



**ALL TOGETHER  
NOW**  
Don't just think  
local, think Network!

A PRACTICAL GUIDE FOR SECURING SUCCESS IN THE  
NETWORK  
PREPARING FOR SUMMER 2023



**Dispatchers**



**Pilots**  
(Airlines/GA/BA)



**ATCOs**  
(Tower)



**ATCOs**  
(ACC)



**FMPs**



**Airports**

**For everyone** – further information and contact details

[MAIN MENU](#)



EUROCONTROL



# WHAT WE ASK DISPATCHERS

A PRACTICAL GUIDE FOR  
NETWORKERS  
FOR SUMMER 2023

# WHAT WE ASK DISPATCHERS



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 PILOTS

A PRACTICAL GUIDE FOR  
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# WHAT WE ASK PILOTS



- **Fly what you File!**
- Maintain route/vertical profile as per FPL, unless a deviation is dictated by 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!
- 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

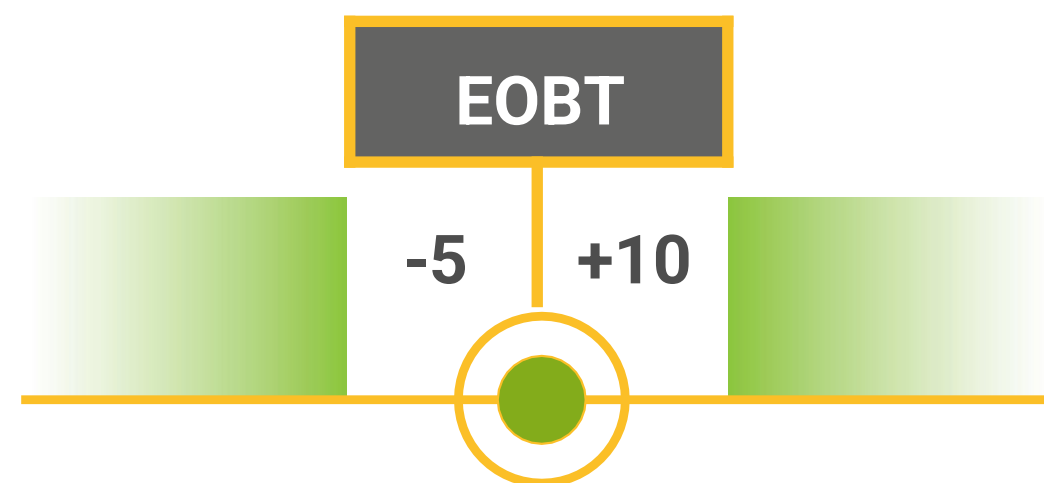
# WHAT WE ASK ATCOs (TWR)

A PRACTICAL GUIDE FOR  
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# WHAT WE ASK ATCOs (TWR)



- 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



# WHAT WE ASK ATCOs (ACC)

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# WHAT WE ASK ATCOs (ACC)



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

# EUROCONTROL NETWORK OPERATIONS AND NMOC

## WISH YOU A SAFE AND BUSY SUMMER!

We will move to our new Operations Centre in Autumn 2023. Watch out for more news and information in the Summer

[www.eurocontrol.int](http://www.eurocontrol.int)





- Ready:** Having enough competent people and all the resources to manage risks effectively so that you can ensure safe and effective operations.
- Resilient:** You are prepared for any operational challenges and external threats by not pushing the boundaries of the rules and being on guard for risk transfer.
- Responsive:** Having the mindset to encourage collaborative safety conversations and then reacting positively and quickly to changing situations.

# EASA Safety Week 2023 Agenda

**Day 1**  
**Tue 30 May**

**1000-1130**

**Introduction/  
Cross Domain**

**1400-1530**

**Air Ops**

**Day 2**  
**Wed 31 May**

**1000-1130**

**Aerodromes/  
Grd Handling**

**1400-1530**

**Maintenance  
and CAW**

**Day 3**  
**Thu 1 June**

**1000-1130**

**Flight  
Training/ ATO**

**1400-1530**

**ATM/ ANS**

**Day 4**  
**Fri 2 June**

**1000-1130**

**Cyber/  
Security**