



THE ADF NEWS “Keeping the Dispatch Professional Informed”

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Summer 2008

Inside this Issue:

- Dispatch Credibility
- 2008 ADF Safety Symposium
- Quito Jumpseat Ride
- Creating Enhanced and Common Situational Awareness with WSI products
- HP/US Merger update on their Dispatchers
- Aviation Fatigue
- Upcoming ADF Meeting schedule

ADF Safety Symposium 2008
October 19-21, 2008
Holiday Inn Crowne Plaza /
Washington DC / Dulles Airport
Registration is FREE for ADF Members
See page #2 For more Information



Dispatch Credibility

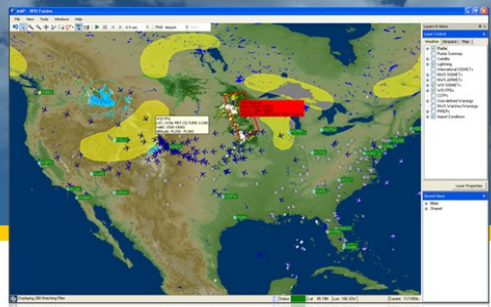
*"The dispatcher must never be content to let things work themselves out. Rather, he must take an active part in every problem that arises. Only in this way can he catch possible serious situations before they develop dangerously. **Errors of omission are just as dangerous as errors of commission.**"*
Jerome Lederer, Director of Flight Safety Foundation – 1939.

"An air line dispatcher must have guts, imagination, and judgment superimposed on good general knowledge of the air line business in all its phases and a thorough knowledge of flight operations. He must be able to get along with all kinds of people, particularly, with flight crews. He must have energy, initiative, and ambition. He must have an active, agile mind, the ability to think straight and fast, and to make up his mind." 1962 American Airlines Dispatch Handbook

Fly each flight 200 miles ahead of each aircraft. Remember, the flight crew does not like or want any surprises. If you minimize their surprises, you have taken a step towards your credibility as a dispatcher.

Become so proficient in your profession a Dispatcher that management and pilots alike will clearly recognize the "Dispatch Advantage". Your decisions should reflect considerations in **safety, economics, customer satisfaction and on-time performance.**

WSI FORECASTING



Global, EWINS Services

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- Volcanic Ash
- Terminal Area Weather

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ADF Safety Symposium 2008 October 19-21, 2008

Registration is **FREE** to ADF members. Register today at www.dispatcher.org

Host Hotel: Holiday Inn Crowne Plaza / Washington DC Dulles Airport.

Use group code ALD to get our group rate of \$169.00 / Night

<http://events.ichotelsgroup.com/DPRD-7ETJBW/WASHV/website/>

Please support the ADF by using the group rate at the host hotel. By using our room block we can afford to keep the registration FREE for members. If we don't meet utilization goals on the hotel room block we will have additional costs attached to the cost of hosting the symposium. Your support is appreciated.



Special Events are planned, so don't miss out!

Steven F Udvar-Hazy
National Airspace Museum.

Sponsorship Opportunities contact: MBerg@Dispatcher.org



FLIGHT Explorer®



UIO Jumpseat Ride Report

I took my Jumpseat ride on flights COA653/COA654 to Quito, Ecuador on June 3rd – 5th, 2008. The Captain was Sam Sexton. He is a B737 Check Airman and he was doing a UIO checkout on Captain Don Harrell. The experience was very valuable.

Arrival

We arrive late in the evening: 1107P. As a Jumpseat rider, try to get off the airplane ASASP. This will allow you to be the first through customs and have you through in time to ride the crew van to the hotel.

Flight Planning

We were planned on Company Stored Route #500. Route 500 is the preferred route to fly the RNAV (RNP) Approach. NOTAMs permitting, this is the route we would like to fly. The flight plan calculates the fuel burn all the way to RWY 35 therefore it is not necessary to add fuel for the approach. The flight arrives from the north and, because we are the last scheduled arrival for the evening, can accept a straight-in from *DAGMA* IAF to Rwy 17 winds permitting. Therefore, when planned at max landing weight, the crew will have to burn off additional fuel in order to accept the straight-in arrival. The straight-in arrival saves about five minutes and 900lbs, so it is preferable to allow some room beneath the max landing weight.

