UAL MEC System Schedule Committee

Captain Steve Radican
Operational Subdivision
Crew Desk Pilot
Crew Desk Pilot Program
Overview

► Collaborative Initiative
  ▪ UAL/ALPA
    ► 7th yr of working together and program continues to evolve
    ► Compliments robust UAL FAR117 Operational Support structure
  ▪ Provide Real Time Operational Support, Intervention, education and feedback
“On the Floor”

► Who are we?
  ▪ 3 United Airlines Captains
  ► 2 in ORD, 1 in GUM
    ▪ SME’s and a resource
    ► FAR117, FRMS, Contract, Fatigue
  ► Work “on the floor” along side Crew Scheduling in both our NOC Centers in ORD and GUM
    ▪ Provides 24/7/365 operational support for the Crew Desk and pilots in both Mainland and Micronesia/Pacific Operations.
  ► Developed wide reaching relationships in both ALPA and Company to support the operation
"Operational Support”

► We live a 1,000 Pilot’s lives
  ▪ New Pilots/New Seat/New experience
    ▪ Extensions
    ▪ Reassignments
    ▪ IROPS
    ▪ FAR Resets
    ▪ Fatigue issues

► We speak "Pilot"
  ▪ Trust
  ▪ Convey the message differently
    ► FAR Terms
    ► Contractual Terms
    ► FRMS Terms
Real time Intervention

► Engagement
  ▪ How do problems find us?
    ► Pilot Data Reports (PDR)
    ► Flight Ops Managers
    ► Shift Managers/Schedulers
    ► Chief Pilots

► Resolutions
  ▪ Success thru shared goals
    ► Prevent errors
    ► Correct errors before violations
    ► Advocate for change
    ► Ensure compliance
Feedback Loop

► Create solutions to prevent identified errors and non-compliance for occurring.
  ▪ Regular meetings with Senior Crew Desk management
    ► What worked as planned?
    ► What issues were identified?
    ► Refer back to “Goals”
  ▪ Crew Desk Recurrent Training/New Hire Training
    ► Involved development of topics
    ► Attend classes
  ▪ Maintain “cross-divisional” knowledge and input
    ► Fatigue Review Committee
    ► FRMS
    ► Trip Construction
    ► Manpower
Questions?

Network Operations Command-ORD

Network Operations Command-GUM