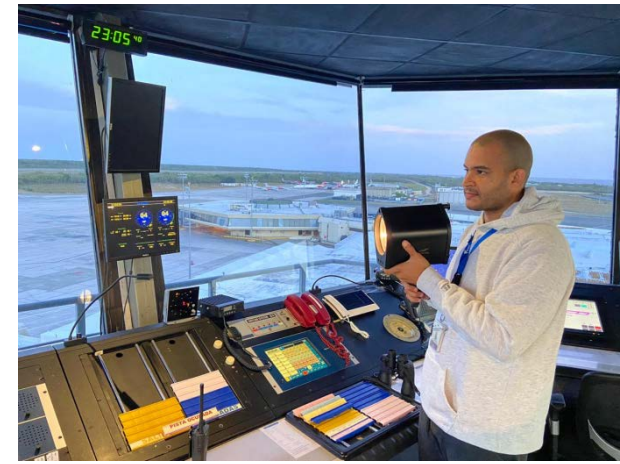
Draw Attention

NAM/CAR COVID-19

COVID-19 Situation in the NAM/CAR Regions
La situación del COVID-19 en las Regiones NAM/CAR

COVID-19 RESTART AND RECOVERY OF AVIATION IN THE NAM/CAR REGIONS

The success of aviation's recovery today and future resilience is best achieved with collective efforts among stakeholders across regions and sectors. ICAO had developed recommendations and measures that will be required at all levels, local, national and international. The measures will also need to be adjusted to respond to the evolving situation. For that purpose, ICAO, in cooperation with all civil aviation stakeholders, should continue to monitor and assess the situation by seizing the opportunity to reinforce the aviation ecosystem.

The NACC Regional Office in coordination with all NACC States and Territories, together with industry and all stake holders will work together for the region to carry out a harmonized and timely implementation of these measures, to ensure States and Territories maintain an adequate level of safe, secure and efficient operations.

ICAO NACC Regional Office Quick Reference Guide COVID-19 Mitigation Measures
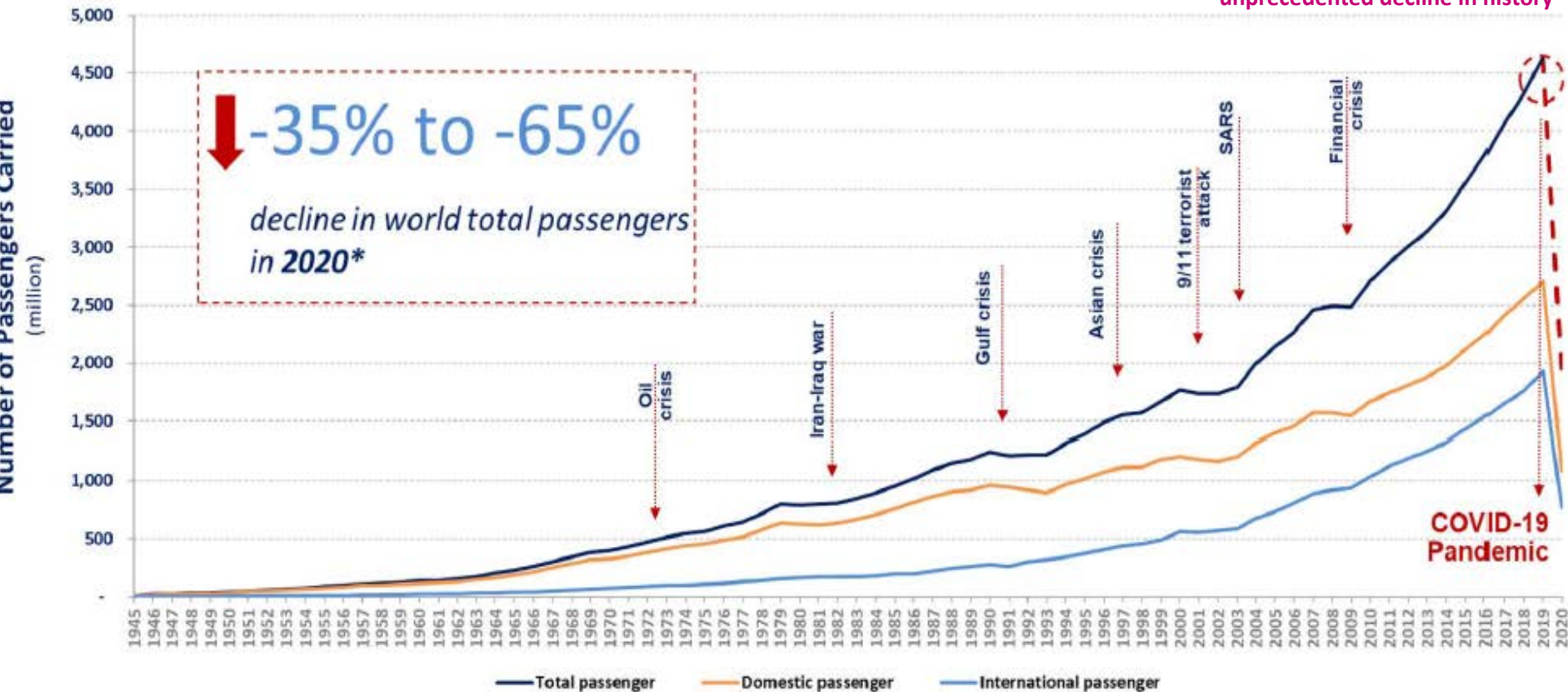
https://www.icao.int/NACC/Pages/NACC-COVID19.aspx

