

NAS Performance Review

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Discussion Points

Organization Changes

SWAP routes

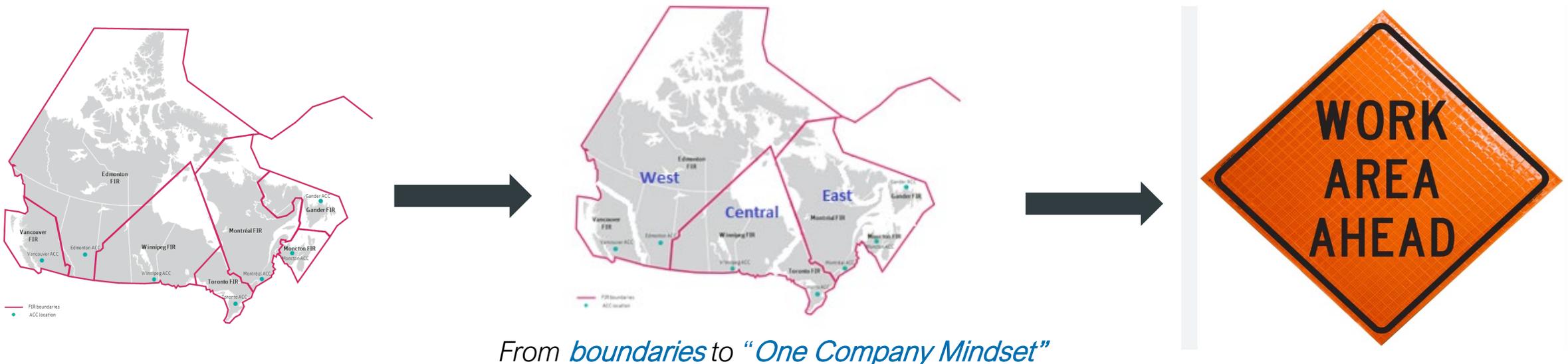
NAT Traffic

Customer value proposition

Highlights of the Organizational Structure Changes

- AVP ATS Service Delivery moved to two separate divisions:
 1. AVP - IFR Services - ACC & Four Major Terminals & Towers
 2. AVP - Airport & Flight Information Services - Towers, FSS & FICs
 3. Moving from a geographical to service-based mindset – transition in FY24 Q1 moves to East, Central and West regions

A red stamp with the word "DONE!" in white, slanted text, indicating the completion of the organizational changes.



SWAP/OFFLOAD Approval Process

NTMU

National Traffic
Management Unit

Early notification

Attend operations Planning
Telcon

Coordinate with affected
Shift Manager

Monitor for compliance

Initiate change measures
as required

ACC's

Early notification

Assess impact

Assess Staffing situation

Additional required?

Additional Available?

Coordinate with affected
sectors

Approve/Deny requests

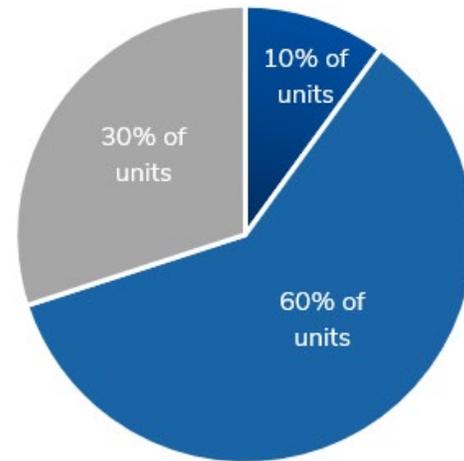
Staffing constraints

High Specialties Staffing

Staffing Metrics February 2024

Data as of February 29th, 2024

- Staffed 100% and above
- Staffed 90% and above
- Staffed above 80%
- Staffed 80% and below



	Feb 2024	Forecasted (Summer 2024)
Staffed	92%	92%
Available	88%	88%

Source: OASRS

Prepared by: Workforce Planning

Highlights

- High level specialties in the prairies continue to see increases in traffic surpassing 2019 levels.
- Training will be a continued focus to position these specialties well for the summer 2024.
- The Great Lakes specialty (amalgamation of YZ North and North Bay specialties) has achieved great success, which increased resiliency and is expected to continue.

