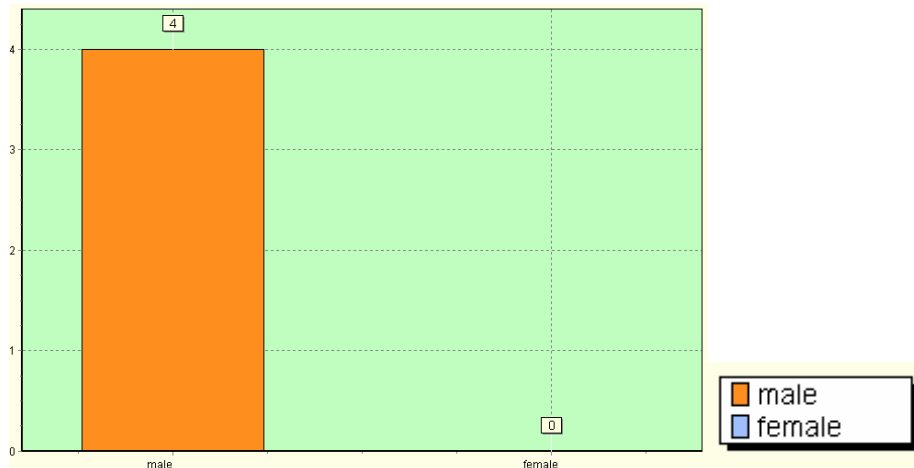


Answers of pilots (4)

A. Personal questions

1. Sex



2. Age: **30-49**

3. Nationality: **Irish, Canadian, Swiss, Spanish**

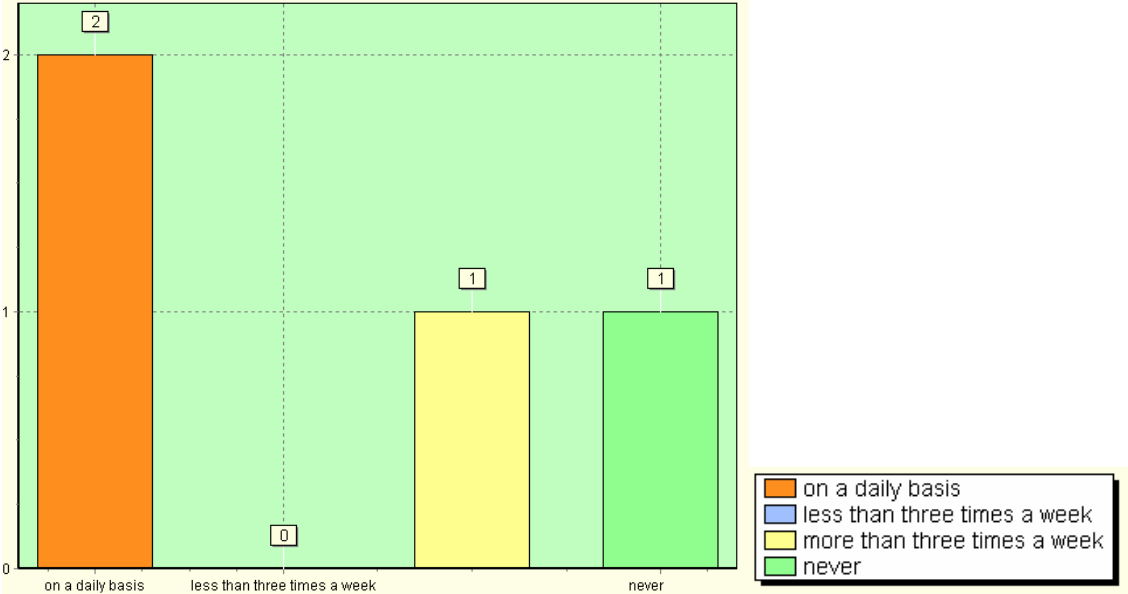
4. Mother tongue (for multilingual persons preferred language) **English, German, two answers missing**

5. English education in years (only for English speakers) **between 5 and 30 (?) years**

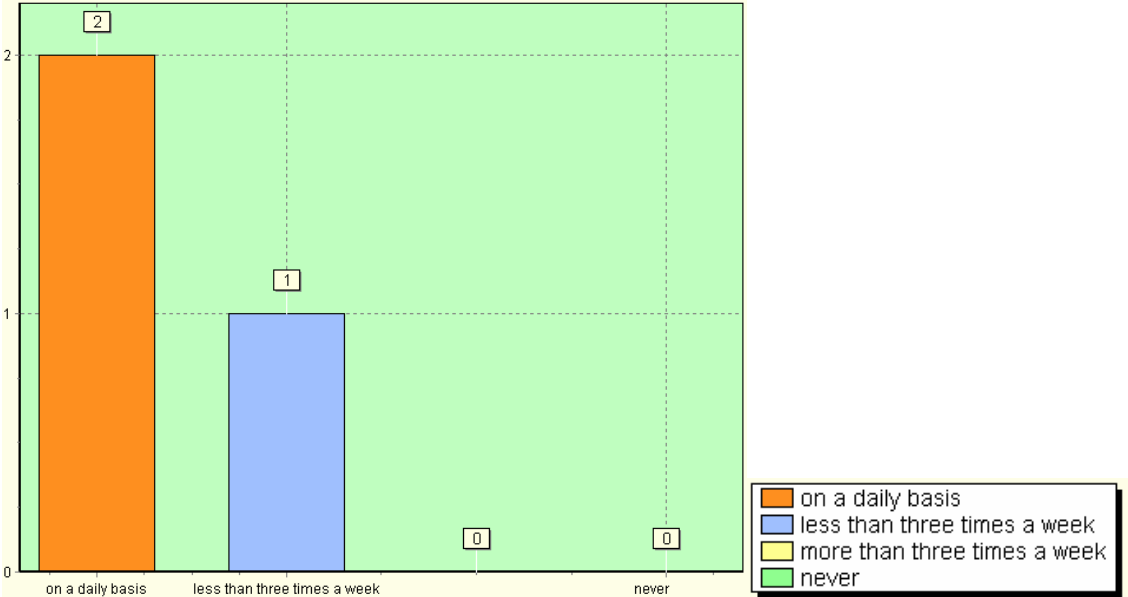
6. Level of education achieved **various, not comparable**

