



# FABEC Communications

## The Customers' View

FABEC SC OPS/AOG/CFSP Meeting 16-May-2023

# FABEC Customer Survey

## Results

- 65% of airlines satisfied / very satisfied with FABEC communication
- Contact frequency:
  - Majority: monthly to once a year, but 24% never
  - Most airlines indicated a desire to increase the frequency of discussions, if they add value
    - How does that break down to the individual ANSPs?
- Desired communication channels: E-mail / phone / workshops / dedicated portal
- Topics of interest:
  - Flight planning
  - Feedback on operational challenges en route
  - Feedback on route allocation
  - Feedback on delay allocation
  - Information on pre-tactical operational priorities



# NM AOG & FABEC Communications

- NM AOG
  - is not an advertising platform, but an operational meeting covering the entire European network.
  - can only be complimentary to functioning communication channels by individual ANSPs & FABs
  - is very diverse in terms of business models, areas of operation and ANSP involvement
  - distribution list does by far not cover all commercial airspace users
- Topics for NM AOG meetings:
  - significant airspace improvements
  - changes in procedures and technologies requiring airspace user action
  - important events (e.g. large-scale exercises, major system implementations)
  - planned trials & sustainability initiatives
  - impact/benefits must be visible and quantified



# Issues and Suggestions

- Issues:

- quality, mode and frequency of communication differs significantly between FABEC ANSPs
- too many individual sources
- often,
  - communication and customer meetings lack the network- or cross-border aspect
  - exchange aside from the general customer meetings seems to happen only with the „local“ airlines and/or in the local language

- Suggestions:

- check what your fellow ANSPs do and copy best practices
- make meetings and workshops meaningful – tick box-exercises are pointless
- hold workshops in easily accessible locations and during „slow“ times of the year – it will increase participation
- focus on discussions in workshops which yield an actual benefit to all parties involved
- regularly check with customers if initiatives/changes deliver and ensure proper (post ops-) reporting
- facilitate access to information and contacts:
  - FABEC web-portal?
  - ATM-Portal for all FABEC ANSPs?



# Questions



# Thank you.



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