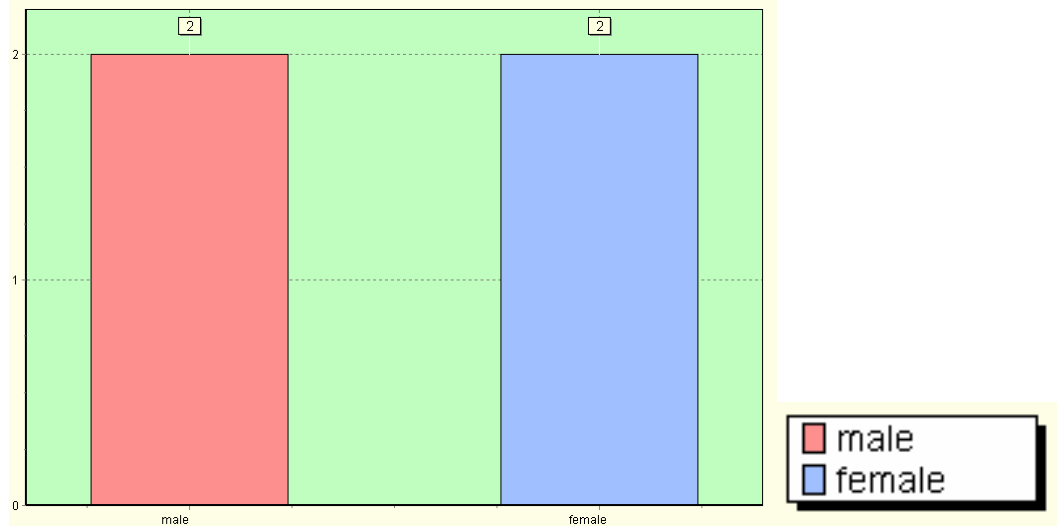


# Answers of air traffic controllers (4)

## A. Personal questions

1. Sex:



2. Age: **27-53**

3. Nationality: **English, Brazilian, USA, Algerian**

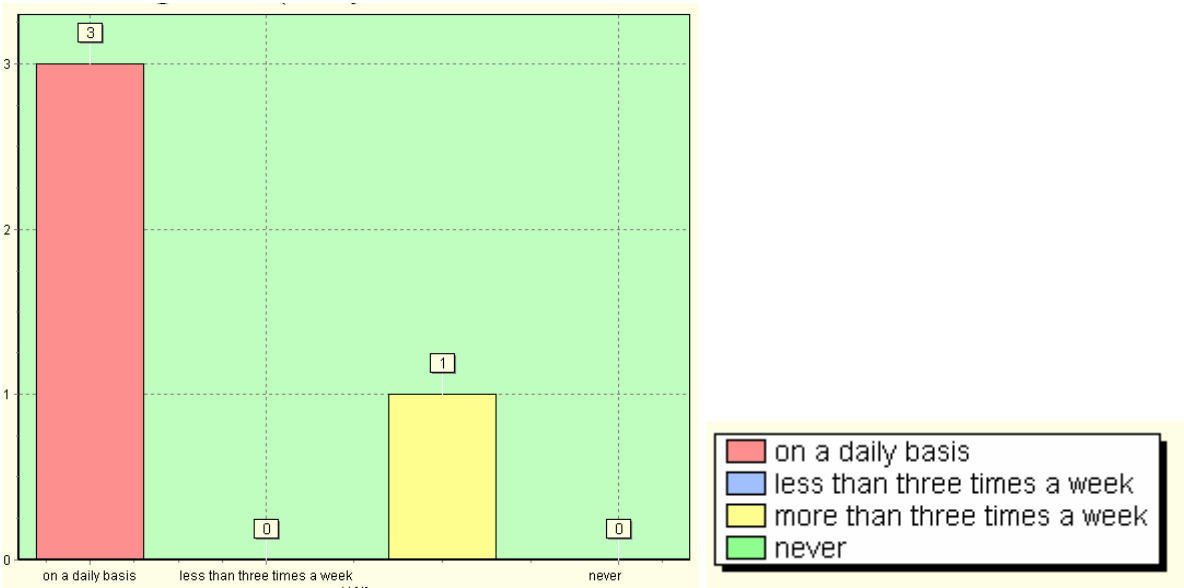
4. Mother tongue (for multilingual persons preferred language)  
**English, Portuguese, English, Arabic**

5. English education in years (only for English speakers)  
**no answers**

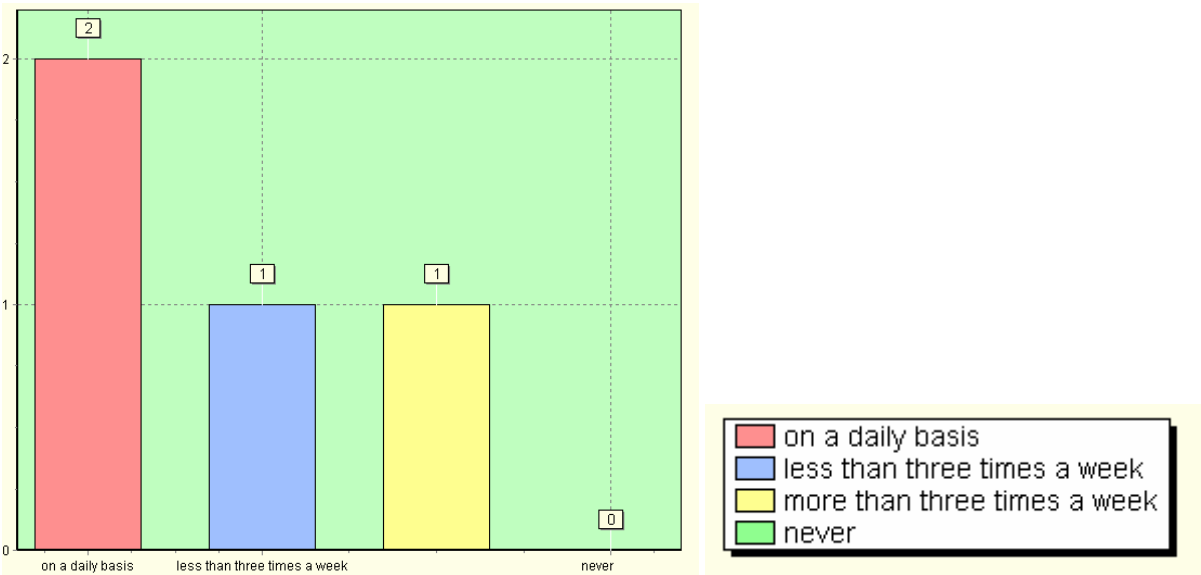
6. Level of education achieved  
**various/ not comparable**

