

Manager's Dashboard

Presented to: CANSO SSC

By:



Date: Tuesday, April 17, 2018



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MSD Purpose and Background

- **Purpose:**
 - Identify and address the highest priority issues quickly and effectively (prioritization of resources)
 - Begin conversations – how to improve safety performance
 - Bottom line: improve safety in the NAS

- **Initial Pop-Up**
- **Time Periods for Tabs**
- **Select Facility and “Get Data”**
- **Information and assistance:**
 - User’s Guide
 - Quick Reference Guide
 - Access and Feedback Form
 - FAQs

[CLOSE \[X\]](#)

Dashboard Status: March 3, 2016 - Migration of dashboards in progress. There are currently unscheduled updates by IT planned for this environment over the next couple of months (moving to Active Directory from NextGen Login ID, Portal upgrade from Oracle to LifeRay, etc.). As a result you may experience unplanned outages. As the development team coordinates with IT we will update this status to identify time periods of known upcoming outages/issues. If you experience any connectivity issues, error messages or problems using the MSD, please let us know by providing feedback via the link below and submit an error report.

LOCATION

Facility:

Home Tab Time Periods

- OSAs/Validations - Current Quarter
- OC OSA Issues - 12 Months
- Causal Factors - 12 Months
- SSRs - 12 Months
- ICVs - All Open Records
- Status of ICV Ratings - FYTD
- CAPs - All open Records
- RSTS - All open Records

[MSD User Guide](#)

[Quick Reference Guide](#)

[Access and Feedback](#)

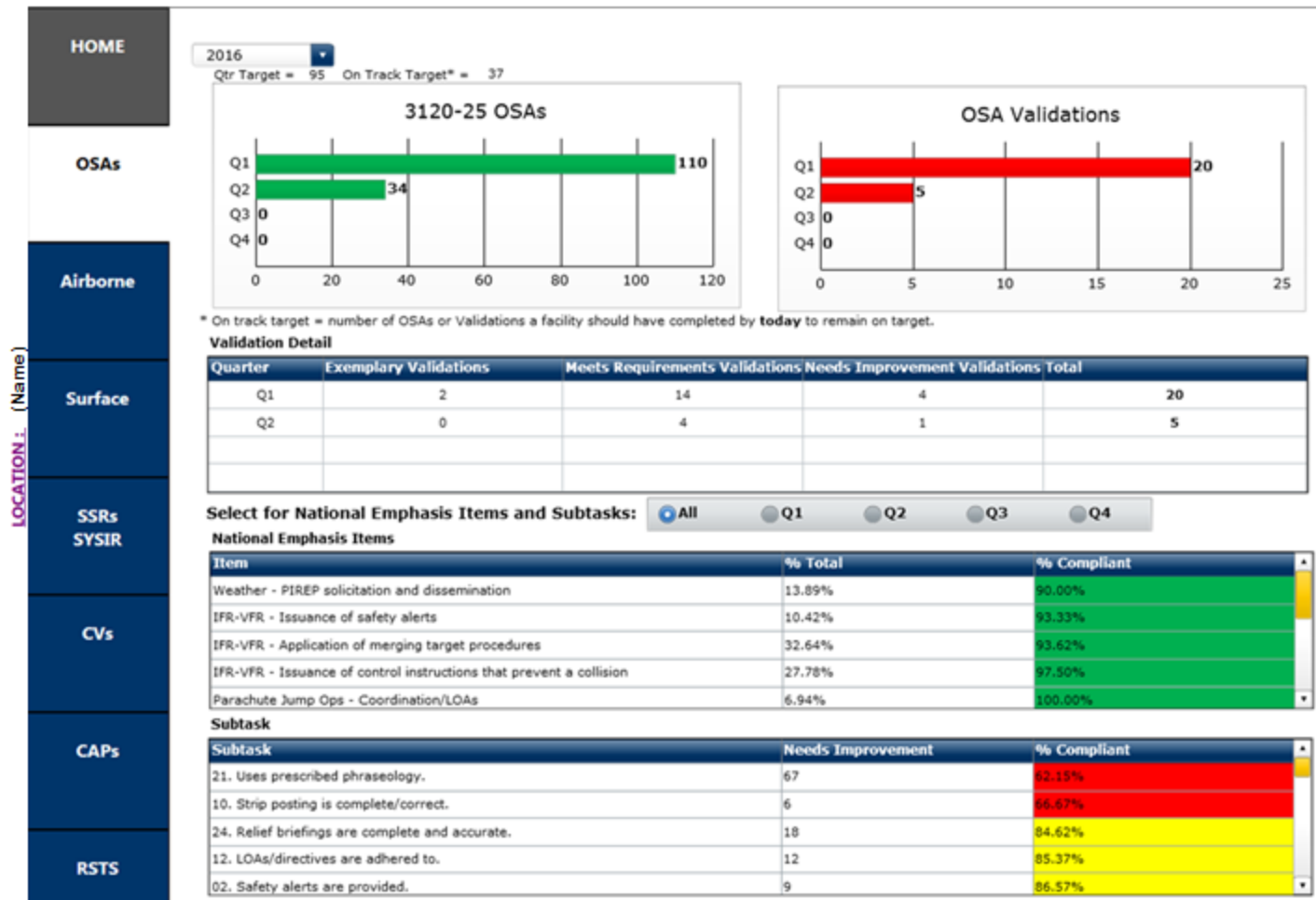
Home Page Example

- High level summaries of all tabs
- Underlines in tiles – can directly select that tab, or can select vertical tab to go to page
- General color coding:
 - Red: < 75%
 - Yellow: 75-90%
 - Green: >= 90%



Operational Skills Assessment (OSA) Page

- OSAs based on staffing levels
- Validations: 15% of completed OSAs



Airborne Risk Analysis Event (RAE) Page

HOME

2016

OSAs

Airborne

Surface

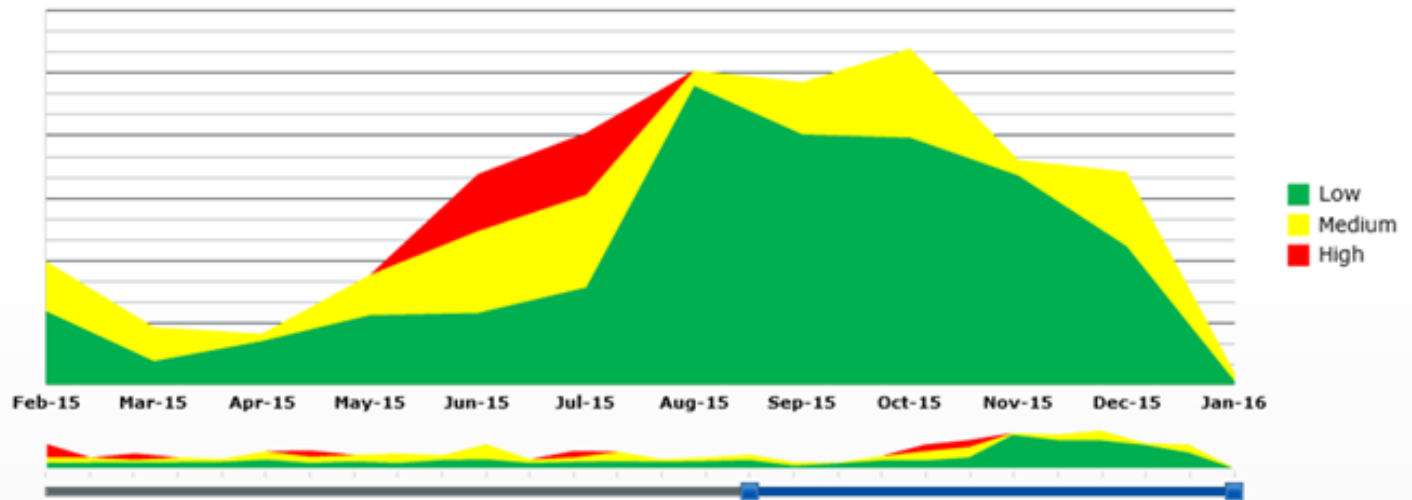
SSRs
SYSIR

CVs

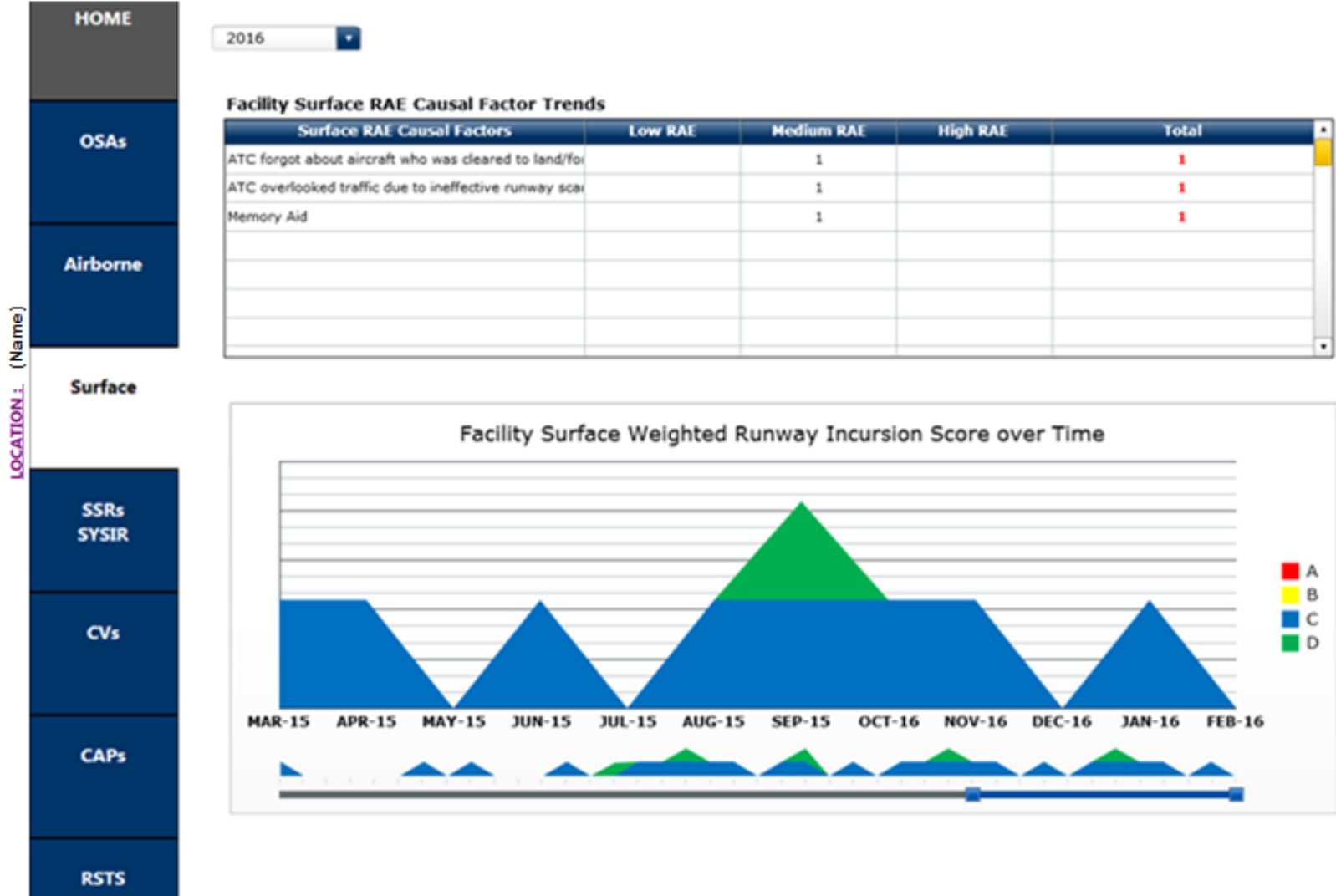
CAPs

Airborne Causal Factor Name	Total	Low RAE	Medium RAE	High RAE
ATC assigned the same altitude to both aircraft	3	3		
ATC climbed or descended one aircraft through the altitude of the other	16	6	10	
ATC failed to apply planned vertical separation	3	1	2	
ATC turned aircraft towards each other	9	7	2	
ATC vectored aircraft through wake of another aircraft	4	4		
Non-conformance with a clearance	1	1		
Pilot climbed above/descended below assigned altitude	6	2	4	

