

SUPPORTING
EUROPEAN
AVIATION



ALL TOGETHER NOW 2024

Don't just think local,
think Network!

HOW TO NAVIGATE

Dispatchers	Pilots (Airlines/GA/BA)	ATCOs (Tower)	ATCOs (ACC)	FMPs	Airports
For everyone – further information and contact details					

MAIN MENU



OPEN IN PRESENTATION MODE

PAGE 3: CLICK ON EACH OF THE SECTIONS TO JUMP TO RELEVANT SLIDES

PAGES 4 TO 11: DISPATCHERS

PAGES 12 & 13: PILOTS

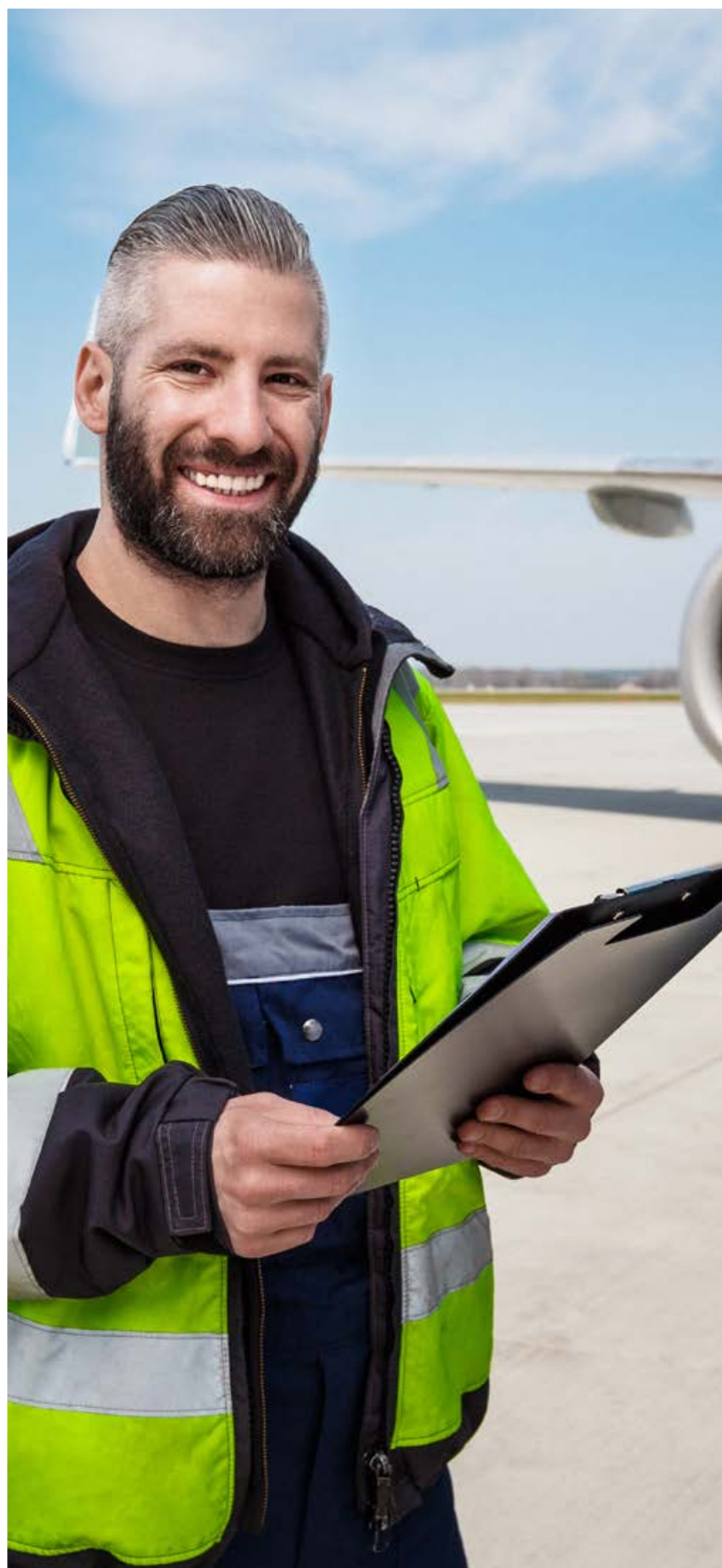
PAGES 14 & 15: ATCO TWR

PAGES 16 & 17: ATCO ACC

PAGES 18 TO 25: FMPs

PAGES 26 & 28: AIRPORTS

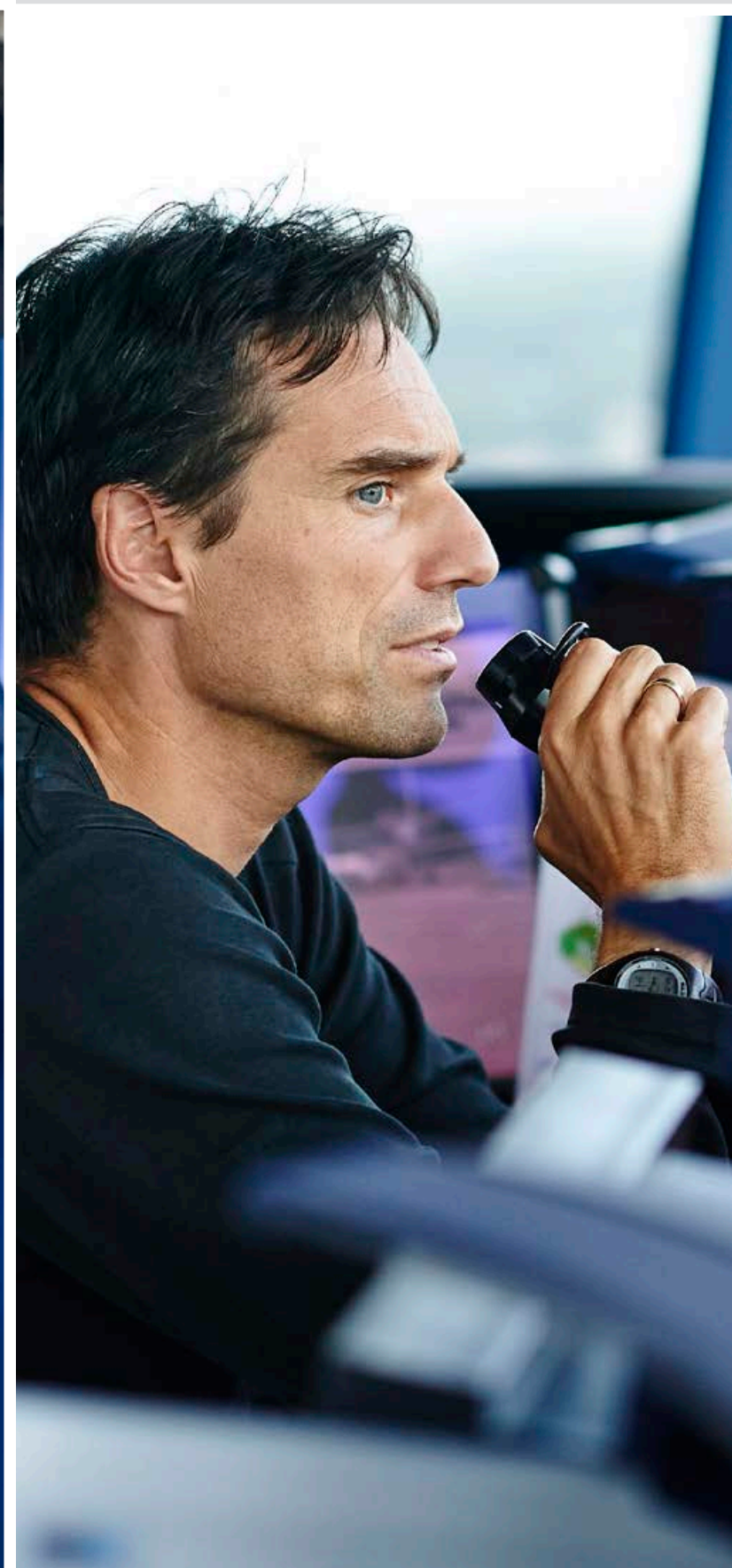
PAGES 29 TO 36: NETWORK MANAGER OPERATIONS CENTRE INFO



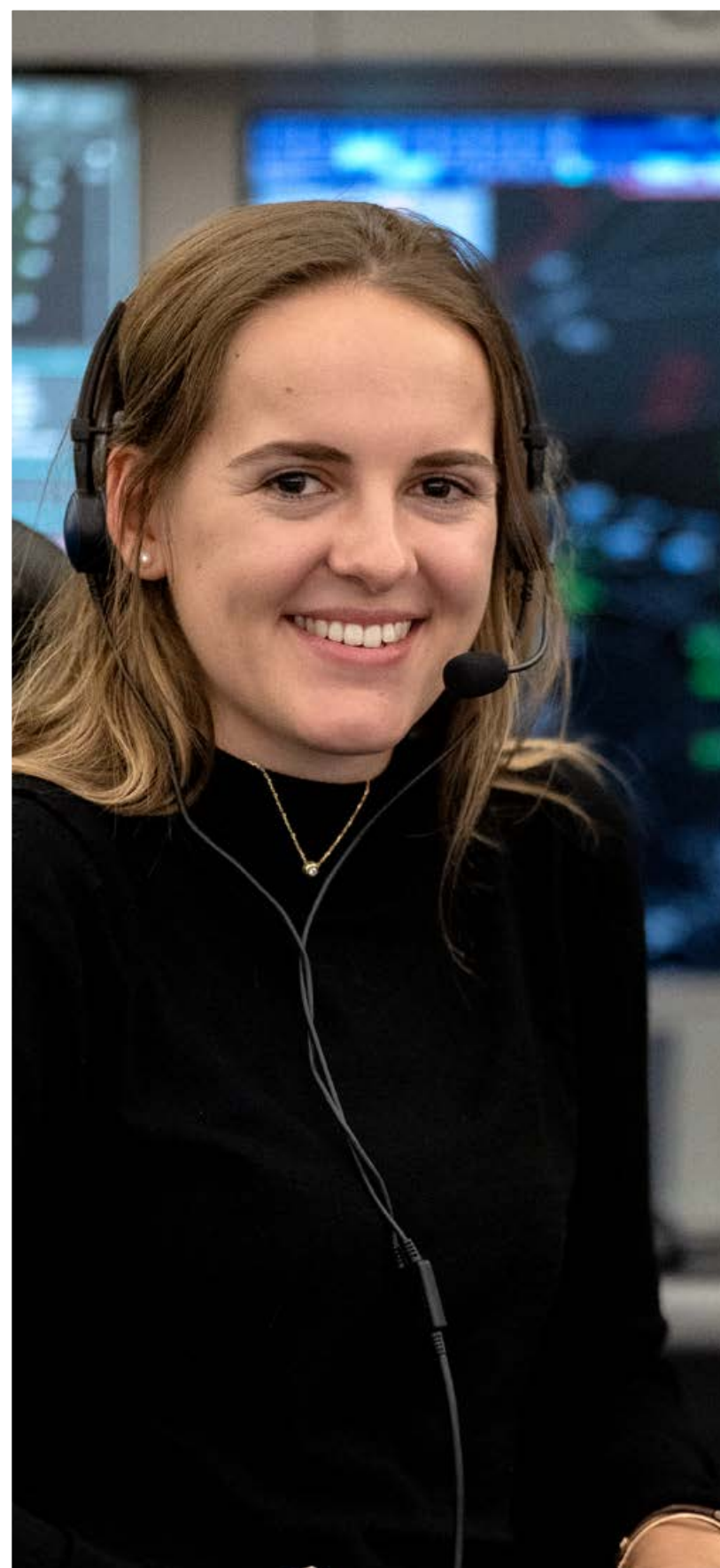
Dispatchers



Pilots
(Airlines/GA/BA)



