UAL MEC System Schedule Committee

Captain Steve Radican
Operational Subdivision
Crew Desk Pilot

Schedule With Safety

Crew Desk Pilot Program

Schedule With Safety

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
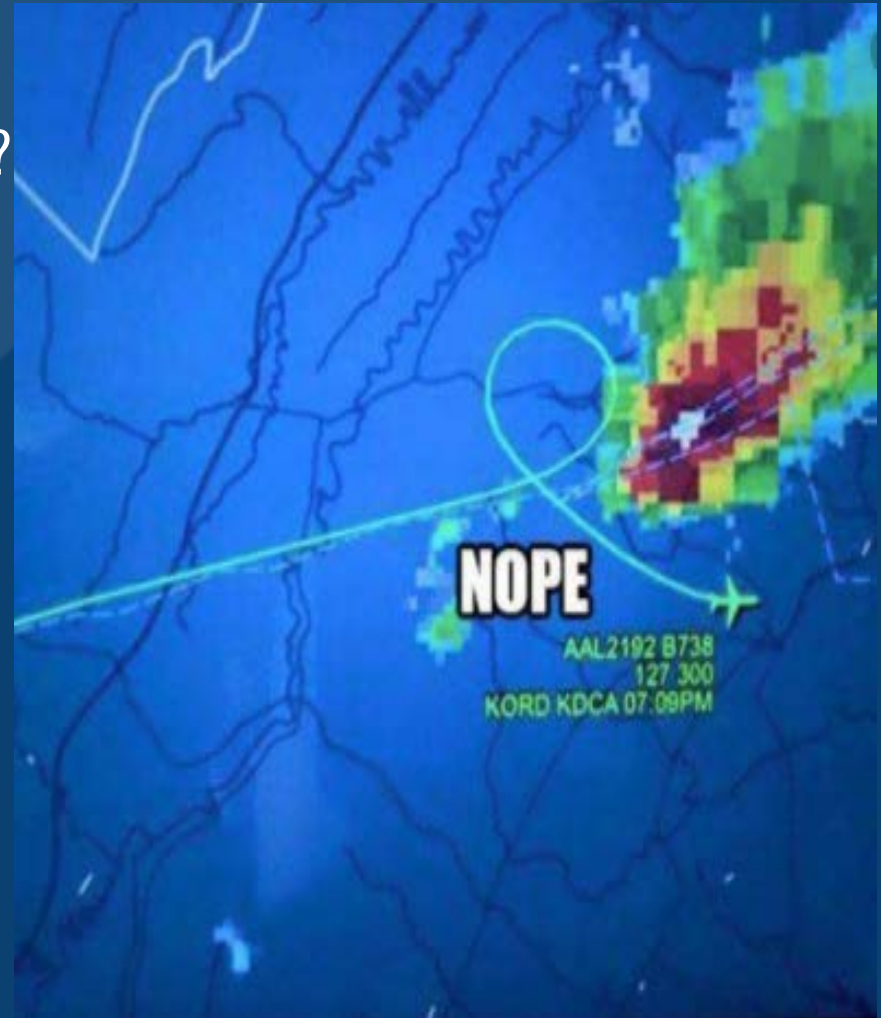 - ► FRMS Terms

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

NOPE

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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