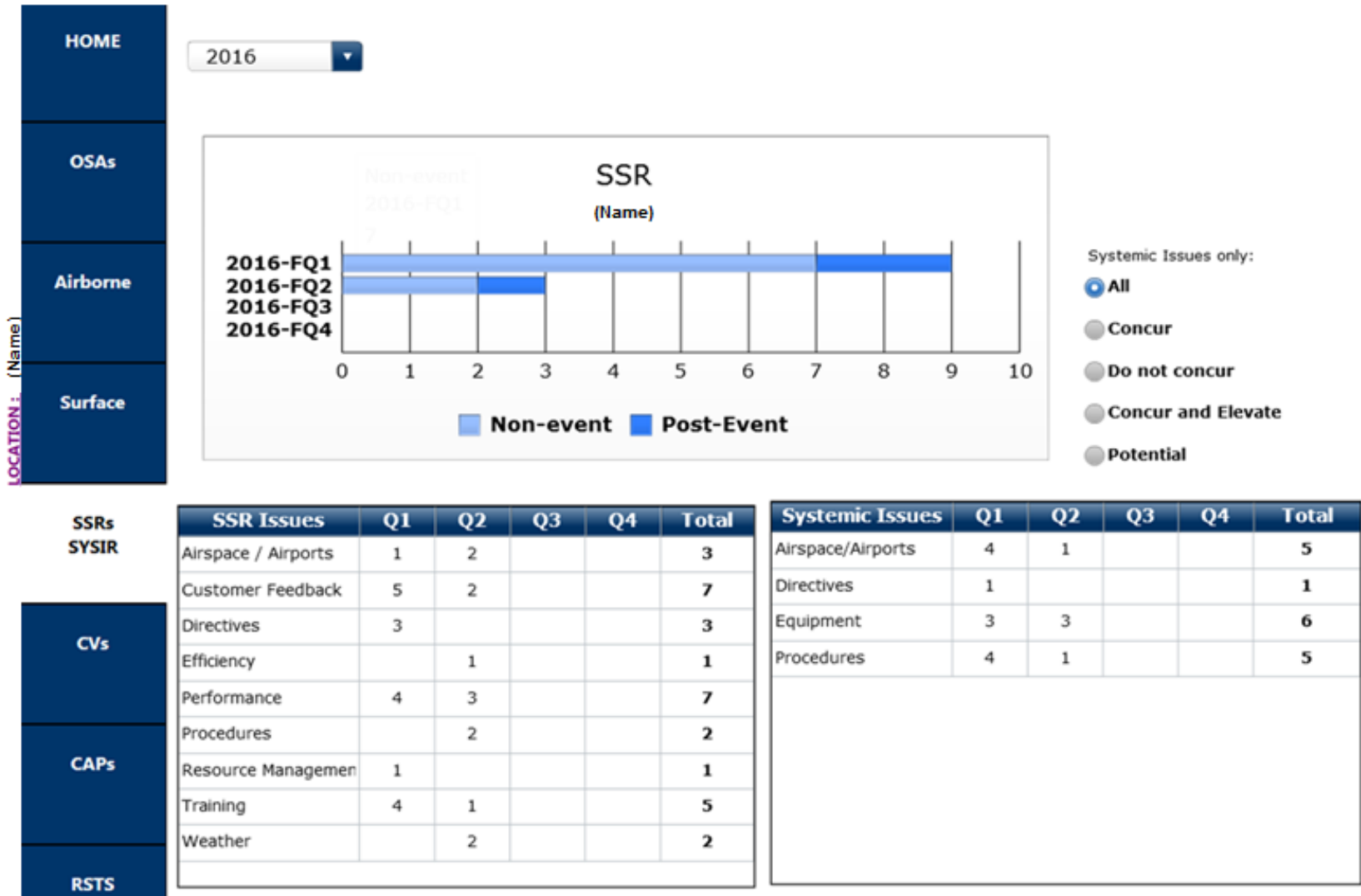
Facility Airborne Weighted RAE Score over Time



Surface RAE Page



SSRs/SYSIR Page



Compliance Verifications (CV) Page

LOCATION: (Name)

HOME

OSAs

Airborne

Surface

SSRs
SYSIR

CVs

CAPs

RSTs

2016

▼

(Name)

% complete for fiscal year

0%
20%
40%
60%
80%
100%

ICV Fiscal Year Target	Items Rated	"On Track" Target
121	52	44

ICVs and ECVs Non-Compliant Ratings

ITEM	RATING	DATE RATED	ECV START DATE	MITIGATION?
Approach Separation Minima	Noncompliant - Low	10/20/2015		Yes
Arrival Procedures	Noncompliant - Low	11/9/2015		Yes

MITIGATIONS

Click on row item description

MITIGATION	ID'D BY	STATUS	INITIAL RATING	CURRENT RATING	CREATE DATE	DAYS OPEN
Arrival Procedures	ICV	Not Started	Noncompliant - Low	Noncompliant - Low	12/14/2015	Open < 90
Approach Separation Minima	ICV	Not Started	Noncompliant - Low	Noncompliant - Low	12/14/2015	Open < 90
ATIS Procedures	ECV	Closed	Noncompliant - Low	Compliant		
Weather/Chaff Services	ECV	Closed	Noncompliant - Low	Compliant		
Altimeter Issued	ECV	Closed	Noncompliant - Low	Compliant		

* On track target = number of ICVs a facility should have completed by **today** to remain on track

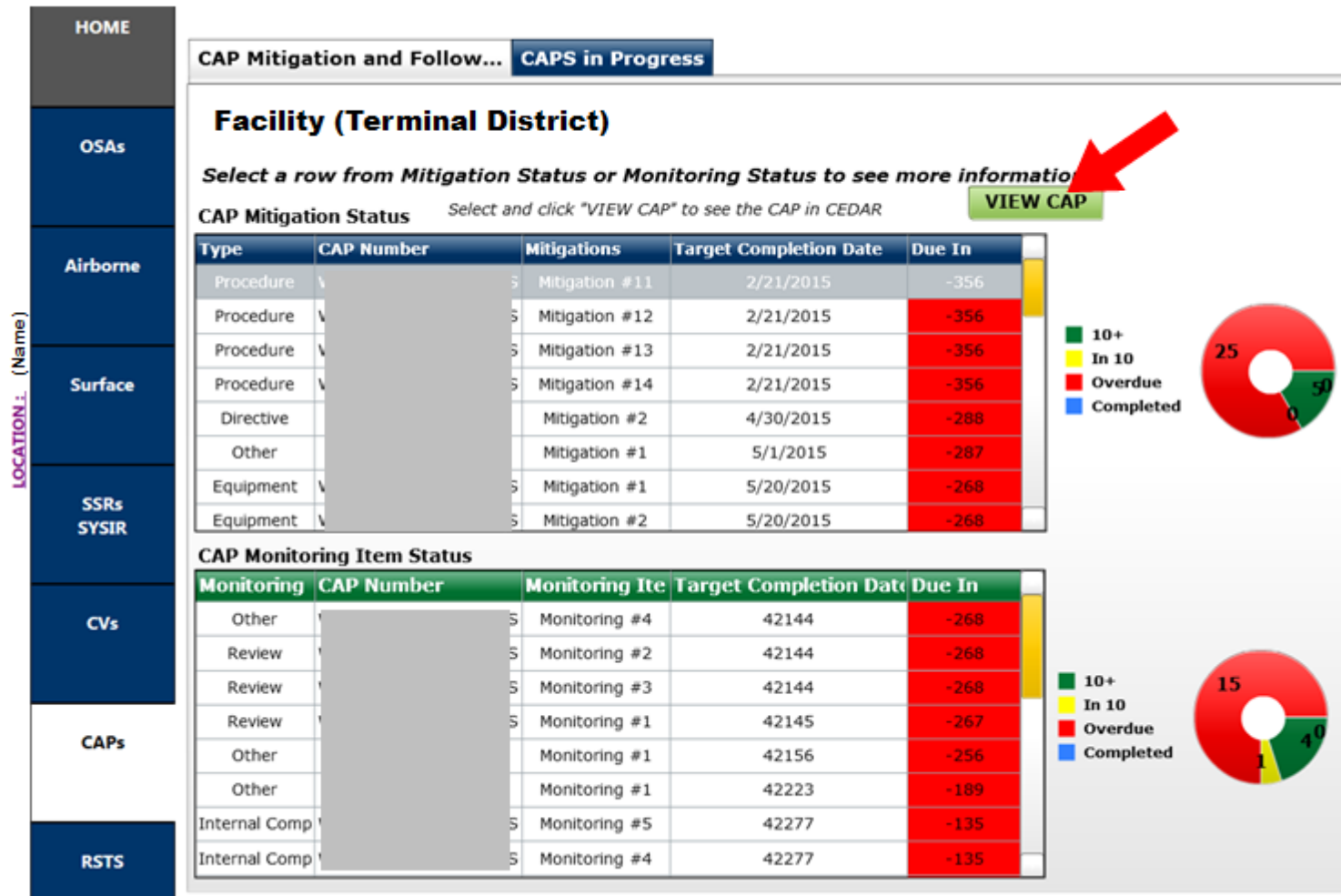
More Mitigation Information

ITEM DESCRIPTION

Controllers meet required elements and phraseology requirements

Corrective Action Plans (CAPs) Page

- Pop-ups when click on items (next slide)



CAP Mitigation Status Details Pop-up

- Click on a CAP Mitigation Status item or a CAP Monitoring Item Status item and get a pop-up window with additional information
- Outline of pop-up based on color (R/Y/G) of item
- “VIEW CAP” button appears when click on CAP Mitigation Status item – can then open CEDAR for item

Facility (Terminal District)

Select a row from Mitigation Status or Monitoring Status to see more information.

CAP Mitigation Status: Select and click "VIEW CAP" to see the CAP in CEDAR

VIEW CAP

Type	CAP Number	Mitigations	Target Completion Date	Due In
Procedure	W			
Procedure	W			
Procedure	W			
Procedure	W			
Directive				
Other				
Equipment	W			
Equipment	W			

CAP Mitigation Status Details

Mitigation Details:

Mitigation 4A: The [redacted] TDM and appropriate NATCA representative, in partnership with the [redacted] TMO, will engage the [redacted] MTO for a thorough review and evaluation of current [redacted] AAR???.s.