7. Length of stay abroad in an English-speaking country in months (for non-English speakers) **between 0 and 20 years, one answer missing**

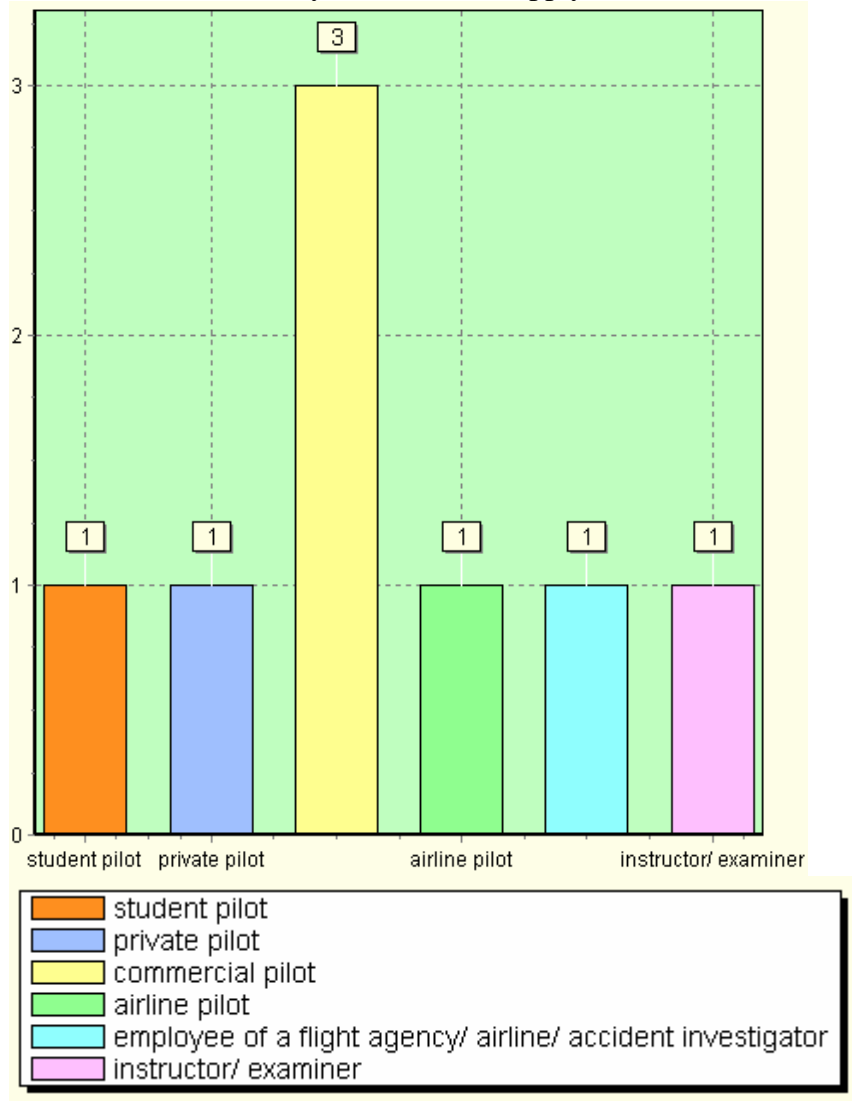
8. Use of English in working life (only within the aeronautical context)



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



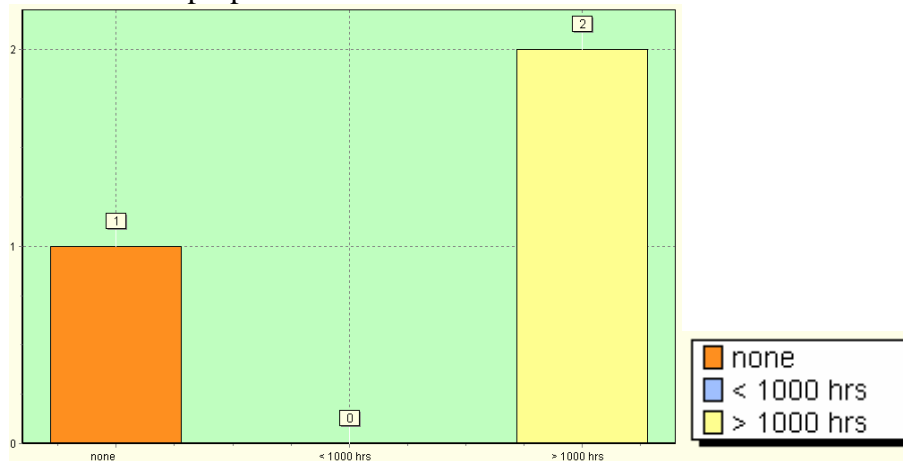
10. Aeronautical activity (mark all that apply)



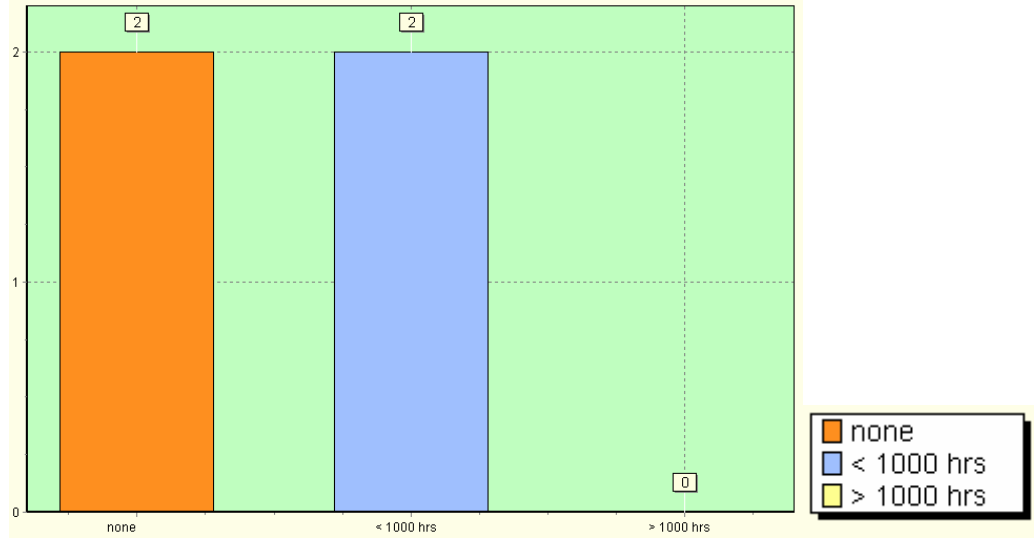
11. Flying experience (in years)
between 4 and 30 years

