

# Information Session on Human Factors in rotorcraft design and certification

25 and 27 October 2021



An Agency of the European Union

### **General information**

 $\rightarrow$  One info session divided in 2 parts

 $\rightarrow$  All presentations will be shared





→ For questions, please use Q&A

- Some responses will be given during the info session
- Remaining responses will be shared via email with participants
- Some questions will be published as FAQ in the EASA website



### Scope of this info session

 → Provide an overview of the newly introduced Human Factors (HF) considerations to be applied during rotorcraft design (CS 27/29.1302).

→ Describe best practices and possible difficulties that might be encountered by applicants.

→ Facilitate an effective implementation of these new certification specifications.



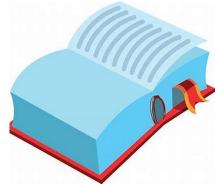
### The Journey of RMT.0713







### Where to find the published material



#### → CS-29 amendment 9 published on date 14 June 2021

https://www.easa.europa.eu/document-library/certification-specifications/cs-29-amendment-9

#### → CS-27 amendment 8 published on date 14 June 2021

https://www.easa.europa.eu/document-library/certification-specifications/cs-27-amendment-8







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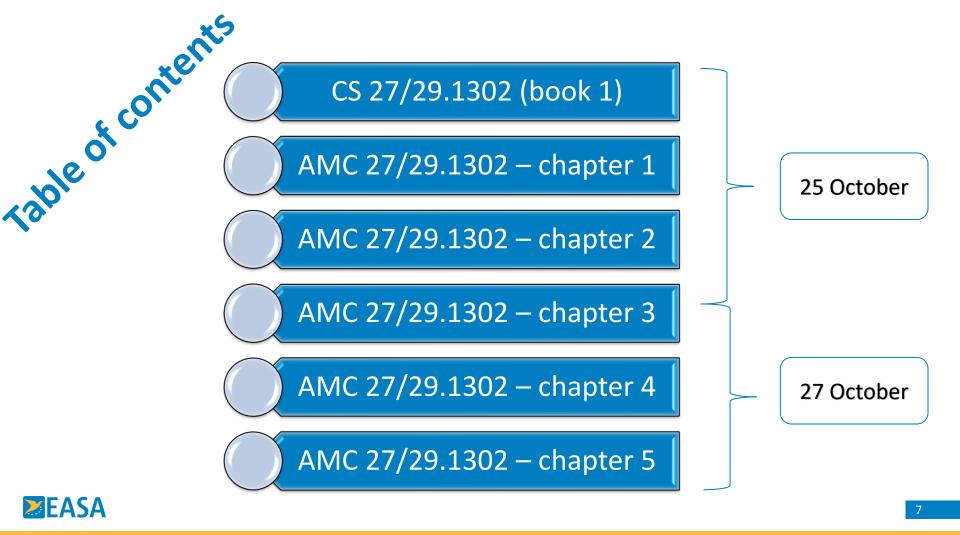


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# CS 27/29.1302





### CS 27/29.1302

#### CS 27.1302 Installed systems and equipment for use by the crew (See AMC 27,1302, GM No 1 and No 2 to 27,1302)

This point applies to installed equipment intended for use by crew members in the operation of the rotorcraft from their normal seating positions in the cockpit or operating positions in the cabin. This installed equipment must be shown, individually and in combination with other such equipment, to be designed so that trained crew members can safely perform their tasks associated with the intended function of the equipment by meeting the following requirements:

- All the controls and information necessary to accomplish these tasks must be provided; (a)
- All the controls and information required by paragraph (a), which are intended for use by the crew, must:
  - (1) be presented in a clear and unambiguous form, at a resolution and with a precision appropriate to the task:
  - be accessible and usable by the crew in a manner consistent with the urgency, (2) frequency, and duration of their tasks; and
  - make the crew aware of the effects that their actions may have on the rotorcraft or (3) systems, if they need awareness for safe operation.
- Operationally relevant behaviour of the installed equipment must be:
  - (1) predictable and unambiguous; and
  - (2) designed to enable the crew to intervene in a manner appropriate to accomplish the task.
- Installed equipment must enable the crew to manage the errors resulting from the kinds of (d) crew interactions with the equipment that can be reasonably expected in service, assuming the crew is acting in good faith. Paragraph (d) does not apply to skill-related errors associated with the manual control of the rotorcraft.

CS 27.1302



#### **REDUCE DESIGN** CONTRIBUTION TO **HUMAN ERROR**

SUPPORT ERROR MANAGEMENT

#### **IMPROVEMENT OF HUMAN MACHINE INTERFACE**



### CS 27/29.1302

 $\rightarrow$  CS 25.1302 used as a basis for the RMT.

→ Slight wording differences at CS level:

- → Cabin operators considered as crew members
- → Change "flight deck" with cockpit
- → In paragraph (d) *"To the extent practicable"* has been removed.

 $\rightarrow$  CS 27 & CS 29.1302 are strictly identical.





# AMC 27/29.1302 Chapter 1

# Introduction



#### **Main definitions**

#### Assessment

The process of finding and interpreting evidence to be used by the applicant in order to establish compliance with a specification.

#### **Cabin Vs Cockpit**

**Cabin**: The area of the aircraft, excluding the cockpit, where the crew members can operate the rotorcraft systems.

**Cockpit**: The area of the aircraft where the flight crew members work and where the primary flight controls are located.