AIR TRAFFIC SERVICES GUIDANCE MATERIAL FOR OPERATION IN A COVID-19 CONTEXT

Compiled by the ICAO NACC Regional Office	
Version 1.2	1 June 2020

World passenger traffic evolution
1945 – 2020*

World passenger traffic collapses with unprecedented decline in history

CONTINGENCY PLANNING

ANNEX 11 REQUIREMENT

2.31 Contingency arrangements

Air traffic services authorities shall develop and promulgate contingency plans for implementation in the event of disruption, or potential disruption, of air traffic services and related supporting services in the airspace for which they are responsible for the provision of such services.

Annex 11 Attachment C offers guidelines to assist States in providing for the safe and orderly flow of international air traffic in the event of disruptions of air traffic services and related supporting services

HIERARCHY OF CONTINGENCY PLANS

➢ **Level 1,** for internal State plans dealing with internal/domestic coordination actions for the air navigation service providers;

➢ **Level 2**, for coordinated (inter-State) contingency plans involving two or more States; and

➢ **Level 3**, to detail contingency arrangements in the event of partial or total disruption of air traffic services (ATS) designed to provide alternative routes, using existing airways in most cases, which will allow aircraft operators to fly through or avoid airspace within the relevant FIR.

SIMULTANEOUS CONTINGENCY SCENARIOS

➢ One of the flaws that contingency and emergency planning has experienced in practice is the limitation of its scope to individual contingency scenarios.

➢ The importance of preparing and testing contingency plans becomes increasingly relevant, considering the implementation of risk management mechanisms that will be mentioned later.

BUSINESS CONTINUITY BEST PRACTICES

➢ Some organizations that provide air navigation services have taken more advanced steps in addressing the sustainability of its operations from a broader perspective, by implementing business continuity plans.

➢ In the present case, of COVID-19, organizations in other areas may have reactive elements that complement very effectively the controls that are planned, mainly those that have traditionally been prepared to respond to threats of this nature.

PROTECTIVE MEASURES

Enhanced procedures for ANS facilities

✈ Bring people on board

✈ Make sure your workplaces are clean and hygienic

✈ Promote regular and thorough hand-washing

✈ Promote good respiratory hygiene in the workplace

✈ Implement access control measures

✈ Address risk for contagion for direct services provision personnel

✈ Enhance communication and awareness

Bring people on board

✈ Ensure basic risk management procedures are implemented and adequately discussed, considering basic staff requirements to support the ANS.

✈ Raise awareness among ANS technical staff about preventing the spread of the virus, both in the workplace and in their daily lives.

Make sure your workplaces are clean and hygienic

Promote regular and thorough hand-washing

Wash your hands

Wash your hands with soap and running water when **hands are visibly dirty**

If your **hands are not visibly dirty,** frequently clean them by using alcohol-based hand rub or soap and water

World Health Organization

✈ Establish and implement preventive procedures on workplaces such as the use of alcohol gels, disposable cleaning towels.