12. In multi-crew cockpit (in years)
between 0 and 10

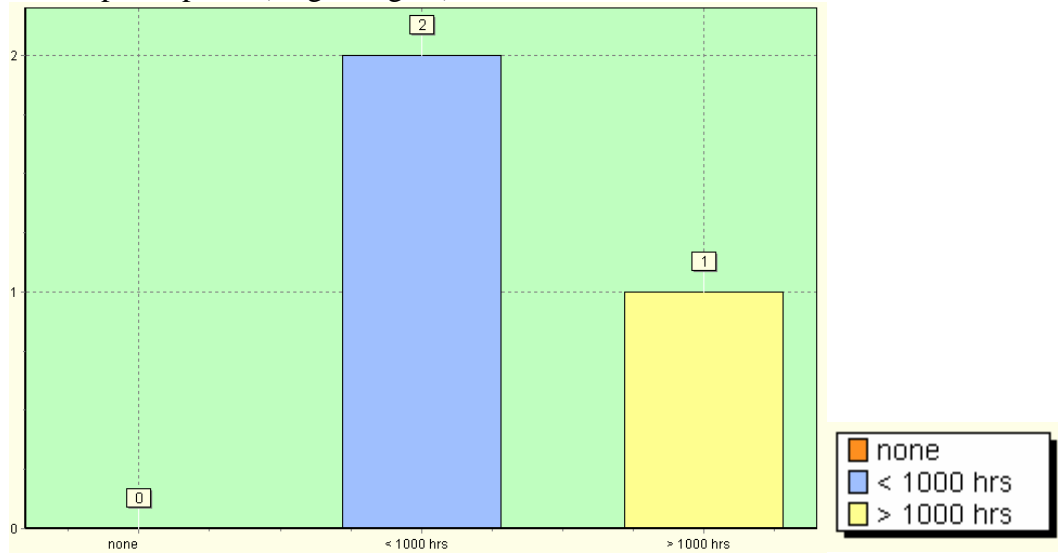
13. Jet/ Turboprop



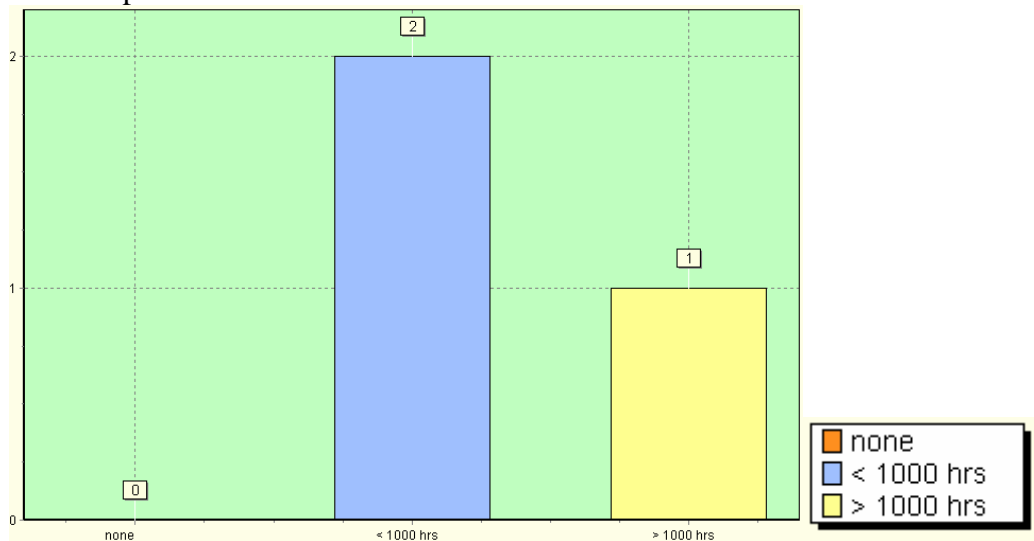
14. Propeller plane (multi-engine)



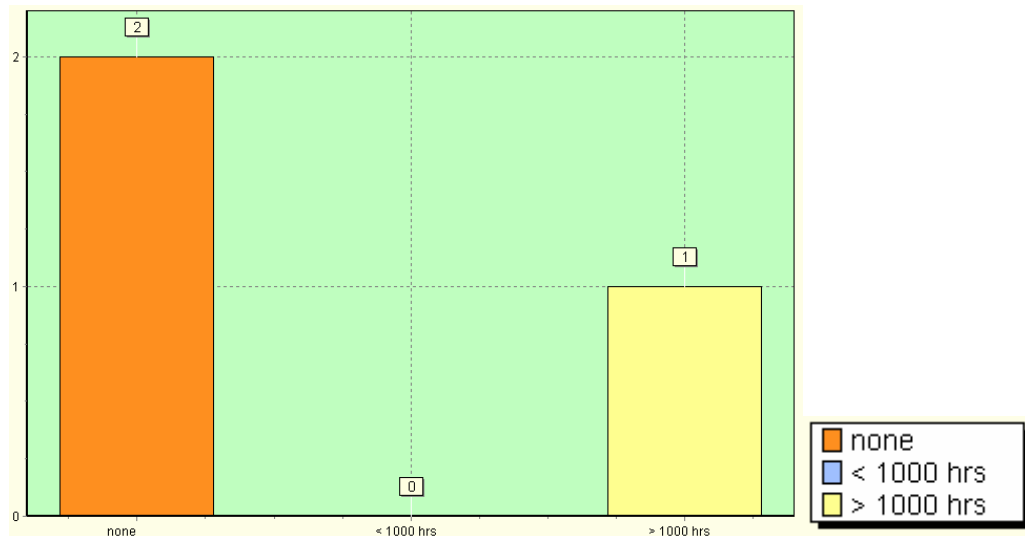
15. Propeller plane (single-engine)



