



# Managing FAR 117 in Operations

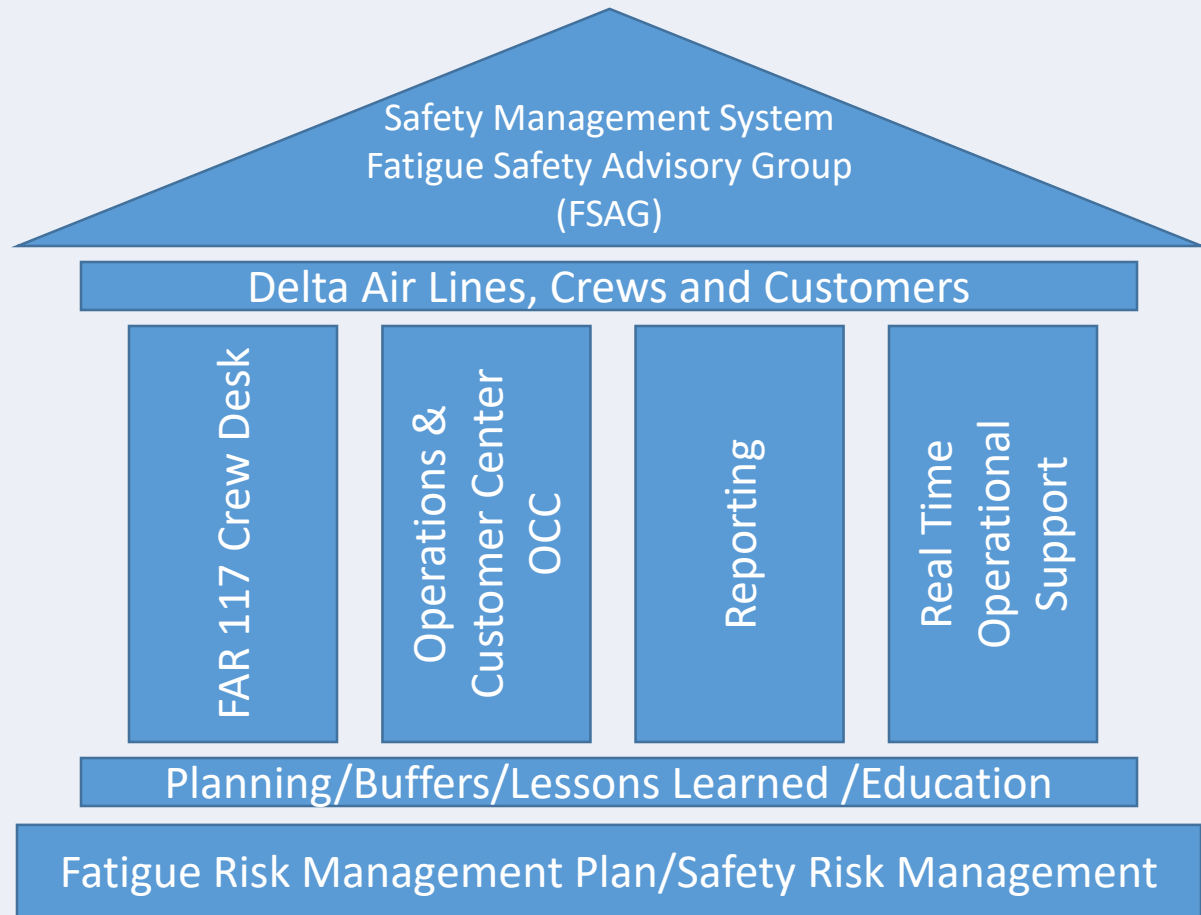
Delta Air Lines



**Fatigue Management Seminar**  
FAR 117 Fitness for Duty and Responsibilities

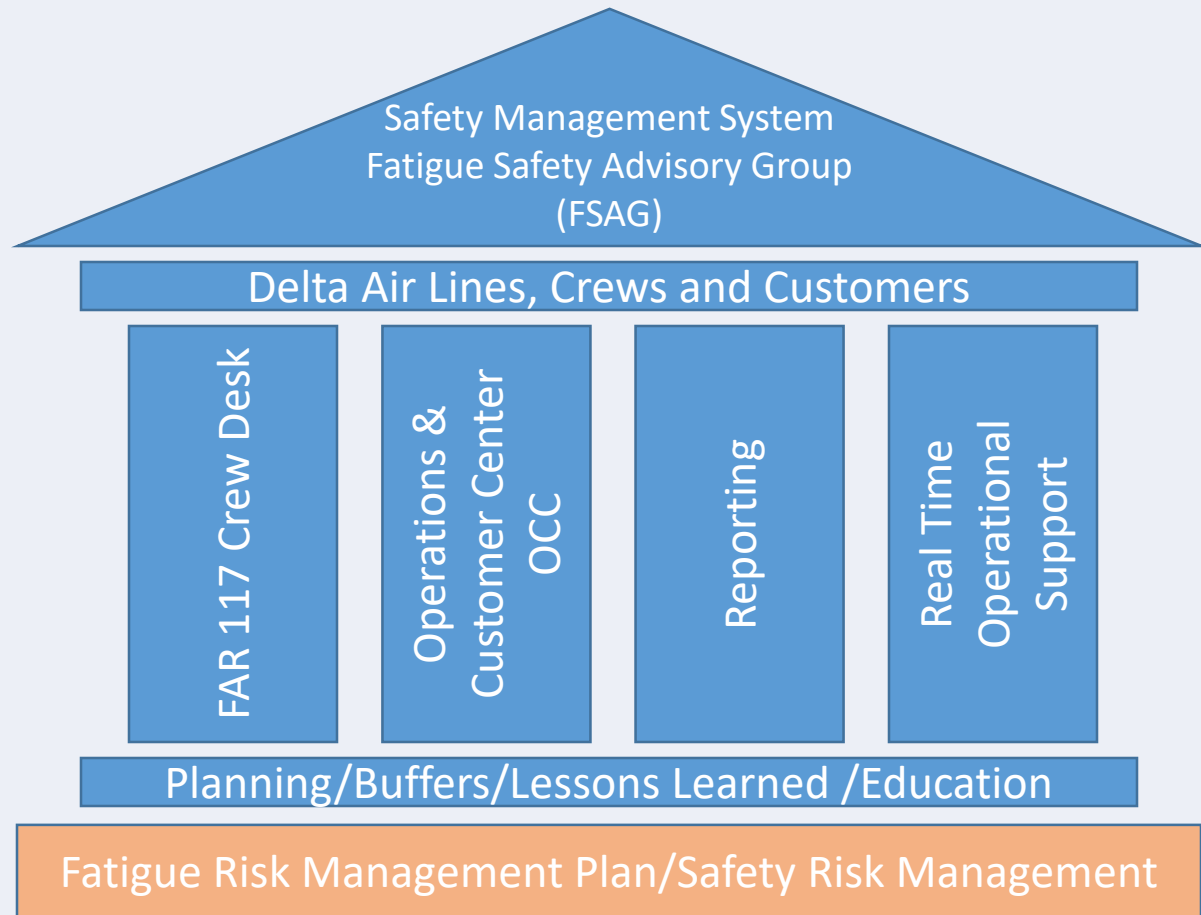
# Managing Fatigue and FAR 117

- Delta Air Lines manages fatigue in the operation by building a solid house
  - Team effort
    - Regulator
    - Operator
    - Crew Members