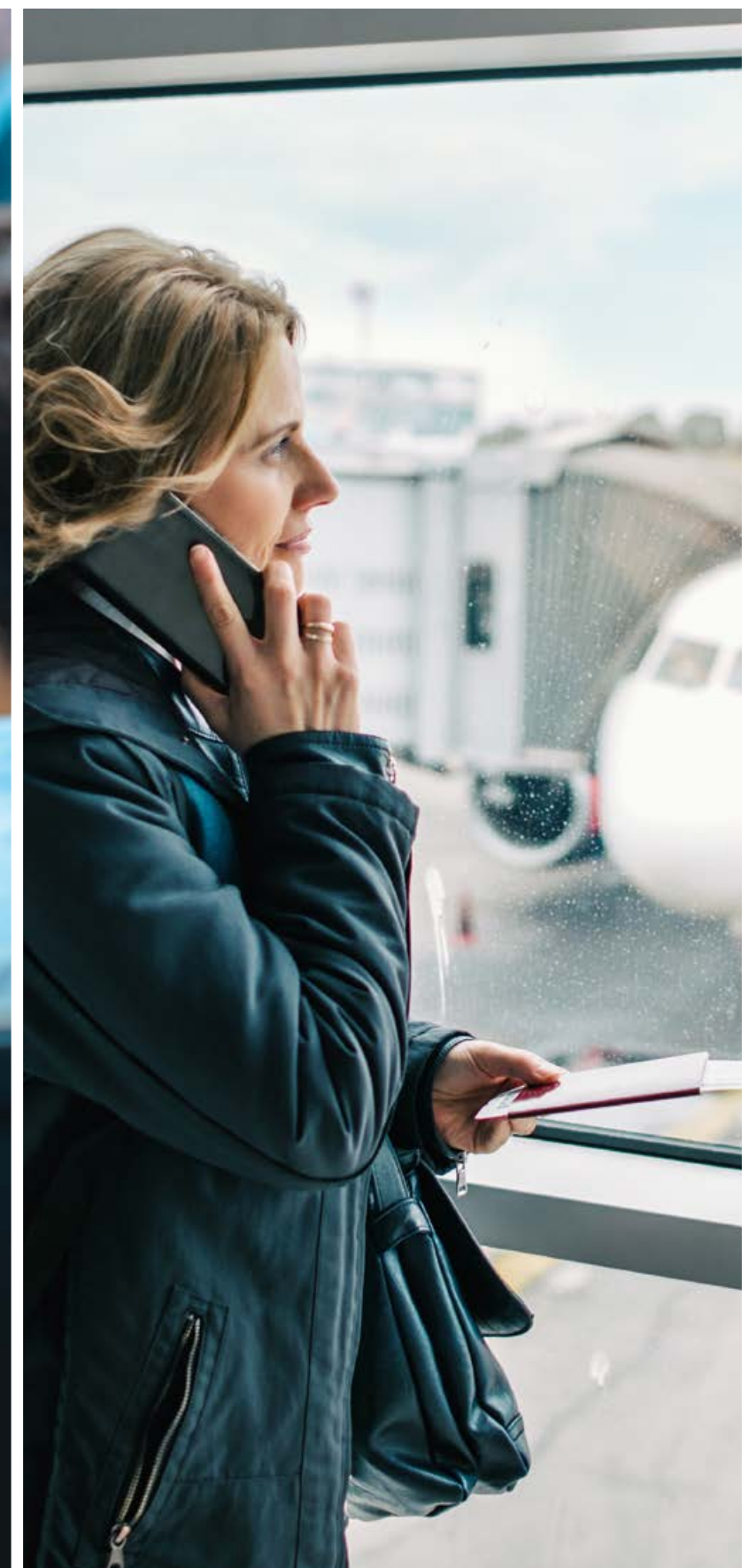
ATCOs
(Tower)



ATCOs
(ACC)



FMPs



Airports

For everyone – further information and contact details

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WHAT WE ASK DISPATCHERS

A PRACTICAL GUIDE FOR NETWORKERS
FOR SUMMER 2024

WHAT WE ASK DISPATCHERS

◀ MAIN MENU ▶



PLEASE **PRIORITISE THE ON TIME DEPARTURE OF THE FIRST ROTATION** – IT MAKES A SIGNIFICANT CONTRIBUTION TO THE SUCCESS OF THE LAST ROTATION!

File reliable FPLs with particular attention to:



Airport Arrival Slot



Cruise flight levels (RFL)



Taxi-times

Avoid YO-YO vertical profiles in FPLs attempting to avoid ATFM regulation. You risk causing a traffic overload in lower radar sector or a **new ATFM measure** (which you will be subject to)



WHAT WE ASK DISPATCHERS



Keep EOBT updated, do not be afraid of a new, worse, slot.
If that happens, wait 10 mins to see it settle, and if not then use e-HelpDesk

Avoid sharp angles routes if unable to find direct route... instead ask NMOC IFPS to help you finding the best possible RAD compliant alternative route.

Flight Planning – H24 phone +32 (0) 2 745 1950

Use IFPU FPL Validation (IFPUV) in NOP Portal/CHMI/NMP Flight to test your FPL before sending it to IFPS.

WHAT WE ASK DISPATCHERS



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Use the E-HelpDesk

for delay improvement.

The Flight Activation Monitoring (FAM)
parameter is 17 min

Do not let your flight get suspended
by the NM system!



Do not file a flight plan to operate outside the co- ordinated Airport Slot at DEST

Do not submit to E-HelpDesk multiple
requests for the same flight

Do not send request to E-HelpDesk more than 2
hours before EOBT

DISPATCHERS

CRITICAL FLIGHTS – DETAIL!



Flights can be declared as **CRITICAL** in the e-Helpdesk application and in NMP Flight.

It is left to the discretion of the Airspace User as to which flights should be marked as **critical**.

By flagging a flight as critical, the following actions will be applicable:

- **NMOC staff will exploit all means** to reduce the ATFM delay of the **critical** flight, in coordination with relevant ANSP/Airport responsible for the ATFM measure. There is no guarantee that each request will be satisfied.

Each Airspace User is allowed to mark as critical up to 5% of its regulated flights provided:

- The overall number of critical flights per AO is limited to max 20 flights
- Once the flight is marked as **critical**, it cannot be modified again the same day.
- NB
- The **critical** flight will be **exempted** from E-HelpDesk manual user rules
- The **critical** flight will still be subject to all E-HelpDesk system rules (e.g. SIT1 rule).

DISPATCHERS

AOLO HOTLINE – SUPPORT!

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Call the AOLO hotline only for flights needing special assistance.