#### **Crew Member**

A person that is involved in the operation of the aircraft and its systems; in the case of rotorcraft, the operator in the cabin that can interfere with the cockpit-crew tasks



#### **Main definitions**

#### Design Feature vs Design Item

A <u>design feature</u> is an attribute or a characteristic of a design.

#### Design-related Human Performance issue

A deficiency that results from the interaction between the crew and the system.

#### **Operationnally relevant behaviour**

Sub-part of the system behaviour that is relevant and necessary for the crew to build the situation awareness, to plan the actions and operate the rotorcraft.

A <u>design item</u> is a system, an equipment, a function, a component or a design feature.

MEASA



# AMC 27/29.1302 Chapter 2

# Relation between CS 29.1302 and other specifications and assumptions

#### Background

- → Before the introduction of 1302, CS 27 and CS 29 had already some specific HF requirements with associated AMCs (see next slides for more details).
- → To better support the implementation of these requirements, the MG 20 was introduced some years ago in the AC 29 and AC 27.
- → However, these requirements with their associated AMCs and the MG 20 are not providing a fully structured approach to address the HF issues in design.
- → In some European projects the gap was somehow filled through dedicated Means of Compliance CRIs. For US projects the FAA made use of the cockpit integration team tool.



#### HF elements already included in rotorcraft CSs (1 of 2)

→ Physical ergonomic/anthropometric related criteria

Controls located, designed and arranged so that:

- $\rightarrow$  The pilots can easily see (visible to the pilot) and reach (accessible)
- → The pilots can interact without interference from the cockpit structure or the pilot's clothing
- $\rightarrow$  To prevent inadvertent operation
- → To prevent confusion (between controls)
- → Easily readable and distinguishable
- $\rightarrow$  External view:
  - → Sufficiently extensive clear and undistorted view
  - → Free from glare and reflections that could interfere with the pilot's vision



#### HF elements already included in rotorcraft CSs (2 of 2)

- → Cognitive ergonomics related criteria
  - $\rightarrow$  Workload issues:
    - → Perform his duties without unreasonable concentration or fatigue
  - $\rightarrow$  Usable:
    - → Accessibility, ease and smoothness of operation
    - → Properly labelled
  - → Error management:
    - → Be designed to minimise crew errors
    - → To prevent confusion and inadvertent operation

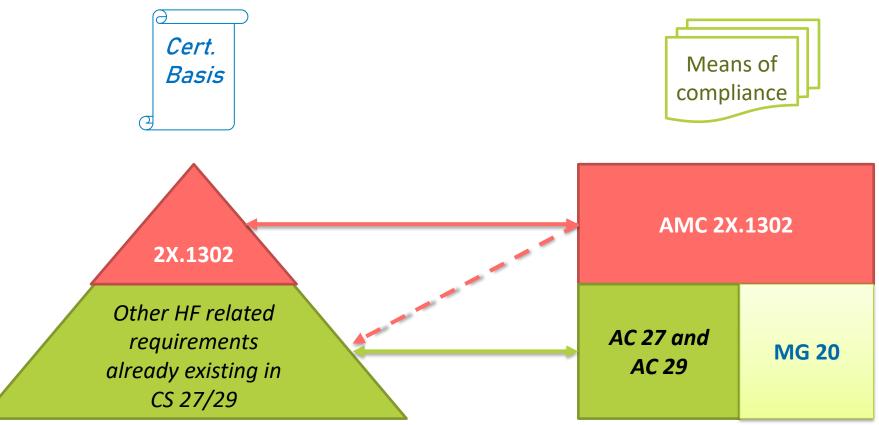


#### Some points worth to be noted:

- → Compliance with HF elements already included in rotorcraft CSs is not sufficient to show compliance with the new 27/29.1302.
- → The material included in MG-20 is not sufficient to demonstrate compliance with CS 27/29.1302.
- → The new AMC 27/29.1302 provides also additional elements that the applicant should consider when showing compliance with the other HF related requirements. However, in case of conflict, for these requirements the related AMC take precedence.
- → Where means of compliance in other AMCs are provided for specific equipment and systems, those means are assumed to take precedence if a conflict exists with AMC 27/29.1302.



### To summarise:





#### **Fundamental assumptions behind the 1302:**

Whenever a crew assessment is made, the crew members are assumed to be:

→ Qualified crew members

Trained in the use of the installed systems and equipment

This implies that the applicant has to fulfill these assumptions and to make the criteria for selecting the evaluators available to EASA .



# What about FAA qualified crew members?

- → In the EASA system a type rating is requested for all CS 27 rotorcraft. Therefore, any 1302 assessment may rely on the training required for the type rating. The type rating is not mandatory in US for this rotorcraft class. This may result in a different way to approach the assessment if not appropriately addressed;
- → However, the training concept is mentioned within the AMC to guarantee that the evaluation is made by crew that know the system under assessment to the extent that there is no bias due to the lack of familiarity. It is therefore the applicant's responsibility to make sure that this achieved.