Background Information:

Differing expectations exist between the [redacted] Front Line Managers (FLMs) and Supervisory Traffic Management Coordinators (STMCs), and it is not evident that a common methodology for managing the arrival flows existed. The method for managing [redacted] has evolved into allowing the sector controller to accept as many aircraft as possible and [redacted]

Identified Safety Risk or Hazard:

Differing expectations exist between the [redacted] Front Line Managers (FLMs) and Supervisory Traffic Management Coordinators (STMCs), and it is not evident that a common methodology for managing the arrival flows existed. The method for managing [redacted] has evolved into allowing the sector controller to accept as many aircraft as possible and [redacted]

VIEW CAP

CAPs In Progress Tab

- “VIEW CAP” button appears when open page: CEDAR will open for CAP item

VIEW CAP

LOCATION: (Name)

HOME

OSAs

Airborne

Surface

SSRs
SYSIR

CVs

CAPs

RSTS

CAP Mitigation and Follow... CAPS in Progress

Facility (Terminal District)



Browse CAPs

Select and click "VIEW CAP" to see the CAP in CEDAR----

VIEW CAP

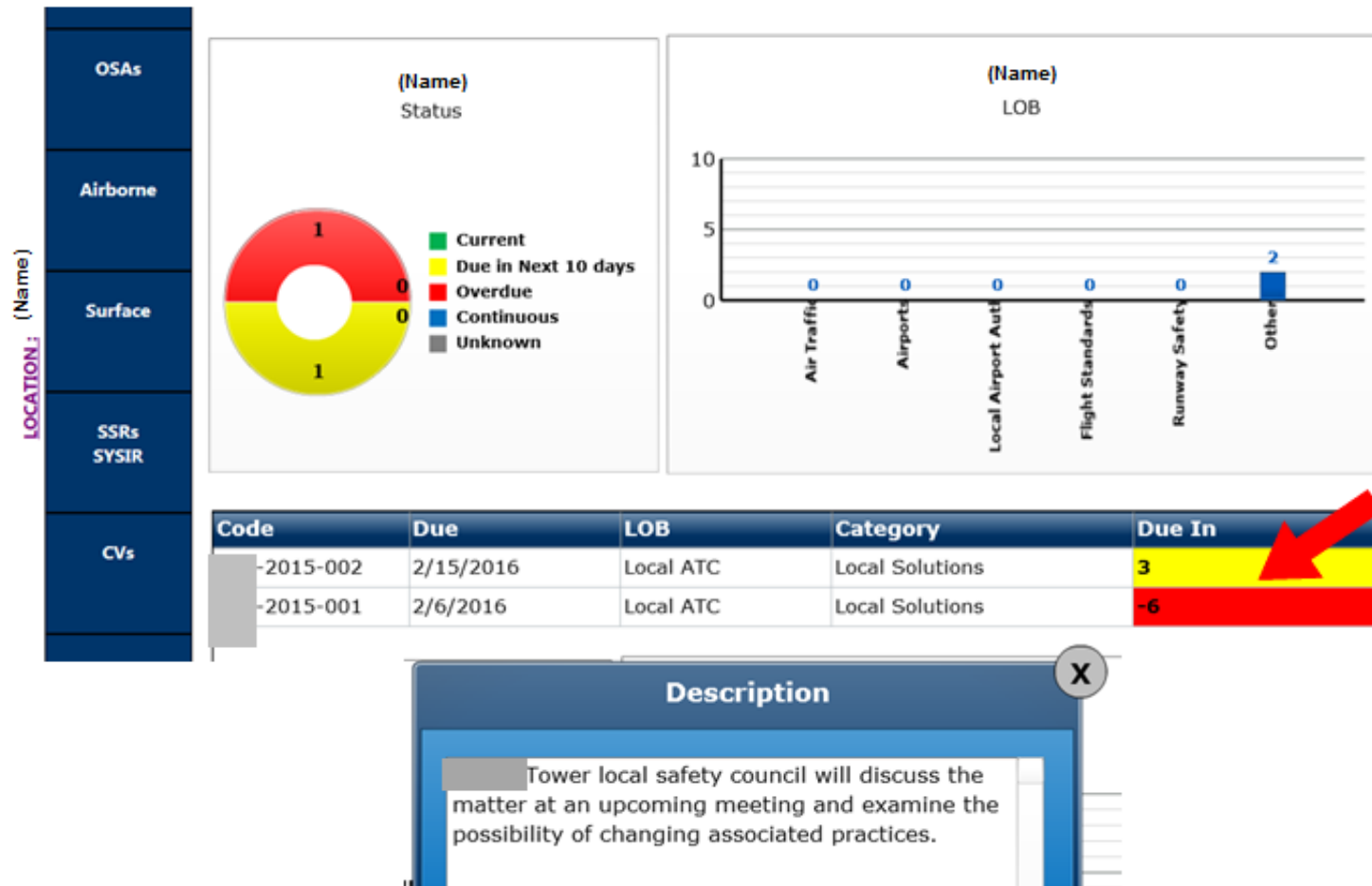
CAP #	Title	Issuer	Issue Date	Phase
		Service Area	1/30/2015	Implementaion
		Facility	6/5/2015	Closed
		Facility	12/10/2015	Implementaion
		Facility	6/11/2015	Implementaion
		Service Area	1/22/2015	Implementaion
		Facility	6/15/2015	Implementaion
		Facility		Pending Issue

Risk Description

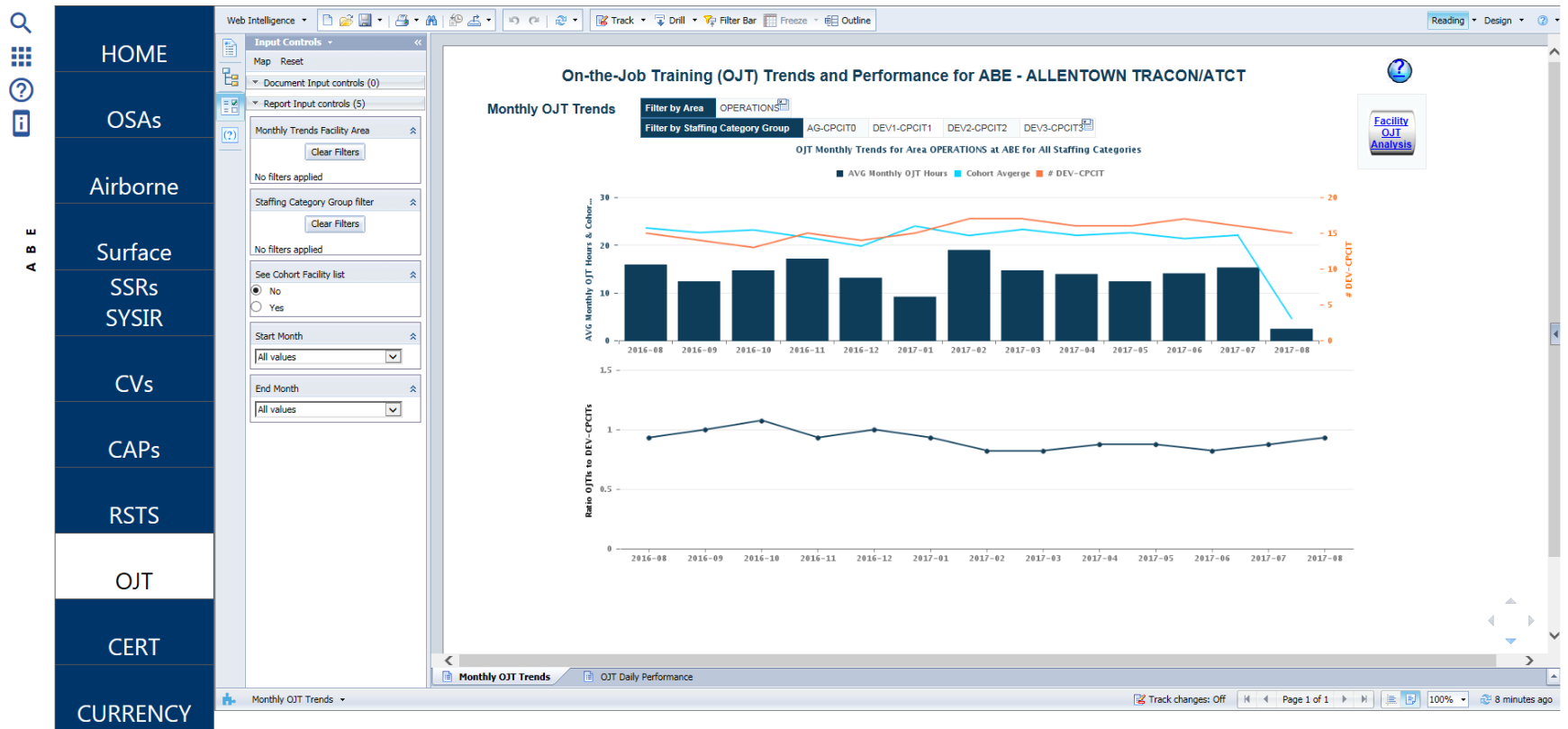
The issue of false targets is an ongoing concern. It was not possible to determine the reason(s) for gaps in the amount of issues depending on the reporting source. A sufficient number of reports indicated that more action is required to mitigate the false target concern. In addition, the lack of communication and/or awareness of action(s) and activities that might be occurring is not common knowledge and can lead to misunderstandings as to what is, or is not, occurring to resolve the issue. False Targets can and have caused controllers to lose the identity of an aircraft and could possibly resulting in losses of separation and lack of postive control.

Runway Safety Tracking System (RSTS) Page

- Pop-up window as with other tabs



OJT Monthly Trends

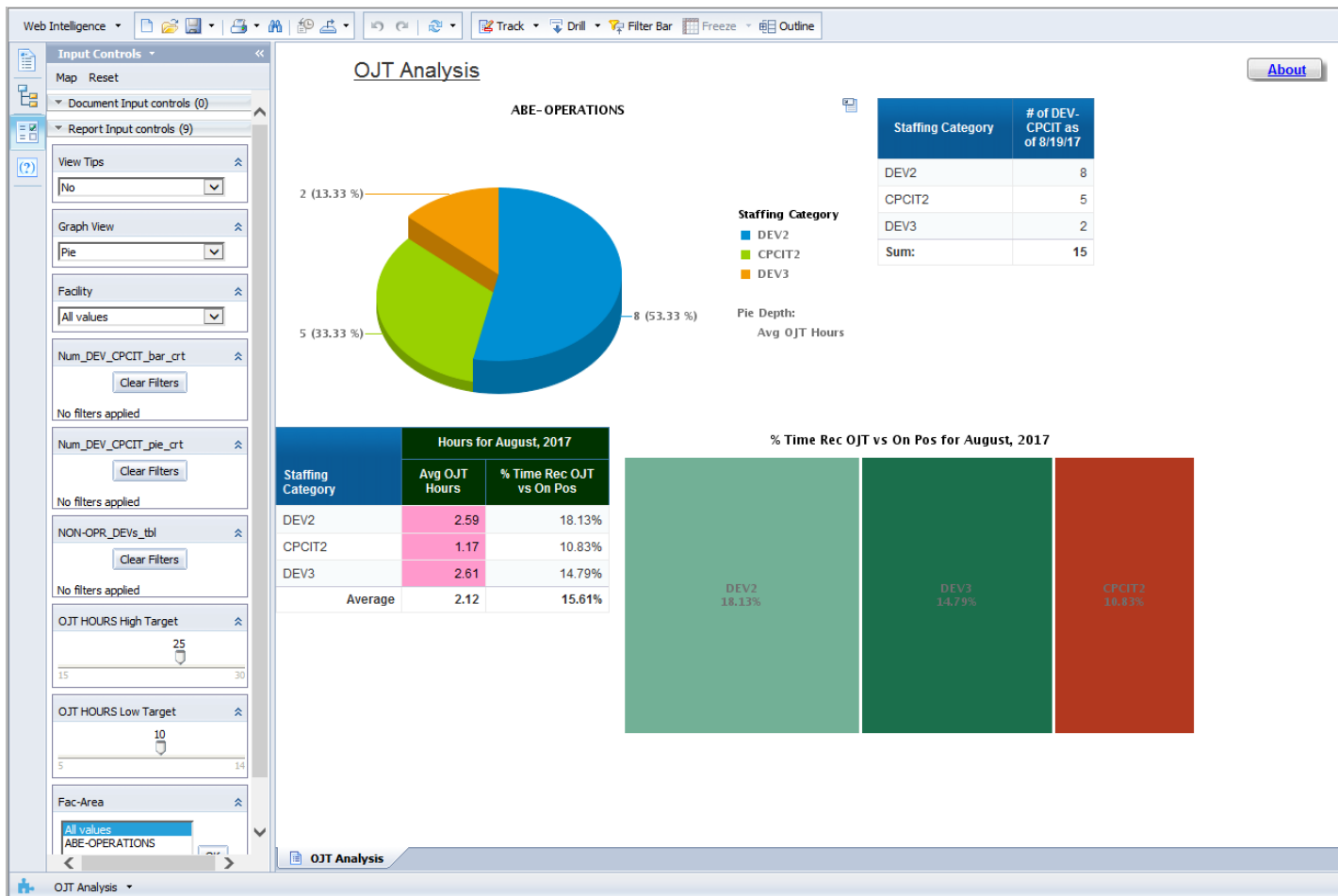


- Shows Average OJT time per Developmental as bar graph for last 12 months
- Blue line is the average of the facility's cohorts (grouped by type, level, and # of positions)
- Orange line is the # of Developmentals/CPC-ITs in the facility