The crew was comfortable with 7.5-8.0 over UIO. This still allows enough for landing at GYE if necessary with about 4.5. Normally the decision to divert will occur prior to *DAGMA* as the crew watches the weather all the way from IAH.

The decision on which runway to use must be made before *DAGMA*. Per agreement with the FAA and the Ecuadorian Aviation Authority, no change may be made after *DAGMA*.

DME updating is turned off as part of the QRH Non-Precision Approach RNP checklist.

Enroute is RNP 12 and the approach was RNP .15. ANP for the approach was .09. The pilot not flying (PNF) monitors the ANP value throughout the approach and will advise if it exceeds RNP. If that should happen, an automatic missed approach will be initiated.

Communications

VHF is available for most of the route. However, the flight will lose VHF Data link by *PENSO* and VHF Comm. by *PAPIN* and not regain it until *PACTO*. You may use HF for com-

munications all the way.

Airport and ATC

The UIO airport is 9228ft elevation. Rwy 42ft. Fog can form at any point on the dency is for it to form to the north and drift (Rwy 17). This would favor the use of Visibility is expressed in the Metar look-

The airport authority is planning to build a present one. It will be some hundred tures are higher. Performance may be a in 2010.

The present airport has substantial infra-years old and shows its age. Twice while I men came to fix the displays. The tower

runway, went out of service twice and the tower lost all displays. I was told by the ATC people that it is not uncommon.

They also have electrical problems which cause loss of runway lights and other electrical items on a regular basis.

The controllers are professionally trained and the job is considered quite a good one. Guagua Pichincha is 7 miles to the west and overlooks the airport.



17/35 slopes from north to south about runway, but from April-June, the ten-over the northern end of the runway Rwy 35.

ing to the north or south.

new airport several miles east of the meters lower but the average tempera-wash. The airport is scheduled to open

structure problems. The terminal is 48 was visiting the Control Tower, repair-radar, which covers from *INTAG* to the

Check in and departure

Flight 654 departs at 630A. The ticket counter opens at 430A. It is best to be in line at 430A. The airport has 6-7 departures during that 600A-645A time frame and on Thursdays a charter A330 goes to Madrid. The result is congestion at all checkpoints. There are five stops before boarding the airplane: 1. Ticket counter (It can take a while because the agents are unfamiliar with the must ride procedure) 2. Departure tax station (\$40.80). 3. Passport Control 4. Security 5. Check in at gate with additional carryon bag inspection.

Because the airport has only one parallel taxiway, aircraft pushes occur on a first call first served basis. This makes it very important to have the paperwork available as early as possible so all parties can get their work done quickly.

The airport has only three serviceable fuel trucks and therefore last minute fuel uplifts are difficult to accomplish. We discussed having a base fuel load put on the airplane the night before, but that would require an Ops Agent to be available. There are only three and none is on duty in the evening.

Any delay in pushback can have the undesirable effect of having a wind shift which would cause us to lose the best runway for departure: Rwy 35. As the difference is substantial (6K-7K lbs), we prefer to avoid this problem.

The Continental People

The people are first rate. From the station manager on, there were very helpful and friendly. Most have been there many years and are intimately familiar with the peculiar operational problems UIO presents. It is important to trust them and their judgment on those issues.

Written by: John Moniz (Continental Airlines)

What did you learn on YOUR last Flight Deck Observation trip?

Email it to Newsletter@Dispatcher.org



Lights, Camera, Action!

Yes the rumors are true. The Cameras are rolling as the ADF is now in Development, Pre-Production and Post Production making a new Flight Dispatcher Video replacing the old and outdated "JFK Night Landing". The new video is a big undertaking to say the least and the ADF would like to thank Tracy Benson and the previous members involved in laying the groundwork for this project. Since the older video was produced, the Aircraft Dispatcher's roles and responsibility have changed adding new positions like the ATC Coordinator who works closely with the ATCSCC Managers in DCA helping each airline save money, fuel and time for it's company and fare paying passengers. The recent enhancements in technology have made dispatcher more visible as "One Stop Shopping" for all their airlines needs.

