

# Are the LPRs focusing on real life communication issues?

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# Workshop Guidelines



- ✓ Groups - mixed background
- Handouts: birds instead of real call signs, no identification of places and stations
- Brief explanation of the symbols:
  - P C / // ...
  - <interruption>
- ✓ Questions for discussion: next slide
- ✓ Time: 30' to discuss the 4 transcriptions, 20' to general discussion, 10' to wrap up

# Questions for discussion

1. Was the use of modalizers important in this communication? Why (not)?
2. Is plain English being used when there is Phraseology available? In what moments?
3. Was there any linguistic complication or negotiation?
4. Can you recognize differences in proficiency levels?
5. Can you identify assumptions of shared knowledge?

# Transcript 1 – gear problem

Seagull 8078 heavy um / I just need to verify / are you declaring an emergency? //

We have a nose wheel steering problem / it's stuck / we need to maintain the runway after landing / and request uh some towing // 8078 uh negative emergency / just uh have to maintain the uh runway after landing position on the runway and request a towing truck to leave the runway //

Seagull 8078 heavy / thank you for the information / contact

Approach now on 125.7 / have a great day //

257 / bye //



Seagull 8078 heavy / just confirming / we maintain the runway uh after the uh landing //

Seagull 8078 heavy / understand you're gonna stay on the runway / is that correct? / you need a tow //

Affirmative / we need a tow //

...

Seagull 8078 heavy / Airport Tower // I'm being told that your nose gear appears to be in the wrong position //

No / negative / the nose gear uh the landing is down and locked / but uh we don't have uh the nose wheel steering so we need to maintain the uh runway after the landing //

Seagull 8078 heavy / roger / you still wish to land //

Affirmative / we will land //

Seagull 8078 heavy / roger / 22 right / cleared to land //

22 right / cleared to land / and we will maintain the runway //

Seagull 8078 heavy / it appears your nose gear is sideways / do you still want to land? //

Affirma <interruption> sorry / say again? //

It appears that your nose gear is sideways / not fully down //

Okay / uh we are initiating a go around / performing a go around / Seagull 8078 heavy //



# Group Conclusions

## Transcript 1



# Transcript 2 – fuel leak

Lark 7 heavy / Tower //

Lark 7 / go ahead //

Lark 7 heavy / the last departure / actually the uh aircraft that's sitting at the approach end of runway 22 right just reported a large amount of fuel that appears to be coming from your left wing //

Lark7 heavy/ we're going to send an <break> a fire engine truck out to your aircraft / to make sure everything is okay / but it appears that there is fuel coming from your left wing //

Lark 7/ you mean uh uh fuel leak from left wing? //

Yes / Lark 7 heavy / affirmative // there appears to be a fuel leak from your left wing //

City Tower / Lark 7 / request uh back to ramp uh due to uh fuel leak //

Lark 7 heavy / hold your position / we have fire trucks coming to you //

Roger / Lark 7 heavy / hold the position //

Lark 7 heavy / there is a large / a large amount of fuel spilling from uh the back of your aircraft / and we do have the fire trucks coming to you //

City Tower / Lark 7 heavy / request to engine shut down in this position //



# Group Conclusions

## Transcript 2



# Transcript 3 – fuel emergency

08 left / ATIS F and understand you're minimum fuel //  
uh confirm it's the runway 08 left for us / Sparrow 229? //  
that is correct / runway 08 left / I can offer you the right side if you'd  
like / whatever you want //

Mayday Mayday Mayday / Sparrow 229 heavy / we have a mayday  
fuel and we require runway 08 right //

Ok / I check the mayday Sparrow / just plan runway 08 right and I'll  
have the vectors for you very shortly here //  
Sparrow 229 / thank you //

And Sparrow 229 / are you immedia <break> immediate landing? //  
Affirmative / Sparrow 229 heavy //

Ok / would you like to land at Alpha airport? / it's about ten fifteen  
miles closer //