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OJT Analysis report

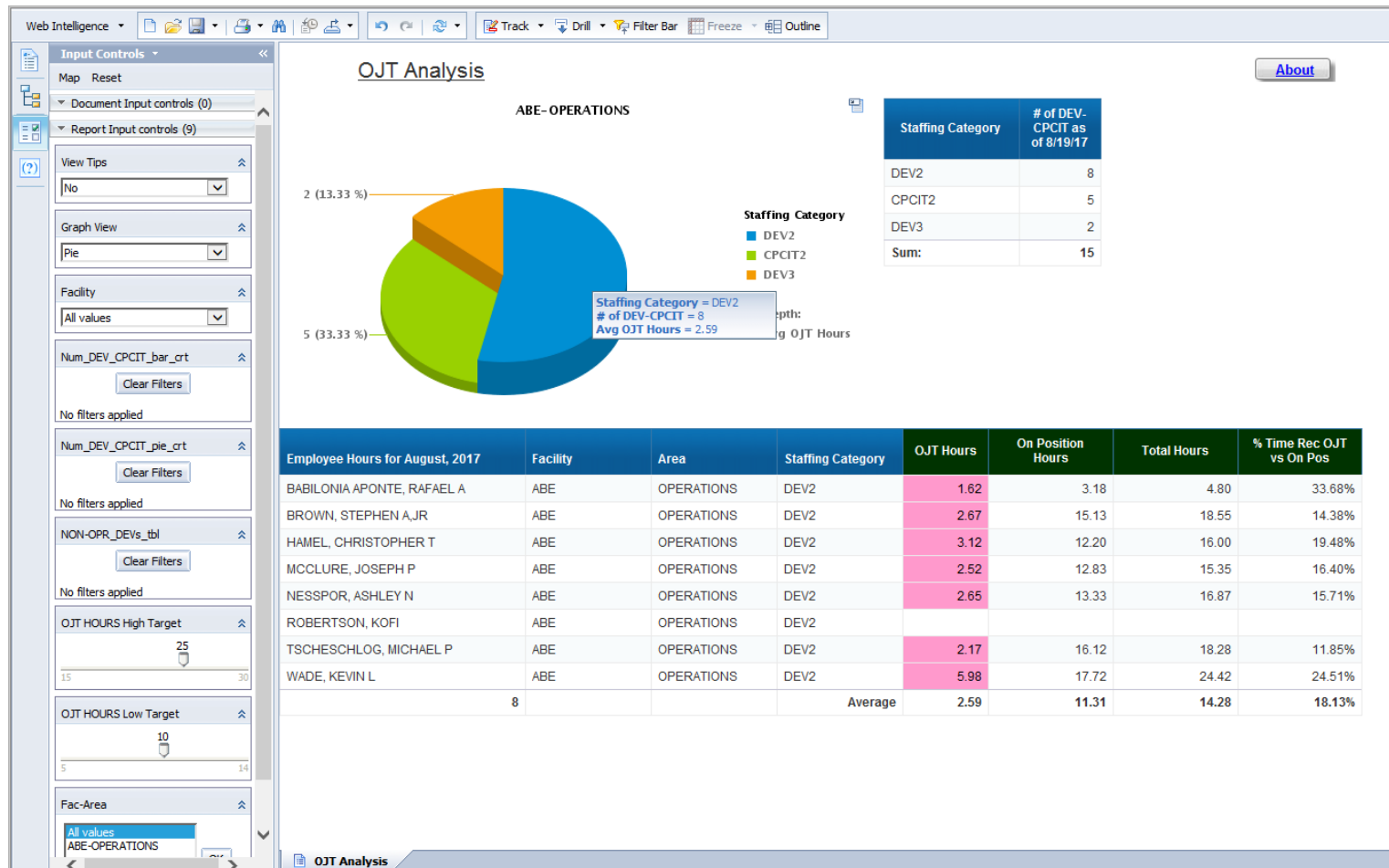


- Further drill down into type of developmental or CPC-IT (i.e.
- Dev1/Dev2/Dev3 or CPC-IT 1/2/3



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Drilling down to Employee details

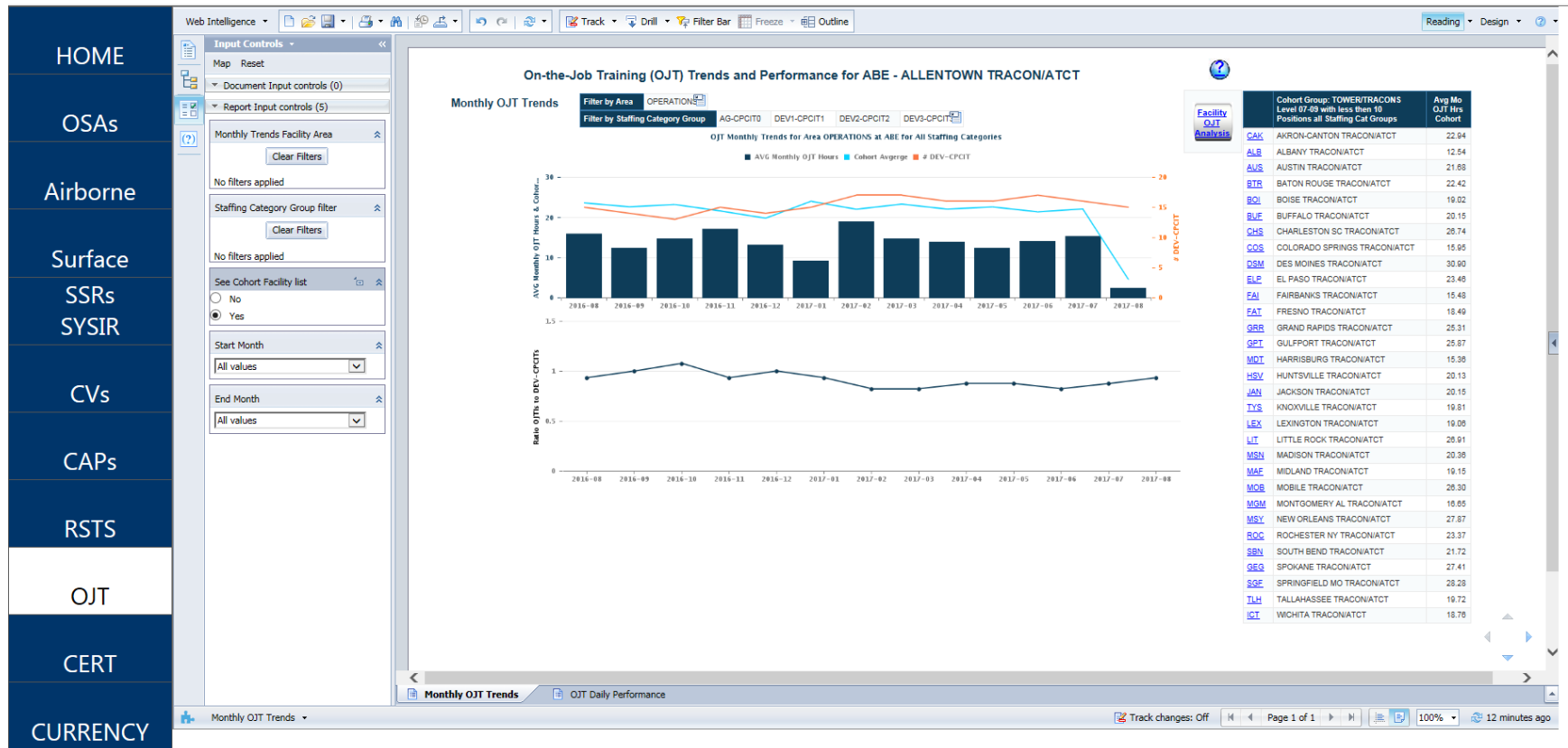


- Further drill down of data to an individual level and comparison of OJT time



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OJT Monthly Trends Cohorts

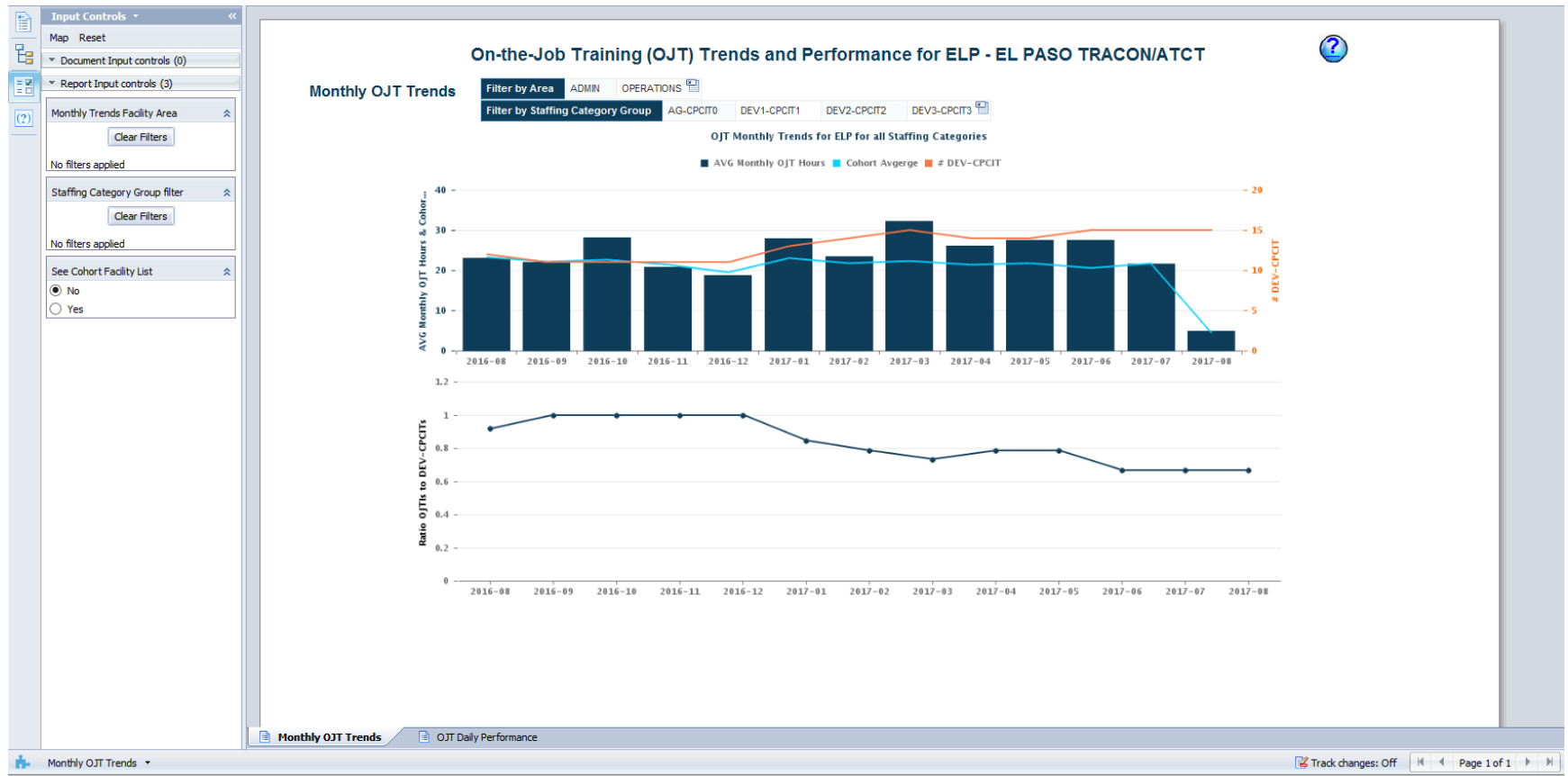


- Allows the manager to select a cohort facility and view that facility for comparison.