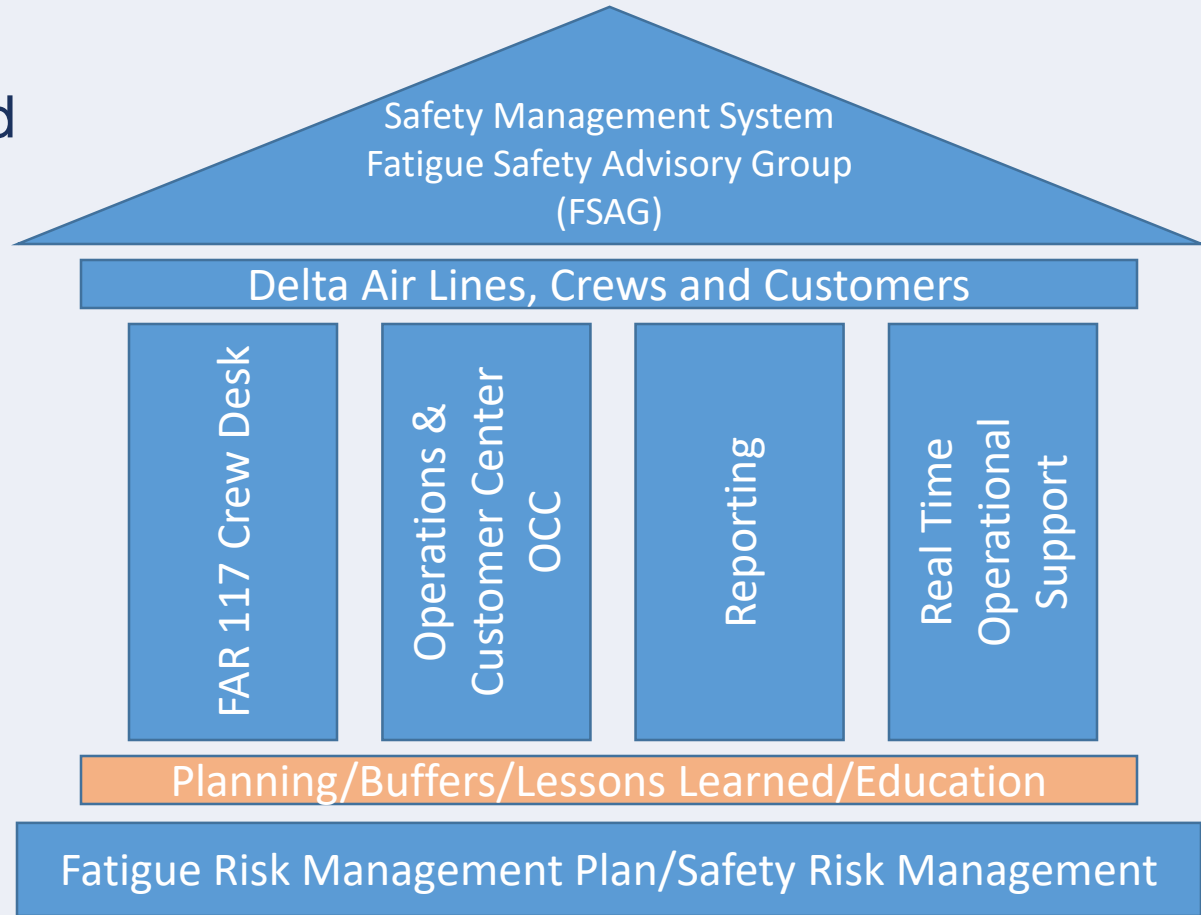
# Managing Fatigue and FAR 117

- Begin with the Foundation
  - Fatigue Risk Management Plan (FRMP) – ICAO influenced guiding document
  - Safety Risk Management – daily routine of monitoring and tracking



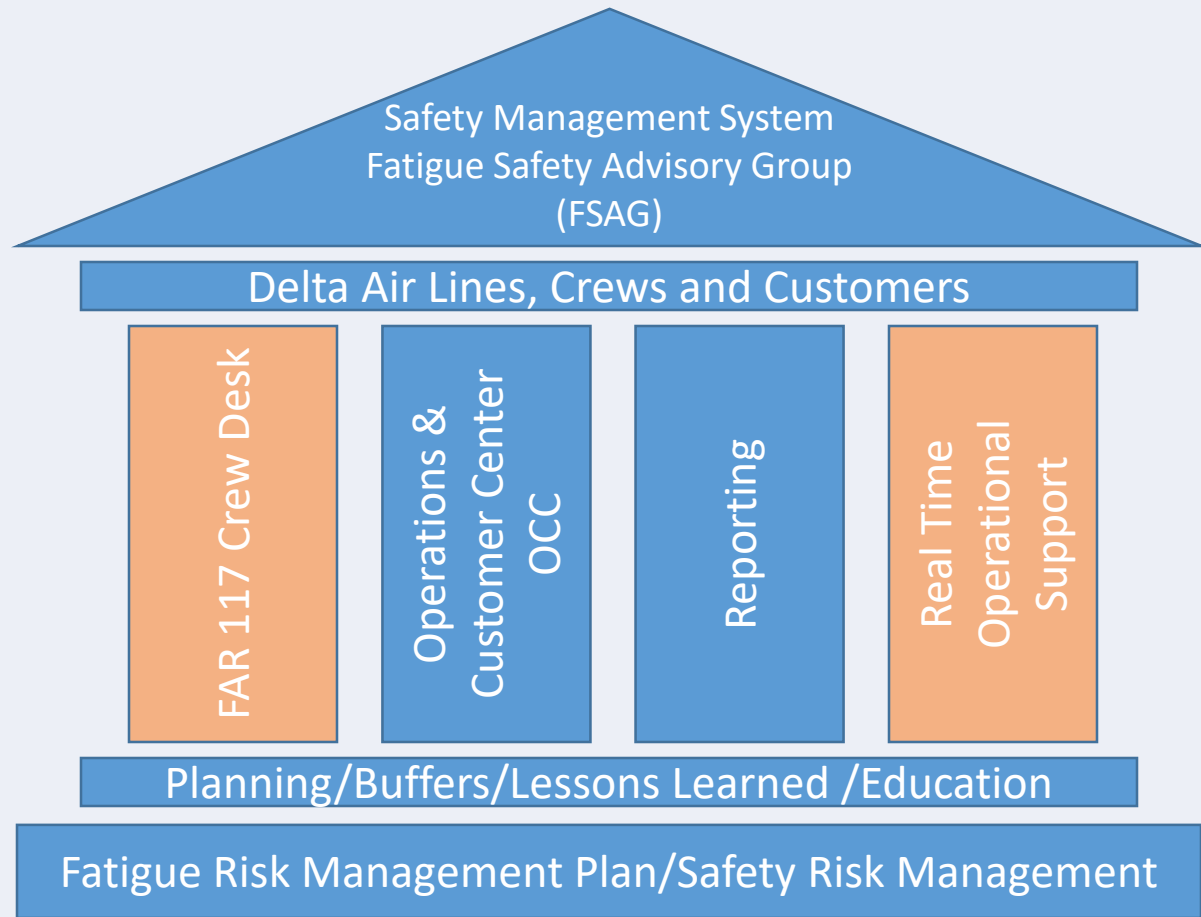
# Managing Fatigue and FAR 117

- Planning is essential
  - FRM starts six months ahead of crew schedule publication
    - Numerous times during monthly process
    - Risk management tools and reporting review
  - Buffers – more than just sits
    - Extra time is essential
    - Limit number of segments
    - Limit high workload environments
    - Seasonality
  - Lessons Learned – used to improve planning process
  - Education – ensure we use lessons learned in communication and education



