

# **MUAC – Customer Service & ATM Portal**

## **Tools/portals of FABEC ANSPs at NM level**

**FABEC SCO – AOG & CFSPG meeting**

**Geneva, 16 May 2023**

item 4

**Kris Scicluna**

# Introduction to ATM Portal



# MUAC Customer Support Service Goals

1. Foster Cooperation between FABEC ACCs and others, OCCs and NM towards customer excellence service.
2. Use of extended local ACCs knowledge to improve flight execution service.
3. Special attention to AOs Priority and Critical Flights.



# 2022 Opportunity, Growth & Consolidation



**MUAC  
PERMANENT  
SERVICE**

- Exclude from Regulations
- Improve slots
- Re-Routing Proposals
- Extra Flights

**ENVIRONMENT**

- ALBATROSS
- ECO-Metrics

**STAKEHOLDER**

- AOs (+CFSPs)
- ACCs
- NM (AOLC & AOLO)

**SUPPORTING  
AIRSPACE  
CHANGES**

- Fostering New Routing Opportunities

**SUPPORTING  
ATM  
PROCESS**

- Demand-Capacity Balance
- Collaborative Decision Making

**MAXIMISE  
USE OF  
AVAILABLE  
MILITARY  
AIRSPACE**

- AUP/UUP
- TSA Manager Info
- Supporting Belgian FUA trial



# ATM Portal – Features and workflow

# Improve CTOT and Exclude Flight from Regulation



Flight DLH5NL

- I-CTOT > Hotline > Any
- X-REG > Solo > Exact CTOT
- RE-ROUTEING > 5-2023 TTOT Not Before
- Susp St Range
- IFPL ID AT00537132
- State FS

ICTOT

Improve CTOT MPR - YHAMRU02

Range

19:29 - 19:35

SUBMIT

Actions via NM B2B

Monitoring Evolution

ARC ID	ADEP	ADES	ACT DLA	REG DLA	EOBDT	CTOT	REG	EVO	E-T
DLH5NL	EHAM	EDDM	26	26	19:15	19:55	YHAMRU02		
KLM67S	EHAM	EDDN	17	17	19:15	19:46	YHAMRU02		

Flight KLM67S

- X-REG > Hotline > status N/A
- RE-ROUTEING > Solo > YHAMRU02
- Susp St Selection
- IFPL ID AT00551889
- State FS

XREG

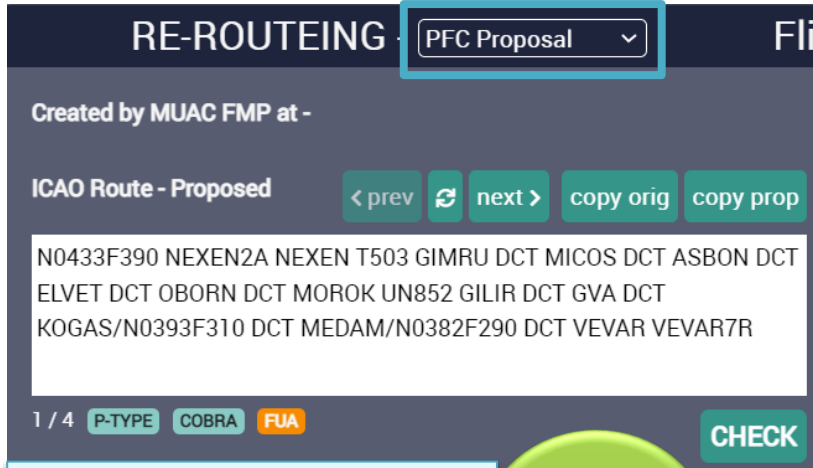
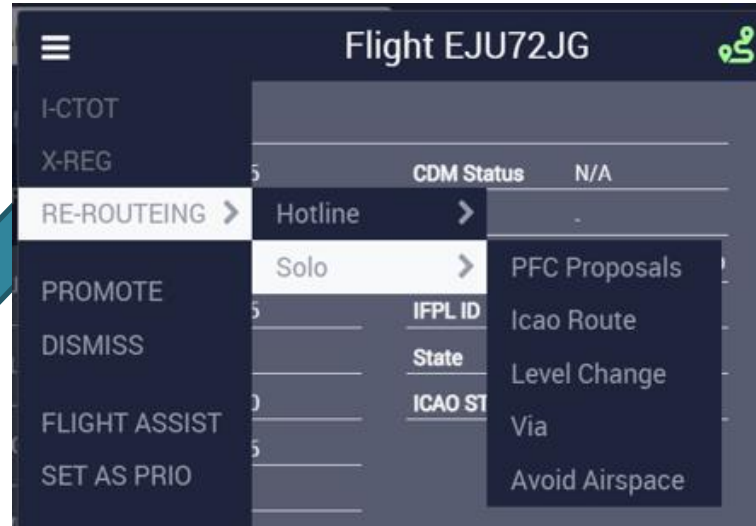
Regulations for XReg