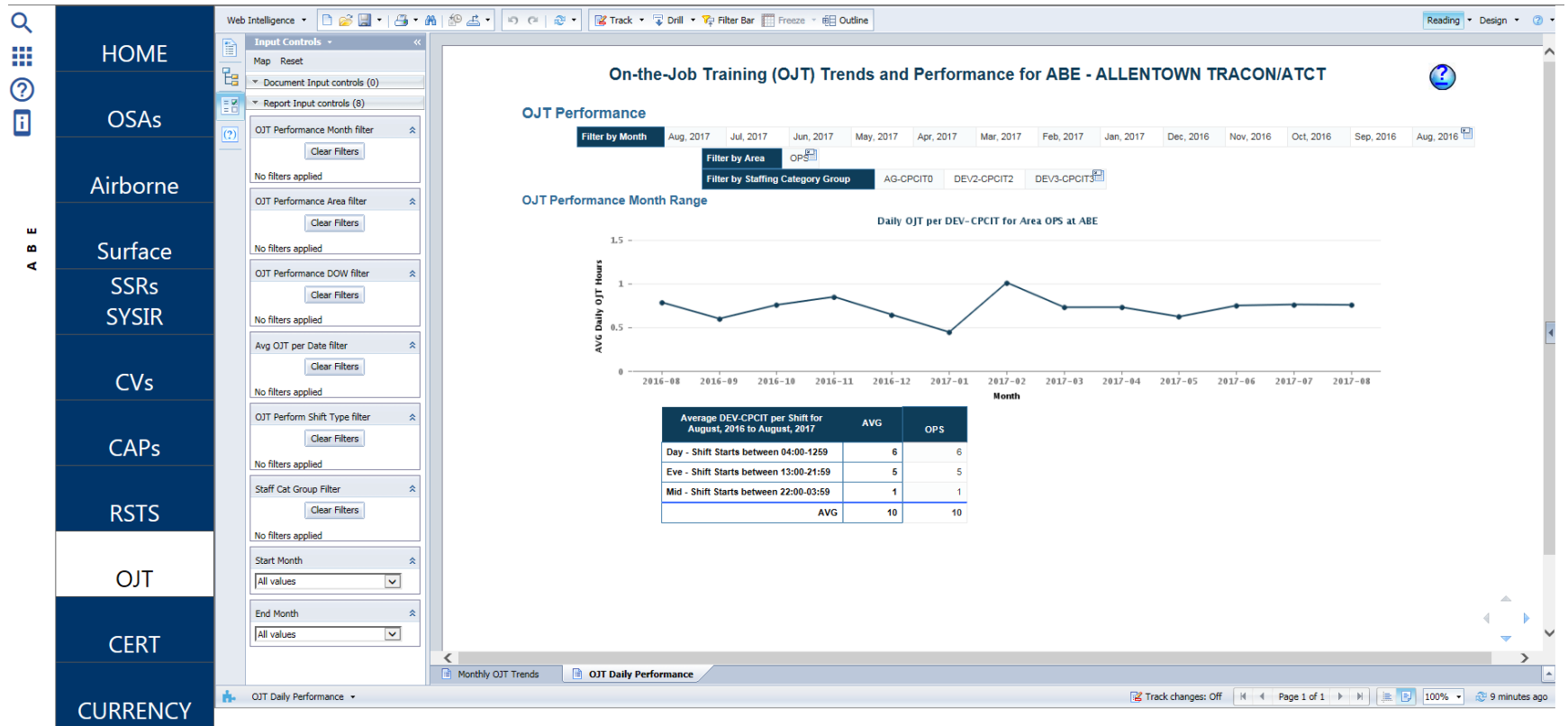
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Cohort Facility's data



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OJT Daily Performance

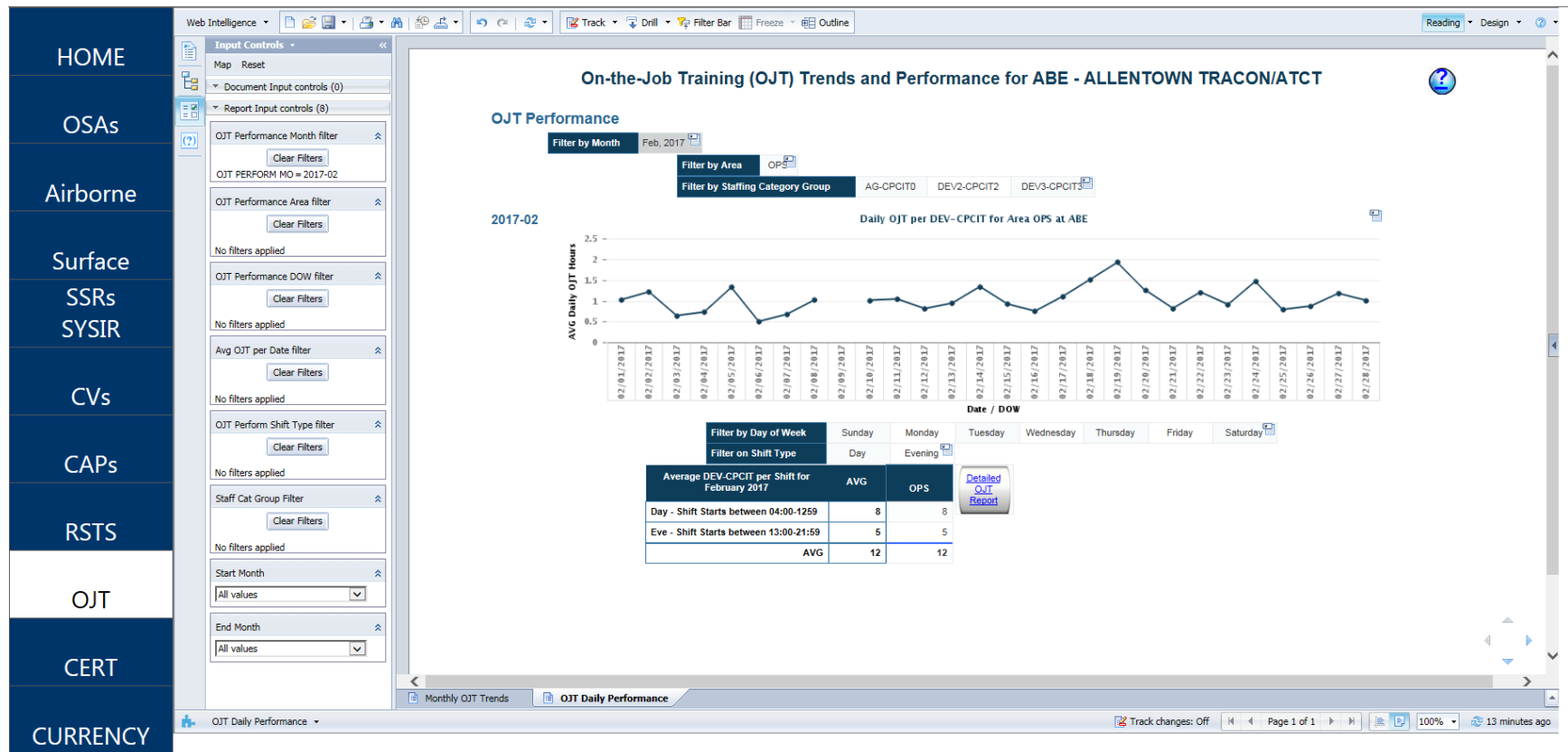


- Allows the manager to view selected Areas (if the facility has more than one)
- Allows the manager to view just a certain type of DEV (1, 2, or 3) or CPC-IT (1, 2, or 3)



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OJT Performance by day

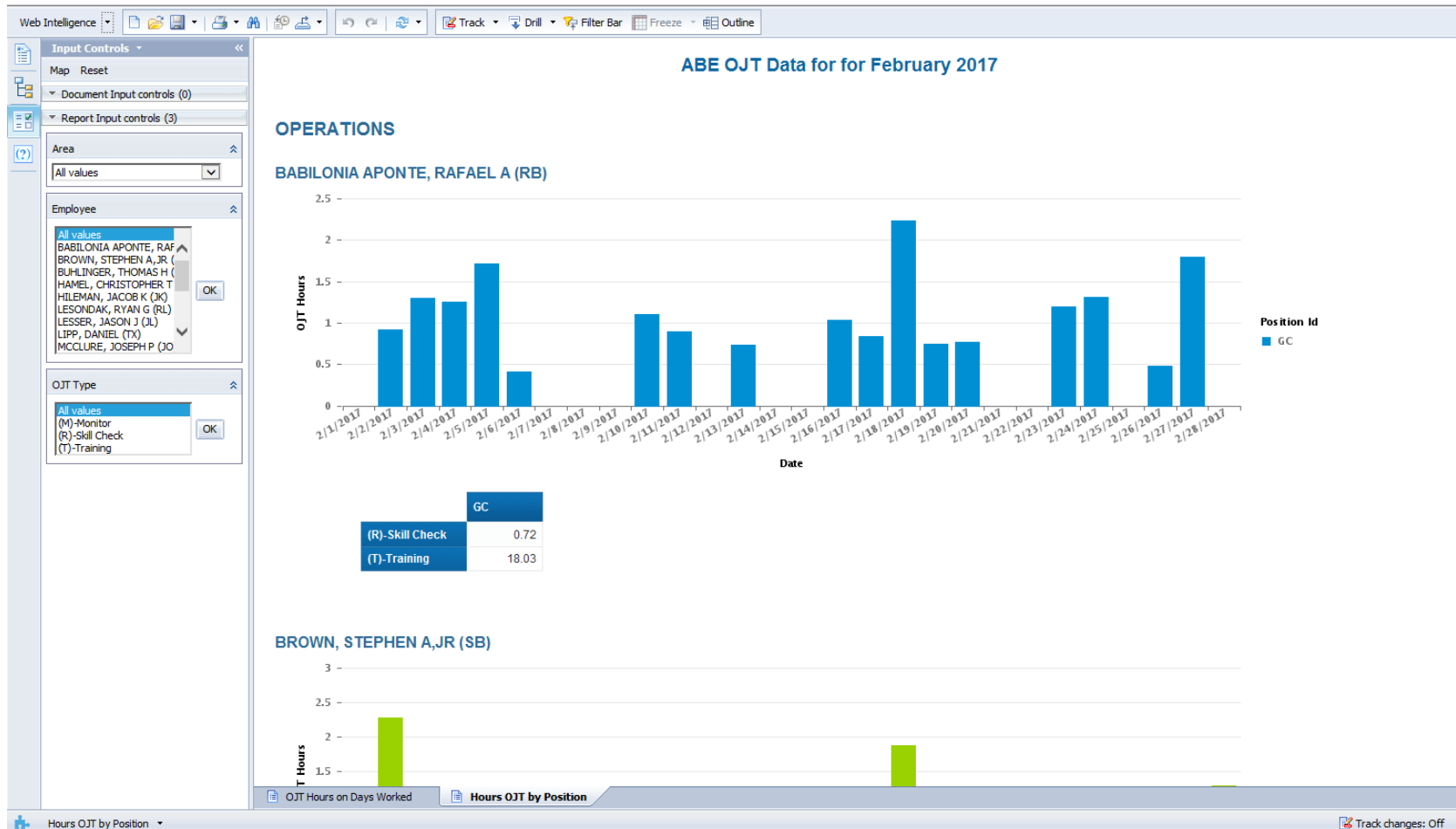


- Allows a Manager to view a month (day by day). Can filter data by day of the week, shifts, developmental level, and/or area.