7. Length of stay abroad in an English-speaking country in months (for non-English speakers)  
**between "0" and six months**

8. Use of English in working life (only within the aeronautical context)

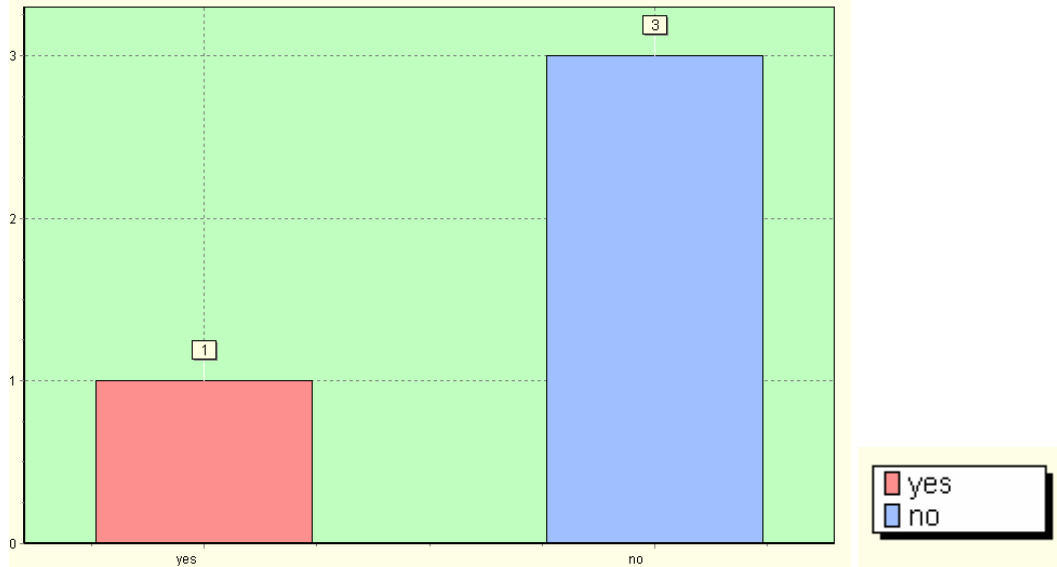


9. Use of English in private life (using in a broader context for various purposes)



10. Experience as air traffic controller (in years): **between 3 and 28 years**

11. Have you experience as a pilot?



12. If yes, what type of licence?

1	PPL
2	-
3	-
4	-

13. If yes, flying experience (in years)

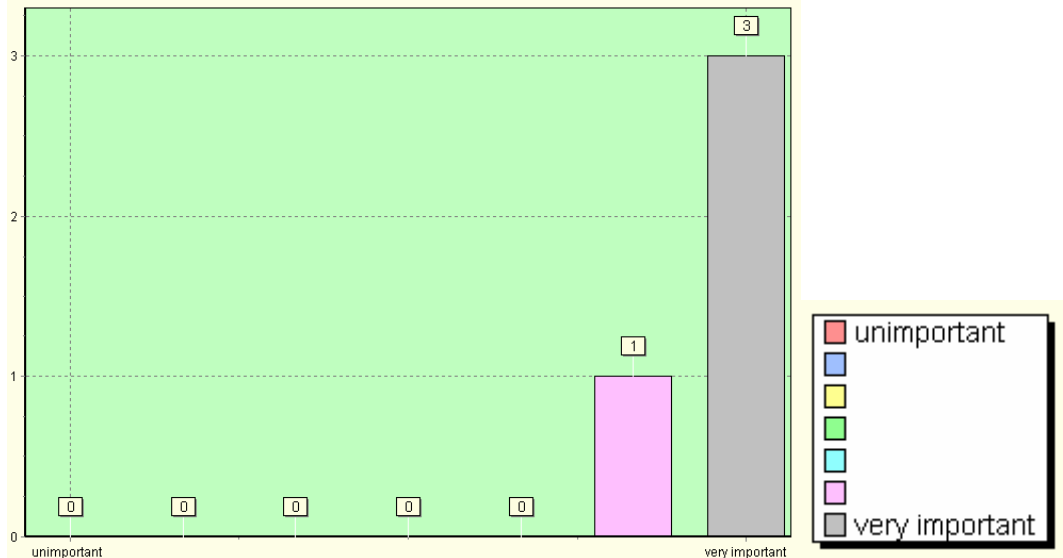
Refers to 1: 10 years

18. What is the closest airport/ airfield etc. in your vicinity? (please give its ICAO four-letter identifier)

EGKK	London Gatwick, England
SBRF	Guararapes (Brazil)
KIAH	Houston, USA
DAAG	HOUARI BOUMEDIENE (Algier Airport)

**B. This section is intended to discover your opinions on the causes for accidents and incidents within aviation related to the use of the English language**