YHAMRU02

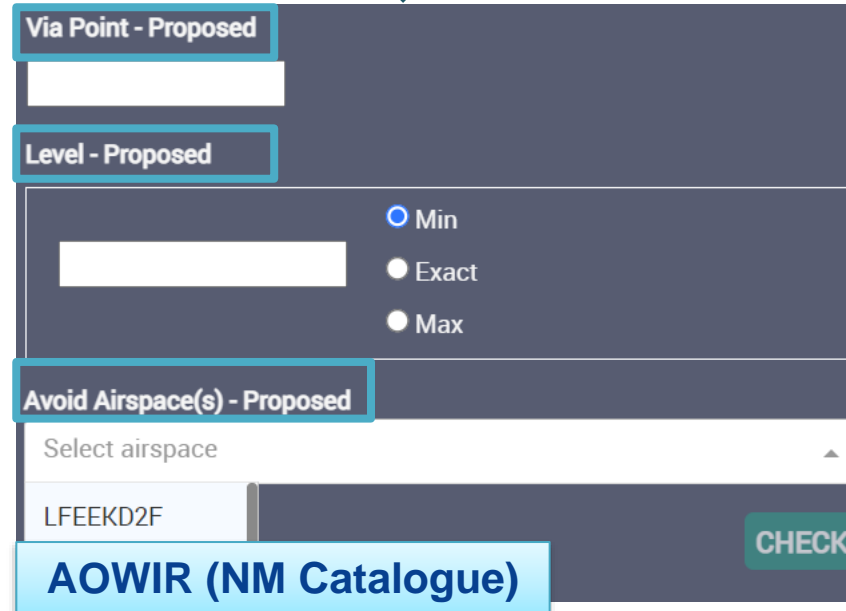
SUBMIT



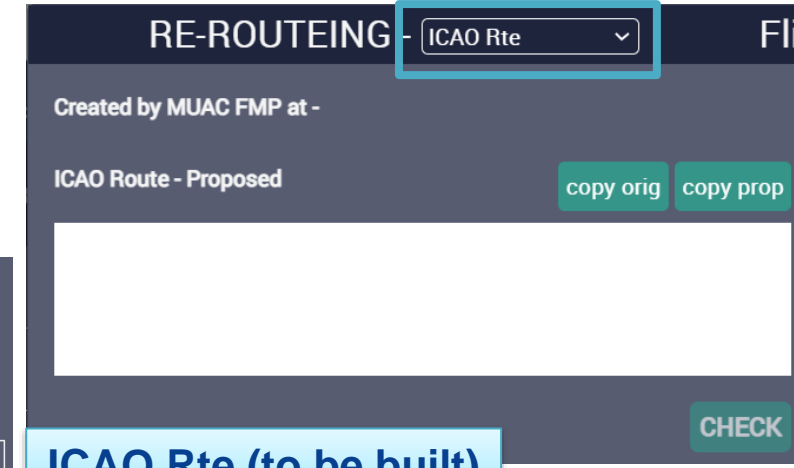
# Re-routeing Proposals (Options)



PFC (Route pre-build)



AOWIR (NM Catalogue)



ICAO Rte (to be built)





# Re-routeing Proposals (Workflow)



RE-ROUTEING - PFC Proposal Flight RYR274D LGKO - EGSS B38M RAM

Created by MUAC ADM at 05:37  
Modified by MUAC FMP at 05:54

NM B2B

IEOBT	11:00	CDM STATUS	OFFBLOCK
EOBD	02-05-2023	TTOT	-
EOBT	11:00	IFPL ID	AA47120229
Valid Until	15:00	State	AA
REA (I/D)	Y/-	ICAO STS	-