One might ask, "What does it take to make a new video?" Whether it's Star Wars, Indiana Jones or the ADF, all movies and or videos have 5 basic phases prior to release, which maps out a process. These phases are:

Development: Script or Idea of video (which is ongoing and evolving daily)

Pre-Production: Actual filming, Compiling video information old and new for the project. (Ongoing)

Post Production: Film editing, sound, voice-overs, music, etc. (Ongoing with older material to see if it can be used and saved)

Approval: Board members, Delegates, Sponsors view product for tweaking prior to distribution.

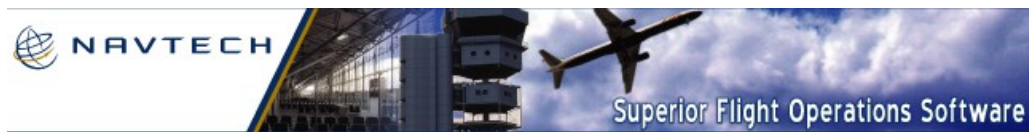
Distribution: Now having the sponsors and funding in place, Work through the mass distribution to its ADF members, FAA and others in the aviation community.

This video will be a great educational tool for Pilots, ATC Controllers and Aircraft Mechanics helping them understand how us Aircraft Dispatcher go about conduct business on a daily basis.

So when you're called on to be part of the video, sign the waiver and practice these few lines,

"I'm (your name here), and I'm an Aircraft Dispatcher!

Joseph J Miceli EVP for the ADF.



ADF Sponsorship and Exhibit Space is still available for the
2008 ADF Safety Symposium
October 19-21, 2008

For more information or to reserve your space
contact Matthew Berg at MBerg@Dispatcher.org

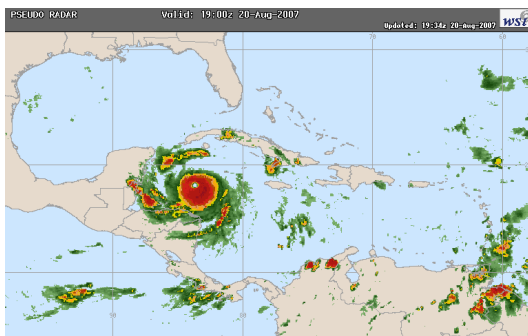
Don't Be Left Out! Reserve your space today.

Creating Enhanced and Common Situational Awareness Utilizing Global EWINs Services to Improve Safety

According to the National Transportation Safety Board, over the last 12 months there were 11 reports of Part 121 air carrier flights having turbulence encounters resulting in injuries. Of the 27 reported injuries, 9 were serious and 18 were minor. Of the 9 serious injuries, 8 were flight attendants and 1 was a passenger.

In cooperation with various customers, WSI has developed a number of products and services designed to provide earlier insight into weather impacts around the globe and make it easier to take proactive action. In fact, WSI established an EWINS certified forecasting department in response to customer requirements. The department now routinely issues TAFs and Enroute Hazards forecasts used by airlines globally for flight planning and flight following.

WSI Enroute Hazards are specifically targeted toward efficient and safe route planning of air transport category aircraft. WSI's staff of aviation forecasters create the Hazard Forecasts both in graphical and text formats. WSI produces Flight Plan Guidance charts or FPGs that clearly depict areas of enroute hazards such as turbulence, convective thunderstorm activity, icing, volcanic ash, and dust storms. WSI issues enroute hazard guidance for all altitudes from the surface to FL500 (50,000 ft). When hazards exceed preset criteria such as intensity or aerial coverage then WSI issues a significant meteorological advisory or WSI SIGMET. Both WSI FPG's and WSI SIGMET's are available with PIREP overlays for additional information about the hazard. Each WSI forecast period represents a snapshot at a discrete point in time, whereas most services, including the National Weather Service, use a time-smearred technique. The WSI snapshot approach results in more precisely defined areas of hazardous weather for each time snapshot, whereas the time-smearred approach indicates the largest possible aerial coverage for the entire forecast period. The benefit of the WSI snapshot approach is more precise routing around hazard areas resulting in time and fuel savings as well as increased safety.