1. Lack of command of English



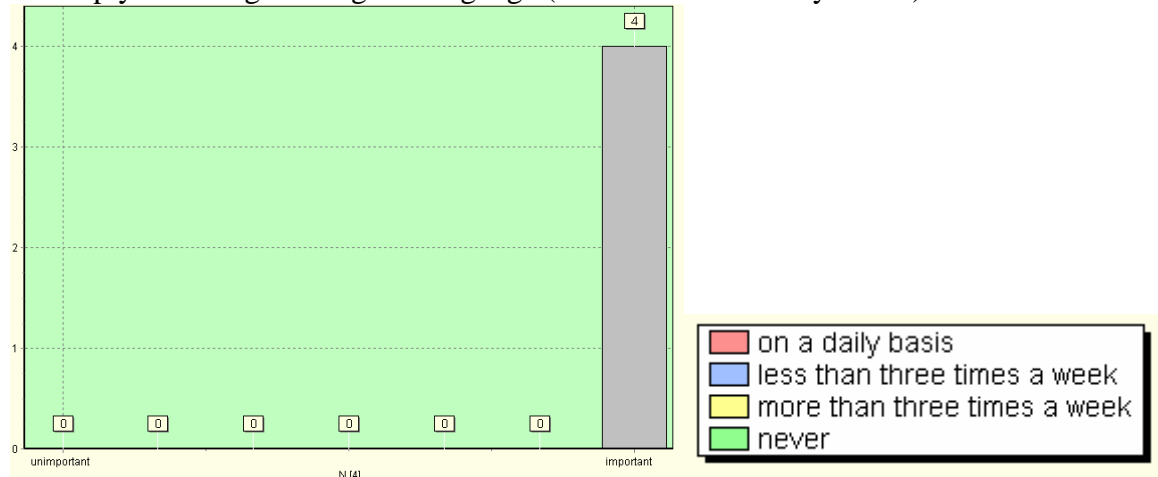
2. In what situation does this typically happen (e.g. certain phase of controlling, flights from certain countries, etc.) ?

1	Any non-standard or unexpected situations. In the control tower, landings and take-offs are expect and phraseology is fine. During Ground Control, problems occur as you have to explain things to foreign crews slower and in more simple terminology. Often repeating.
2	cooordination and all phases of controlling
3	I am now retired. However,I worked in an ACC (Houston ARTCC)for 22 years in a sector that bordered Mexico.Many a time encountered limited English speaking pilots.
4	when a pilot has a problem on board, and speak english other than phtraseology

3. How would you explain this?

1	Crews know when they will be told to land, take-off, go around etc. When on the ground, they do not necessarily know what route they will be given, if they have to stop, if there is construction work somewhere etc. This means that they have to process the information they hear which can take time or occasionally they simply do not understand what you say.
2	-
3	ATC phraseology is a "canned" language that can be used relatively easy as long as most situations are routine. It's when an emergency situation occurs or anything else out of the ordinary (weather reroutes,change in clearance or minor emergencies)that requires words outside of the ATC "canned " language can difficulty in communication emerge.
4	when the pilot uses to explain uncommon situation or problem on board, i'm

4. Simply not using the English language (whether intentionally or not)



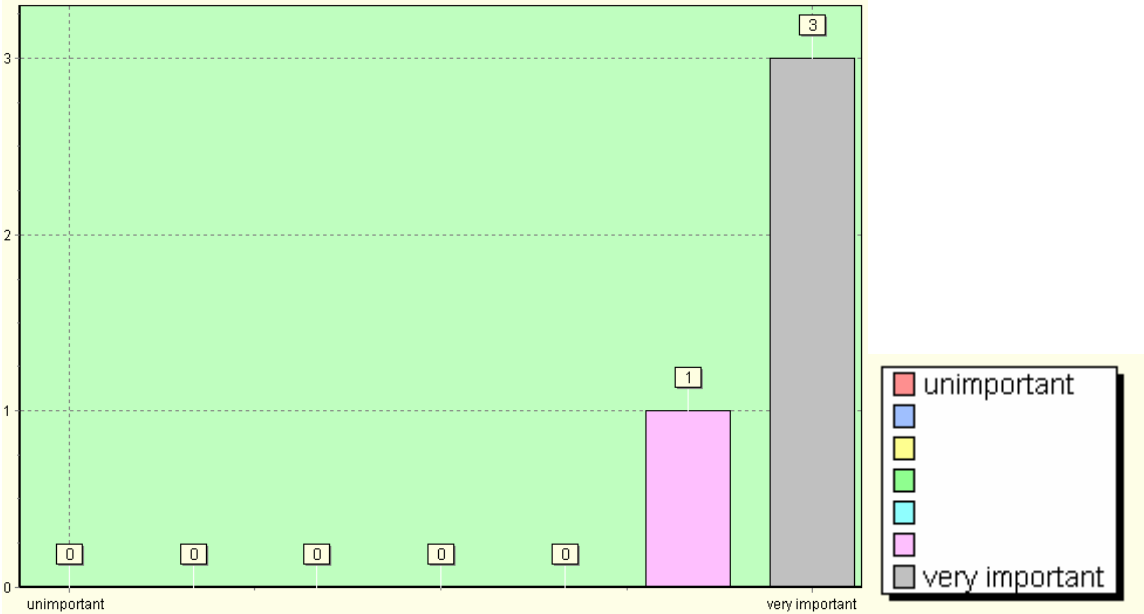
5. In what situation does this typically happen (e.g. certain phase of controlling, flights from certain countries, etc.)?