AOLO general queries phone number : +32 (0)2 745 1992

Airport Operator hotline phone number : +32 (0) 496 560 300

Examples of qualifying reasons for calling the AOLO hotline:

- Flights delayed and at risk of FPL cancellation due to crew duty times;
- AO needing assistance to urgently contact airborne flights or needing to know the position of aircraft they are not able to contact;
- Special medical flights;
- Flights at/close to holding point receiving SRMs due to DPI messages (if these cases are not already dealt by TWR/FMP)
- Exceptional Aerodrome or ACC conditions causing delays that push flights into critical night curfews;
- Priority of re-positioning of diverted flights;
- Flights severely delayed by ATFM measures caused by meteorological phenomena

AOWIR (Aircraft Operator What-if Reroute) YouTube Tutorial Links

NOP Tutorial: I want to reroute my flight. Part 1:

<https://www.youtube.com/watch?v=27cfrMN5nIA>

NOP Tutorial: I want to reroute my flight. Part 2 :

<https://www.youtube.com/watch?v=TCZErM6b2RQ>

DISPATCHERS

SLOT SWAPPING – INFO!



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- **Slot Swapping** may be requested via the following communication channels:
 - NMP Flight
 - NOP Portal (including the Swap investigator option)
 - B2B
 - Telephone
- It is allowed to perform up to **3 slot swaps** per flight
(swaps can be done **only** if both flights are subject to the **same** ATFM measure)
- **NMOC accepts the proposals for slot swapping of pre-sequenced flights.**
AO may ask for a slot swap until CTOT-TaxiTime-TRS-3min.
After this time ETFMS will reject the request.
- Slot Swapping proposals are subject to the assessment of the NMOC operational staff.
- request may be **accepted** or **rejected**

DISPATCHERS USE NMP FLIGHT

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NMP Flight is the new EUROCONTROL Network Manager external interface for Airspace Users, the eventual replacement of the CHMI and NOP Portal that offers some new and enhanced features, including:

- User configurable alerting to identify flights that need attention.
- Save flight list queries and User configuration.
- Significant improvement in alternate route proposals.
- Validate Flight Plans against the 'next' or 'adhoc' AIRACs.
- Validate AO Company Route Catalogue against the 'next' or 'adhoc' AIRACs (beta).
- Access to the IFPS history of flight plan messages, including a one-click action to recreate rejected flight plans.
- Enhanced access to NM Route Catalogue.

Access the NMP Flight YouTube Video Tutorials:



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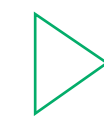
WHAT WE ASK PILOTS

A PRACTICAL GUIDE FOR NETWORKERS
FOR SUMMER 2024

WHAT WE ASK PILOTS



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■ Fly what you File!

- Always keeping safety paramount. Maintain route/vertical profile as per FPL, unless a deviation is dictated by reasons of safety, WX phenomena, by ATC or by technical reason
- Ask TWR for start up in line with EOBT, Taxi-time and any CTOT / TOBT
- Respect the ETA at destination airport and sector entry times (Target Times in SAM, SRM messages)
- File FPL as early as possible possibly not later than 4 hours before EOBT
- Ensure your EOBT is kept up to date



■ Do not ask for direct routes with ATC

- , time volatility changes entry time and traffic counts (predictability) in downstream ATC sector loadings, and at the arrival airport, and the ATCO in your current sector will not be able to see the effects downstream!
- There are established methods of making a flight critical to gain reduced delay – see Dispatchers Section – and in the field, ask your OCC to help
- Do not call NMOC e-HelpDesk from cockpit, ask your OCC to do it (unless you are at same time dispatcher, handling, pilot), as your OCC is the official coordinator for your Company
- **BEWARE:** Changes to your filed plan when operating cause unpredictability downstream

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WHAT WE ASK ATCOs (TWR)

A PRACTICAL GUIDE FOR NETWORKERS
FOR SUMMER 2024

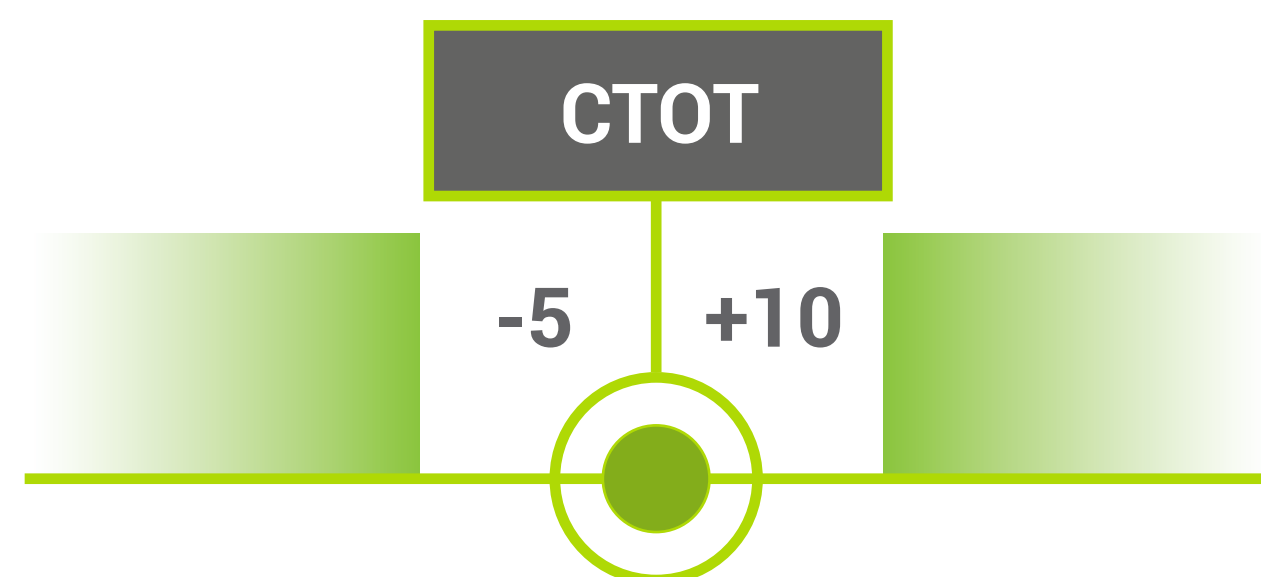
WHAT WE ASK ATCOs (TWR)



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- Always **RESPECT** the **CTOT slot tolerance window**



- If the flight is ready to go before the departure slot, send **REA** message to NMOC
- Use the standalone NMP flow for TWRs over the internet to use the new flight list which includes e-Helpdesk and MIRROR.