✈ Make sure that staff, contractors, and customers have access to places where they can wash their hands with soap and water

Promote good respiratory hygiene in the workplace

Implement Access Control Measures

STOP

Due to COVID-19 NO VISITORS ALLOWED With limited exceptions

Address Risk for Contagion for Direct Services Provision Personnel

Enhance Communication and Awareness

Be Ready for coronavirus

ATC operational environment, enhanced working procedures

✈ Flexible Rosters

✈ Reduced hours of operations

✈ Suspension of On-the-Job Training (OJT)

Flexible Rosters

1130/ 1230	1230/ 1330	1330/ 1450	1450/ 1530	1530/ 1630	1630/ 1810
					SUP
SUP	SUP	SUP	SUP	SUP	
RADAR	RADAR	RADAR			
PLAN	PLAN	PLAN			
			RADAR	RADAR	RADAR
			PLAN	PLAN	PLAN

✈ Consider the implementation of shifts or schedule arrangements such as "permanent work teams or closed groups" reducing turnover among staff, to reduce exposure.

✈ Consider adjusting entry and exit times to avoid unnecessary crowding.

✈ Consider keeping a number of staff on call and avoiding their presence on the job unless absolutely necessary.

✈ ATFM functions are essential in these circumstances, but may also be carried-out remotely.

Reduced hours of operations

AERODROME
Period: 2020-05-30T18:54:00.000Z - 2020-06-30T11:00:00.000Z
Q-Code (FAAH): AGA | Facilities and services | Aerodrome | Hours of service | Availability

AIRPORT HOURS OF OPERATION DUE TO COVID-19 PANDEMIC. CREATED:
SOURCE: TTPPYNYX

Suspension of OJT

Personnel wellbeing

Physical

- ✓ Implementation of health monitoring controls (temperature or similar), following WHO and national public health authorities guidelines, supported by appropriate medical staff.
- ✓ Take into consideration Staff that may be at higher risk. This should be considered in the risk assessment for individuals.
- ✓ Staff who are unwell or who develop symptoms consistent with COVID-19 should be urged to stay at home, self-isolate, and contact a medical professional or the local COVID-19 information line for advice on testing and referral.
- ✓ All workers should be urged to self-monitor their health, possibly with the use of questionnaires, and take their body temperature regularly.
- ✓ Thermal screening at the workplace should be considered only in the context of a combination of measures for prevention and control of COVID-19 at the workplace and along with risk communication.
- ✓ It is important to contact the local health authorities and to keep attendance and meeting records in order to facilitate or undertake contact-tracing.

Mental

Consider taking steps to ensure the psychosocial adjustment and wellbeing of staff. Factors affecting psychosocial adjustment include:

- ✓ Lack of information, rumors or misconceptions, increased stress (particularly sleep deprivation), infection control procedures that severely limit personal contact or hinder communication, etc.
- ✓ Mitigations include clear, honest and regular communications, clear guidance and strong social support networks.

Eurocontrol Hindsight magazine provides valuable information that can support conversations about wellbeing, not only now during the coronavirus pandemic, but permanently.
https://www.skybrary.aero/index.php/HindSight_-_EUROCONTROL

The International Federation of Air Traffic Controllers Associations (IFATCA) published a document which compiles reference material for identification mechanisms and techniques that can be used to raise awareness on the subject of coping with stress and anxiety related to COVID-19. https://www.ifatca.org/covid-19/

REACTIVATION OF SERVICES

- ✈ State decision making process with regards to public traveling

- ✈ Communication/collaboration with stakeholders

- ✈ Demand and capacity balancing

- ✈ Simplified Collaborative Decision Making Procedure

- ✈ ATC personnel proficiency

State decision making process with regards to public traveling

- ✈ CAAs and ANSPs need to maintain close contact with government high level decision makers to provide advice on the impact for proposed measures, to plan and maintain up to date their operational response.

- ✈ It is important to remember, not only that aviation serves as a primary means of connection in many cases, but also as a fundamental tool to support countries' economic recovery.

Communication/collaboration with stakeholders

✈ Stakeholders, such as air operators, airports, etc. have been strongly affected by this situation, and will continue to be for a considerable time. Some will not survive this situation and will have to end their operations.

✈ In this context, communication and collaboration with users and other stakeholders is of paramount importance for their future survival.

