

Docket No. SA-538

Exhibit No. 2-U

NATIONAL TRANSPORTATION SAFETY BOARD

Washington, D.C.

Attachment 20 – Lido METAR Remarks Removal
(13 Pages)



NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

February 1, 2014

Attachment 20 – Lido METAR Remarks Removal

OPERATIONAL FACTORS

DCA13MA133

To the extent this document contains material that UPS Airlines, Inc., regards as proprietary or confidential information under 49 C.F.R. § 831.6, the NTSB is disclosing the document with UPS's express agreement, reached on January 23, 2014, to the disclosure. The NTSB has signified UPS's agreement to disclosure by placing a line through any UPS markings in the document related to claims of proprietary or confidential status.

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Note: The remarks section in the above document states the following:

UPS had a requirement for LIDO to provide an alert in the IFM for a METAR (Aviation Routine Weather Report) anytime Remarks were added. This has proven to create too many alerts and messages for the dispatchers and crewmembers. To reduce duplicate METAR messages: Remove the feature to send the METAR with remarks.



Change Request
for
**United Parcel Service General
Services Co.**

CR No. 9L.UPS0001.003.F 01/11
1-B32M8
CR METAR filter change
UPS CR Contract ID: CW2053284

Revision History

Version	Date	Author	Remarks/Reason for Change
1.0	03.03.2011	Conny Hornickel	Initial Version
2.0	04.04.2011	Bill Haesley	Added UPS contract ID
3.0	05.04.2011	Conny Hornickel	Additional LSY CR number added



~~9L.UPS0001.003.F 01/11 - Confidential~~

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This Change Request refers to the agreement number 2000-10352.01/2000.10352.35 between United Parcel Service General Services Co. (hereinafter referred to as "UPS") and Lufthansa Systems AG, dated October 1st, 2002/December 17th, 2009. It includes new products and/or services, modifications and/or additions to functional and technical matters of this agreement, which are requested by one of the parties.

The regulations of the agreement are not affected by this Change Request unless it contains differing provisions. In this case the respective provision of this Change Request shall prevail.

~~Per USG 001.0 - Confidential Commercial Information~~

1 Topic

UPS is currently receiving METAR information twice due the original requirement to also forward METARs including remarks. This special processing is no longer required by UPS.

2 Requirements

The feature to send the METAR with remarks to UPS shall be removed.

3 Prerequisites

None.

4 Side Effects of the Changes

None.

4.1 Impact on delivery scheduled for existing change requests

No Impact

Impact Expected

5 Price and Payment Terms



5.1 All payments have to be made in US\$.

5.2 The payments are due on acceptance. All payments are set due 30 days upon receipt of the invoice. 

~~Per 18 USC 871.8 - Confidential Commercial Information~~

6 Hand-Over

- 6.1 The new weather processing module shall be delivered with Patch 2011-01 end of April for V5.6.0 and installed on the LSY Lido/Flight environment in Frankfurt. The changed processing shall be activated on request by UPS, but not earlier than mid of May 2011. The acceptance period starts as soon as the process has been activated.
- 6.2 The acceptance of the changed processing shall be performed within four weeks. UPS is obliged to declare acceptance immediately after the acceptance test in case the deliverable meets the acceptance criteria without any deficiencies or in case the acceptance test discovered defects of medium and/or minor impact.
- 6.3 The delivered work shall be deemed accepted:
 - If UPS fails to carry out the acceptance within the prescribed time period.
 - If UPS does not declare acceptance within the acceptance period although no substantial fault is discovered during the acceptance test. Substantial faults are defects of category Mission Critical and Major Impact.