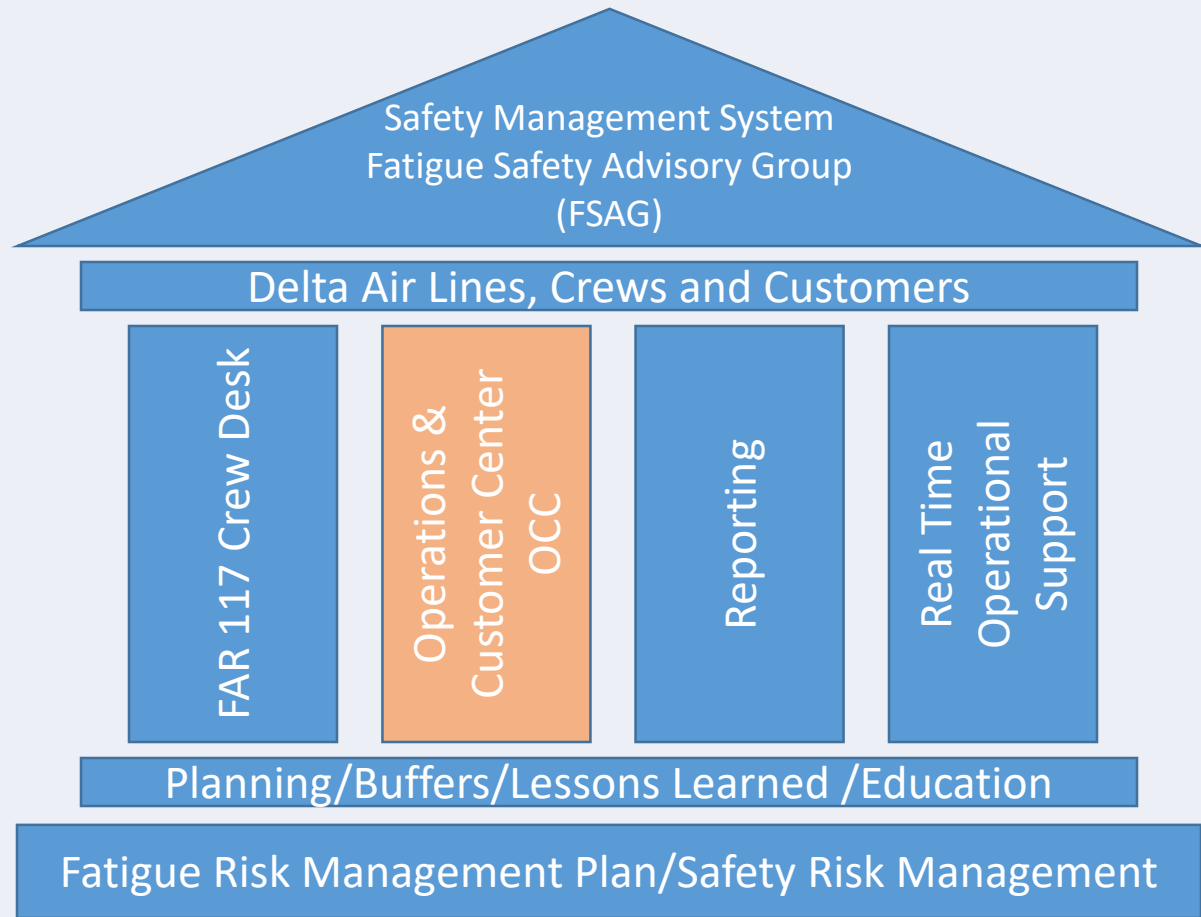
# Managing Fatigue and FAR 117

- Real time support
  - FAR 117 support desk
    - Proactively managing unforeseen circumstances
    - Direct crew advocate within the OCC
- Operational support
  - Actively address crew and OCC questions and operational changes
  - 24/7/365 support of Fitness for Duty Reporting Program – fatigue calls