- A-CDM TWRs do not request **STW/DTW** for all deps, let us work on specific flights. The application of STW/DTW deteriorates predictability in downstream en-route sectors
- If a CTOT is expiring, do not wait until **last minute**: contact your FMP or NMOC to obtain a CTOT extension, as per your local procedure + NMP flow
- **Never let a flight depart outside the CTOT slot tolerance window!** Contact your FMP or NMOC to obtain a CTOT extension, as per your local procedure + NMP flow

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WHAT WE ASK ATCOs (ACC)

A PRACTICAL GUIDE FOR NETWORKERS
FOR SUMMER 2024

WHAT WE ASK ATCOs (ACC)



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DO NOT DEVIATE THE FLIGHT FROM THE VERTICAL/LATERAL PROFILE AS FILED IN THE FPL, UNLESS DICTATED BY WEATHER, SAFETY OR OTHER TECHNICAL REASON.



- Check the final requested flight level in FPL
- Ask pilots to confirm able for filed Flight Level



- **Do not give shortcuts,** unless dictated by ATC reasons. They cause time volatility and loss of predictability in a radar sector downstream, or at destination airport
- **Do not propose flight level changes,** unless dictated by ATC reasons, or if you know the impact downstream

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WHAT WE ASK FMPS

A PRACTICAL GUIDE FOR NETWORKERS
FOR SUMMER 2024

WHAT WE ASK FMPs



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Timely application of ATFCM measure is vital

Why?

- To give AOs sufficient time to reroute to avoid high delays
- To achieve best possible results in balancing demand & capacity, reducing overall delays

How?

- Pre-tactically D-1, or:
- At least 120 minutes before the problem / EOBT of flights in problem



- **Do not use ETFMS to test effects of ATFM regulations - Use the NMP Flow Simulation functionality or TACT SIMEX instead!**

Using the live system to see what will happen creates unnecessary volatility in the Network

- Do not just propose NMOC your solution (ATFM measure) to resolve an overload or a demand peak, but rather tell NMOC what the problem is; your solution may negatively impact other sectors in other ACCs.

WHAT WE ASK FMPs



MAIN MENU



■ Prioritise First Rotation:

- Analyse and improve/exclude critical flights whenever possible
- minimise delays by using a pre-tact regulation and reduce volatility for first rotation
- Pre-Tactical regulations should cover the situation of the next day until at least 10h
- NMOC staff have the Network overall view, so co-ordinate with NMOC staff to resolve a demand capacity balancing (DCB) issue to prevent unnecessary regulations
- Provide NMOC up to date sector configurations & capacities D-1 and tactical day



- **Do not ask for an ATFM measure** if your sector configuration has not been updated correctly in ETFMS, i.e. the actual sector configuration must be active
- Do not contact NMOC (phone, e-HelpDesk) to ask for slot improvement on behalf of AOs, unless the need for slot change is dictated by TWR sequencing or flights taxiing with slots expiring.
In any other case tell AOs to use NMOC e-HelpDesk e.g. via NMP flow or the NOP

WHAT WE ASK FMPs



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- **Apply recurrent **ATFM** measures at D-1, particularly if issue is first rotation**
- **Isolated peaks in demand** can be addressed by:
 - STAM
 - MCP regulations (should affect 3 to 10 flights maximum)
- **Use B2B connection and NOP Portal** for ATFM regulation requests
- **When using B2B for regulations proposal/modification, check carefully all the fields of the editor to send the correct data**



- **Do not wait last minute to ask for an ATFM measure due to weather,** you may not capture all the concerned flights, risking an over-delivery
- **Do not use FMP flow or B2B in case of unusual situation:** Telephone calls are better when penalising regulations are required to be applied, or changed, or in case of weather events, XCD, or zero rate, RVR, etc.

WHAT WE ASK FMPs



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- Try to always **simulate the result of regulation via NMP flow before asking for its application** or coordinate with NMOC to do the simulation for you
- Setting best input parameters for a regulation is **vital for obtaining the desired effect** with minimum number of changes
- If a simulation is requested, don't forget to call back to stop the simulation to avoid using processing capability
- A single regulation with multiple rates can **facilitate a more optimal use of capacity**. Always use a simulation to check the outcome



- Do not simply cancel high delay regulations – increase the rate to step out of the regulation entirely – this will ensure a smoother transition
- **You will cause Volatility in the Network by:**
 - late application of regulations
 - changes to existing regulations
 - using the live system to simulate effects of regulations

WHAT WE ASK FMPs



- **Don't wait until the last minute!** When the situation requires major changes of the plan (staffing issues, major traffic shifts, unplanned events etc), **tell us in advance**. We can apply the options in **SIMEX** (simulation tool) or via NMP flow simulations and transfer the proposed final solutions to ETFMS in one go



- If you monitor loads by using occupancy counts: do not ask for standard ATFM measure to resolve a peak in occupancy counts expected to occur **time + 3 hours**, this is the **wrong** option. Use different ATFCM techniques instead (e.g. MCP or STAM)

WHAT WE ASK FMPs



- **Use the e-HelpDesk connection with NMOC via NMP flow** to ask for slot extensions, slot improvements or an EXCLUSION from the ATFCM measure. **This will reduce the response time versus telephone** as your queries will be differentiated from AOs requests
- **Use supplementary rate to increase the rate of a regulation instead of changing the initial rate of the regulation.** A supplementary rate induces a shallow rectification and only improved flights will get a slot revision. **This will help control risk of volatility**
- **Detect non-standard (non RAD compliant) advisory re-routing in pre-tactical phase** and coordinate with NMOC. We can suspend the RAD restriction to optimize the available capacity during the tactical day
- **If you spot a RAD measure forcing flights into bad WX**, report them to NMOC in due time **for its possible suspension** (possibly in the pre-tactical phase)

FMPs

ATFM MEASURES NMP FLOW APP

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If your ANSP/FMP is **NOT** connected B2B with the NMOC, you can still coordinate/ask/modify ATFM measures via the new **NMP FLOW APP** or the **NOP Portal application** (in CIFLO), so expediting the coordination and avoiding the phone call to NMOC Flow staff.