1	It rarely happens at my unit however I have heard from Flight crews that it regularly happens in other ICAO language countries, one of the worst being France. They insist on speaking French despite the majority of aircrew in the airspace not speaking French. This leads to the crews having a lack of situational awareness and they cannot double check the instructions given to other aircraft.
2	-
3	Mexican controllers speak Spanish on frequency to Spanish speaking pilots and English to all others.
4	-

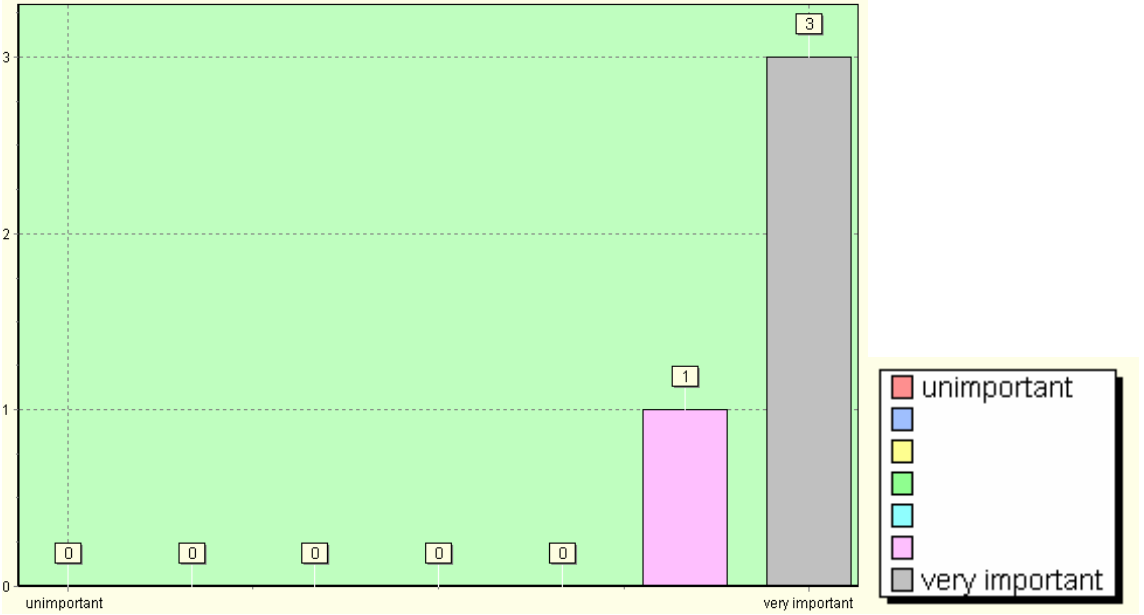
6. How would you explain this?

1	Hmmm, I wouldn't want to get into a political debate on that one. National pride? Simplicity of mother tongue?
2	-
3	-
4	-

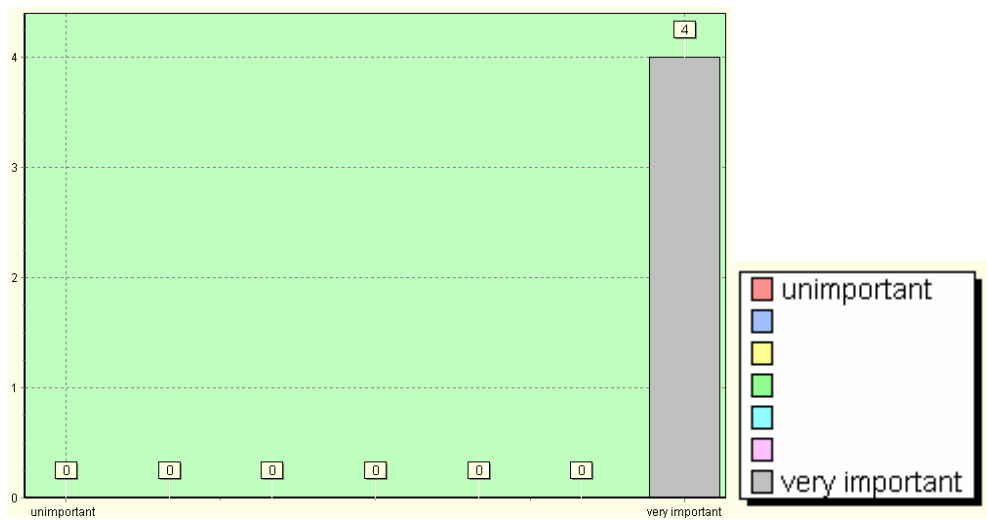
7. Environmental influences while transmitting (e.g. noise, background noise, etc.)



8. "Perfidies" of the radio technology (e.g. interferences)



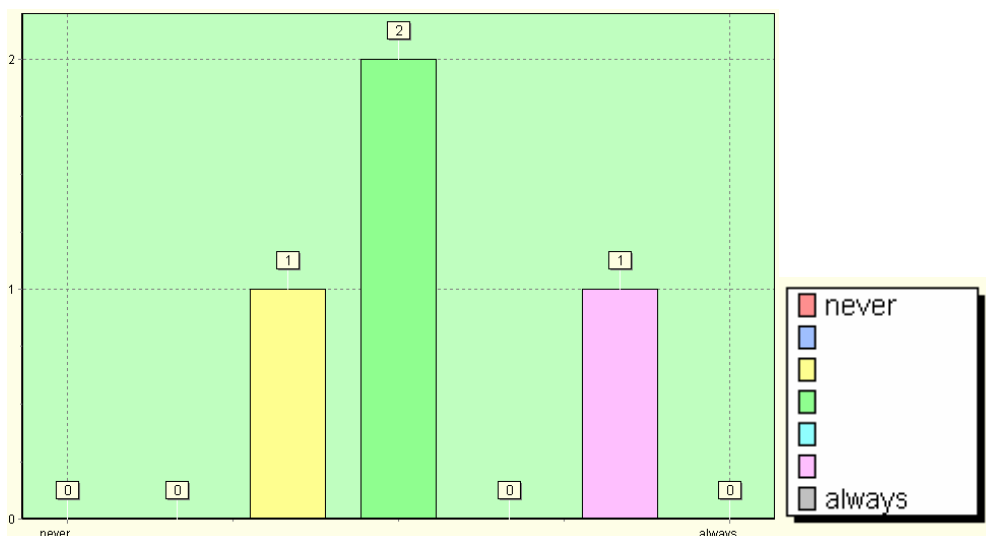
9. Not sticking to the Standard Phraseology/ use of idioms (by using common speech, e.g. the verb "hold" can be misinterpreted as "continue" since in some English dialects it can mean "continue doing sth.")