# AMC 27/29.1302 **Chapter 3**

# **Human Factors Certification**





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#### **Chapter 3: Human Factors Certification**



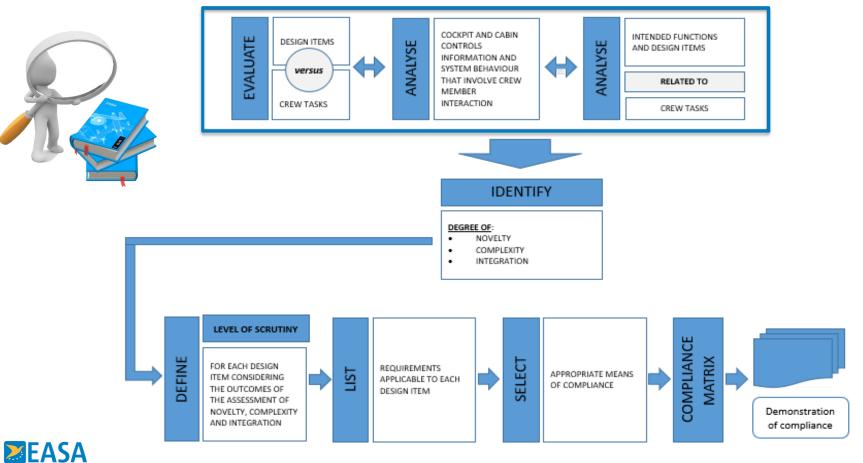
#### Certification Steps & Deliverables

Proportional Approach

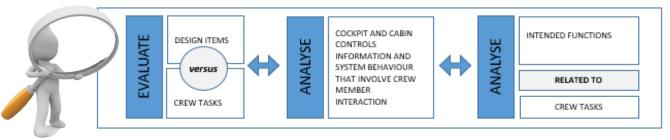




#### **Overview of Certification Steps**



### **Scope Definition**



- → In order to define the scope of the investigation the applicant should complete three initial activities which does not need to be sequentially performed.
  - Evaluate design items vs crew tasks
  - Analyse all the design items used by the crew members with the aim of identifying the controls, information and system behaviour that involve crew member interaction.
- Analyse and document how the proposed design supports the ability of the crew members to perform the tasks associated with its intended **EASA** function.

### **Scope Definition – TIPS & TRICKS**



- → Statement of the intended function should be sufficiently specific and detailed so that it is possible to evaluate whether the system is appropriate for the intended function(s) and the associated crew member tasks.
- → Failing to provide a comprehensive description of the design item intended function is likely to invalidate the results that are obtained.
- → The AMC provides a questionnaire that may help applicants to understand if the intended function has been sufficiently detailed (§3.2.2(d)).



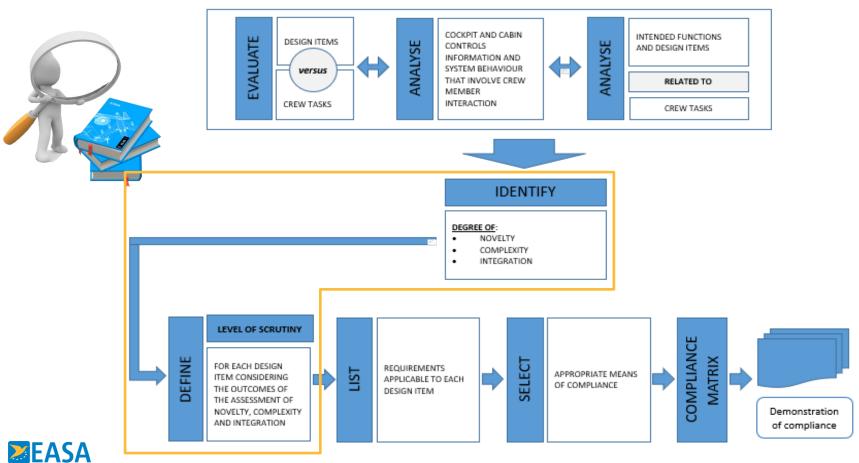
#### **Operational environment:**



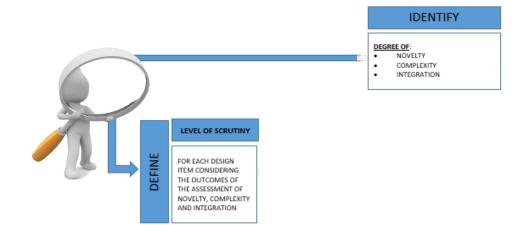
- → Despite large aeroplanes that are always operated in IFR with a minimum crew of two pilots, helicopters may be operated in different operational scenarios (VFR, IFR) and in different types of operations (SAR, NVIS, aerial work with cargo hook and rescue hoist, ...).
- → This introduces an additional dimension that the applicants should take into account.
- → The same design item can be used in a different way depending on the operational scenario or even not used at all.



#### **Overview of Certification Steps**



## Novelty, Complexity, Integration



→ The applicant will then be required to analyse the design items using the following criteria:

#### Integration





### **Degree of Novelty**



- The applicant should characterise the degree of novelty on the basis of the answers to the following questions:
   (i) Are any new functions introduced into the cockpit design?
  - (ii) Does the design introduce a new intended function for an existing or a new design
  - item?
  - (iii) Are any new technologies introduced that affect the way the crew members interact with the systems?
  - (iv) Are any new design items introduced at aircraft level that affect crew member tasks?
  - (v) Are any unusual procedures needed as a result of the introduction of a new design item?
  - (vi) Does the design introduce a new way for the crew members to interact with the system?

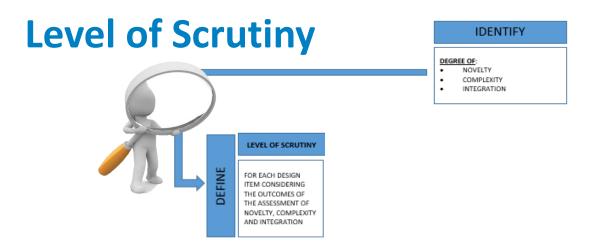
### **Novelty – Reference product**



→ Each negative response should be justified by the applicant identifying the <u>reference</u> product that has been considered. The reference product can be an <u>avionics suite or</u> an entire cockpit previously <u>certified by the same applicant</u>.