Our staff will guide you through the whole process:

Request Token upgrade

NM.customersupport@eurocontrol.int

We strongly suggest to follow the “Introduction to NMP Flow training” via

EUROCONTROL's Learning Zone

[MAIN MENU](#)



WHAT WE ASK AIRPORTS

A PRACTICAL GUIDE FOR NETWORKERS
FOR SUMMER 2024

WHAT WE ASK AIRPORTS



- **A-CDM airports:** Operate within agreed data updates and procedures and keep the A-CDM tool up to date at all times.
- **Keep your plans updated in Airport Corner** ref changes to planned/unplanned events at D-1 and day of operations. The Airport Corner proves that it is useful to have the info from airports especially when capacity is impacted.
- **Ensure EOBTs are up to date and challenge** when they are unachievable

Inform the NM Airport Unit (prior the day of operations at NM.Airports@eurocontrol.int) or NMOC Airport Function (day of operations - Phone +32-2-7291190) of any possible expected event/issue that might have an impact on airport capacity and trigger ATFM delay.

NMOC

AIRPORT FUNCTION INFO



Wholly within the NMOC, the purpose of the Airport Function is to:

- **gather situational awareness at airport level**
 - at D-1 (coordination with 'hotspot' airports/AO's to minimise the need for ATFM measures)
 - and throughout the day of operations;
- **focus NMOC staff attention to airport issues as:**
 - first rotation optimization
 - curfew
 - slot coordination/flight suspensions (FLS)
 - ATFM measures and delay mitigation
 - WX and unplanned events
 - Focal point for the Short duration weather events with EDDF, EGLL, EBBR, LSZH, LSGG and soon EHAM and ENGM
- **providing Airports (APOC/Ops Managers) with single point of contact.**

'Airport Function' is active daily in NMOC from 0300-1600UTC

Airport operators can contact (through APOCs or directly) the Airport Function for any event that will potentially cause disruption and/or trigger delays. We can help advise on the situation and mitigate where possible.

NM Airport Function email:
NM.Airports@eurocontrol.int

Phone +32-2-7291190
only during opening times 0400-1900 UTC



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NMOC INFO



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The NMOC has over 25 years **experience in managing the Network** (flight planning, airspace data, flow management, delay mitigation, disruption and crisis). Our experienced staff are able to take the best possible decision vs the needs of ANSPs, Airports and Airspace Users in a collaborative and coordinated manner, under normal, disruptive and critical circumstances

The NMOC performance in ATFM delay reduction is excellent (3 to 3.5M min delay saved each year since 2012) using the mitigation 'toolset' in collaboration with ANSPs, Airports and AUs:

- **Use of off-load measures:** re-routeing or level-capping scenarios
- **Use of RRP** (Re-routeing proposal) sent to Operator
- **Slot list management** by Flow Management staff
- **E-HelpDesk:** ability to treat each request within 90 seconds
- **Airport function**
- **Weather management**

The delay mitigation toolset will be only effective if all actors play the game according to CDM principles

ATFM

HOW TO CONTACT THE NMOC

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APT	Contact APT position in NMOC	Phone: +32-2-7291190
TWR	Slot Extension	NOP portal & B2B
	Slot Improvement	NOP portal & B2B
FMP	Exclusion from Reg	NOP portal, B2B, NMP FLOW APP
	Slot Extension	NOP portal, B2B, NMP FLOW APP
	Slot Improvement	NOP portal, B2B, NMP FLOW APP
	ATFM standard regulations proposals or modifications	NOP portal, B2B, NMP FLOW APP
AUP	Slot Extension	NOP portal, B2B, NMP Flight APP
	Slot Improvement	NOP portal, B2B, NMP Flight APP
	Rerouting	NOP portal, B2B, NMP Flight APP
	Slot swap	NOP portal, B2B, NMP Flight APP
	Other	NOP portal, B2B, NMP Flight APP

THE NM CONTRIBUTION INFO

THE FLIGHT EFFICIENCY TASK FORCE



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The NM created the FE Task Force to support AUs in planning efficient/optimal routes, so achieving savings in miles => fuel and improving network predictability => gains for Flight Efficiency.



Identification of re-routing alternatives based on the current filed FPL and airspace opportunities, leading to:

- modification of the filed flight plan (**tactical improvement**) with more efficient route
- update company routes (**post-ops improvement**)
- CFSP database **changes**
- **proposals for RAD** relaxation, increase of DCT options

Reminder:

NM Flight Planning Requirements - Guidelines document

basic NM flight planning requirements to be known by AU / CFSPs is available at:

<https://www.eurocontrol.int/publication/nm-flight-planning-requirements-guidelines>