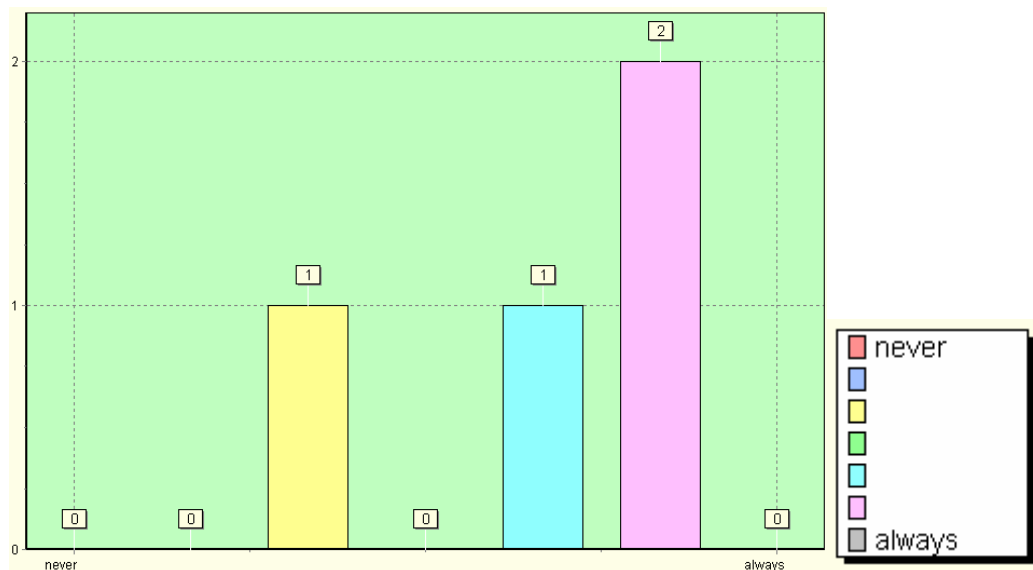
10. Can you think of similar examples?

1	We use the phrase 'Hold position'. Some crews are lazy and just say 'position'. In the US, this term is used for lining up on the runway, often given as 'Position and hold' (Where as we say line-up and wait).
2	-
3	Waiting for take off clearance from Tegucigalpa, Honduras (TGU) which has a city street 100 feet from the runway. Tower cleared us but pilot declined to go citing traffic behind in jet blast. Tower was confused saying no other planes were in the area.
4	able and unable, in bad frequencu unable can be understand able, using two and three

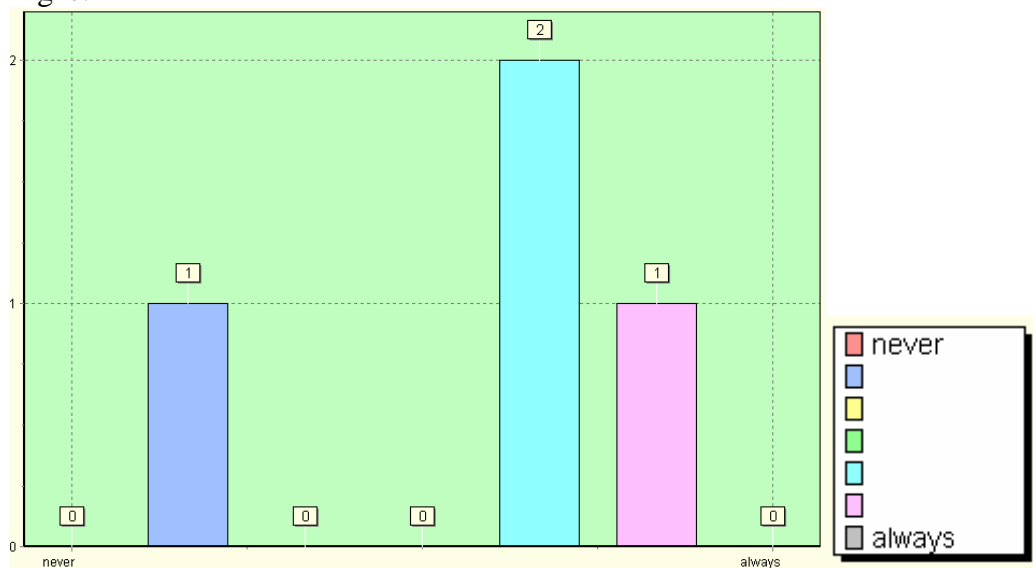
11. Do pilots stick to Standard Phraseology?



### 12. Do controllers stick to Standard Phraseology?



### 13. Does bad atmosphere between the crew members and the controlling facility (Tower, Ground etc.) cause many misunderstandings, ultimately leading to adverse effects for the flight?