→ The degree of novelty should be proportionate to the number of positive answers to the above questions.





- → The depth and extent of the HF investigation to be performed in order to demonstrate compliance with CS 27/29.1302 is driven by the level of scrutiny.
- $\rightarrow$  The level of scrutiny is determined on the basis of the Novelty, Complexity & Integrations analysis.
- $\rightarrow$  It is expected that the level of scrutiny should increase with higher degrees of novelty, complexity or integration of the design.



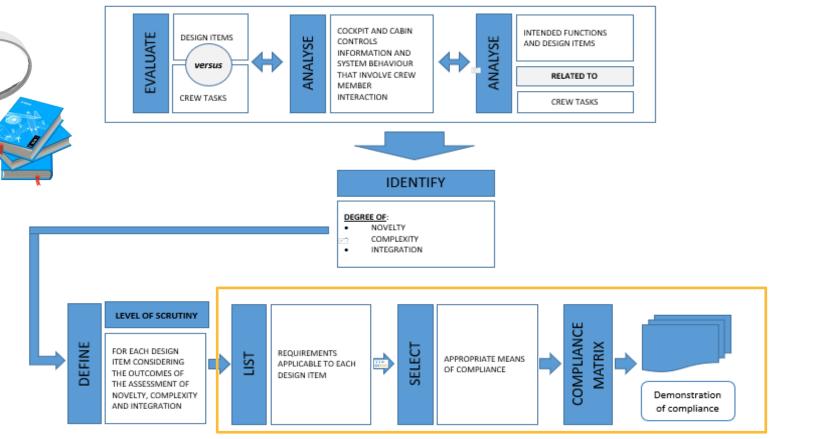
#### **Level of Scrutiny – TIPS & TRICKS**



- → Do NOT overlook integration aspects: both design items and <u>crew tasks</u> should be considered when assessing the integration aspects
- → Do NOT use a novelty aspect as an entry point. All design items need to go through integration and complexity analysis.
- → The absence of in-service events should not be used to exclude an item from the scope of scrutiny.

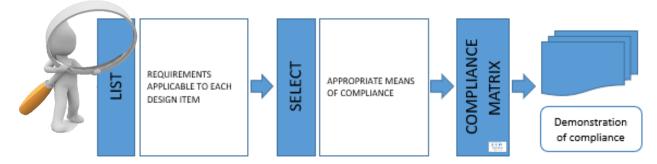


#### **Overview of Certification Steps**

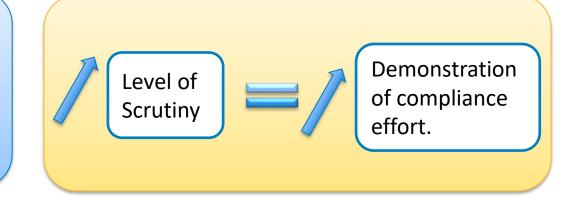




### **Applicable HF Requirements & MCs**

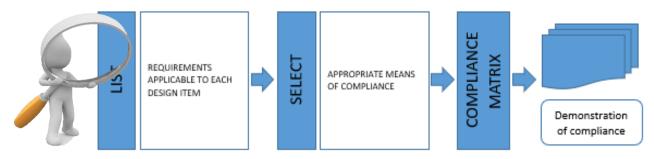


→ HF design requirements applicable to each design item for which compliance must be demonstrated.





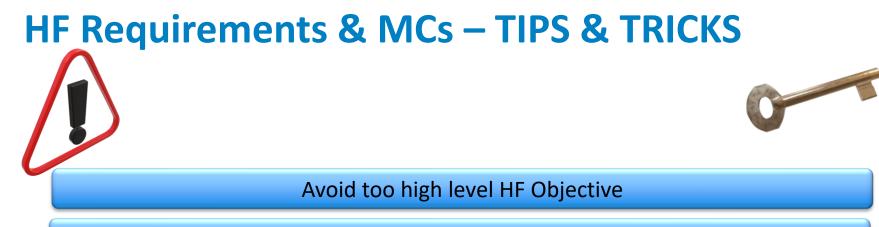
## **Applicable HF Requirements & MCs**



 $\rightarrow$  The following table is an example of a possible implementation.

Weather Radar						
Sub-Function	HF issue	Test or evaluation objective	Requirement	HF attribute (if applicable) §4 AMC 29.1302	мос	Reference to related deliverable
Primary and secondary weather	Presentation of both primary and secondary weather info induce clutter on MAP and HSI and may confuse the crew	to ensure that design supports ease of identification between primary and secondary weather	CS29.1302(b)	CONTROLS (§4.2) INFORMATION (§4.3) INTEGRATION (§4.6)	MOC 8 All HFs simulator evaluations	HF analysis §XXX HF Test Report §XXX





Do NOT make too much use of analysis (MOC2)

Both abnormal/emergency and normal conditions should be considered

Avoid using a single test aiming at covering too high number of HF objectives

HF certification strategy based only on one assessment is generally not sufficient



#### **Deliverables**

#### **HF** Certification Program

- Certification process
- Tests Scheduling
- Outputs and agreements

#### **HF Test Program**

- Experimental protocol for each assessment
- HF objectives
- Expected crew member behaviour
- Scenarios expected to be run.