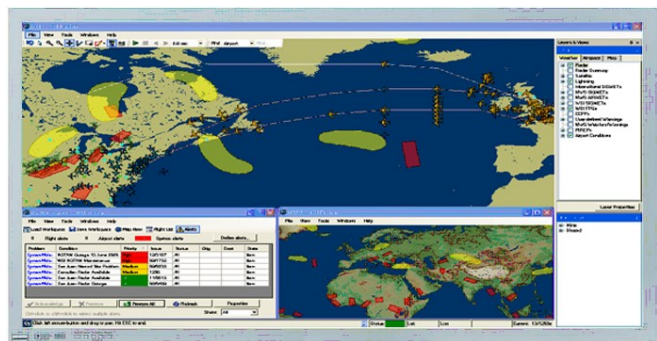
WSI provides standard XML and WMO data formats for delivery of the hazard information to existing airline flight planning systems which enables automatic routing around pre-defined hazard criteria. Telephone briefings for WSI's Enroute Hazards customers provide an added level of understanding which boosts decision making confidence for their clients. The results are that clients are finding early returns on the investment in procuring the services. The costs of lost time and medical expenses for a crew member injured in a turbulence encounter, for example, greatly exceed the cost of the service.

In March, 2007, WSI acquired a 50% stake in the U.S. Precision Lightning Network (USPLN). The USPLN is a joint ownership between WSI and TOA Systems. The USPLN detects all lightning

strokes, not just flashes since many strokes can comprise a single flash. It also detects, resolves and depicts cloud to cloud strokes. This year the network is expanding to cover all of North America, including the Caribbean with the ultimate plan of Global lightning coverage in 2009. Thus areas of current turbulence related to convection, world-wide, will be easily discernable.

WSI Fusion™ is a proactive operations management and flight tracking solution that incorporates the Enroute Hazards and Lightning data available providing early insight into changing weather, flight, airfield, and airspace conditions. This enables operators to optimize operations and mitigate the impacts of disruptive events. The software uses a "manage by exception" concept to allow users to make more efficient use of their time by alerting users only when their attention or action is required.

Designed for use by both Pilots and Dispatchers, WSI's Pilotbrief Online service provides internet access to WSI's widely used, airline-proven aviation weather data products including WSI Enroute Hazards, WSI NOWrad® and Tropical Event charts. WSI Pilotbrief Online is an FAA Qualified Internet Communications Provider (QICP) approved web service. WSI Pilotbrief Online has been voted the #1 Weather Briefing Service by Professional Pilots for ten years in a row and is truly the industry gold standard for preflight weather briefing tools.



By combining proprietary services such as WSI Enroute Hazards and USPLN Lightning with industry leading products such as WSI Fusion and Pilotbrief Online, airlines can realize enhanced common situational awareness and collaborative decision making. By ensuring pilots, dispatchers, management, and others are all using the same highly trusted WSI weather information these organizations streamline operational processes, reap cost savings and increase the safety of operations.

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FAA Aviation Fatigue Management Symposium June 2008

Written By: Adam Giraldes

I'm just returning from the 1st FAA Aviation Fatigue Symposium, sponsored by the FAA.

The purpose of the symposium was to address how we (aviation community) can mitigate issues of fatigue. Attendance was by invitation only, and included government agencies, industry, and human factors experts, for a total of about 390 individuals. Most of the individuals were end users, labor and non, and less than a handful of senior officials from airlines.

We were told that the symposium was not designed to solicit recommendations on FAA regulations or policies or reach consensus on any course of action. Rather to enhance knowledge and awareness of fatigue and various fatigue mitigation techniques for application in working environments.

