



SAFETY DECISION 2020-03

Issue 01

Date of Issue: February 18, 2020

SUBJECT:

REQUIREMENTS TO MITIGATE CALL-SIGN SIMILARITY AND CONFUSION OPERATIONAL RISK

REASON:

This Safety Decision is issued to address call sign similarity and confusion.

This Safety Decision supersedes the requirements contained in DG Directive 12-2016.

BACKGROUND:

In its report, Eurocontrol presented the analysis of 535 reported occurrences related to communication problems in Europe. Similar call-sign was the most common contributing factor in the overall data sample of reported communication occurrences.

REQUIREMENTS:

MANDATORY REQUIREMENT 1:

Aircraft Operators shall implement a mechanism to de-conflict call similarity within their own flights. Such mechanism shall be, as practicable as possible, extended to flights of other Aircraft Operators flying from/to the same destinations or using the same routes.

MANDATORY REQUIREMENT 2:

Aircraft Operators and ATCUs shall comply with UAE AIC 07-2019 or any superseding AIC or other publications.

MANDATORY REQUIREMENT 3:

Aircraft Operators shall report to the GCAA (using ROSI) call sign similarity and confusion cases including the following information:

- a) call signs of concerned aircraft;
- b) aircraft type;
- c) date and time in UTC;
- d) sector or geographical location;
- e) RTF frequency;
- f) phase of flight;
- g) was there actual confusion and for whom? Or was it a similarity?
- h) where actual call sign confusion occurred, what were the safety implications? E.g. Conflict Alert (TCAS/STCA), loss of separation, increased Workload.



MANDATORY REQUIREMENT 4:

ATCU shall develop a simplified mechanism to trigger the reporting of call sign similarity and confusion by ATCOs and thus ensure that similarity and confusion reports reach the GCAA.

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