# Managing Fatigue and FAR 117

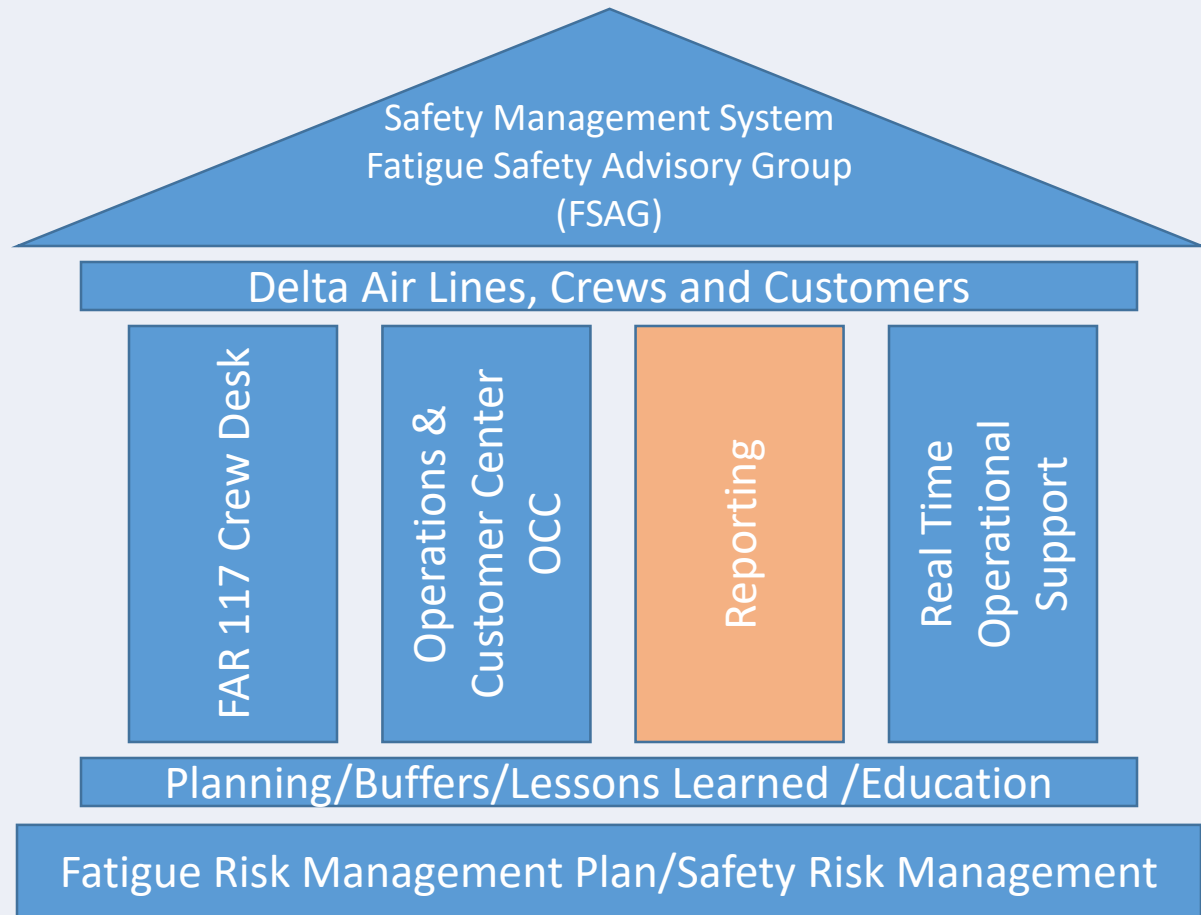
- Operations & Customer Center (OCC)
  - 24/7/365 support of our crews and customers
  - Direct connection to ATC, stations and FAA
  - In-house meteorology department
  - Operational control – schedule, hotel, training, etc. change support