The faults will be categorized as follows:

Severity	Definition
1 (Mission Critical)	<ul style="list-style-type: none">• Severe impact on the whole flight planning operation, i.e. a system-wide problem that prevents flight planning for all or the great majority of flights; or• Briefing generation output affected in critical areas as follows:<ul style="list-style-type: none">- Fuel Determination- ATC issues (ATS-FPL)- Massesand this leads to a distortion of the flight plan relevant for the flight operation
2 (Major Impact)	<ul style="list-style-type: none">• Severe impact on flight planning capability that prevents flight planning for individual flights; or• Severe impact on the flight planning operation that causes major difficulties in flight planning for all or the great majority of flights; or• Imminent risk of system-wide loss of flight planning capability• output generated by Lido products and/or services affected in critical areas as follows:

~~Per 10-000-001-0 - Confidential - Commercial Information~~

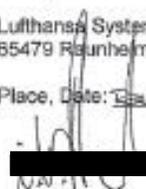
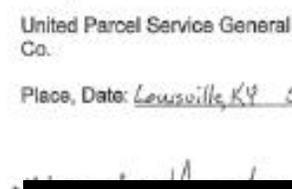
	<ul style="list-style-type: none"> - rules and procedures application (e.g. ICAO) - navigational information - commercial relevant issues
3 (Medium Impact)	<ul style="list-style-type: none"> • Continuous difficulties in using the Lido System; or • Customer requires increased human resources to perform flight planning; or • output generated by Lido products and/or services affected in areas other than those defined as critical
4 (Minor Impact)	<p>A problem that</p> <ul style="list-style-type: none"> • has no measurable impact upon the commercial operation; and • amounts to no more than "good housekeeping"

7 Term and Termination

- 7.1 This Change Request shall commence on the date of the signature by UPS (Effective Date), if performed within the time limit prescribed in Article 8, and shall remain in force for an unlimited period unless and until terminated in accordance with its terms.
- 7.2 This Change Request shall automatically terminate if the referred Project/Service Contract is terminated in accordance with its provisions.

8 Time limit for acceptance of this Change Request

This Change Request is effective if accepted at latest on April 30th, 2011.

Accepted for and on behalf of	Accepted for and on behalf of
Lufthansa Systems AG 65479 Reinheim	United Parcel Service General Services Co.
Place, Date: <u>Reinheim, CA April 2011</u>	Place, Date: <u>Louisville, KY 5 April 2011</u>
	
Stefan Auerbach Senior Vice President Airline Solutions Lufthansa Systems AG	Thomas W. Haeseley, C.P.M. Sr. Contracts Administrator United Parcel Service General Services Co.

~~Per 49 USC 801.6 - Confidential Commercial Information~~

2.0 UPS Responses to LIDO questions¹

¹ Information provided to the NTSB by the UPS System Safety Manager.

LIDO System

Verification of the LIDO software issue and solution (removal of the remarks section of the METAR)

Attachment #1 includes two parts:

- 1) UPS internal appropriation approval form for the change request. It states the reason for the change (too many alerts) and the resolution (removal of RMK).
- 2) The change request form signed by UPS IT with the vendor for the change. UPS IT holds the LIDO contract.

The approval process for this change all occurred in the period Mar-Apr 2011. The CR was delivered to UPS for testing in May 2011, and was placed into the production system in Sep 2011.

Participants to the Flight Control Standards user group involved in this resolution

"User group" in this context was the Flight Control dispatcher group as a whole using that module. There was no specific group formed to address the issue, it was solved through discussion with the vendor and ultimately thru the execution of a CR (Change Request) to the weather feed process in the application.

Any guidance provided to UPS pilots related to the removal of the remarks section of the METARS issued via the briefing package or ACARS

Although the Dispatchers were aware of the problem and solution, UPS could not locate any official or unofficial communication i.e. bulletin, Chief Pilot Hotline, AirUPSers.com article, etc. that communicated the change.

In addition, we would like UPS to research if the inputted NOTAM data (DFS) to the LIDO system used by UPS ever included the FDC NOTAM 1/3755 referencing the LOC18 Approach night authorization."

The FDC NOTAM 1/3755 referencing the BHM LOC 18 approach was included in the LIDO system.