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Detailed Daily OJT report



- Data to the daily level by individual. Includes breakout for skill checks, certifications, and monitor time.



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Detailed Daily OJT cont

Web Intelligence - Input Controls - Map - Reset - Document Input controls (0) - Report Input controls (8) - Employee - All values - BABILONA APONTE, RAFAEL - BROWN, STEPHEN A JR - BUNLINGER, THOMAS H - HAMM, CHRISTOPHER T - OK - Current Area - All values - OPERATIONS - JADMIN - OK - Current Staffing Category - All values - CPC - CPCT1 - DEV - OK - All Employee(s) except - All values - BABILONA APONTE, RAFAEL - BROWN, STEPHEN A JR - BUNLINGER, THOMAS H - HAMM, CHRISTOPHER T - OK - OJT Type - All values - (M)-Monitor - (R)-Skill Check - (T)-Training - OK - Current Staffing Category (DEV-C...) - All values - AG - CPC - CPCT1 - CPCT2 - OK - Date >= (greater than or equal to) - All values - Date <= (less than or equal to) - All values - OJT Hours on Days Worked - Hours OJT by Position - OJT Hours on Days Worked

OJT60512-On The Job Trainee detailed worked analysis v1.00
OJT Hours on Days Worked

Task Status Codes included: (M)-Monitor;(R)-Skill Check;(T)-Training

OPERATIONS

Legend: x=RDO, x (cell highlighted blue)=OT on RDO, x ### (cell highlighted blue)=OT on RDO and ### OJT received, #L (cell highlighted orange) = Hours Leave (rounded up to the next hour), #L ### (cell highlighted orange) = Hours Leave (rounded up to the next hour) and ### OJT received, cell highlighted in yellow=Regular day worked no OJT received, Operating Initials highlighted red=No OJT received during month, cell highlighted pink=day was a weekend

February-2017	ABE	BAB (RE)	BRO (SB)	BLH (TB)	HAM (CT)	HIL (JK)	LES (JL)	LES (RL)	UP (TX)	MCC (JO)	NE5 (AN)	OEH (CO)	ROB (KR)	TAN (TY)	TSC (TL)	WAD (KW)	WAQ (LT)	WES (EM)	YOU (RY)	OJT Hours Received	# DEV Receiving OJT	Average OJT Received for those receiving OJT	Average OJT Received for all DEVs on Duty
2/1/17	Wednesday	x	0.90			x		3.08	2.00		0.93	x	0.67	0.78			SL	2.53	1.45	12.35	8	1.54	1.03
2/2/17	Thursday	0.92	2.28		x	x		1.42	0.67	x		x	0.52	1.83	x			3.25	1.30	11.98	8	1.50	1.20
2/3/17	Friday	1.30	x		x			1.20		x	3L	0.72	3L		1.67		x	x	1.25	6.13	5	1.23	0.88
2/4/17	Saturday	1.25	x	x				x	1.38		1.10	1.18	x	0.82	x		x	x	0.85	6.58	6	1.48	0.73
2/5/17	Sunday	1.72	1.20	x			x	SL	2.83	x	2.75	x	x	x	x	x	SL	2.37	x	10.67	5	2.13	1.33
2/6/17	Monday	0.42	0.80					0.58	x		1.13	0.75	x	x	x	1.02	SL	1.80	x	6.10	7	0.87	0.51
2/7/17	Tuesday	x				0.53	5.17	1.07	x						3.27	3.03			0.55	13.62	6	2.27	0.85
2/8/17	Wednesday	x	1.05			x	1.37	0.88	1.92		0.88	x	SL	0.83	2.23	2.80		0.85	1.07	13.28	10	1.33	1.02
2/9/17	Thursday		x		SL	x	SL			x	SL	x		SL	SL	SL	x			13.42	10	1.34	1.12
2/10/17	Friday	1.10	x		x	0.98	2.73	x	1.27	x		0.87	0.32	1.15	2.25	1.32	x	x	1.83	13.42	10	1.34	1.12
2/11/17	Saturday	0.90	0.93	x	x	1.57	x	x	1.30		x	1.83	1.20	1.37		x		x	1.35	10.45	8	1.31	1.16
2/12/17	Sunday		0.57	x	0.52	2.05	2.67				x			x	1.32	2.85		1.33	x	11.10	7	1.58	0.78
2/13/17	Monday	0.73	1.10		2.23	0.53	1.88	1.35	x		1.08	x	x	x	x	3.97		0.92	x	13.00	9	1.51	1.05
2/14/17	Tuesday	x	0.85		3.43	2.35	x	0.38	x		0.75	1.00	x	0.80	2.02	3.42		2.45	1.45	18.90	11	1.72	1.35
2/15/17	Wednesday	x	0.75	x	x	x	0.78	0.72				x	0.57	1L 0.58	x	2.73		1.43	2.80	10.17	8	1.27	0.92
2/16/17	Thursday	1.03	x		x	x	2.32	0.72	1.92	x		x	1.03		SL	1.28	x			8.30	6	1.38	0.75
2/17/17	Friday	0.83	x		1.10	1.95	1.68	x	0.78	x	SL	0.75	1.32	1.05	1.27	x	x	x	1.43	12.17	10	1.22	1.22
2/18/17	Saturday	2.23	1.88	x	1.10	2.07	2.32	x	2.12		x	2.02	1.40	1.35		x		x	1.70	18.18	10	1.82	1.40
2/19/17	Sunday	0.75	1.08	x	2.02	3.25	1.13	1.80	2.80	1.02	1.80	2.73	x	x	x	3.85		1.13	x	23.17	12	1.93	1.78
2/20/17	Monday	0.77	1.03	SL	2.15	0.85	x	1.38	x	1.53	SL	1.45	2.20	x	1.22	0.82		1.10	1.83	16.33	12	1.38	1.26
2/21/17	Tuesday	x	0.97		x	0.88	x	1.53	x		1.08	1.03	0.65	0.77	1.42	0.70		1.12	0.53	10.58	11	0.97	0.76
2/22/17	Wednesday	x	x		x	x	2.75	0.78	1.07		1.13	x	1.08	SL	0.83	3.33	x	1.33	SL	12.12	8	1.51	1.21
2/23/17	Thursday	1.20	x		1.18	x	1.13	x	0.98	x		x	3L	SL	2.28	x	x	1.38	0.97	9.13	7	1.30	1.01
2/24/17	Friday	1.32	0.80		1.70	1.53	3.80	x	2.17	x	x	0.77	1.28	SL	1.58	x		x	SL	14.75	9	1.64	1.34
2/25/17	Saturday		SL	x		4.48	SL	0.92		x		x	SL	x	0.95	SL	x	x		5.35	3	2.12	0.78
2/26/17	Sunday	0.43		x	1.25	2.75	1.37	SL	2.15			0.80	x	x	x	x		1.03	x	9.63	7	1.38	0.80
2/27/17	Monday	1.80	1.13		SL	1.52	x	1.42	x		1.57	0.88	1.13	x	1.83	1.15	1L	1.93	SL	14.17	10	1.42	1.18
2/28/17	Tuesday	x	1.30		x	0.78	x	0.58	x		1.22	1.08	0.58	1.02	1.32	1.45	2L	1.70	2.13	13.17	11	1.20	1.01
Total OJT Hours for Month		18.75	19.43		16.68	23.60	34.40	18.97	26.18	2.55	12.68	20.82	13.95	12.15	24.30	34.27		27.47	22.10	# Dev(s) during Month-18			
NON-OT Days Available to Train		20	19	19	17	20	15	18	20	20	18	20	18	15	17	16	11	20	18				
Days OJT Received		17	17	0	10	15	14	16	17	2	11	16	14	12	14	16	0	17	16				
Average OJT Hours per day		1.10	1.08		1.67	1.57	2.46	1.19	1.54	1.28	1.15	1.25	1.00	1.01	1.74	2.14		1.62	1.38				

The OJT data source is Cru-XART. Data is loaded nightly. OJT data is currently available through: 3/7/17 approx 7PM Eastern Time (PPO17118) The Leave, OT, RDO data source is Cru-Support timesheets. The shift must have been certified in Cru-XART before the nightly load for the timesheet data to show up for that date. Data is loaded nightly. Timesheet data is currently available through: 3/6/17 (PPO17118)

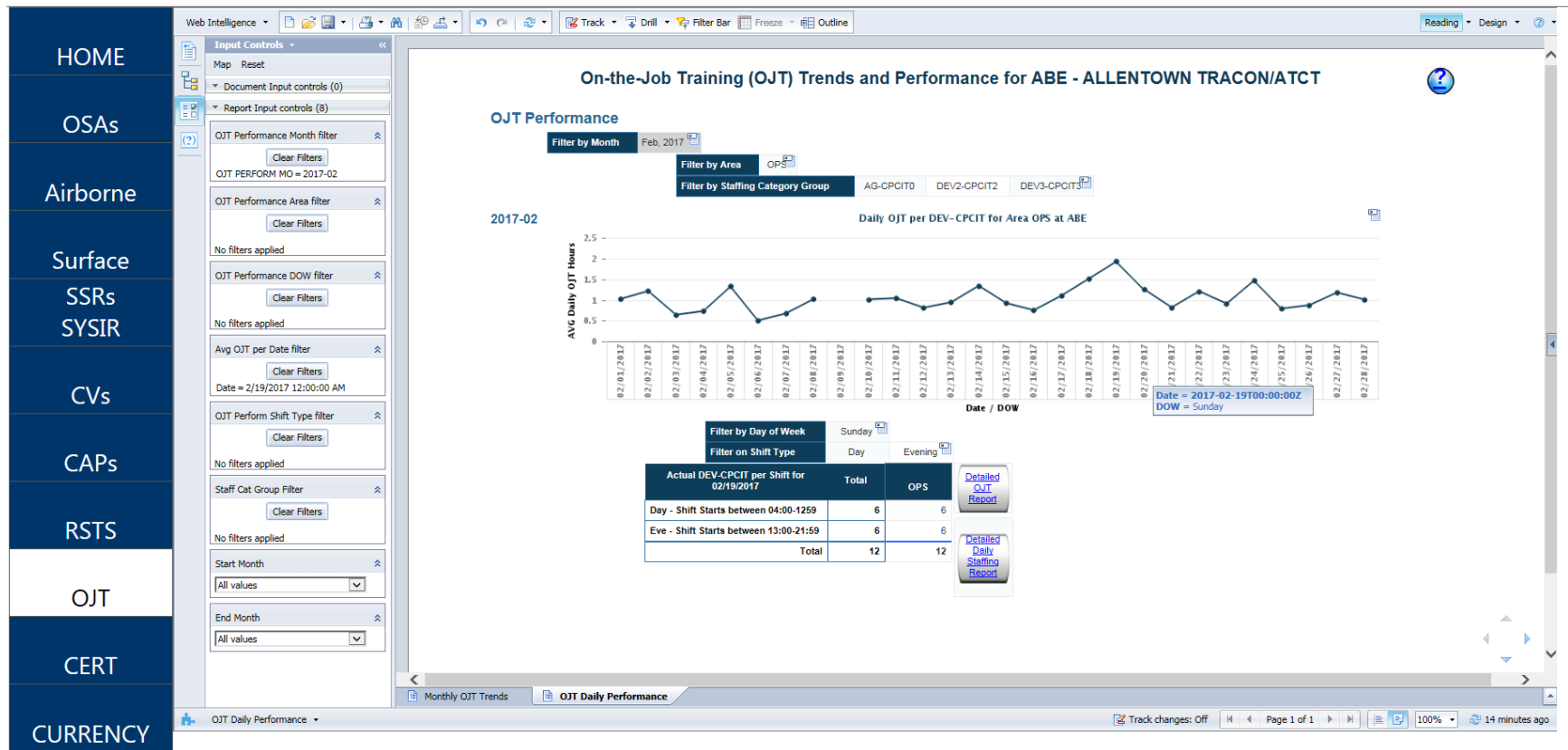
Downloaded by: michael.lotr.masson on 3/7/17