### 14. When is it most dangerous? (i.e. at what stage of controlling)

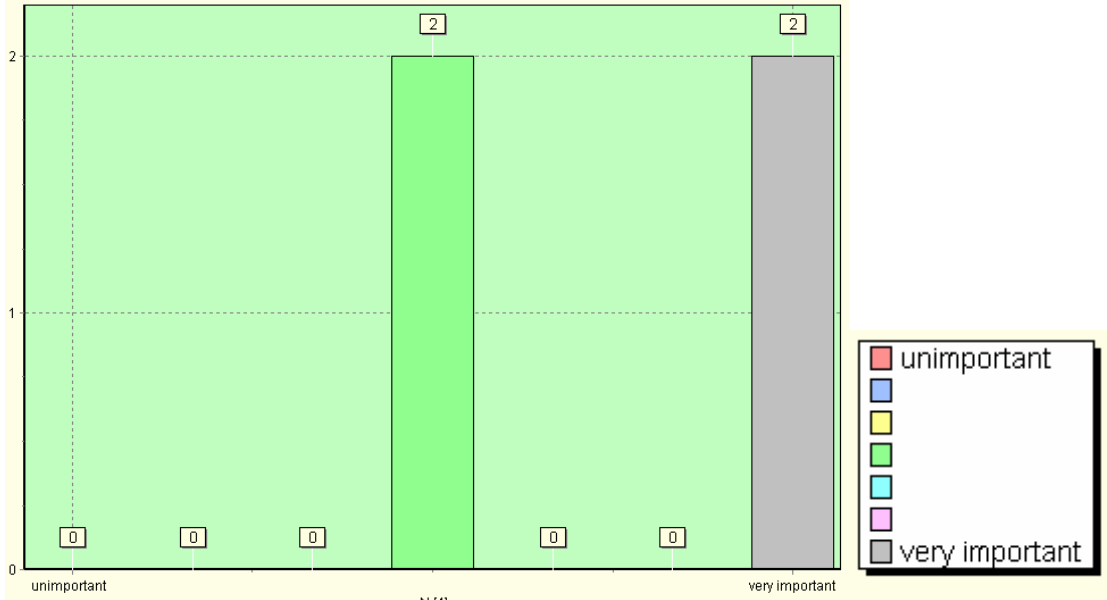
1	Any, really. Although if it comes out during critical stages of flight (Landing, take-off), then it could be a big problem. In controlling terms, during a very busy session, any time is bad. If a pilot decides to moan or start using non-standard phraseology it can cause a controller to lose the mental picture and can take a long time to build back up again.
2	In Brazil: ACC
3	-
4	when giving clearance

### 15. What might be the reasons for the bad atmosphere?

1	From Controllers: Reprimanding pilots for a mistake. We are told to try not to do it as it is known to affect crews for the whole flight. To controllers: Pilots complaining about the stand allocated or route given etc. (Which is not done by us, but by the airport authority). Also, pilots constantly calling on the radio when told to stand-by. When it is busy, you often dont know how long they will wait but they often keep asking.
---	---

2	Tecnical problems(no frequecies, obsolet equipaments)
3	-
4	human factors

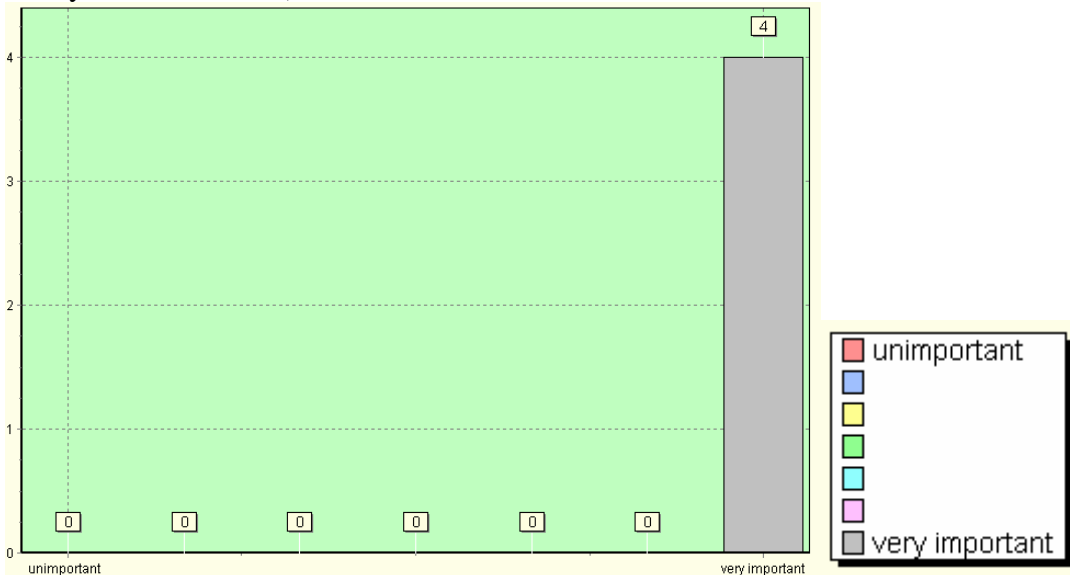
16. Wrong or misleading intonation (e.g. "traffic ten o'clock, three miles, level at 4000" is misunderstood as an "instruction" to maintain 4000 feet instead of a "general traffic information")



17. Can you think of similar examples?

1	"ABC-Tower:traffic is at FL100 on Radial 110°, call crossing R100° at 110". Not asking for confirmation, pilots could interpret this as to report crossing FL100 establish on R110, ignoring the traffic information.
2	-
3	-
4	climb f390 expedite through f370