✈ Some procedures that may be unnecessary at this time should be taken into account to be relaxed or temporarily removed, just as the current circumstance may be used to test new procedures .

✈ ATS providers' commitment is to explore and agree on measures to make service provision more efficient without compromising safety.

✈ In addition, your Stakeholders will offer the best thermometer of the possible behavior of the air transportation system.
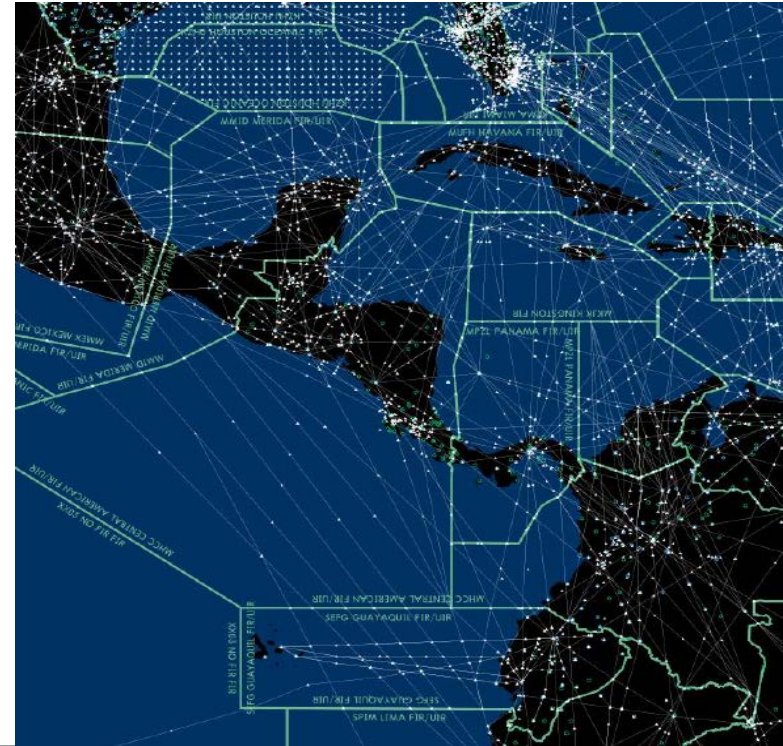
Demand and capacity balancing

✈ Although no significant problems are anticipated due to excess demand in the first days of the restrictions being lifted, the fact is that the conjunction of unexpected spikes and previously imposed personnel restrictions could create threats to safety that must be managed.

✈ This affects, to a greater extent, those air traffic systems that have not yet implemented procedures for air traffic flow management.

✈ Here collaboration and communication play a fundamental role.

COVID-19 OUTBREAK

SIMPLIFIED PROCEDURE FOR AIR TRAFFIC MANAGEMENT

COLLABORATIVE DECISION MAKING

AND

SHARING OF INFORMATION

✈ ICAO has developed a simplified CDM procedure to provide effective process for ANSPs in order to carry out cross-border coordination with their adjacent ANSPs taking into consideration the circumstances that would have impact on traffic flows. This includes going into a contingency situation or returning to normal operations.

✈ The main objective of the procedures, however, is to provide a better collaborative platform for the coordination and management of traffic during the disruption caused by the COVID-19 Pandemic. These procedures would also support a smooth and less challenging return to normal operations.

✈ The procedures are most suitable for those States that have not implemented or established an ATFM structure yet; as well as in the ICAO Regions where no regional/sub-regional ATFM solutions had been implemented.

✈ The well-established regional or sub-regional ATFM solutions would normally ensure collaboration between their members, however, it is recognized that coordination with their adjacent States/Regions might remain a challenge.

✈ Note – The procedure is not intended to replace in any form the guidance in Manual on Collaborative Air Traffic Flow Management (Doc 9971) or provisions in other ICAO documentation related to ATFM/CDM or Regional ATFM/CDM plans or guidance.

https://www.icao.int/safety/COVID-19OPS/Pages/ATM.aspx

ATC personnel proficiency

PROCEDURES TO ADDRESS COMPROMISED FACILITIES

Reactive measures

✈ Standard operating procedures should be prepared to manage a person who becomes sick at the workplace and is suspected of having COVID-19.

✈ It is important to ensure that staff receives appropriate medical care and support.

✈ The plan should also include measures for protecting health, safety, and security in re-opening, closing, and modifying workplaces and work arrangements.