16. Non-powered aircraft



17. Rotorcraft

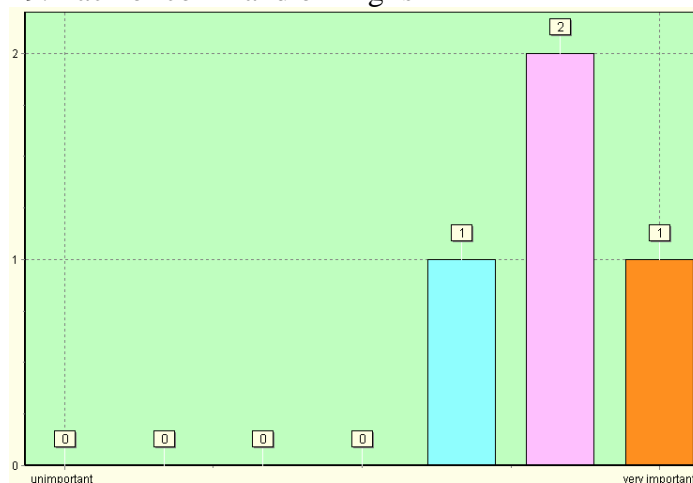


18. What is the closest airport/ airfield etc. in your vicinity? (please give its ICAO four-letter identifier)

1	EIDW = Dublin, Ireland
2	CYKZ = Buttonville, USA
3	LSZH = Zurich, Switzerland
4	40nm Ielc = San Javier, Spain

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

19. Lack of command of English



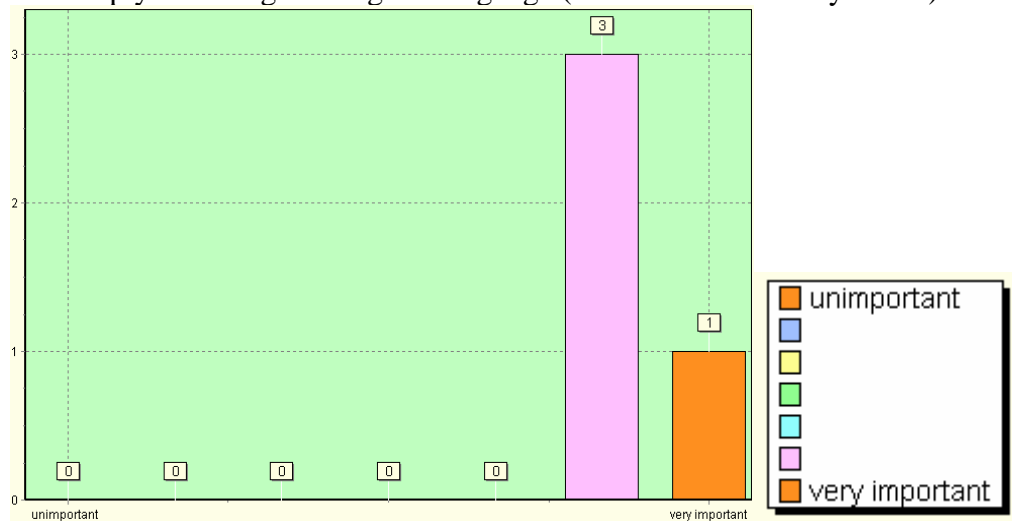
20. In what situation does this typically happen (e.g. in a certain phase of the flight, while discussing certain topics, during flights into certain countries, etc.) ?

1	General ATC Clearances and Pilot responses
2	Entering Control Zones for the purposes for entering/exiting circuit for landing and transitioning through zones. Also in uncontrolled airspace.
3	TAXI as the source of most "non standard" communication
4	-

21. How would you explain this?

1	Non-english Pilots flying into English speaking countries and English speaking pilots flying into non-english speaking countries
2	I have heard it too many times that a pilot not understanding his clearance or instruction and reading back information that was not intended for him or not contacting tower/ground and proceeding to fly at his discretion though airspace. Example of this is, Skippy flying his 172 should be at 2000ft though our control zone but is at 3400ft and not talking to anyone on our freq or any other freq. Thus resulting in several planes having to hold around landmarks until he can get clear. YYZ also has to divert the big boys for this reason. Or telling Skippy to taxi to 31 but hold short rwy 21 on Bravo and he just whips through 21 without stopping because he hears "Skippy taxi to 31."
3	This is the phase of flight where one is most prone to encounter speech other than standard phraseology, such as explanations, comments, information of various nature.
4	-

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



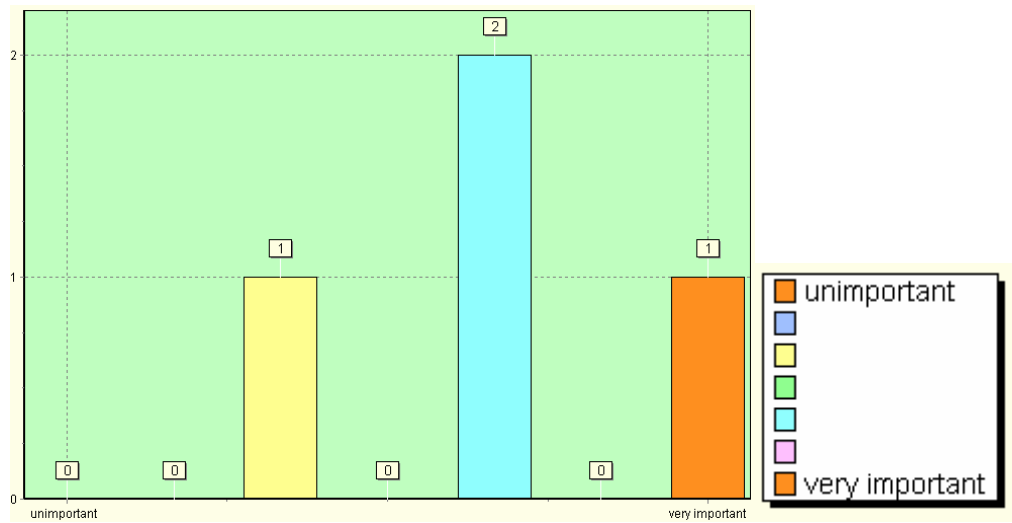
23. In what situation does this typically happen (e.g. in a certain phase of the flight, during flights into certain countries, etc.)?

