FRMP/FSAG/Education Panel

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Fatigue Risk Management Plan (FRMP)

• Supports and reinforces United SMS policies and principles

• Describes how fatigue reports are submitted, reviewed and managed

• Fatigue Review Committee (FRC)
  • Company /ALPA reps from scheduling / safety
  • Categorize fatigue events for pilot pay
  • Data collection and analysis of fatigue events
    • Determining root causes / contributing factors
    • Identify and monitor trends
    • Recommending corrective actions to mitigate risk

• Fatigue Management Steering Committee (FMSC)
  • Senior Vice President Flight Operations
  • Vice President Corporate Safety
  • Chairman System Scheduling Committee
  • Chairman Central Air Safety Committee
When a Pilot Calls Fatigue

- Pilot informs crew scheduling
- Crew scheduling immediately releases pilot from flight duty
- Total rest period is mutually determined by the pilot and crew scheduler
- After the rest period, the pilot will be available for duty IAW UPA
  - Rejoin original assignment, be assigned to a different FDP or reserve duty
- Pilots sick bank initially debited and reconciled if necessary
- Pilots should utilize all available rest prior to calling fatigue
Changes Due to Fatigue Calls

- Analyzing onerous pairings
  - 2 Leg WOCL
  - Early East
  - Day layover / ANF
  - ANF / Day layover /7+ FDP
  - Reverse Redeye / 7 + FDP

- Improvements to pairing building process
  - Refined/ing inputs to SAFTE-FAST scoring model
  - Rolled out scoring to wide-body fleets and GUM
  - Incorporated augmentation on wide-body fleets
    - Initial adjustments impacted ~40% of narrow-body pairings and reduced scores by ~1 point
Changes Due to Fatigue Calls

Manual adjustments made by Crew Resources during optimizer runs

- West Coast Hawaii departures before 1100 need to be trip start, or at least have no prior leg before 0700
- ANFs build for East Coast crews in 3\textsuperscript{rd} or 4\textsuperscript{th} duty often need to be moved into West Coast trips in 1\textsuperscript{st} or 2\textsuperscript{nd} duty
- IAH-POS/SJU usually need to be locked as out-and-back, varies seasonally

Crew Resources adjusting rules in Jeppesen to optimize pairings

- Placing ANF legs into either 1\textsuperscript{st} or 2\textsuperscript{nd} duty of a trip
- Applying a penalty for multiple WOCLs in a trip
- Improved functionality for max duty time limitations for certain stations
Changes Due to Fatigue Calls

• Broke up the GUM triangle
  • GUM-MNL-ROR-GUM
• Increased augmentation on transatlantic flights
  • TLV-EWR
  • LHR-EWR
  • DUB-IAD
  • LHR-IAD

• FRMP / FOM updates
  • Miscategorized Events (fatigue due to illness, injury, commuter policy, etc.)
  • Established procedures for when a pilot does not call fatigue
  • Establishes procedures for FSAP’s that are filed but lack information
Education

- Fatigue Education and Awareness Training (FEAT)
  - Introduction to FEAT
    - Introduces learners to subject areas required by FAA Advisory Circular 117-2 Information for Operators (InFO) 10017
  - Continuing Qualification Distance Learning (CQDL) – Trimester A & C
    - Build upon prior training / experience and address current hot topics
    - Includes a combination of elements based on operational risks, technological updates, changes to regulatory requirements / FRMP
  - Dispatcher / Operations Manager FEAT

- Captain upgrade

- Annual Flight Standards meetings for Line Check Airmen

- Base visits / town hall meetings

- Pilot / Scheduling bulletins