✈ Closing and re-opening of workplaces should be carefully planned and all possible risks for health and safety should be properly assessed and controlled

✈ The action plan and preventive measures put in place should be monitored and updated in case of changes in local epidemiological trends, new cases of COVID-19 at the workplace, or lack of compliance by workers, visitors, and clients or customers.

✈ Developing and rehearsing ATS contingency plans can significantly improve the response.

Disinfection procedures

✈ Disinfection procedures must be designed and implemented according to the guidelines established by the corresponding public health authorities.

✈ ATS units, due to their location and importance, agreements should be reached to receive priority and rapid response times for disinfection, reducing the impact on civil aviation.

✈ In some occasions, staff may not feel confident returning to the ATS Unit after it has been disinfected, which may pose an additional burden to that already assumed by the nature of the service.

✈ ATS authorities must dialogue and previously inform Staff, and/or their representatives (such as unions and associations), about the set of measures that would be implemented for the reactivation of operations after disinfection.

SAFETY RISK MANAGEMENT

Page 5 of 17

New COVID-19 Safety Risk Management
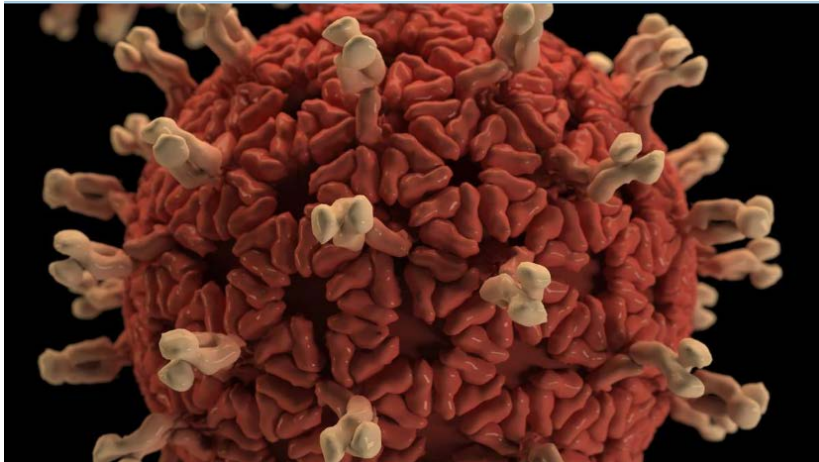
ICAO

Doc 10144

ICAO Handbook for CAAs on the Management of Aviation Safety Risks related to COVID-19

First Edition, May 2020

Approved by and published under the authority of the Secretary General

www.icao.int/smi-covid19SRM

SAFETY OVERSIGHT

- ✈ Safety oversight responsibilities
  - ✈ To assist all States and relevant stakeholders, ICAO has launched a COVID-19 Operational Safety Measures public website (https://www.icao.int/safety/COVID19OPS) that will provide measures to ensure safe operations during this period.
  - ✈ States are encouraged to make use of this website and inform ICAO of any latest developments using the information highlighted on the website.

- ✈ Personnel licensing requirements

  In the case of ATC personnel it should be taken into consideration:
  a) Validity of ratings;
  b) Validity of medical assessments;
  c) Validity of licenses and period for renewal; and
  d) Language proficiency requirements.

- ✈ Flight Inspection Periodicity Considerations for Radio Navigation Aids During the COVID-19 Pandemic and Related Recovery Phase
  - ✈ ICAO/Safety/COVID-19 OPS/Air Navigation Services
  - ✈ https://www.icao.int/safety/COVID-19OPS/Pages/ANS.aspx

✈ Strategic Approach for Aviation Recovery in the NAM/CAR Regions

- ✈ Agreement by all NACC States and territories for the Restart/ Recovery of Aviation

- ✈ Coordinated approach with Aviation Stakeholders and industry

- ✈ 100% aligned with ICAO Aviation recovery principles and recommendations - ICAO CART (Council's Aviation Recovery Task Force)

- ✈ Aimed at providing practical, aligned guidance to governments and industry operators in order to restart the international air transport sector and recover from the impacts of COVID-19 on a coordinated global basis.

- ✈ Implementation of State harmonized Protocols

ICAO

Strategic Approach for Aviation Recovery in the NAM/CAR Regions

ICAO NACC Regional Office