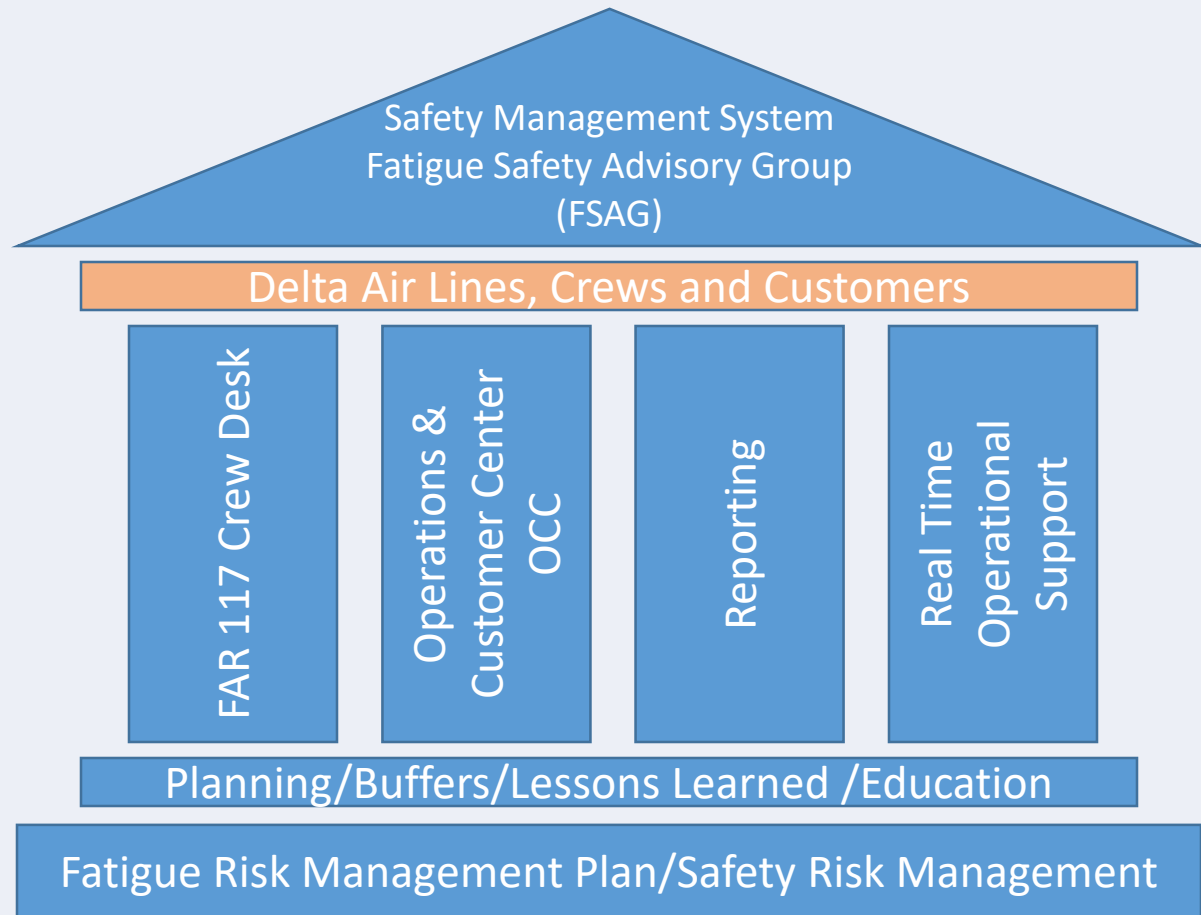
# Managing Fatigue and FAR 117

- Reporting = Feedback = Influence Change
  - Fitness for Duty Report (FFDR) – fatigue call process
  - ASAP reports – direct link to safety reporting
  - Flight Crew Reports (FCR) – outside influencing factors (hotels, ground handling, rotation structure)



# Managing Fatigue and FAR 117

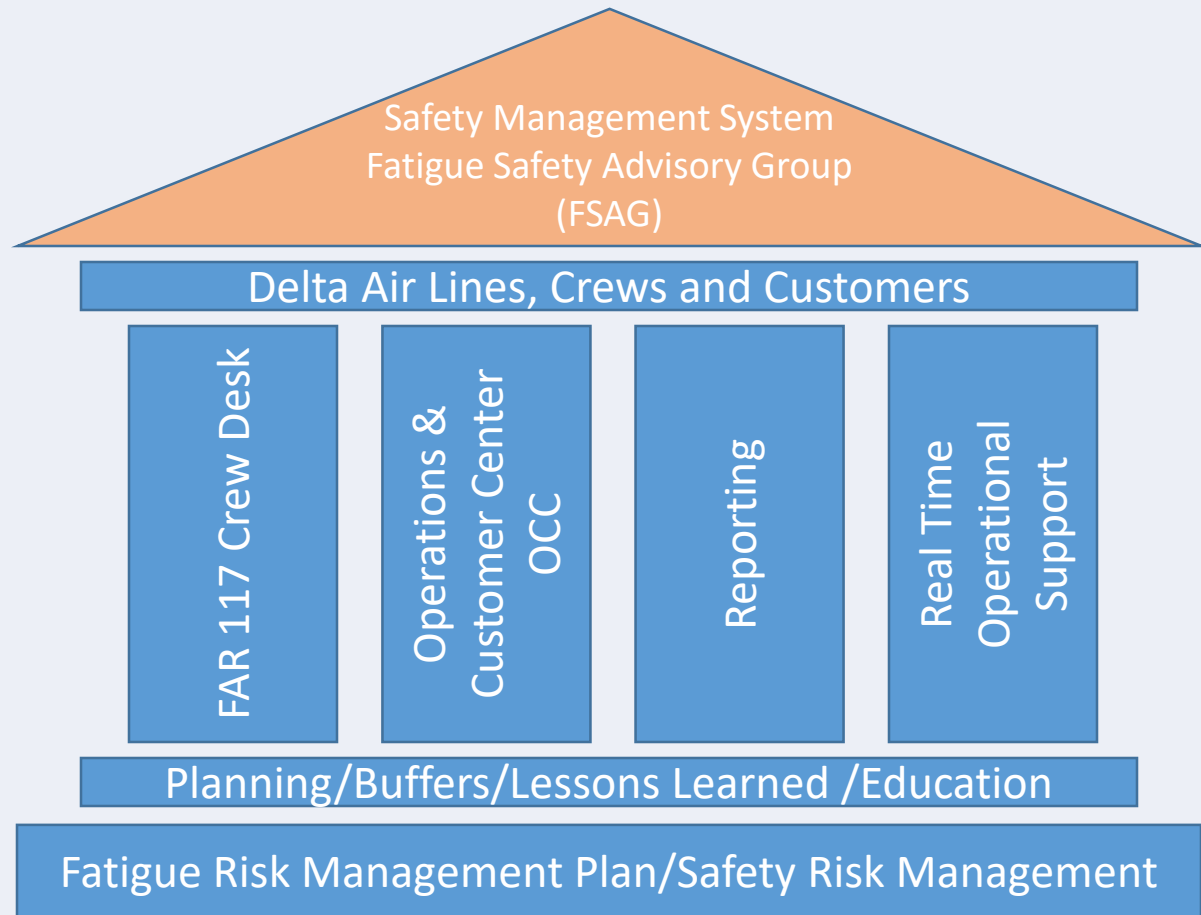
- Our goal is to continually support our Pilots and Flight Attendants in managing fatigue in our daily operations
- Our Crews serve as the last line of visibility in many areas and we count on your input
  - Individual fatigue management
  - Operational pressure – set the parking break