1	Into certain countries
2	-
3	Into certain countries
4	-

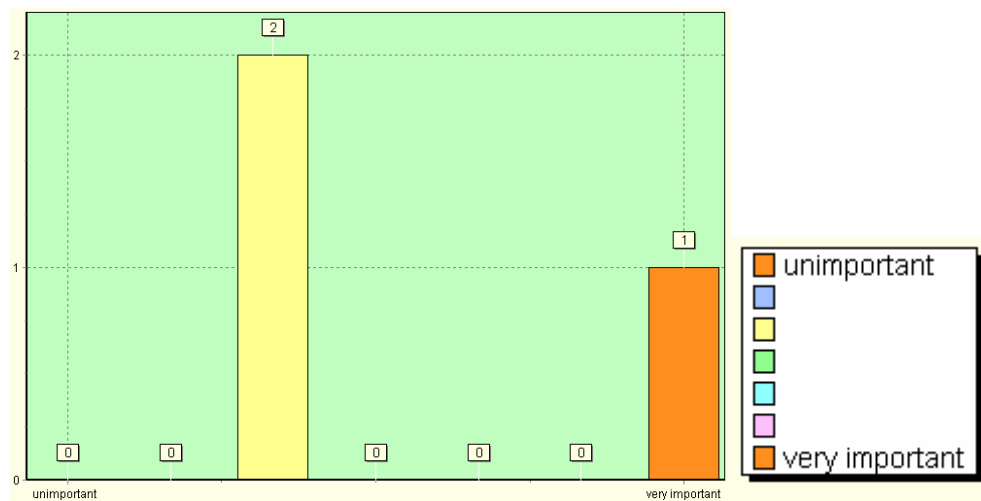
24. How would you explain this?

1	Example regions of France controllers speak to other French aircraft in French while English speaking aircraft are also under their control
2	-
3	Observed in countries where the use of the local language is "common", such as in France.
4	-

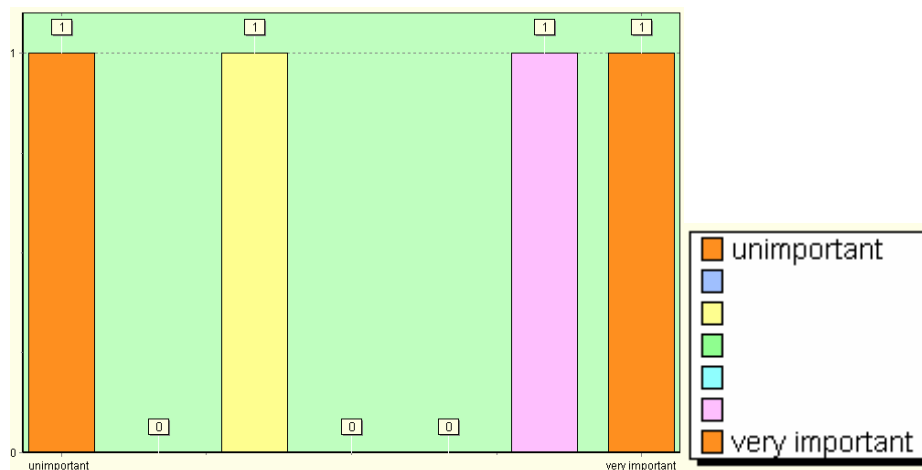
25. Environmental influences while transmitting (e.g. noise, background noise, etc.)



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



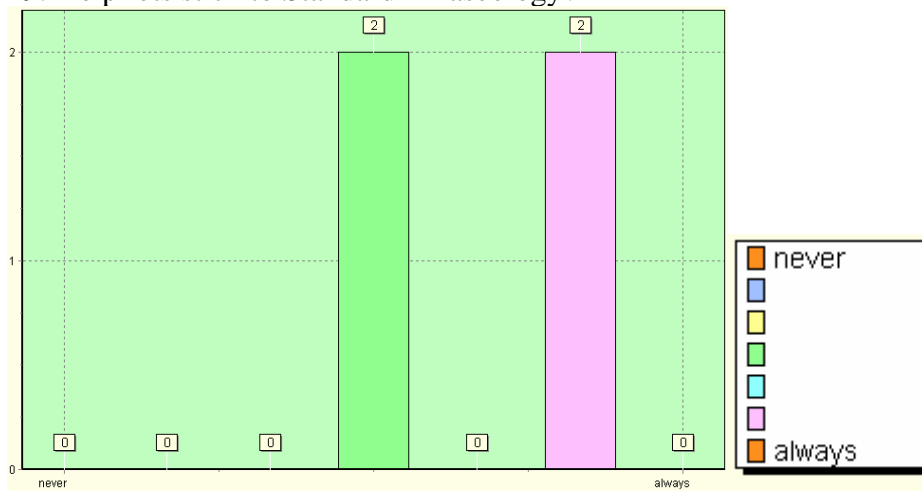
27. Not sticking to the Standard Phraseology/ use of idioms (by using common speech, e.g. the verb "hold" can be misinterpreted as "continue" since in some English dialects it can mean "continue doing sth.")



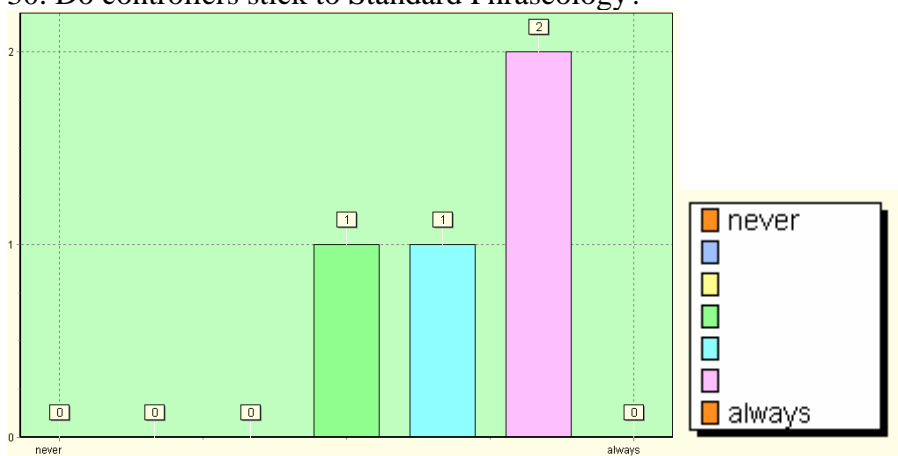
28. Can you think of similar examples?