Uh negative / we are set up for City / we'll go to City //

Ok thanks / Sparrow 229 / I just wanna uh be clear here / I can offer you either Town Airport or Alpha Airport / they are both a little closer and they both have east west runways / and uh either that or you can continue to City //

It is going to be City for us Sparrow 229 / thanks for the offer //

Ok / City it is // 08 right at City / is that correct? / the right side? //

That is correct / Sparrow 229 //

Ok / runway 08 right / just advise if you need any other assistance //

Uh WILCO / Sparrow 229 / thank you //



# Group Conclusions

## Transcript 3

# Transcript 4 – landing gear

Hawk 9GN/ mayday mayday / we've broken the landing gear //  
Roger / copied // copied your mayday // Dove 54W / go around RWY 22  
//

Go around runway 22 / Dove 54W //

N304 / the Hawk is on runway //

Yeah / I'm aware of it / thank you // Dove 40B / make a go around for  
runway 22 / 22 is no longer available //

Go around / Dove uh 20 <break> 40B //

... Hawk 9GN / mayday mayday mayday / evacuating on the runway /  
smoke in the cabin //

The the fire brigade is on its way / all the operators are informed and are  
on their way to uh runway 22 //



All stations on this / hold position / do not call me / emergency in progress / I will call you back / hold position //

Uh Dove 73E //

Go ahead //

Uh we have some uh unruly passengers on board so we would like to return to the gate //

Okay / Dove 73E / umm what would like <break> would you like to return to the gate? / that's fine / taxi down the runway and escape via S4 //

Vacate via S4 / Dove 73E / thank you // and Tower / Dove 73E / uh we would like to request uh the police at the gate //

Dove 73E / that's copied / we're working on that //

Thank you //

Dove 73E / we've called the police for you / contact Ground on 121.705//

121.705 / thank you / Dove 73E//



# Group Conclusions

## Transcript 4



City Control / Robin 1010 / report //

Go ahead //

Robin 1010 / we have an indication of engine fire / procedures have been applied / we have no further uh confirming indications of engine fire we are now recovering as a precautionary measure / I'll keep you posted // and uh souls on board uh 79 passengers plus 4 crew / correction plus 5 crew //

79 passengers plus 5 crew / roger / thank you // Robin 1010 / at this moment your position is uh 8 miles on the right downwind // you are the number 1 for the approach now expect vectors for the ILS //

We'll keep this heading for a while / and uh we will can perform a normal circuit for runway 03 / Robin 1010 //

Robin 1010 // roger / can you confirm the engine with the problem? //

It's engine number 2 number 2 //

Number 2 / roger //



# Have air-ground communications improved?

Are these communications effective?

Have the LPRs increased native speakers' awareness of the needs of non-native English pilots & ATCOs?

Is phraseology being overshadowed?

How effective is communication among personnel with varying proficiency levels?



# Aviation language competences (Mell, 2004)

1) triggering actions: orders, requests and offers to act, advice, permission/approval, undertakings;

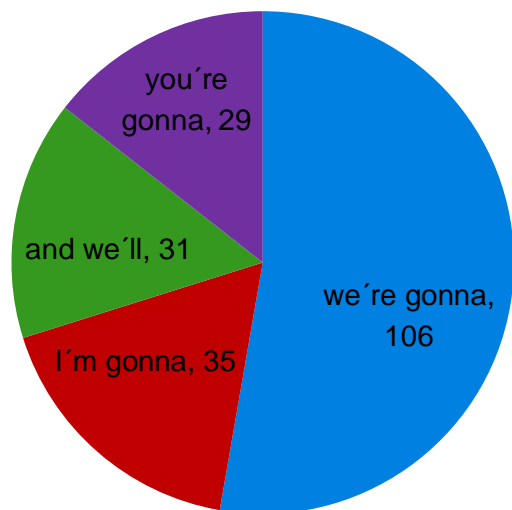
2) sharing information: present states/actions/events; future states / actions /events; immediate or recent past states/actions/events; past states/actions/events; necessity; feasibility/capacity;