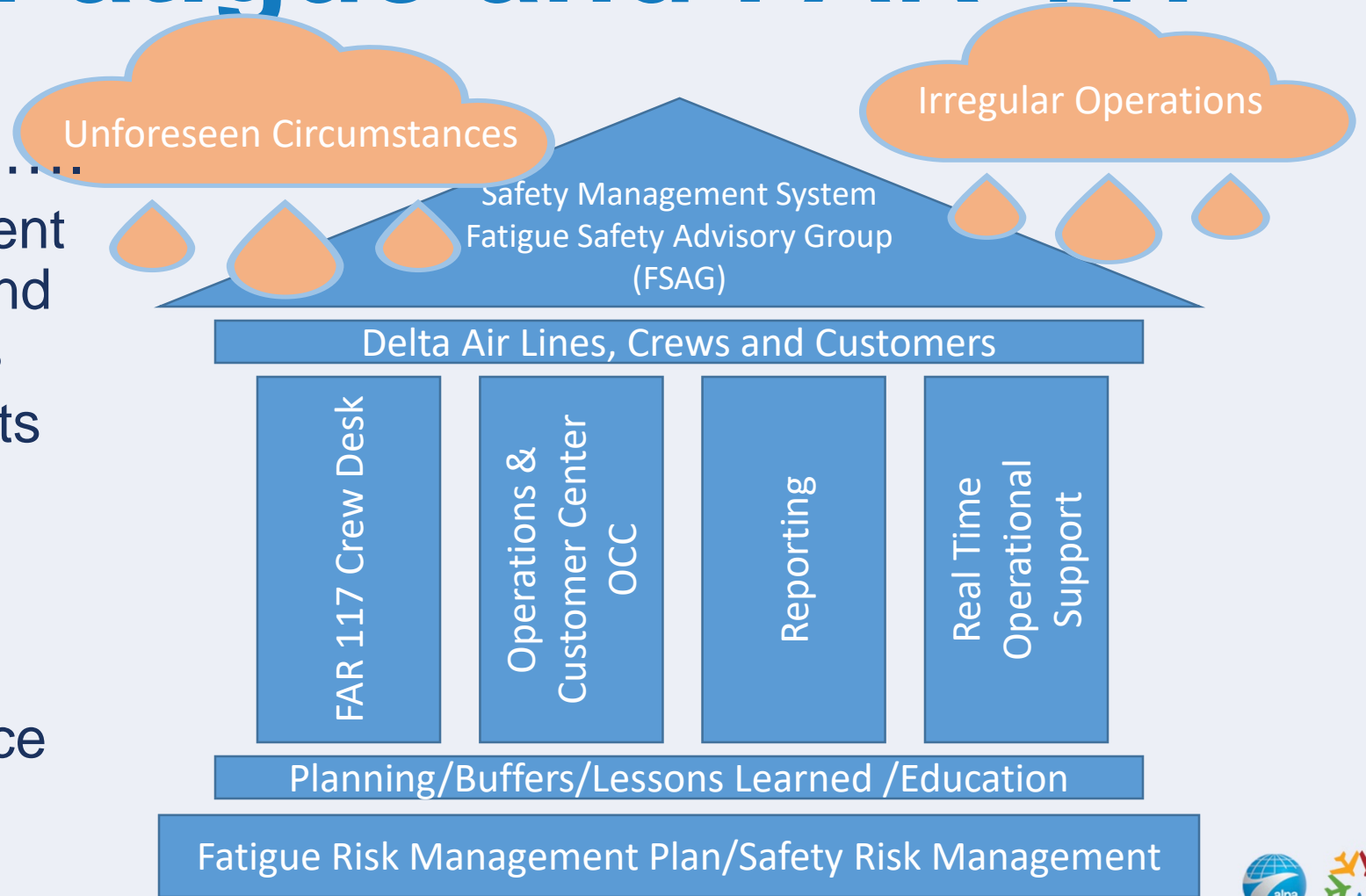
# Managing Fatigue and FAR 117

- Under the roof of this house, SMS guides our FSAG
  - Dr. Philippa Gander and Massey University
  - Working committees
    - Fatigue Risk Management Team
    - Fitness Review Board
  - Delta operational divisional team members, leaders and senior leadership