We started the symposium with the NTSB Vice Chairman Robert Sumwalt, who spoke of 117 fatigue related NTSB recommendations to the FAA since 1972. Seven accidents in the past 10 years specifically caused by fatigue. Vice Chairman Sturgell also stated that they have numerous incidents where fatigue was a contributing factor of the incident. The attendees were then educated on science and studies from fatigue. We had scientists and doctors from around the world that presented studies and findings of problems with shift work. After the science of fatigue we broke off into specific work groups to address fatigue issues specific to the workgroups. The groups met for 2 days and a final report would be presented to all attendees and Mr. Nick Sabatini from the FAA. The groups were as followed:

- International Long Haul Operations Passenger and Cargo
 - Domestic Operations: Transcons
 - Domestic Operations: Multi-leg
 - Air Traffic Control and Tech Operations
 - Dispatch, Ramp operations, and Maintenance
- Our workgroup consisted mostly of maintenance workers, approximately 4 or 5 dispatchers, and medical/human factors experts. The moderator was a FAA Aviation Safety Inspector, Maintenance. I was quite surprised of all the groups that maintenance and ramp workers had little or no regulation on duty time. Many of our legacy carriers have maintenance employees working 16-20 hour days, four-five days in row, and many with a second job. Some key points from the dispatchers that came up.
- Fatigue, non punitive. Regulation allowing a dispatcher or any worker to call fatigue, as a pilot.
 - Lack of a break or relieve (for the smaller carrier where only 1 dispatcher is on duty and the inability to use the rest room or even grab their lunch).
 - Workload no guidance, human factors studies show that fatigue is direct issue from workload.
 - Schedule, regulations are too ambiguous.
 - Short turns the amount of them
 - Environment, i.e. furniture, temperatures.
 - Difference between schedule worked and posted (as individuals we hold a responsibility)
 - Insufficient Staffing.
 - Last minute schedule changes
 - Education on fatigue
 - Single level of safety, work rules should be the same for all Regulations.
- Some key points from the medical experts and scientists were:
- Quick turns with less than 12 hours of rest per shift dramatically increased chance of errors. If a shift is 10 hours or longer with a quick turn studies showed that incidents increase by 10 times.
 - Napping of 20 minutes could energize a person for 3 hours.
 - Start time of mids and length of mids.

(Continued next column)

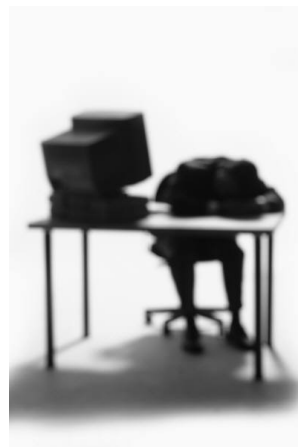
The worst time for our internal clock to try and perform any duties is the 3am-4am time frame, no matter how much sleep our bodies naturally fight the ability to stay awake.

- There is nothing we can do to fight sleep when we don't receive proper rest, caffeine, drugs etc.
- Healthy young individuals were found to develop onset type II diabetes in as little as 7 days when they didn't receive deep sleep.
- Counter clockwise shift rotation is better than clock wise type shift rotations. I.e. better rotation is mids-afternoons-days in a pattern.
- Although we can never make up lost sleep, at the end of a work cycle we can reenergize by increasing the amount of sleep on the first day off.

Conclusions (a summary) that were presented to the FAA on Thursday from all groups

- Common theme of all groups were to standardize all types of operations, part 91,135, and part 121 to be the same
- Interpretations of work rules need to be the same
- Screening for sleep disorders
- Too much overtime required, insufficient manpower
- Shift start/stop times poor sector resource management
- Last minutes schedule changes
- No breaks
- Safety verse efficiency
- Strategic napping or rest
- Breaks not part of assigned duty time
- Increase time between shifts (ref. short turns, more than 10hours)
- Lack of regulation
- Mandatory recurrent type training on fatigue.

In conclusion I believe there will be change in how we do things. The pressure from unions, employees, and other government agencies will require changes take but something response to FRMS management system of the ways that identifying and applying correction.



FRMS will be a pillar of SMS (safety management system) must comply any 2009. This of the symposiums will be 6-8 weeks. will share the ties. I have Johnson PhD from the FAA's human factors to speak at our symposium and educate us on fatigue. I am now fatigued and ask if anyone has any questions please feel free to contact me.