3) managing the pilot-controller relationship: greetings, thanks, satisfaction/complaint, reprimand, concern/reassurance, apologies;

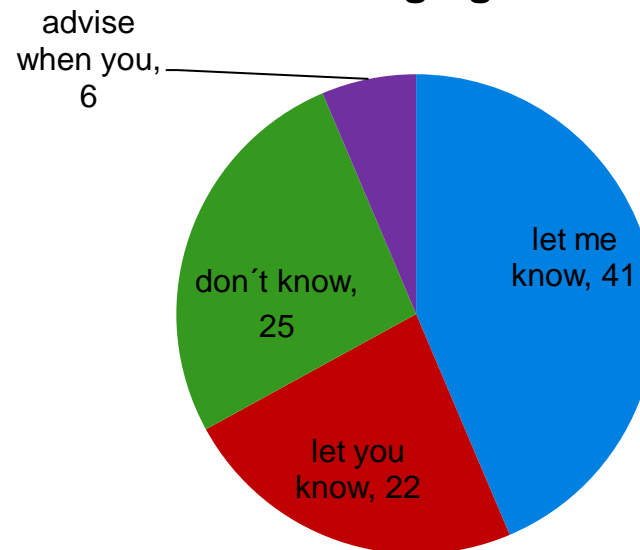
4) managing the dialogue: opening/closing, (self-) correction, readback, acknowledgement, checking, repetition, (dis-) confirmation, clarification, relaying.

# Communicative functions

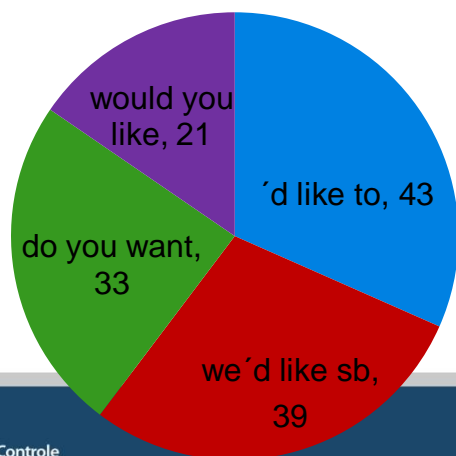
## Sharing info on future actions



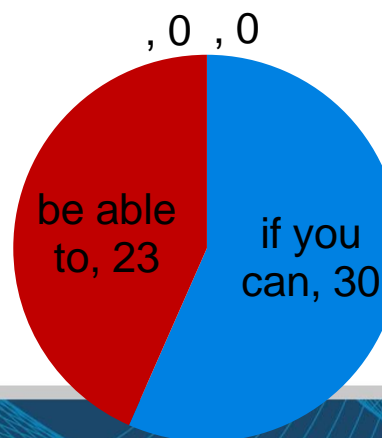
## Exchanging info



## Requests and offers



## Sharing info on capacity





# References

- **Air China:** <https://youtu.be/3AFv48IWhJw>
- **Audio 1:** [https://www.youtube.com/watch?v=eO\\_y5gkL4oU&t=3s](https://www.youtube.com/watch?v=eO_y5gkL4oU&t=3s)
- **Audio 2:** <https://www.youtube.com/watch?v=H3-1RM5t0Ys>
- **Audio 3:** <https://www.youtube.com/watch?v=OkJGrcOE5S0&t=49s>
- **Audio 4:** <https://www.youtube.com/watch?v=BZIP1-hFRW4&t=118s>
- **Audio 5:** <https://www.youtube.com/watch?v=6aBCdtpidL0>
- **Mell, J. (2004).** Specific purpose language teaching and aviation language competencies. Proceedings from *ICAO Aviation Language Symposium*.
- **WordSmith Tools:** <http://www.lexically.net/wordsmith/>
- **Word Clouds:** <http://www.wordclouds.com>





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**Thank you!**



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