1	-
2	-
3	-
4	-

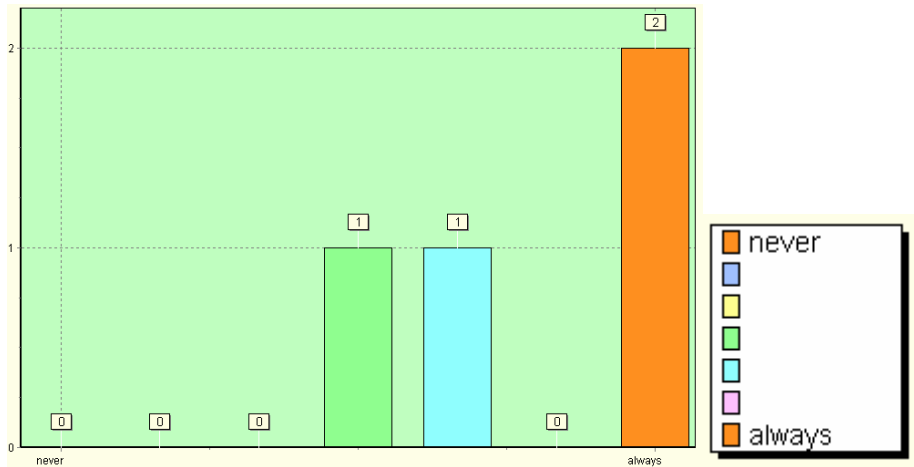
29. Do pilots stick to Standard Phraseology?



30. Do controllers stick to Standard Phraseology?



31. Does bad atmosphere between the crew members within the cockpit cause many misunderstandings, ultimately leading to adverse effects for the flight?



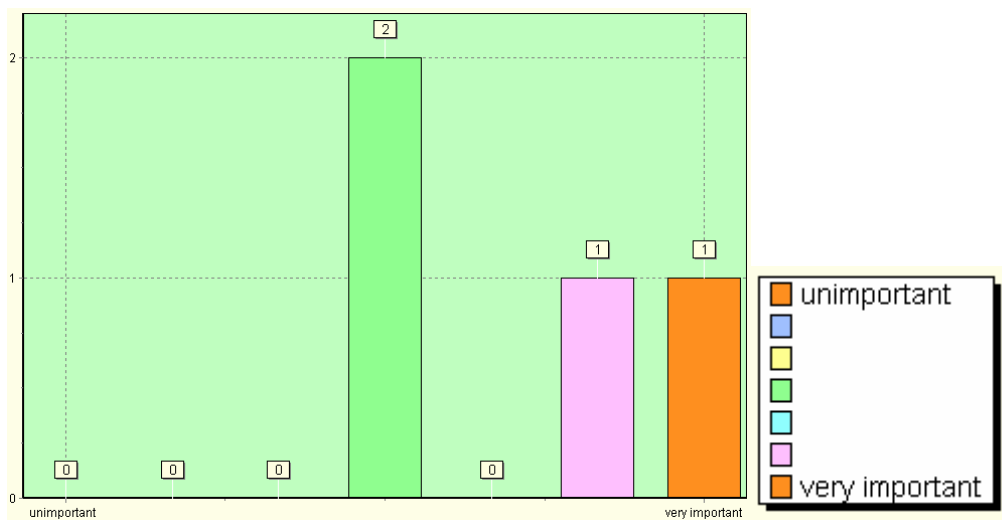
32. When might this happen? (i.e. in which phase might this create errors?)

1	Under high work loads departure/approach
2	-
3	All phases
4	-

33. What might be the reasons?

1	Multi cultural cockpits
2	-
3	Mind is occupied with other things and strong feelings which can cause distraction such as hatred, unease.
4	-

34. 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?



35. When is it most dangerous? (e.g. at what stage of the flight, incl. pre-flight preparation)

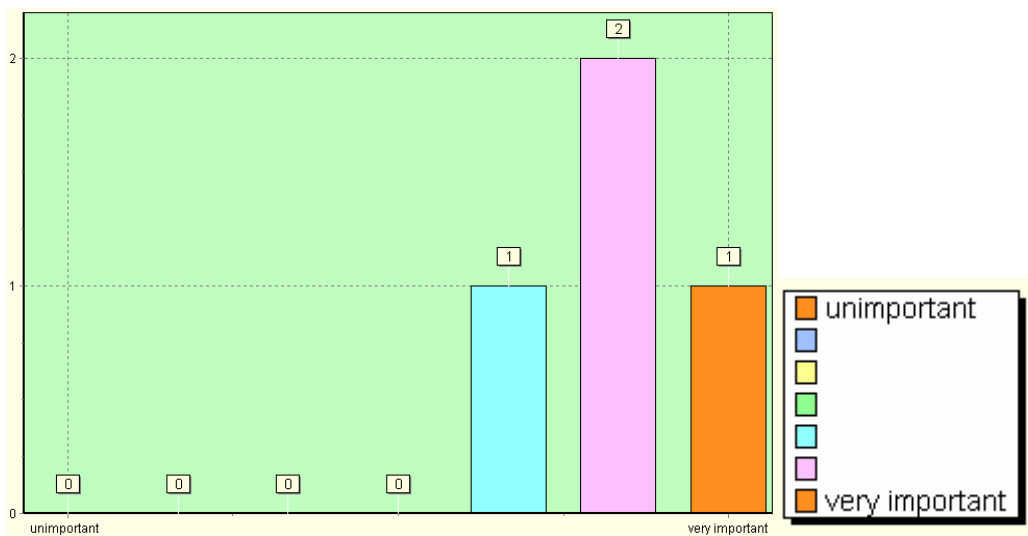
1	Departure descent and approach
2	-
3	All
4	-