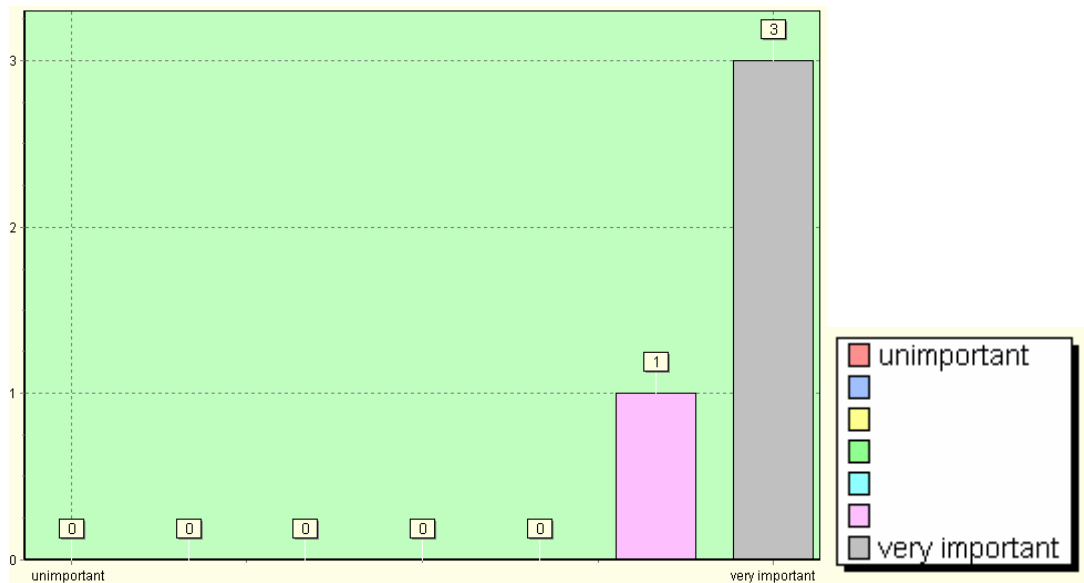
18. Similar sounding words (e.g. confusion of "to" and "two", or instruction fly "Eastwood" vs. fly "eastward" etc.)



19. Can you think of similar examples?

1	"ABC-TOWER: Climb to 50 maintain." "TOWER-ABC: Roger, climbing two five zero and report maintainng.". Did he clear me 250 or to 50? If pilot does not check he will surely go for 250.
2	-
3	-
4	descent f330, can be understant descend f230

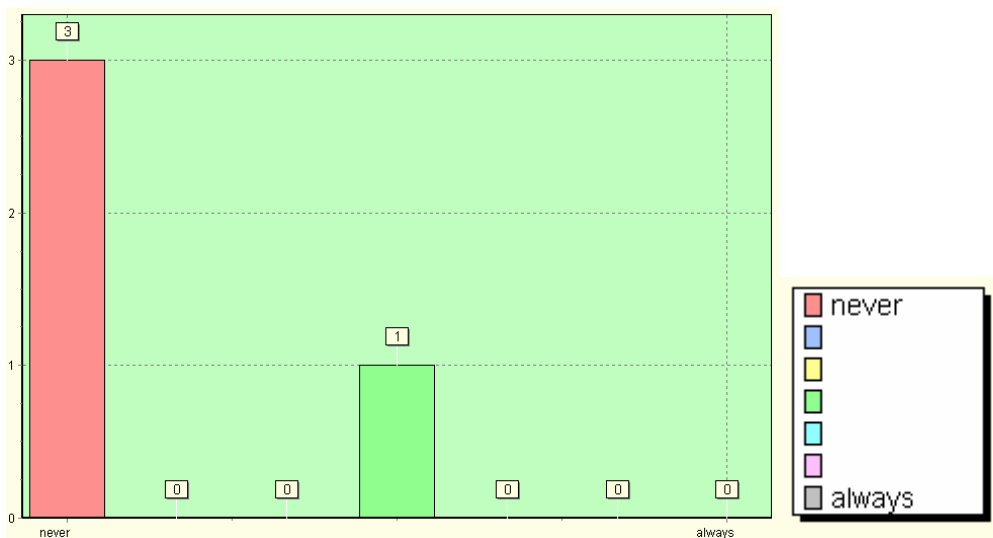
20. Ambiguities in meaning (e.g. "at takeoff" is interpreted as "waiting on runway for takeoff clearance" instead as "we are taking off")



21. Can you think of similar examples?

1	No, but this a good point on which to emphasis the use of standard phraseology!
2	-
3	-
4	-

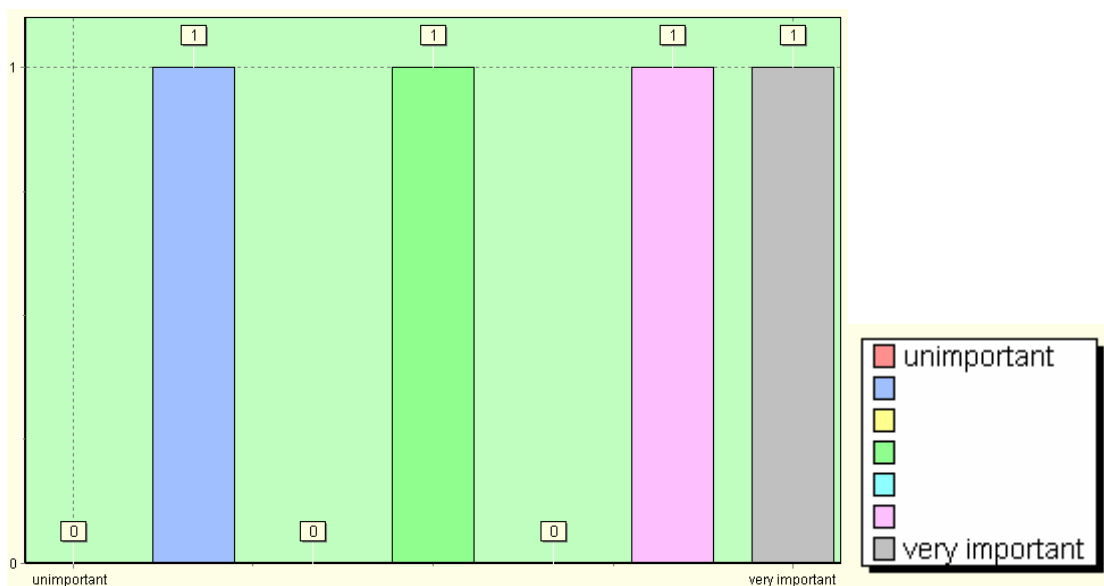
22. Do you think national phrases during the initial call for greetings (e.g. hi, hello, bon jour, buenos días, dobrý den, etc.) is a factor for miscommunication, because they might be mixed up with words relevant for the flight, especially in other countries?



