



**Twenty First Meeting of the
Informal South Pacific ATS Co-ordinating Group (ISPACG/21)**

Auckland, New Zealand, 6-8 March 2007

Agenda Item 4: Review progress on open action items.
AI 20-4

[Reduction of HF Congestion]

(Presented by Allan London) [Airways New Zealand.]

SUMMARY

This paper provides an update on the progress in addressing the issue of HF congestion on the SP6 HF network.

1. INTRODUCTION

1.1 At ISPACG 20 in Honolulu 2006 Airline representatives reinforced comments made in a customer survey undertaken by Airways in late 2005 in that the SP6 HF network was becoming more congested, frustrating aircrews attempting to pass position reports and delaying the timely receipt of weather related clearance requests.

While a number of factors contributed to the congestion the primary factor reported by the airlines was due to adjacent ground HF facilities using the same primary frequency.

1.2 ISPACG 20 recommended that an SP6 HF “working group” be set up to primarily address the concerns raised by the airline operators. As such representatives from ARINC, Airports Fiji, Airservices Australia and Airways New Zealand, met in Fiji in July 2006. The following is a summary of that initial meeting and the tasks the group have undertaken since then.

2. DISCUSSION

2.1 It was the first recorded time that any of the HF service providers had met as a group during which it became apparent that there was some difference between individual facilities in with regards to the use of frequency management and day to day operation of the SP6 network.

2.2 As a way to address the variation in the level and standard of service provided to airline operators it was proposed that all members of the SP6 network enter into and abide by a Memorandum of Understanding that would target these operational issues.

3.2 The MOU will address;

- Frequency management and notification procedures that encouraged SP6 networks to make full use of the spectrum while neighboring facilities are kept advised of frequency changes as they occur. Airservices Australia for example, now actively seek to use HF frequencies where ever possible above or below that used by neighboring HF facilities.
- Standardisation of operational procedures i.e. readback requirements, AIREP intercept procedures, over transmission occurrences and promoting the use of standard phraseologies.
- Requirements for HF facilities in the SP6 network to keep each other advised of any equipment outage that is likely to have any effect on the SP6 network and to assist each other by relaying AIREP's, clearances and requests wherever necessary.
- Quarterly reporting requirements (normally by teleconference) that cover safety related issues, operational standards, management of "action items" and progress of such.
- Allowance for future inclusion of Key Performance Indicators (KPI's) as a way of measuring the quality of the service delivered to airline customers.

3.3 As of 15th Feb all facilities namely Airservices Australia, Airways New Zealand, ARINC, Airports Fiji Limited and Polynesie Francaise have agreed to sign the MOU effective 8th March 2007.

3.4 The group is currently address with the task of evaluating the level of service the SP6 network is currently providing to airlines by way of a customer survey. Information from this survey should serve the group with both a baseline of where we are now so that future surveys can be used as a comparison and also to obtain feedback from industry on areas where improvements can be made. This is planned for the first half of 2007 and it is envisaged that Key Performance Indicators (KPI's) can be developed and included into the current MOU. Airline operators are encouraged to participate in the survey that will be held throughout the south pacific region.

3.5 Action item 19-7 from ISPACG 20 relating to "HF preflight and SELCAL checks" has been identified as an "action item" by the HF working group and will be addressed as part of the group's tasks.

3. ACTION BY THE MEETING

3.1 The meeting is invited to:

- a) Note the progress of the SP6 working group to date.
- B) Comment on any issues that would be of interest to this group.