36. What might be the reasons for the bad atmosphere?

1	Language difficulties
2	-
3	Bad day :)
4	-

37. Wrong or misleading intonation

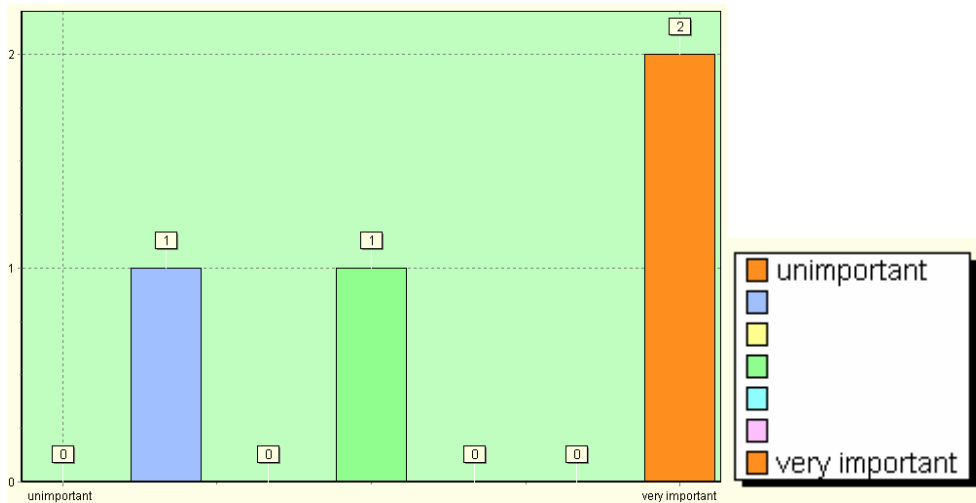
(e.g. the command "back! - on the power" vs. "back on! - the power"; "eight zero clear" is understood as "FL 80 is clear" instead as "is FL 80 clear?"; "traffic ten o'clock, three miles, level at 4000" is misunderstood as an "instruction" to maintain 4000 feet instead of a "general traffic information")



38. Can you think of similar examples?

1	-
2	-
3	No
4	-

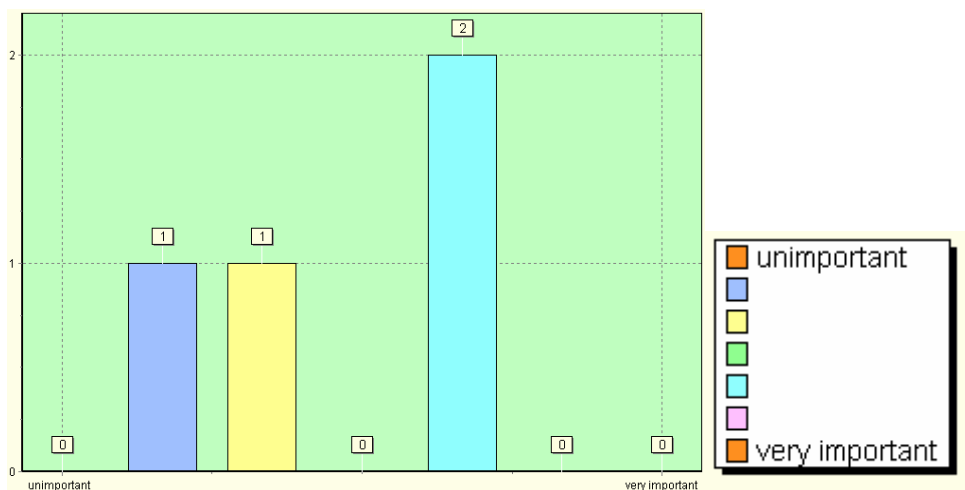
39. Similar sounding words (e.g. "cheer up" vs. "gear up" within the cockpit; confusion of "to" and "two", or instruction fly "Eastwood" vs. fly "eastward" etc.)



40. Can you think of similar examples?

1	-
2	-
3	No
4	-

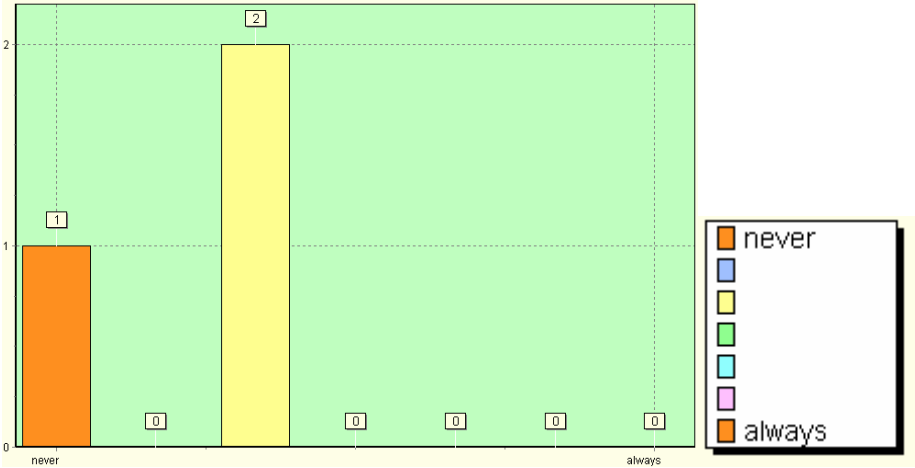
41. Ambiguities in meaning (e.g. "at takeoff" is interpreted as "waiting on runway for takeoff clearance" instead as "we are taking off")