Attachment #2 illustrates the life cycle of ICAO NOTAM # A0767/11 (FDC NOTAM 1/3755) within LIDO. This attachment shows the NOTAM trail in the LIDO system for info in ICAO format. [NOTE: KBHM is a crossover airport in the FAA system, so all data is issued in both formats, LIDO retains the ICAO formatted NOTAM]. We included the reference FAA document as well as the current approach plate, as both have correlating date information on them.

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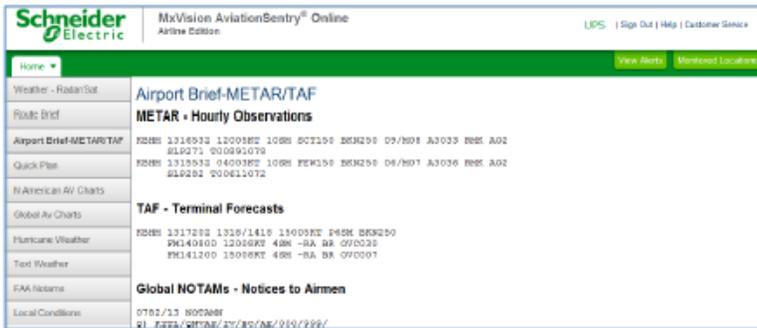
Additional LIDO Information Request

So based on the information provided, since 3/2011 none of the METARs disseminated through the LIDO system to the pilots include the remarks section of the METAR, correct?

The solution to repair the duplicate METARS in the IFM was placed in the Production system in SEPT 2011. There have been no subsequent changes to reinstate the RMKS in the Production system. Also, Flight Planning Support is unaware of any subsequent requests or issues raised by the pilot group in any context regarding the absence of METAR RMK information.

Other than directly querying the dispatcher, is there any other METAR source UPS provides to UPS pilots that includes the remarks section?

Yes. Crews have access to the Aviation Sentry product during briefing (see picture below). After departure, a crewmember seeking info on the non-prevailing conditions at an airport could query the dispatcher.



The screenshot shows the Schneider Electric MxVision AviationSentry Online interface. The page title is "MxVision AviationSentry® Online" with "Airline Edition" below it. There are links for "UPS", "Sign Out", "Help", and "Customer Service". A navigation bar includes "Home", "View Alerts", and "Mentioned Locations". The main content area is titled "Airport Brief-METAR/TAF" and "METAR - Hourly Observations". It displays two METAR reports for KJFK: one for 09/01/11 at 03:00Z and another for 09/01/11 at 03:06Z. Below this, there is a "TAF - Terminal Forecasts" section showing a forecast for KJFK from 120000Z on 09/01/11 to 090000Z on 09/02/11. The interface also includes a sidebar with various navigation options like "Weather - Radar/Sat", "Route Brief", "Airport Brief-METAR/TAF", "Quick Plot", "N American Av Charts", "Global Av Charts", "Hurricane Weather", "Text Weather", "FAA Notams", and "Local Conditions".

Regarding the NOTAM 1/3755, it was apparently in the LIDO system. Is there a reason why it was not included in the dispatch briefing paperwork provided to the UPS1354 crew?

Yes. It was not a current NOTAM.

Please see below, a copy of the CANCEL message for the NOTAM is included with that information.

CANCEL of NOTAM in ICAO format

NOTE: date corresponds to AIRAC date / date of AMEND 2A to 11-2 chart

<FinTime>08-Mar-2012 15:16:56
<FinUser>u200280
<AdmActn>
<AdmTime>
<AdmUser>
<OrgTxt>
GG EDDFDLHL
081457 EDDZYNYX
(A0146/12 NOTAMC A0767/11
Q)KZTL/QPIX/I/NBO/A/000/999/3333N08645W005
A)KBHM B)1203081457
E)IFR APCH PROCEDURE
NOTAM CANCELLED)
<OrgTxtEnd>
<ActTxt>
A0146/12 NOTAMC A0767/11
Q)KZTL/QPIX/I/NBO/A/000/999/3333N08645W005
A)KBHM
B)1203081457
E)IFR APCH PROCEDURE
NOTAM CANCELLED
<ActTxtEnd>