- All developmentals, with shift data, how much time they spent plugged in, how much OJT they received, leave taken, RDOs, OJT Totals, # of people who received training



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OJT Performance single Day

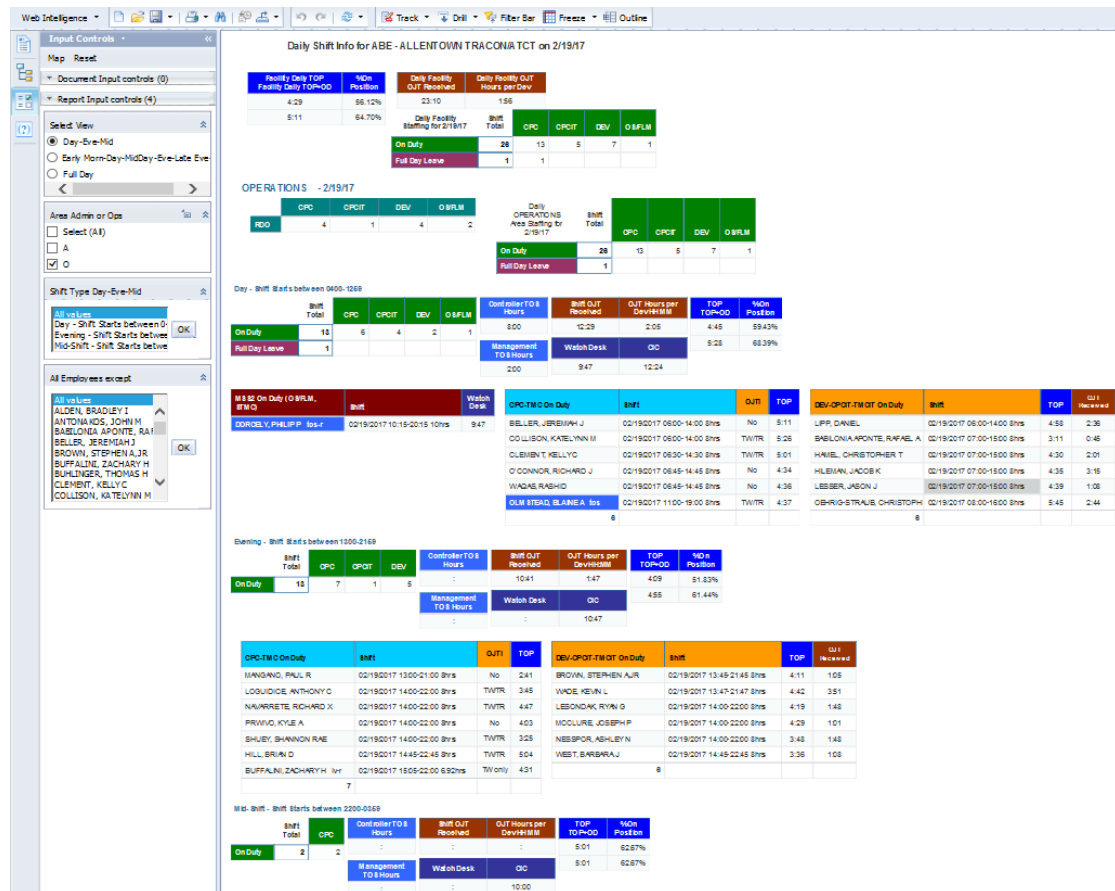


- Breaks in the line indicate no OJT was recorded for that day(s)



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Daily Staffing detail report

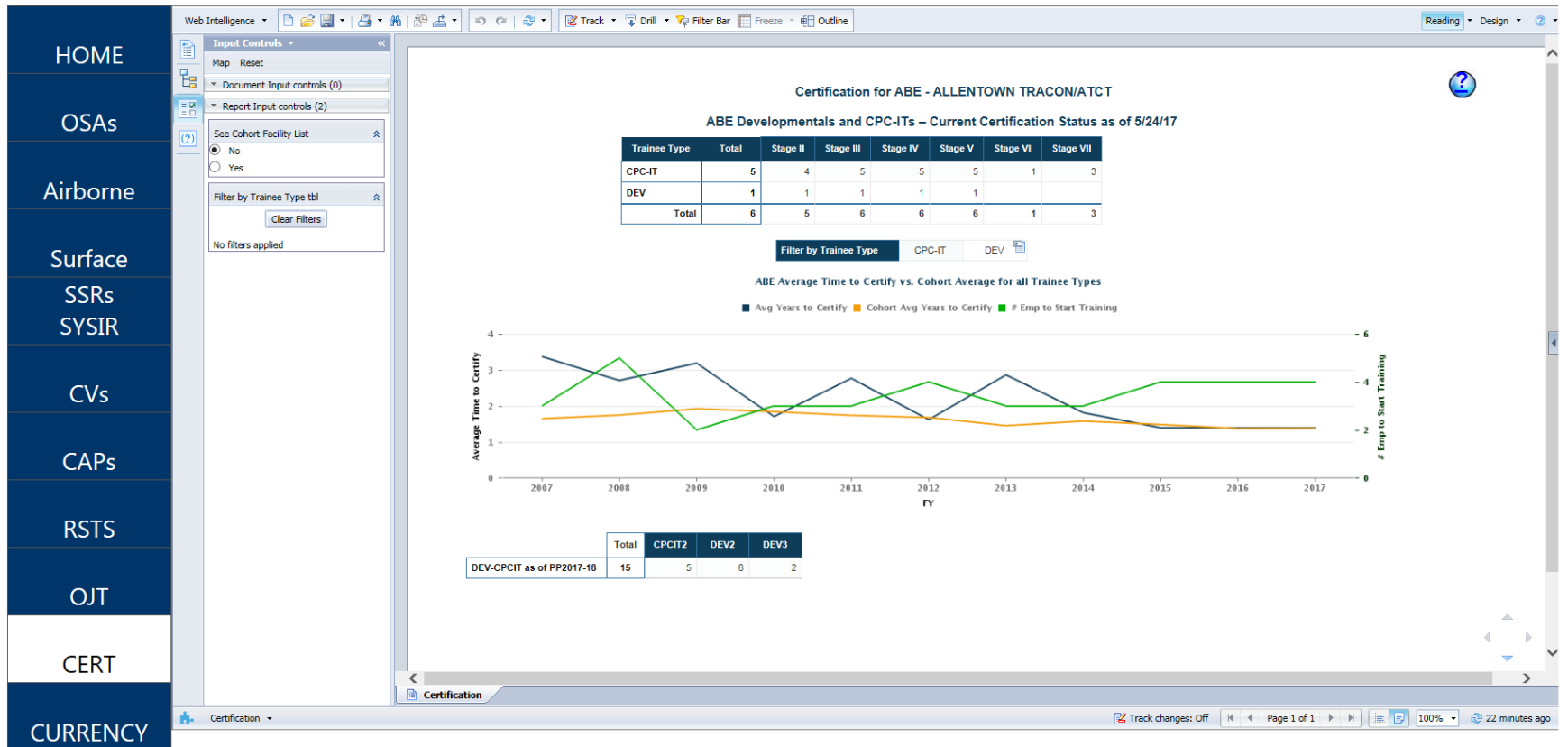


- Most granular level of detail, to individual, shift, time on position, amount of OJT received, number of OJTIs available, etc.



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Certification

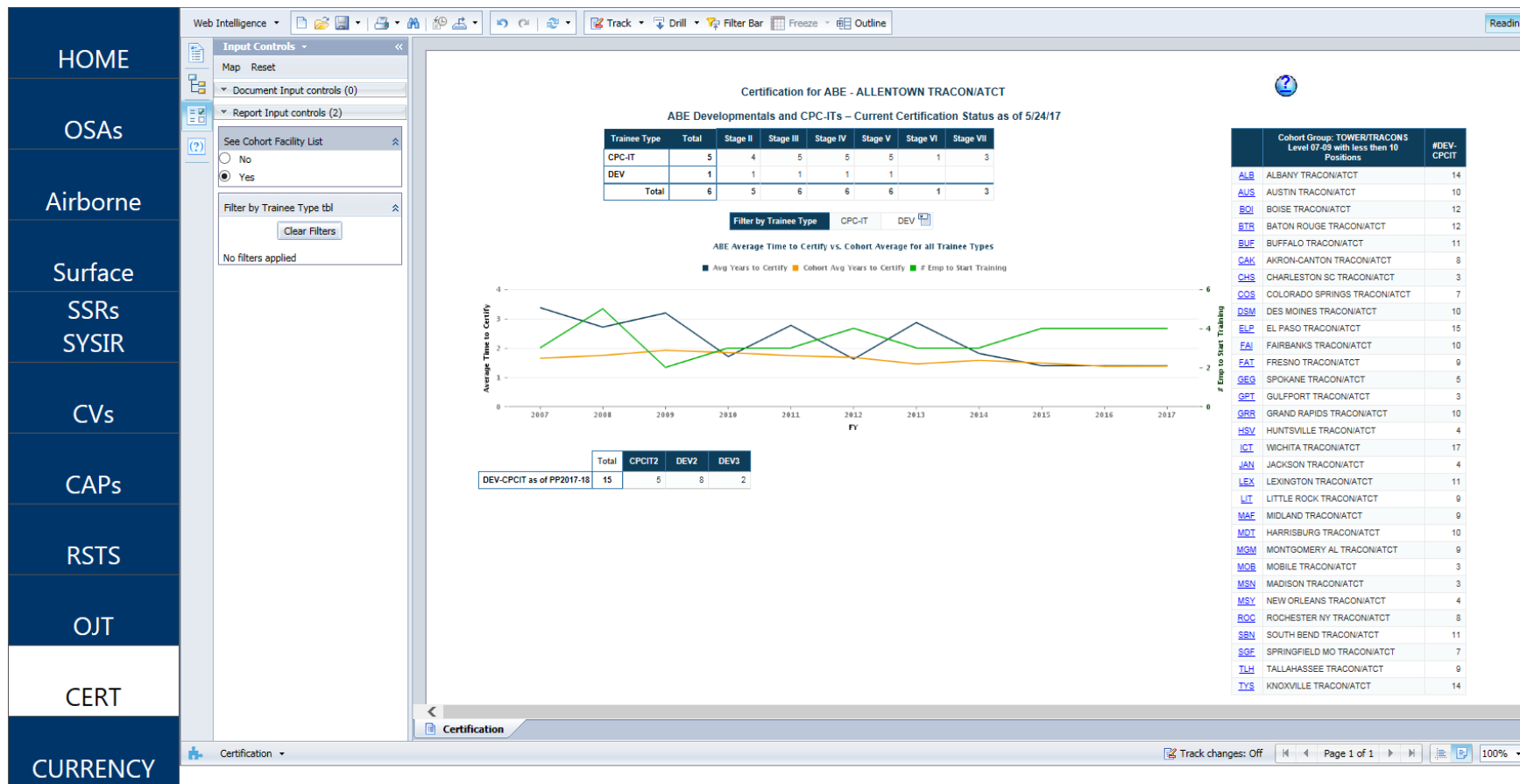


- Time to Certify at the facility based on when an individual started training. The last 1- 3 years (based on facility type) will not show usable data if no one has completed training.