42. Can you think of similar examples?

1	-
2	-
3	no
4	-

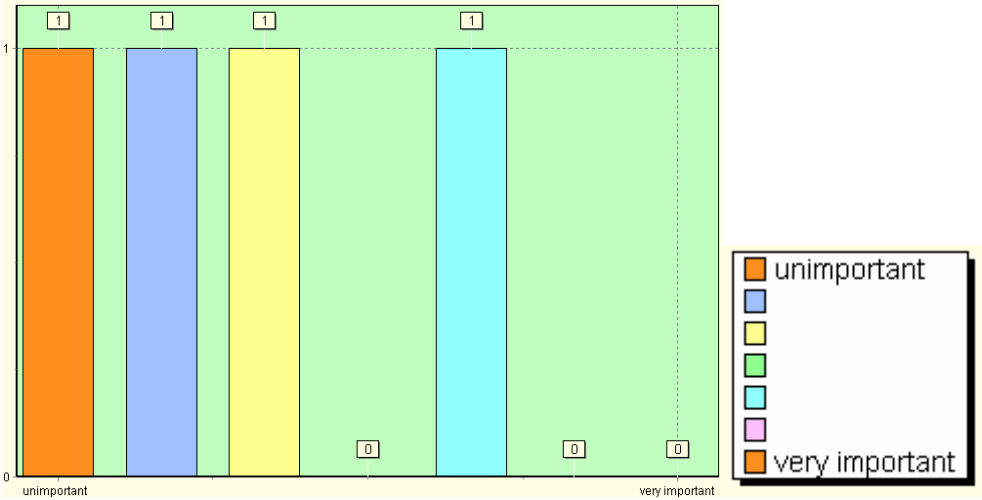
43. Do you think national phrases during the initial call for greetings (e.g. hi, hello, bon jour, buenos días, etc.) is a factor for miscommunication, because they might be mixed up with words relevant for the flight, especially in other countries?



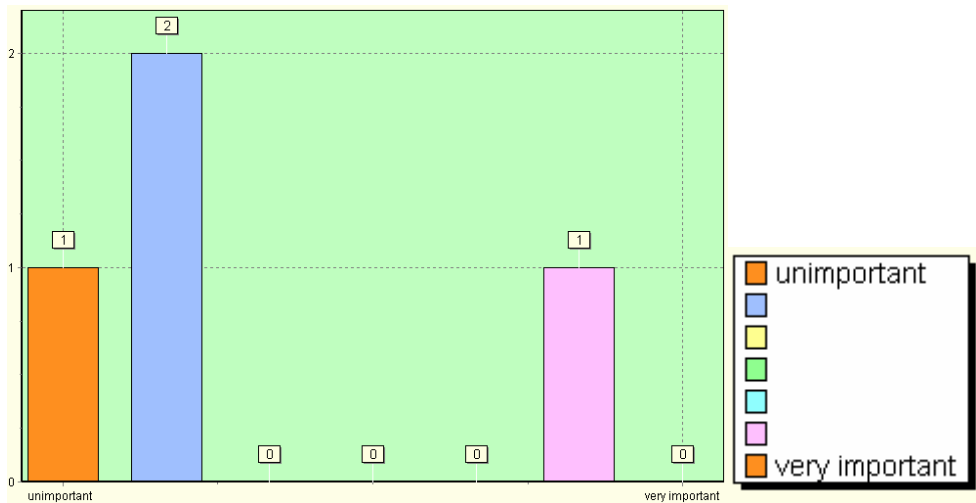
44. Have you ever misinterpreted a foreign set phrase for greeting as an instruction?

1	NO
2	-
3	NO
4	-

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



46. 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")?



47. Have you already had a similar experience during your flying career?

1	Runways change, procedures change, but have to be alert to this
2	-
3	No, but depends on somebody's mindset. I still don't know any frequency or whatsoever by heart not even on my homebase - helps a great deal to avoid this.
4	-

C. Open questions regarding personal experience with miscommunication

Can you remember at least one situation, where you had to live through a critical moment while flying, and which you can trace back to defective communication or rather to problems of using the English language? (if you can think of things apart from what has been asked so far, please feel free to explain)

48. Where?

1	Not personally but I am aware of Pilots having difficulty in communicating with foreign-non English speaking controllers
2	-
3	N/A
4	-

49. When?

1	-
2	-
3	N/A
4	-

50. 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	Spanish ATC and English speaking flight crew
2	-
3	N/A
4	-

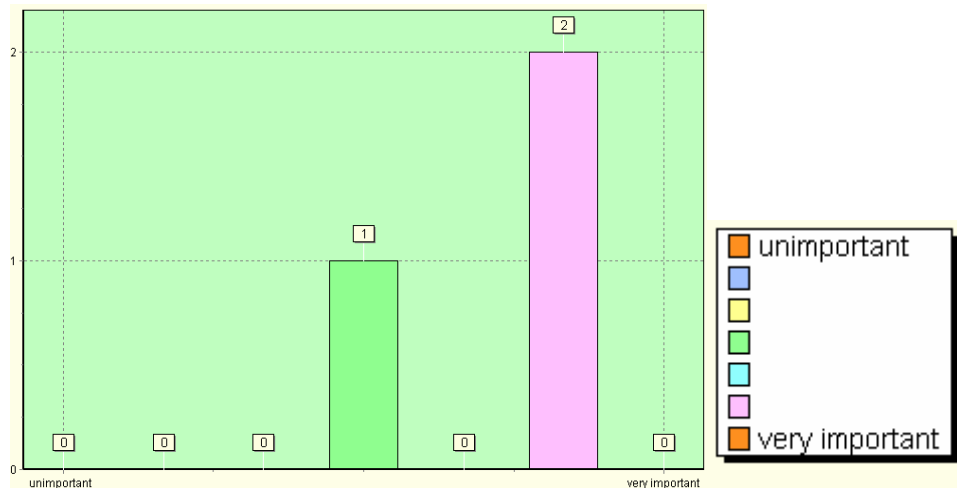
51. What happened? (simply describe the events, technical terms can be used)

1	Spanish ATC Aircraft had overheating brakes. ATC could not understand requests from flightcrew for fire service to inspect undercarriage. Crew had to evacuate aircraft. Spanish authorities to issue report shortly, but report does not question poor English issue
2	-
3	N/A
4	-

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

1	Poor understanding of English language by ATC controllers. Same can happen with pilots who have poor English
2	-
3	N/A
4	-

53. What do you think of such a survey?



54. Why?

1	misinterpretation of clearance could lead to accident or serious incident.
2	-
3	To get a grip on data which is not found in the official occurrence reports which lead to incidents or accidents.
4	-