Historical Vertical Profile Horizontal Profile

Overall

Mil Level  
EBR04  
EBTRAN  
EBTRANA  
EBTRANB  
EBTRAS5  
EBTRASA

Reg Level  
EDMCS02A  
EDMCS02L  
EDMFR02D  
EDMFU02A  
EDMTM02E  
EDMTM02X

Highlight  
RUDNO  
13:39  
400

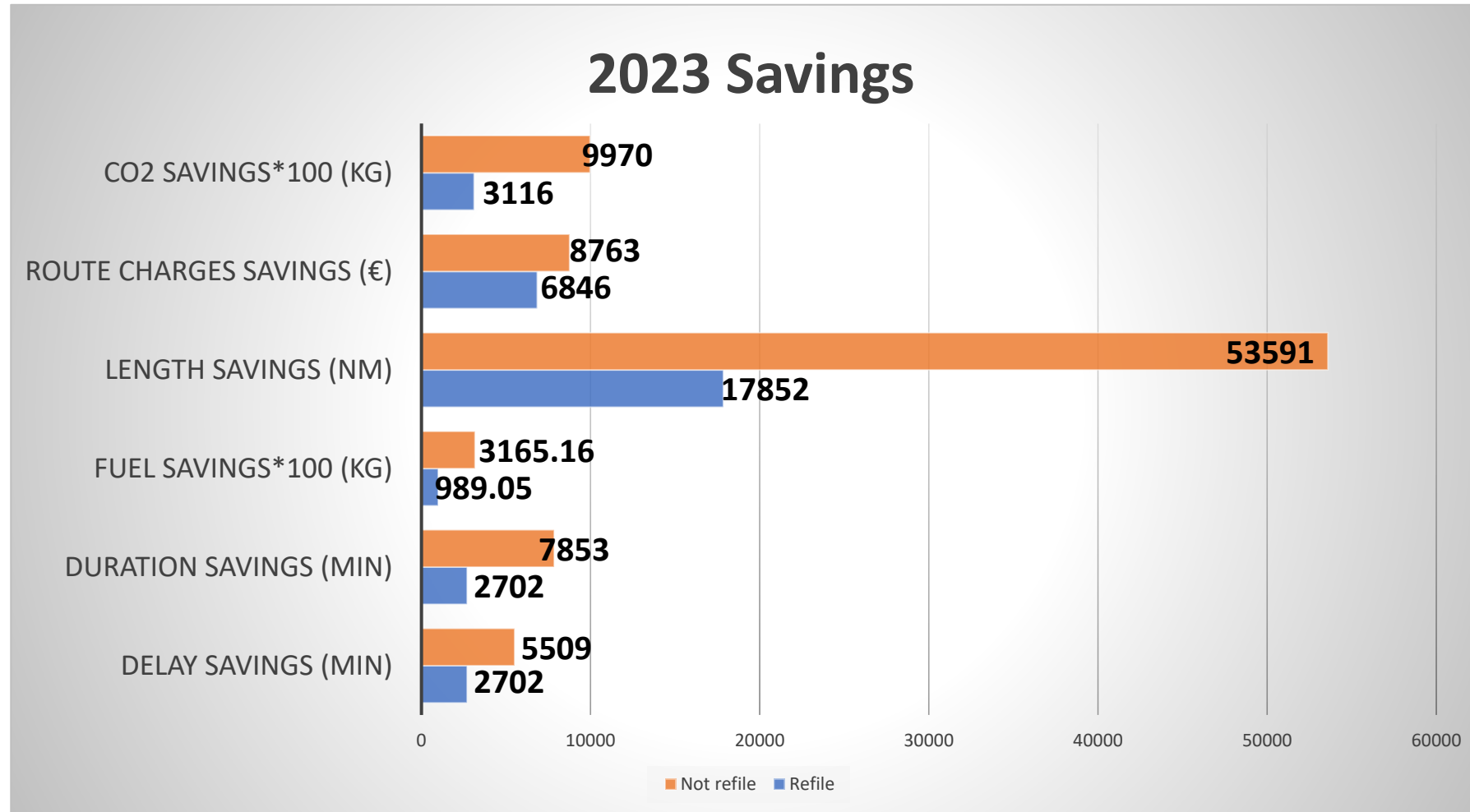
	Original (02-05-2023 05:52)	Submitted (02-05-2023 05:37) EOBT valid until: 15:00
Icao Route	N0443F380 LARKI3A LARKI UL609 MES UG18 GIKAS UNI33 PEREN UL863 EVIVI DCT OKANA DCT RAVAK DCT BGD DCT NIVIS DCT LULIK DCT BABIT DCT SOGMO DCT SASAL DCT DEXIT/N0451F400 DCT MAPOX DCT OTMEC DCT NIGUG DCT NOGRO M40 RINIS RINIS1A	N0443F380 LARKI3A LARKI UL609 MES UG18 GIKAS UNI33 PEREN UL863 EVIVI DCT OKANA DCT RAVAK DCT BGD DCT NIVIS DCT LULIK DCT BABIT DCT SOGMO DCT SASAL DCT DEXIT/N0451F400 DCT MASEK DCT TIVUN DCT TORNU DCT BREDA DCT NOGRO M40 RINIS RINIS1A
SPD/LVL	N0443F380	N0443F380
SID	LARKI3A (47)	LARKI3A (47)
STAR	RINIS1A (83)	RINIS1A (83)
REGDLA	-	-
CTOT	-	-
Rte Length	1527	1521
Est. Enroute Gain	-	6
Duration	218	217
Susp. Status	NOT_SUSPENDED	NOT_SUSPENDED
Fuel Ind.	7150	7123
Rte Charge Ind.	1885	1862
Regulation List		
Violations List		

RRP Acceptance rate: 35%



# Results & Next Steps

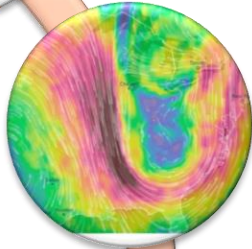
# 2023 (Jan-Apr) Results



# What's next?



**Performance Reports and dashboards available as from June 2023 (per AO or per ACC)**



**Weather Integration (e.g. Wind, thunderstorms), available before end 2023.**



**Support to circumnavigate Regulations and Hot Spots, including support during MIL exercises (Air Defender)**



- Training: Continue ATMP refresher training for OCCs/FMP and online training package will be available in Q3 2023.**
- Expansion to new Use Cases**



**Thank you**