CONTACT: nm.fetaskforce@eurocontrol.int

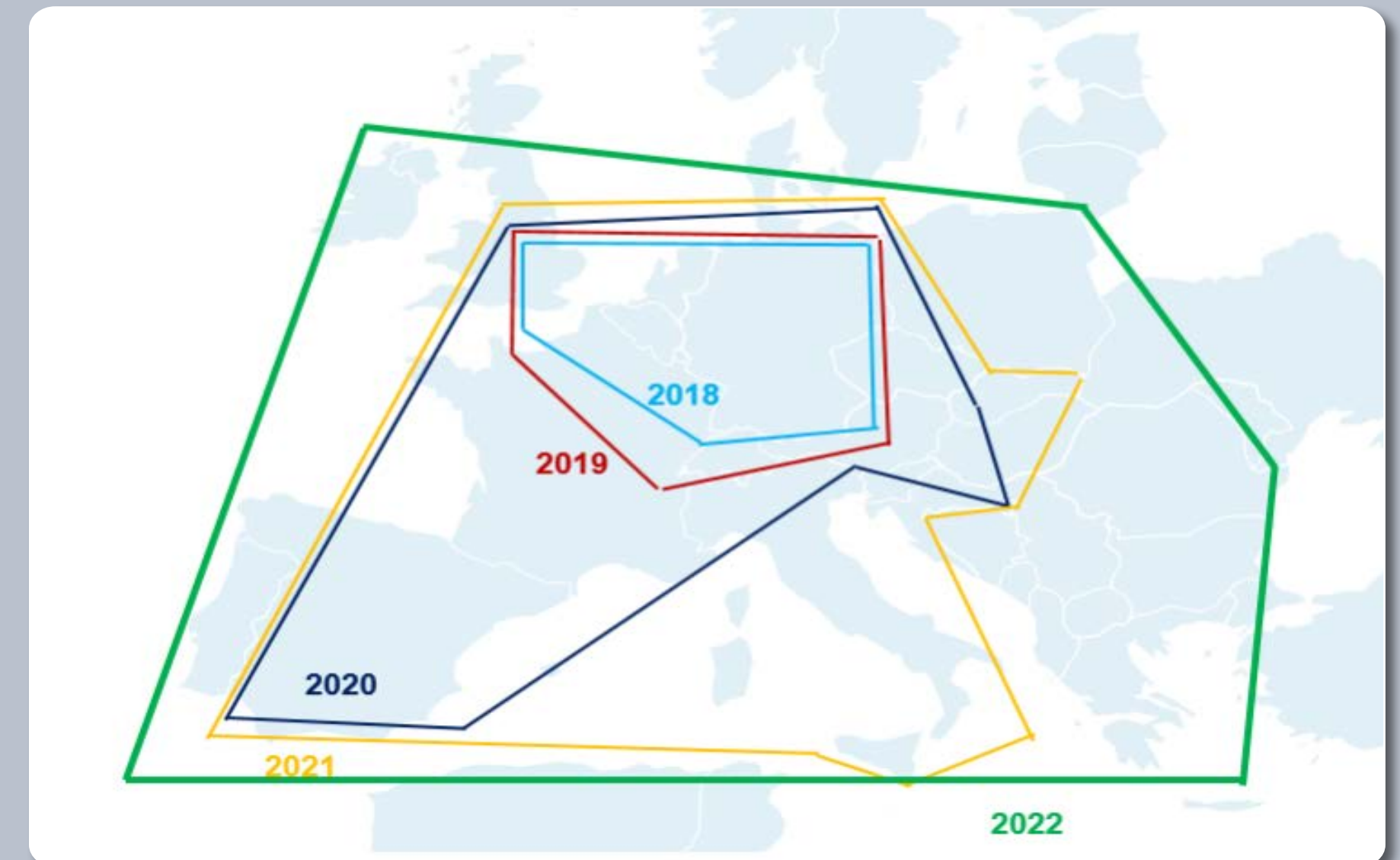
EN-ROUTE SUMMER WX CROSS BORDER

MAY – SEPTEMBER INCLUSIVE



- The official meteorological service providers of each of the ANSPs involved will be providing Network forecasts under the coordination of EUMETNET.
- Designed for Weather situational awareness across the network both D-1 & D-0, including staff planning to reduce the risk of unnecessary regulations during Summer 24
- Pretactical/tactical teleconferences organised by NMOC or on stakeholders request to agree on delay mitigation plan.
- Collaborative Decision Making processes and operational procedure in place.
- **HELP TO REDUCE VOLATILITY**
give greater lead time to weather regulations

