

Docket No. SA-538

Exhibit No. 20-I

NATIONAL TRANSPORTATION SAFETY BOARD

Washington, D.C.

FOM Excerpt – Flight Dispatcher Delay and Cancellation Authority

(2 pages)



**UPS FLIGHT OPERATIONS MANUAL VOLUME 2
FLIGHT PLANNING AND RELEASE
DUTIES AND RESPONSIBILITIES**

01-01

**01.01.01.02 FLIGHT DISPATCHER DELAY AND CANCELLATION
AUTHORITY**

14 CFRs 121.551, 121.553

The Flight Dispatcher is responsible for operational control of UPS's flight movements and has the authority to delay or cancel a flight. The gateway or responsible department must notify the Flight Dispatcher through verbal or electronic means when a flight delay is expected in excess of 15 minutes past scheduled departure time. The Flight Dispatcher is responsible for considering the delay circumstances and determining if the flight can or cannot be operated safely and legally. When a Flight Dispatcher becomes aware of conditions, including airport and runway conditions, that are a hazard to safe operations, they shall consult with the Flight Control Shift Supervisor to consider restricting or suspending operations until those conditions are corrected. If a flight is held, interrupted or cancelled, it is the Flight Dispatcher's responsibility to:

- Properly notify the Maintenance department to coordinate and fulfill maintenance requirements.
- Advise, as necessary, the gateways, Contingency, Crew Scheduling and flights enroute to facilitate and expedite handling.

When a certificate holder conducting supplemental operations or a Pilot-In-Command (PIC) knows of conditions, including airport and runway conditions, that are a hazard to safe operations, the certificate holder or PIC, as the case may be, shall restrict or suspend operations until those conditions are corrected.