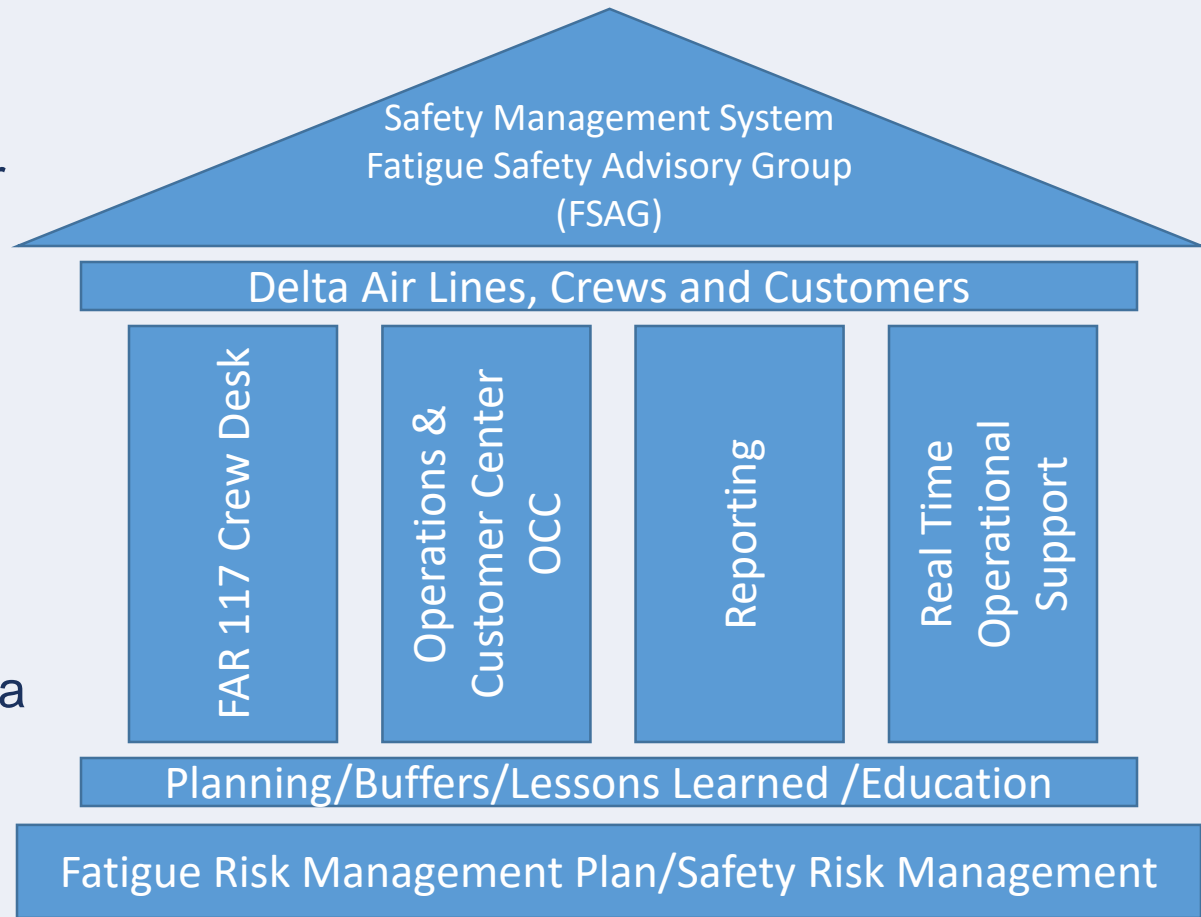
# Managing Fatigue and FAR 117

- When things change....
  - Proactive management from the 117 Desk and OCC team members
  - Schedule adjustments through recrew, rerouting and delay/cancel
  - FAR 117 Extensions with crew concurrence via ACARS



# Managing Fatigue and FAR 117

- Maintaining a solid house takes work from all parties
  - Regulator – work closely together on fatigue risk management and compliance
  - Operator – continuously review process to ensure we adapt to constant change, assess new tools, produce relevant education and maintain a constant connection with our customers, our Crew Members
  - Crew Members – making fatigue a priority in preparing for duty, stopping the operation whenever needed, and when schedule constructions and changes occur



# What Questions Do You Have?