Adam Giraldes , ADF President.
AGiraldes@Dispatcher.org

change. When the place is unknown, has to be done in the NTSB findings. (fatigue risk management) seems to be most immediate companies will be issues with fatigue

FRMS will be a (safety management and all carriers with SMS by January is just a summary sium, and the find-published in about Once they are out I link with all par-asked that Bill

America West and USAirways Dispatchers Merged

From the day the merger of USAirways and America West was announced in 2006, the dispatchers of both airlines knew someone would have to move. USAirways dispatchers were based in the Operations Control Center located near Pittsburgh International Airport and America West dispatchers were based in the System Operations Center in Tempe, Arizona, near Phoenix Sky Harbor Airport. Although both groups were represented by the TWU, there were numerous differences in pay rates, job scope, seniority and other contractual issues. After almost two years of negotiation and an arbitration case, the two groups came under single contract.

The question remained as to where the operation center or centers would be located. The merged company considered several options during the last two years which included operating two centers, consolidating in Pittsburgh or Phoenix, or moving both offices to a third location which was Charlotte, North Carolina. Political officials from the three localities made presentations to the company as to the benefits of maintaining or moving the location of the joint Operations Center which would house dispatch, crew scheduling, maintenance personnel, management and other staff. In April of 2007 the company decided that the new center would be located in the Pittsburgh area. USAirways' old OCC though was in a leased building that would not comfortably support the combined operation of the two carriers.

The decision was made to seek a new site close to Pittsburgh Airport where a new office could be erected for the combined operations center. The company also needed to select a back up site in the event that the primary facility became temporarily disabled. In late 2007 a ground breaking ceremony was held at the site for the new Operations Control Center. Governor Rendell and numerous local political officials as well as USAirways management, and union members attended the ceremony. The construction of the new facility is proceeding on schedule and staff members are expected to move to the new office by November of 2008. A back up site, located in one of the Pittsburgh Airport hangars, has already been complete so that seamless operations could be maintained in the event of an emergency.



Meanwhile, West dispatchers moved to the Pittsburgh area in order to start working in the old OCC as of March 1, 2008. East and West dispatchers are all trained on equipment differences for the East and West fleets. The two groups now operate under a single flight planning system, labor contract, and dispatch and flight operations manual. Although East and West dispatchers work together and can work any domestic dispatch position in the office, the two fleets are separate for now. While no one really anxiously looks forward to a Pittsburgh winter, this November will bring USAirways dispatchers to a brand new office with a hilltop location and a spectacular view of the approach to Pittsburgh's Runway 28R.



Safety is No Accident

The original purpose of an Aircraft Dispatcher was and is to insure safety.

Safety is "the art of reducing risk to the least possible chance of occurrence". (Although, to make money at it as an airline, we have to leave the ground.)

Safety is "the understanding, recognition and avoidance of hazards".

"In order to reduce accidents, risks must be analyzed, evaluated and controlled."

Preserve the "Safety PAD", the Pilot, Air Traffic Controller and the Dispatcher.

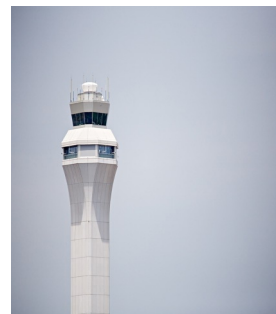
You have a responsibility not only to your airline, but also to your license. Respect the *intent* of the regulations.



It has been proven aircraft accidents result from a complex chain of factors and events which, when taken as a whole, ultimately lead to the accident. The aircraft dispatcher has a unique role with far-reaching abilities to break any number of these links, thereby avoiding the accident.

An average aircraft dispatcher will work more flights in a three-year period than will the average airline captain in his or her entire career...the impact dispatchers have on safety and the traveling public is profound.

A Dispatchers middle name is ATC. Don't necessarily accept an ATC delay or re-route as unavoidable.



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ADF Meeting Schedule 2008

July 19th—Chicago
Hotel: Wyndham O'Hare—ask for airline rate

October 19-21 ADF Symposium
Crowne Plaza Hotel Washington DC/Dulles Airport
Use group code: ALD for our special rate of \$169/nt.
Free Registration for ADF Members

2009

January 21st. —Honolulu HI

April 27th— Denver CO

July 19th— Pittsburgh, PA

October 18-20 Symposium—Orlando FL

FLIGHT Explorer[®]



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