HIGH Level and NAT Traffic

QM High

- Additional INF added at HUL to increase options
- BOS and QM/QX coordinate twice daily to review and reduce potential of ad hoc TMI (sector saturation in traffic peaks)
- BOS / QM boundary redesign and INF redistributed for efficiency (target date January 2025)
- Supervisor TFMS training (NTMU)
- Staffing constraints

QX High and ICAO

- Potential of adding additional NAT Tracks to structure airspace to reduce the impact of TMI
- Supervisor TFMS training (NTMU)
- More tactical oversight will occur at the local level, allowing for increased tolerance.
- Limit requests on the NAT to urgent operational/safety needs so workload is manageable.
- Exclude flights that will transition beyond 35E longitude on proposed TMI's, NTMU and the FAA coordination
- Staffing constraints



Current Location of QUBIS, TAFFY, and MILLS INFs – these will be relocated to new boundary (location TBD)

Current Moncton FIR Boundary – High Level

Proposed airspace transfer.

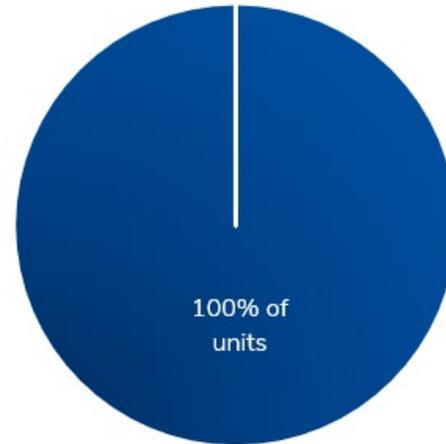
Proposed new HUL INF

Atlantic Specialties Staffing

Staffing Metrics February 2024

Data as of February 29th, 2024

- Staffed 100% and above
- Staffed 90% and above
- Staffed above 80%
- Staffed 80% and below



	Feb 2024	Forecasted (Summer 2024)
Staffed	102%	103%
Available	94%	97%

Source: OASRS
Prepared by: Workforce Planning

Highlights

- Staffing for summer 2024 is quite stable in the Atlantic specialties.
- Training will continue to be a focus to ensure sustainability as the traffic has reached pre-pandemic levels and is likely to continue to increase in the future.

Customer Value Proposition

- Performance Metrics
- Communications protocols on Delays
- Stakeholder Outreach



Measuring Operational and Environmental Performance



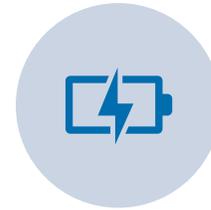
SAFETY PERFORMANCE



GLOBALLY RECOGNIZED
SAFETY FRAMEWORKS
AND BUILDING FURTHER
DATA ANALYTICS: IFR-
IFR LOSSES OF
SEPARATION



OPERATIONAL
PERFORMANCE



CAPACITY



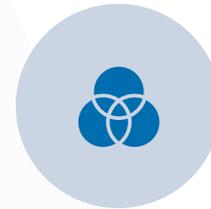
EFFICIENCY



PREDICTABILITY



ENVIRONMENTAL
IMPACT



ALIGNING OUR
MEASUREMENT
METHODOLOGIES -
SUPPORT OUR ESG
STRATEGY.

Communications Protocols on Delays - Expectations and Conditions

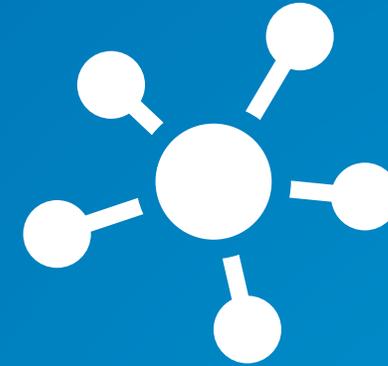
- In addition to operational systems, have added social media notifications
- Worked with airport partners and operators to establish criteria
- Agreement to identify all contributing factors
- Any communications must not be used to visibly politicize delays (for instance, retweeting and calling for government action). Rather, they should be shared at face value.



Stakeholder Outreach

FY23 Domestic Outreach

FY24 International Outreach





Questions?

Thank you
Merci