#### **HF Test Report**

- Summary of the test conditions
- Description of the data gathered with the link to the HF objectives
- In-depth analyses of the observed HF findings
- Conclusions / Mitigations







## **Chapter 3: Human Factors Certification**



#### Certification Steps & Deliverables

#### Proportional Approach

### Strategy & Methodology



#### **Proportional Approach in the compliance demonstration**

- The approach embedded within the AMC assumes that the first part of the HF exercise required by 2X.1302, the one that has as output the determination of the level of scrutiny and definition of the means of compliance, has to be applied for all new types and changes.
- As a matter of fact, this part of the exercise is the core of the approach and it applies independently from the aircraft characteristics.
- However, in order to take into account the wide range of rotorcraft that fall under CS 27 and CS 29, some alleviations have been introduced in the compliance demonstration process.
- Considering the applicability of CS 27 and CS 29, the two sets of alleviations are different.



#### **Proportional Approach in the compliance demonstration**

The underlying assumption behind the proportional approach is that for new types and for major changes the driving factors are different as summarized below:

- New types. The alleviations depends on the Category of approval (A or B) and kinds of operations (VFR or IFR). No alleviations are foreseen for Category A or IFR because of the complexity of the cockpit and of the crew tasks for these machines.
- Major Changes. In line with the general approach of Part 21, the alleviations depends on the change classification (significant or non-significant). The general approach is that for significant changes the applicant should follow the same process that is applicable for the type.



#### **Proportional Approach for CS 27 rotorcraft**

**New Types**: alleviations are allowed for the following cases:

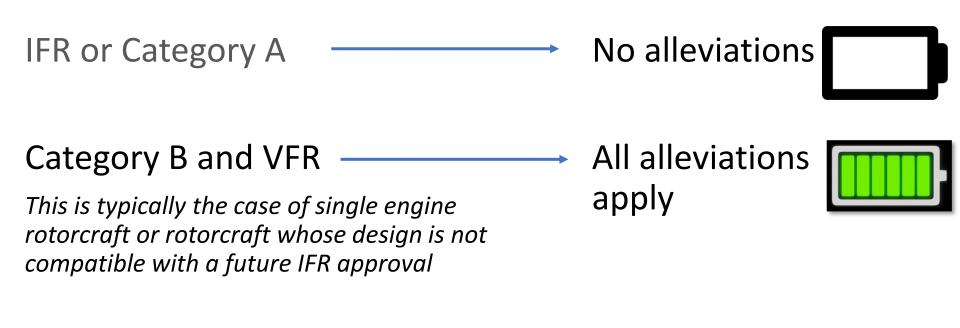
- CS 27 to be approved only for *Category B* and *VFR*.
- Major Changes: alleviations are only allowed for:
  - > non-significant changes.

Three alleviations are possible:

- A dedicated HF test program is not required
- A single occurrence of a test is allowed
- A scenario based assessment can be carried out by a single crew



# **Alleviations for CS 27 new types**



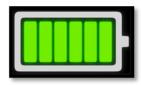
# Alleviations for major changes to CS 27

Significant changes

The same alleviations applicable to new types apply

Non-significant changes

All the alleviations apply





#### **Proportional Approach for CS 29 rotorcraft**

**New Types**: alleviations are allowed for the following cases:

CS 29 to be approved only for Category B and VFR, if the characteristics or types of operations justify it.

Major Changes: alleviations are only allowed for:

*non-significant* changes.

Two alleviations are possible:

- A dedicated HF test program is not required
- A single occurrence of a test is allowed



# **Alleviations for CS 29 new types**

IFR or Category A ------ No alleviations



Category B and VFR — To be agreed on a case-by-case



This may be the case of rotorcraft designed for special purposes as fire-fighting or aerial work, typically not intended to be used for pax transportation



# **Alleviations for major changes to CS 29**

Significant changes

The same alleviations applicable to new types apply



Non-significant changes

All the alleviations





#### Some practical examples (CS 27):

A CS 27 single engine rotorcraft to be approved at the time of the TC for VFR only *may take* advantage of all the 3 available alleviations for a CS 27.

However, if after the TC, the applicant wants to get EASA approval for IFR, this constitutes a significant change bringing the rotorcraft into the final status of Category B IFR.

Therefore, according to the proportionality criteria included in the AMC, for this second certification step, the applicant is not entitled to alleviations.

The applicant of a single engine helicopter should look for alleviations if and only if there is not plan to further develop the project to get IFR approval.



#### Some practical examples (CS 29):

A CS 29 dual engine rotorcraft was approved at the time of the TC for IFR with a minimum crew of two pilots. At the time of TC the 29.1302 was not yet published and therefore it was not part of the Certification Basis.

After the TC and after the date of entry in force of 29.1302, the applicant wants to get EASA approval for single pilot IFR; this constitutes a significant change even if the rotorcraft was already IFR approved.

Therefore, according to Part 21 and to the proportionality criteria included in the AMC, for this second certification step, the applicant has to apply 29.1302 and is not entitled to alleviations.









