

Ground controllers interview

May 29, 2020

Here is a set of questions to ask to ground controllers:

- Personal information:
 1. Age, gender, educational background.
 2. For how many years are you working at Roissy-CDG? Did you work on other airports? Is there any distinctive feature at Roissy-CDG?
 3. Could you describe your working schedule? Do you usually work during day time or night time? For how long?
- Ground controller's practices:
 1. Could you briefly describe the main tasks of your job?
 2. Do you think you can distinguish between phases of high workload and low workload in your job?
 3. If yes, what are the situation of high workload and those of low workload? For each of those situation, describe your strategy.
 4. What's the maximum number of aircraft you have to handle at the same time?
 5. From the data, it emerges that only for 55% of departing flights to a same destination it is assigned the same runway more than 80% of the time. For the other destinations, the runway is assigned following criteria that are different from the direction of the destination. What is the strategy of runway assignment, in case it doesn't depend on the direction of the destination?
 6. The ground controller job can't be replaced by automation. What do you think it is the added value of your work that a machine couldn't accomplish?
- Communication:
 1. What are the supervisor tasks? How and which kind of information do you exchange with him during your work?
 2. What are the delivery controller tasks? How and which kind of information do you exchange with him during your work?

3. What are the runway controller tasks? How and which kind of information do you exchange with him during your work?
 4. What are the apron agent tasks? How and which kind of information do you exchange with him during your work?
 5. What are the airport operators with which you exchange information (for example, de-icing companies...)? How and which kind of information do you exchange with them during your work?
 6. Apart from the pilots, can you think of other figures with which you exchange information? Or from which you receive information (EUROCONTROL, aircraft operators...)? How and which kind of information do you exchange with them during your work?
 7. How and how often does the communication with pilots take place during taxiing? What information do you exchange?
 8. What difficulties do you encounter during the communication with pilots? Can there be any misunderstandings?
 9. Do you communicate differently with a pilot that you know with respect to one that you don't know?
 10. How and how often does the communication with apron controllers take place? What information do you exchange?
 11. Do you communicate with the three other ground controllers during rush hours? What kind of information do you exchange?
- Available information:
 1. Do you get the position of aircraft by seeing them or by radar detection?
 2. How long in advance can you foresee that you will have a conflict between two or more aircraft on the taxiway? How do you realize it? What do you do when it happens?
 3. What are your tasks and what are those of the DMAN?
 4. Do you always follow suggestions of the DMAN? If not, why?
 5. Do you always follow suggestions of the DMAN? If not, why? Is it because you don't trust it?
 6. At which percentage of your activity would you estimate the time you take you own decision (compared to the algorithm)?
 - Open question:
 1. Could you tell us the most stressful working experience you had?