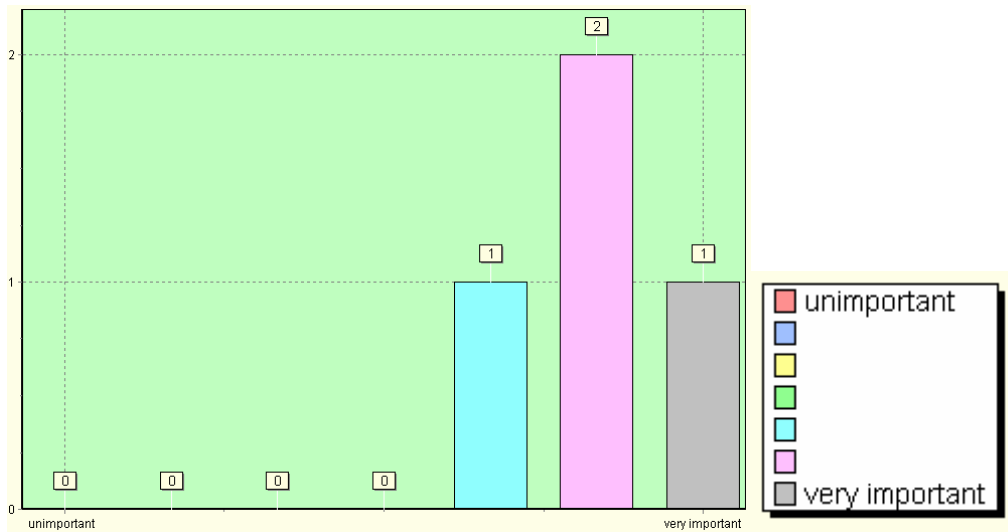
23. Have you ever misinterpreted a foreign set phrase for greeting as an instruction?

1	No, I have not misinterpreted. I use foreign greetings when I can. I always make sure I have given their callsign distinctly and I always think about what I am saying before I do it.
2	-
3	I am guilty of using Spanish on frequency. I have used it on occasion and during an emergency, for which I have been reprimanded. If another emergency had come up and the pilot only spoke Spanish I would do it again without hesitation.
4	never

24. Do you consider such set phrases to be important?



25. How important do you regard the phenomenon of “wishful hearing” (= instructions are interpreted due to daily routine evoking over-expectation, i.e. "it happened this way 100 times and it will continue like this")?



26. Have you already had a similar experience?

1	It happens regularly when considering incidents such as unauthorised pushbacks. When crews do it a few times per day, every day, they have 'expectation bias' that it will happen again.
2	-
3	-
4	not for the moment

### C. Open questions regarding personal experience with miscommunication

1. Where?

1	-
2	-
3	-
4	daaa

2. When?

1	-
2	-
3	-
4	12h30

3. Involved persons (please note: do not state a name, a person or an airline; you should name the (supposed) nationality, the (supposed) mother tongue (at least the "family of languages" to which the speaker might belong to, e.g. Romance, Slavonic etc)

1	-
2	-
3	-
4	-

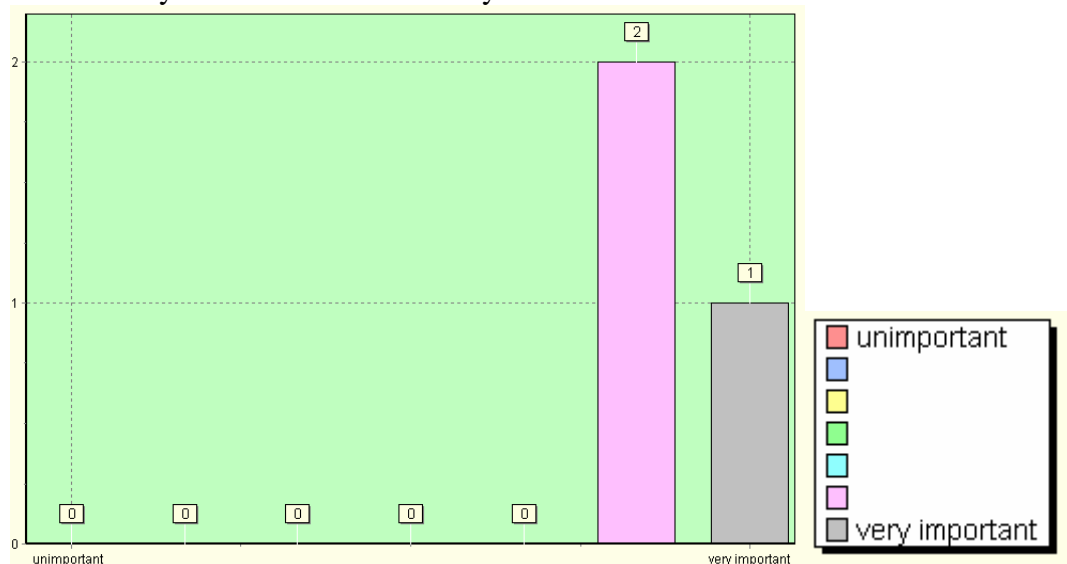
4. What happened? (simply describe the events, technical terms can be used)

1	-
2	-
3	-
4	the tfcs was cleared to descend f330 and he understand to descend f230 and there was a tfc ahead at f310, fortunately he was far from him

5. In your opinion, what might have caused this?

1	-
2	-
3	-
4	my pronunciation with two and three

6. What do you think of such a survey?



7. Why?

1	Research into communication error can only help us to improve the high standards many of us already have. Its the only link between the people on a frequency and its vital that we are clear and concise.
2	-
3	Safety improvements are valuable!
4	with survey we detect and can avoid the repetitive pbs