# **END of FIRST DAY**



# **Information Session on Human Factors** in rotorcraft design and certification

25 and 27 October 2021

## Second part



An Agency of the European Union



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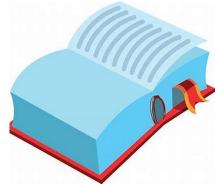
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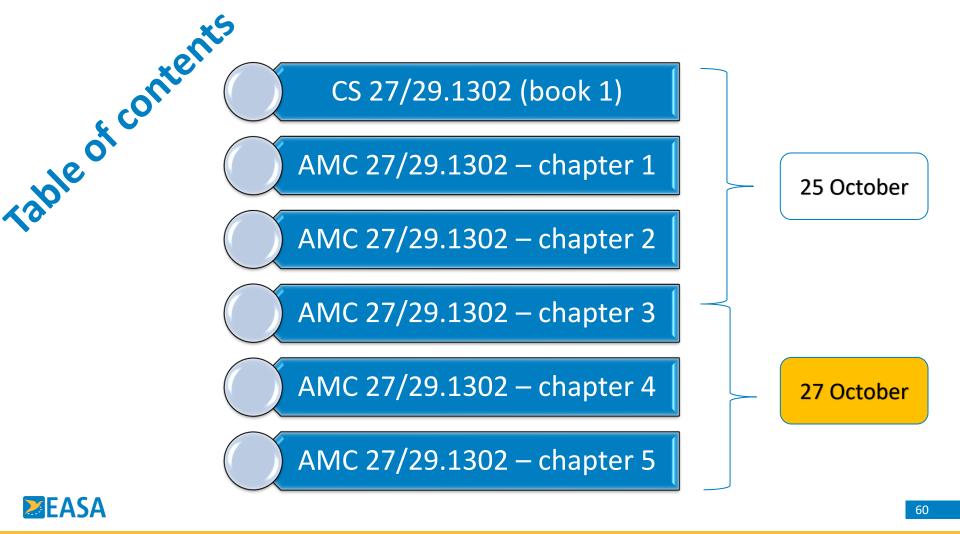


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#### **Chapter 3**



#### Certification Steps & Deliverables



#### Strategy & Methodology



# **Certification Strategy**

Iterative process (design-assessment cycles).

No strategy based on a unique final evaluation

EASA to be involved as soon as possible during the development process





# **Methodology: Scenario-based approach**

Sample of various crews: Representative of the future users.

No HF assessments performed with a single crew

Sterile environment



# **Methodology: Training & Briefing**

 $\rightarrow$  Adequate crew training prior to every assessment.

An initial briefing should be given to the crew members:
 Practical information,
 Expectations wrt crew behavior,
 Limitations of the facility.

 $\rightarrow$ No briefing on failures and scenario details



# **Methodology: Data Collection**

#### **Objective Data**

- Collected through direct observation
- Not limited to Human Errors

Non optimal strategies

#### Misunderstanding

Hesitations

Human errors

#### **Subjective Data**

- Collected during the debriefing
- Data that cannot be observed
- Facilitate understanding of the objective data.

#### **Other Tools**

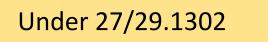
- Questionnaire / rating scales →
   Complementary means only.
- No sufficient to rely solely on self administered questionnaires.



# **Methodology: Workload Consideration**

Under 27/29.1523

- Objective of demonstrating minimum flight crew requirements.



 One parameters among others

 Highlight potential usability problems Not limited to workload alone

No direct conclusion



# **Methodology: Debriefings**

Allow HF observers to gather all the necessary data to be used for HF analyses. Non-directive / semi-directive interviewing techniques

Avoid experimental biases

All HF-related concerns should be recorded / investigated / analyzed











# AMC 27/29.1302 Chapter 4:

# **Design consideration and guidance**





# Introduction

→ The material presented in Chapter 4 provides the standards which should be applied in order to design a cockpit that is in line with the objectives of CS 27/29.1302.

→ Not all the criteria can or should be met by all systems. Applicants should use their judgment and experience in determining which design standard should apply to each part of the design in each situation.



# **SET THE SCENE...**

The following provide a cross reference between Chapter 4 and the requirements listed in CS 29/27.1302:

4.2 'Controls' mainly relates to 1302(a) and (b);
4.3 'Presentation of information' mainly relates to 1302(a) and (b);
4.4 'System behaviour' mainly relates to 1302(c); and
4.5 'Error management' mainly relates to 1302(d).

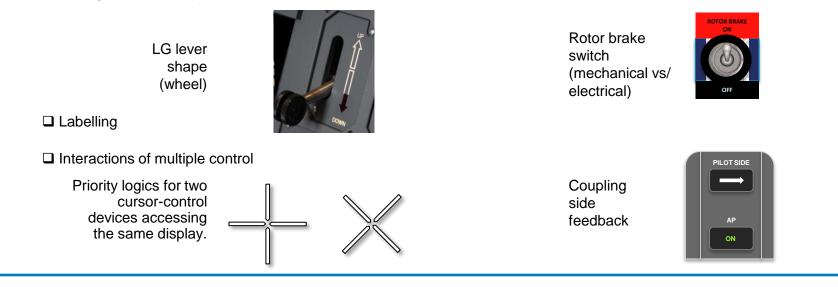
Additionally, specific considerations on integration are given in paragraph 4.6.



# 4.2 Controls (1/2)

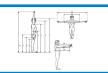
#### The clear and unambiguous presentation of control-related information

□ Distinguishable and predictable controls



#### The accessibility of controls

□ Access to necessary controls by each crew member of the minimum flight crew



# 4.2 Controls (2/2)

#### The use of controls

□ Environmental factors affecting the controls

•Turbulence, fume, smoke

Control display compatibility

Knobs rotation motion vs/ effect on display.





#### Provide an adequate feedback of the effects of the crew actions

□ AP activation Light on control + mode annunciation on PFD





### PARAMETER CHANGING

Rotator knob with small mechanical clicks felt when turning

Range changing linked to the velocity of the rotation of the rotator knob





## 4.3 Presentation of information (1/2)

#### The clear and unambiguous presentation of information

Display formats include the type of information the crew member needs for the task, specifically with regard to the required speed and precision of reading.

