

Event factors descriptions

Mis hear- An ATCO member failed to detect an incorrect readback. Mis hear errors are recorded when an ATCO fails to detect and correct an incorrect pilot R/T read back which is audible. These errors are more common at the ATC centres with high R/T workload but we believe that ATCOs hear and correct more errors than they miss.

Correct pilot readback followed by incorrect action- The pilot readback the controllers instruction correctly however performed an incorrect action (e.g. climbed to incorrect FL) Some events in this category will involve occasions where crews have received a clearance to a level which is known to cause confusion such as FL100/FL110 or FL200/220. The UK have introduced non-standard R/T phraseology to overcome this difficulty but the problem is still with us; in 2004 there are 8 recorded occasions where a crew have correctly acknowledged a decent clearance to FL110 but have then descended to FL100. Other events will involve a breakdown in cockpit SOPs; we don't fully understand why this type of event occurs but it is possible that high R/T loading, high cockpit workload and communication issues are all contributory factors.

Incorrect pilot readback by correct aircraft- The pilot's readback of the controller instruction was erroneous (e.g. wrong level)

Pilot readback by incorrect aircraft- A pilot read back an instruction that had been issued to another aircraft.

Failed to follow cleared SID- The pilot failed to follow comply with the level restrictions include in a SID. Failed to follow cleared SID is a particular issue with departures from Gatwick, Stansted and Luton although other airports are affected. Gatwick, Stansted and Luton all have step climb SIDs and these errors normally involve an aircraft failing to stop at the first stop altitude.

Altimeter setting error- The crew did not have the correct pressure set. Altimeter setting error is a problem mainly reported in the London TMA, 80% of the errors occur when the aircraft is in the climb, is above the transition altitude/level and the standard pressure setting isn't set.

Poor manual handling- The pilot's manual flying of the aircraft led to aircraft failing to comply with clearance.

Aircraft technical problem- Technical problems exist with the aircraft

Failure to follow ATC instruction- The pilot did not comply with an ATC instruction (e.g. the aircraft failed to hold when instructed).