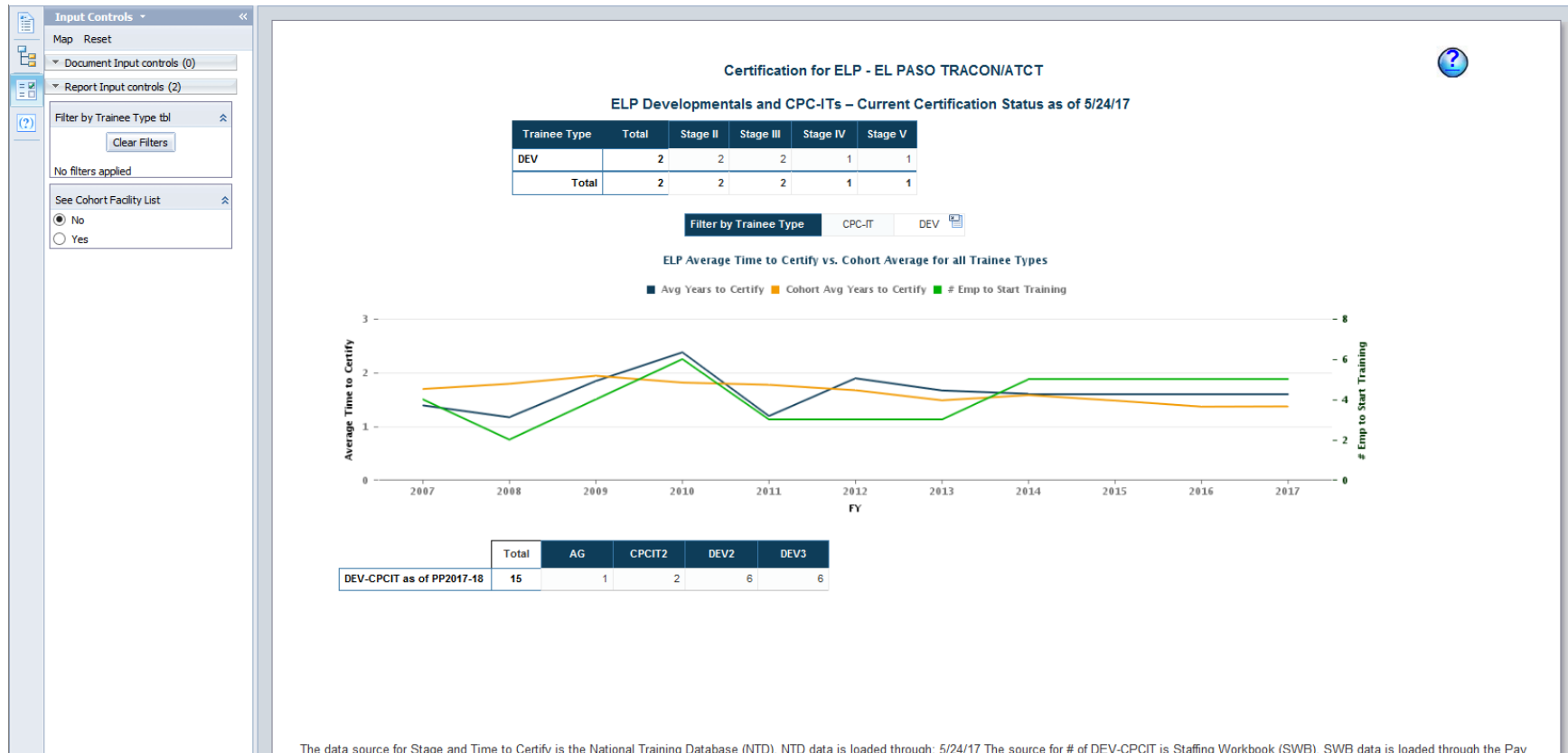
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Certification Cohorts



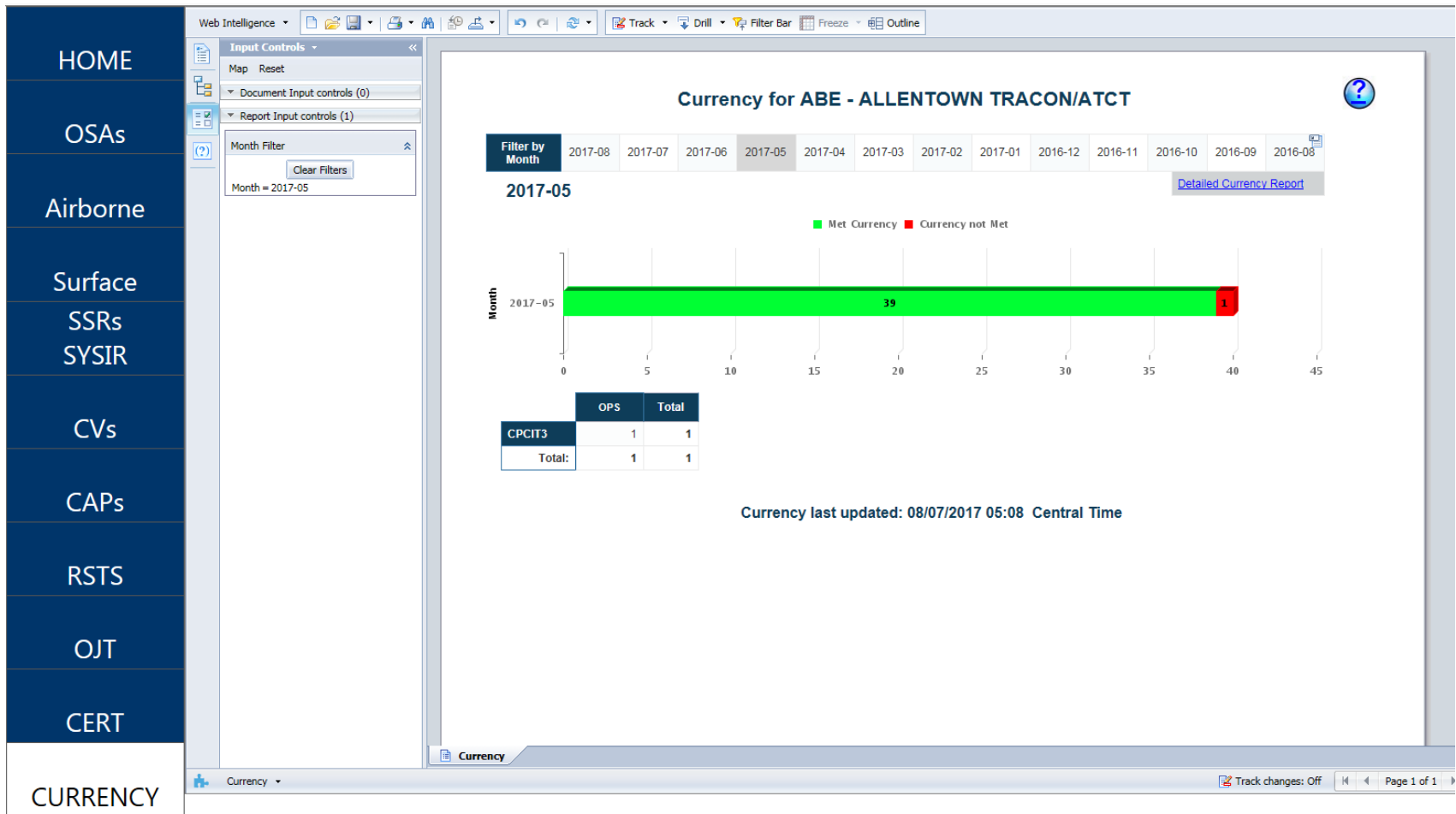
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Cohort Facility's Data



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Currency



- Quick view of a facility's currency progress. Selectable by month for the last year. This graph defaults to the current month.



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Currency Detail report

Web Intelligence

Track

Drill

Filter Bar

Freeze

Outline

Input Controls

Map Reset

Document Input controls (0)

Report Input controls (4)

Met Currency 0=no 1=yes blank all

0 OK

Staffing Category

All values

CPC

CPCIT2

CPCIT3

DEV2

OK

Employee Area

All values

OPERATIONS

OK

Position Type except

All values

AR

CD

DI

DR

OK

May 2017 The data source for positions required for each person for currency and the currency rule that applies to each person is Staffing Workbook. Data is loaded from staffing workbook twice a day at 5:30AM and 10:30PM central time. The SWB data is loaded through: 8/7/17. Data for hours worked on each position including combined position time is Cru-X/ART. Data from Cru-X/ART is also loaded twice a day at 7AM and 7PM central time. Six weeks' worth of Cru-X/ART data is reloaded each time. Data from Cru-X/ART is currently loaded through: 8/7/17. Data is currently loaded for ABE through 05-31-2017 22:30(lc) NOTE: The Last data loaded message for each employee is normally the last day that person worked a currency position for the month selected. This report was downloaded by: michael.cfr.masson

May 2017 Data loaded for ABE through 05-31-2017 22:30(lc) **1 of 40 employees did not meet Currency for May 2017**

OEHRIG-STRAUB, CHRISTOPHER D Last data loaded for OEHRIG-STRAUB, CHRISTOPHER D as of 05-08-2017 13:46(lc) (05-08-2017 17:46z)

CPCIT3 Currency Rule (from Staffing workbook) for 2017-05 8 Hours Tower, 8 Hours TRACON Controllers-DEV-CPCIT

NOTE: Yellow highlighted time indicates the positions are not assigned in Staffing Workbook and the time is not being counted for currency

Worked but not Assigned in SWB	TOWER	TOWER	TOWER	TOWER	TRACON
	CD	GC	LA	LC	AD

TOWER				TOWER	TRACON		TRACON
GC	LC	CD	LA		DR	AD	
5:46	0:58	:	:	:	1:40	:	1:40
5:51	0:58	5:51	0:58		1hr Met	1:45	

Currency Details



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District Home

Mid America	HOME	3120-25 QC OSAs Facility OSA Status <div>32 1 5</div> Validation Status <div>16 0 22</div>				QC OSA Issues <div> NEI Weather - Issuance of observed/reported weather areas NEI Weather - PIREP solicitation and dissemination </div>		Airborne RAE Common Causal Factors <ul style="list-style-type: none"> • ATC turned aircraft towards each other • ATC climbed or descended one aircraft through the altitude of the other • Pilot climbed above/descended below assigned altitude 		Surface RAE Common Causal Factors <ul style="list-style-type: none"> • ATC used runway for arrival/departure with previous aircraft not clear of hold short lines • Training in Progress • OJT intervened, but actions were inadequate to maintain separation 	
	OSAs										
	Airborne										
	Surface										
	SSRs										
	SYSIR										
	CVs										
	CAPs										
	RSTS										
	OJT										
	CERT										
	CURRENCY										



Federal Aviation
Administration