VTOSS, VY, VNE marks on Speed tape

#### **Display readability**

Ensure information can be perceived in all environmental conditions (Vibration, Day/Night, sunrise/sunset)

#### Colors

Reinforce the presentation of information through colour coding to reduce interpretation time: cockpit philosophy







# 4.3 Presentation of information (2/2)

#### Symbology, text, and auditory messages

Use of established standards with conventional meanings

#### The accessibility and usability of information

□ Accessible and usable by the crew members in a manner appropriate to the urgency, frequency, and duration of their tasks.

#### Clutter

Prioritize information to avoid visual cluttering or auditory competition to reduce flight crew interpretation time
and information confusion

#### □ System response time

• Response to a control input is fast enough to allow the crew members to complete the task at an acceptable level of performance. If system response is delayed, feedback should be provided to the crew.





### HIDDEN PARAMETER CHANGING







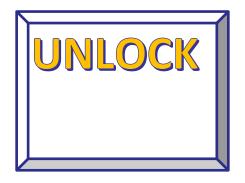


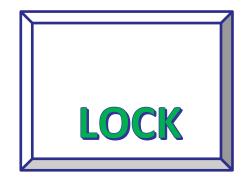




### **Controls / System response time**





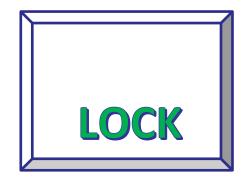


### Nose/tail landing gear locking device

## **Controls / System response time**







### Nose/tail landing gear locking device

### **4.4 System Behaviour**

#### Avoid excessive complexity

□ Ease understanding and enable adequate modes awareness

Guidance & upper modes annunciation on PFD



#### Appropriate tasks allocation between system and flight crew

□ Adequate level of workload in both normal and abnormal conditions:

• Auto hovering, low speed mode, TAC mode, Automatic CAT A TKF

#### □Support flight crew understanding:

- enhanced AP modes (FBW mixed laws, TRC vs RC)
- Heading change vs rotorcraft turn

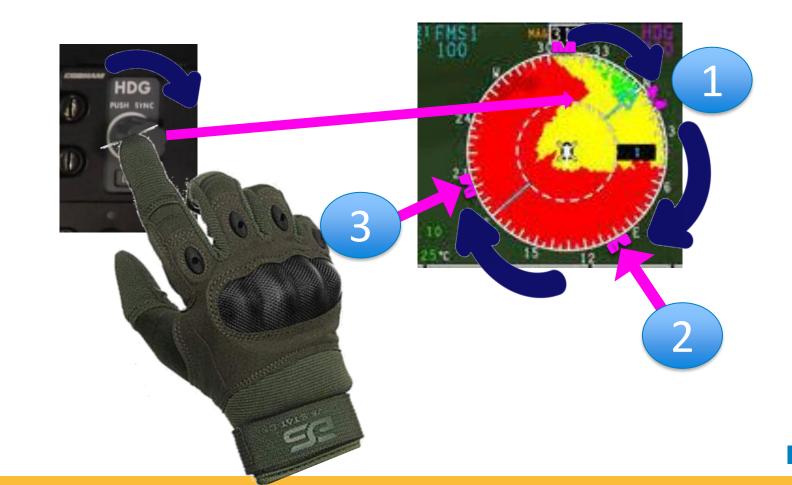
□Allow flight crew supervision and intervention

### WHEN DO I TAKE THE CONTROLS ?

#### The system behaviour should not necessarily reflect the functional logic but user needs

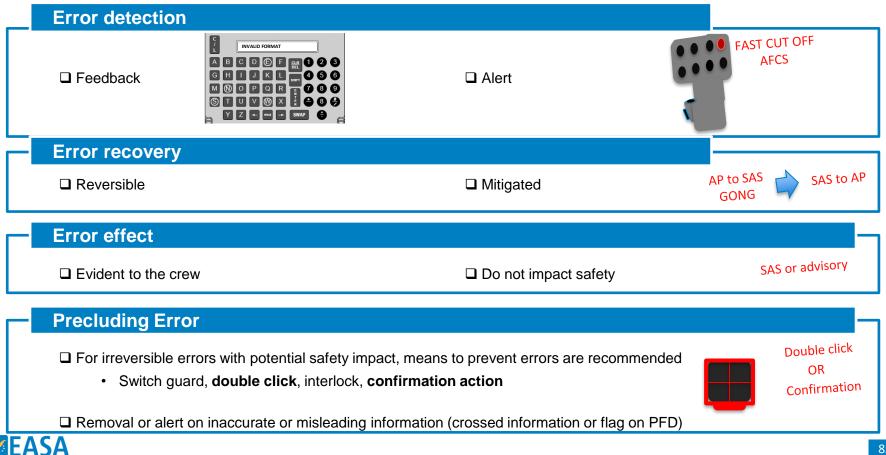
□ Actual system status of a function in AUTO mode may not require crew awareness (e.g. anti-ice protection system, bleed valve).





**EASA** 

### **4.4 Crew Error Management**











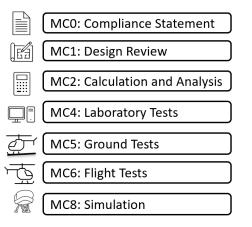
### AMC 27/29.1302 Chapter 5

### **Means of Compliance**



### **AMC Chapter 5 – Overview**

This chapter of the AMC provides specific guidance for the selection and use of the Means of Compliance (MC) in the Human Factors compliance demonstration process. Seven MCs are discussed in details:



- Credit from previous certification processes is discussed
- Representativeness of test article is addressed.