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S2024 WX X-BORDER PROCEDURE

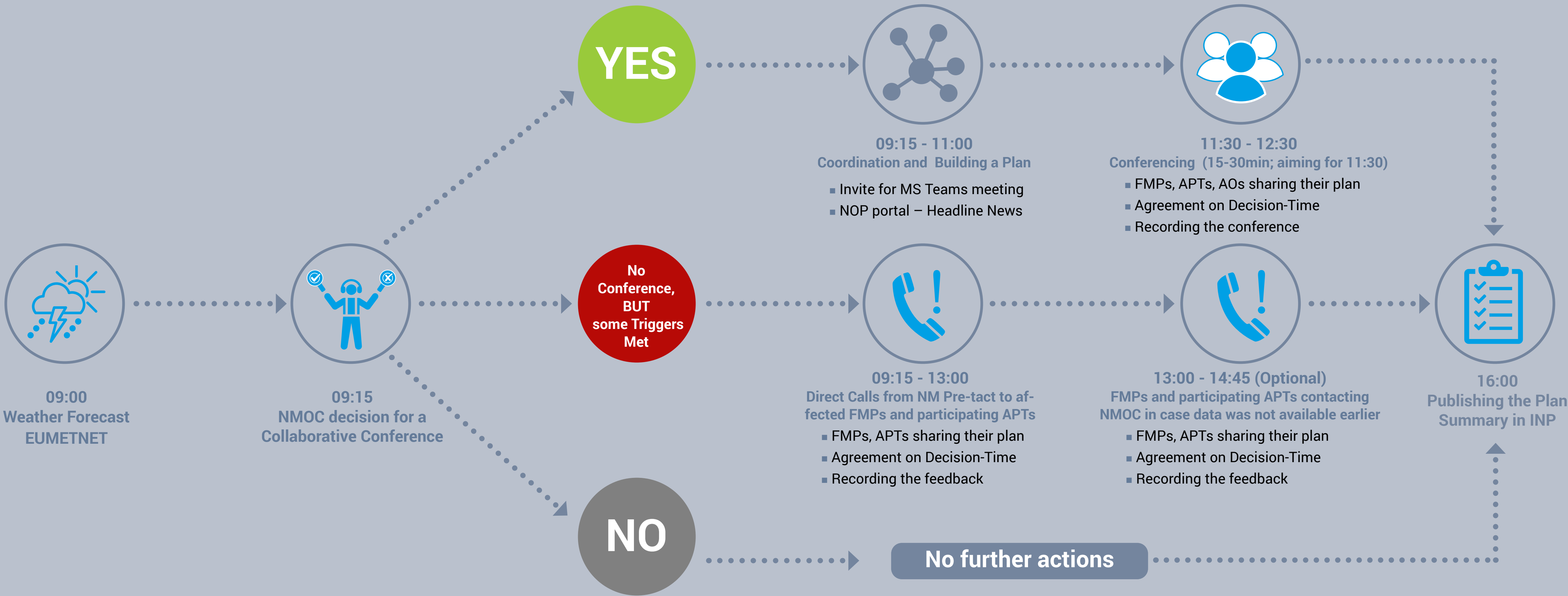
PRE-TACTICAL (D-1) PHASE



◀ MAIN MENU ▶



** All times UTC*



S2024 WX X-BORDER PROCEDURE

TACTICAL PHASE



◀ MAIN MENU ▶



** All times UTC*



07:00
Weather Forecast Update
EUMETNET

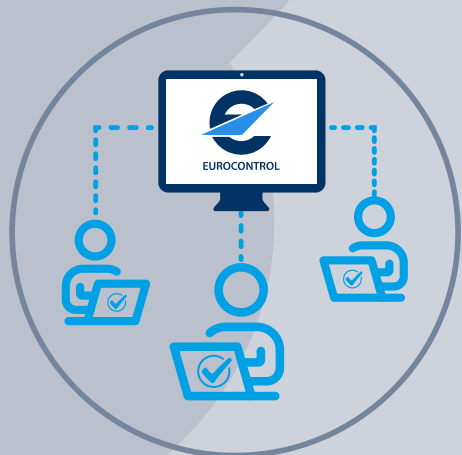
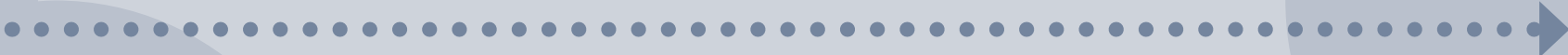


WIP
Live Weather Observation
EUMETNET



Follow Up Calls

- Update on information provided at D-1
- Differences from local forecast
- Need for a weather regulations



Relevant Tactical Information
→ NOP portal Headline News



Calls through the day based on the situation
MET expert in NMOC

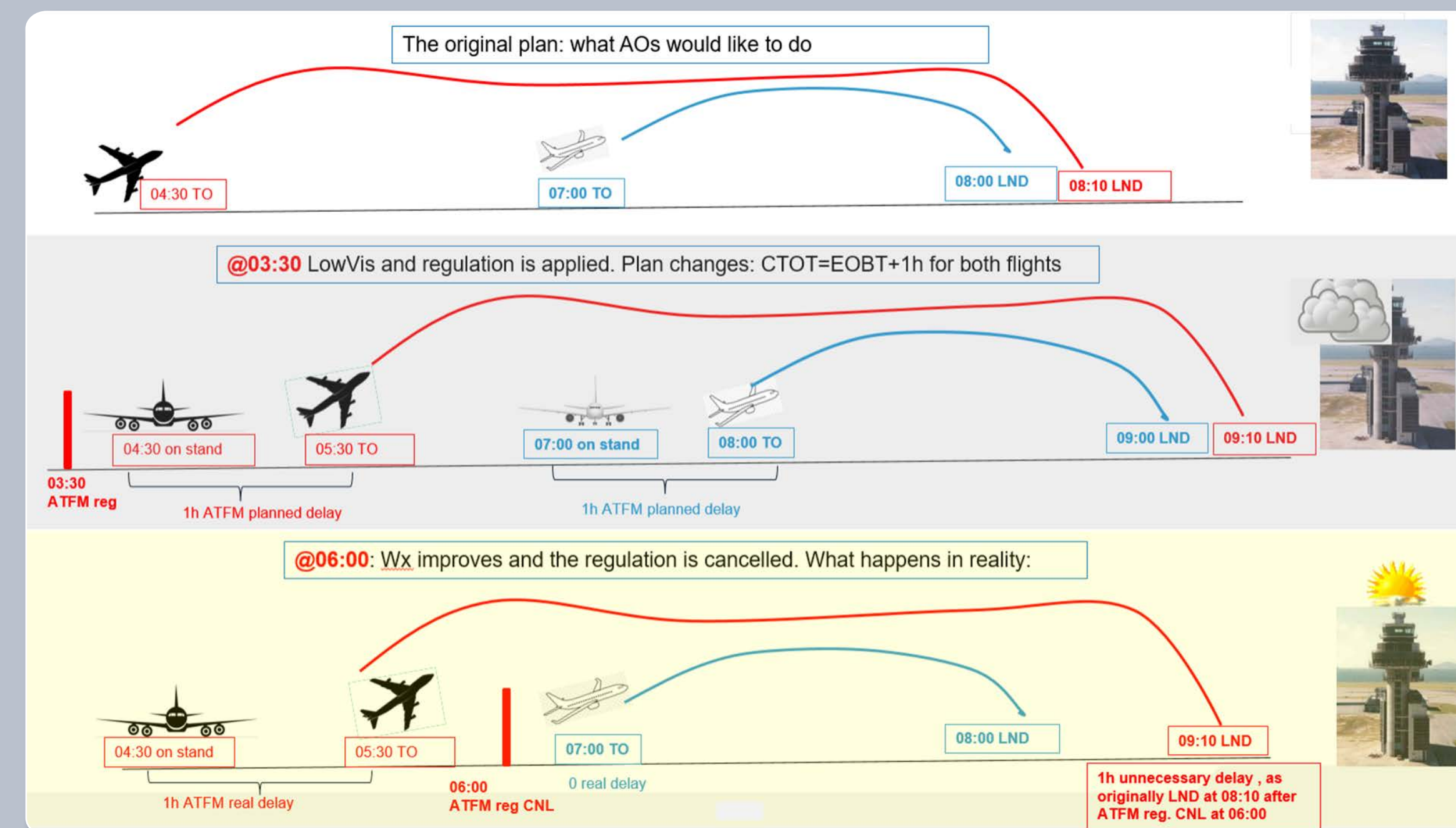


EXEMPTION [EM] ATFM ARR PROCEDURE FOR WEATHER OF SHORT DURATION WITH IMPACT ON LONG SECTOR FLIGHTS [EET>3,5H]

◀ MAIN MENU ▶



- EDDF, EBBR and EGLL LSZH, LSGG and soon EHAM and ENGM use the Exemption Flow procedure to alleviate unnecessary ATFM delay on flights with EET>3,5 hours, captured by ATFM measures applied due to WX of short duration at destination airport.
- When weather forecast indicates that the short weather phenomena may last up to 2 hours (i.e. morning fog, low cloud ceiling, CB).
- Instead of using a standard ATFM regulation, the FMPs may use the new EM (EXEMPTED) flow ATFM WX ARR regulation.
- The NMOC and the Airport unit are available to answer information queries about the procedure and to create the corresponding traffic volumes (TFVs).
- Points of **contact** for interested ANSP/FMP/Airports:
nm.dom@eurocontrol.int
Vincent.treve@eurocontrol.int



EUROCONTROL NETWORK OPERATIONS AND NMOC



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WISH YOU A **SAFE**
AND BUSY SUMMER!

www.eurocontrol.int