# **Certification Credit (1/2)**

Two key elements need be assessed by the applicant when claiming certification credit from previous approvals:

 $\rightarrow$  The reference product



 $\rightarrow$  The certification basis applicable to the reference product





# **Certification Credit (2/2)**

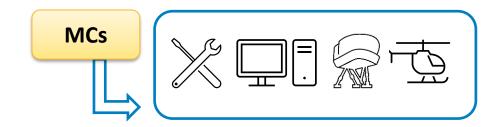
The reference product is expected to be another product certified by the same applicant in previous certification process with EASA

As a general principle, no credit should be claimed if:
 The design item was certified by another applicant or
 The design item has not been previously certified by EASA

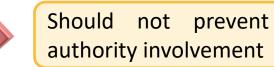
➢ However, <u>on a "case by case"</u>, credit can be given to activities carried out by equipment suppliers if at the beginning of the process there is an agreement with EASA and a work share is established between the applicant and the supplier.



### **Test Article Representativeness**



The representativeness in the early stage of the development: **Not a key driver**!



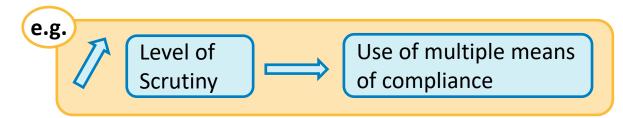
Deviations from the intended final design need to be known and monitored.
 Deviations should not compromise the validity of the data to be collected.

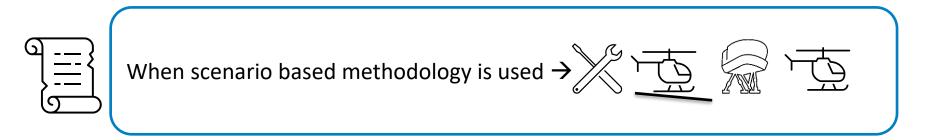


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## **Selection of the MCs**

→ No generic method to determine the appropriate means of compliance for a specific project.

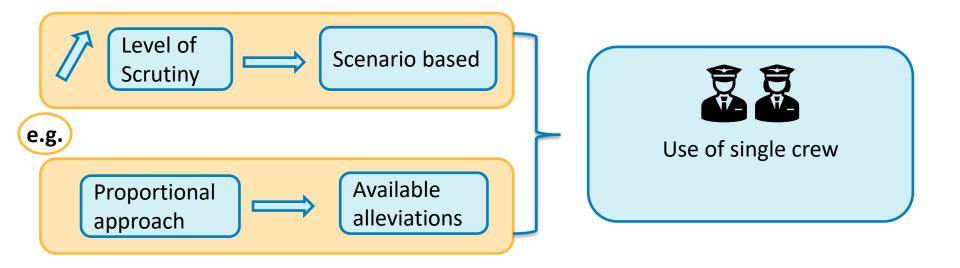






### **Assessment of Alleviations Applicability**

 $\rightarrow$  Selected MC vs Available Alleviations





### **MC0: Compliance Statement based on similarity**

### Uses

- Similar design items already certified by the same applicant.
- Similarity can be claimed for the entire item or some parts.
- May be used in combination with other MCs.



- May not be enough to evaluate the integration criteria.
- Re-assessment may be required.



### **MC1: Design Review**

- Uses
  Drawings
  Configuration Description
- Design Philosophy



- Use of MC1 as the sole means has to be carefully evaluated.
- Each of the described means has limits.



## **MC2: Calculation / Analysis**



 Analysis of specific or overall aspects of the human interface of the product, system, cockpit.



 This MC should be complemented by other MCs when required.



### **MC4: Laboratory Tests**

### Uses

Mock-ups for physical layout assessment.



**Benches** for system's characteristics assessment.





Do not use Bench tests or mock-ups to assess complex cognitive issues.





### Uses

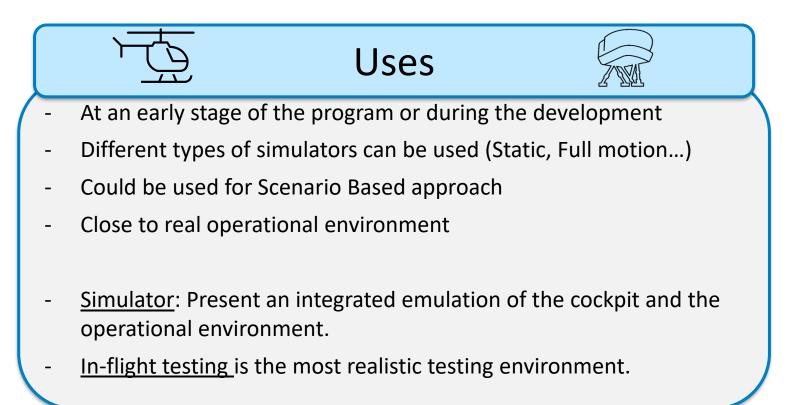
- An assessment conducted on a prototype (flight test article) on ground.
- e.g. Windshield reflections



Do not use Ground
 Tests to assess
 complex cognitive
 issues.



### MC6 and MC8: Flight Tests and Simulation (1/2)





### MC6 and MC8: Flight Tests and Simulation (2/2)





#### Flight Test:

- Actual cockpit environment
- Actual level of system integration
- External conditions/inputs may be difficult to be replicated

#### Simulator:

- May not be fully representative of the entire cockpit but external conditions/inputs may be more easily replicated
- Some failure cases may only be assessed on MC8







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### **Thanks for your attention**



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