## **Attachment 14**

to Operational Factors Group Chairman's Factual Report

## **ERA12MA122**

## NPTRS REST RULES COMPLAINT

NPTRS QUERY SYSTEM 02/02/2012 14:05:02 DETAIL FORMAT

SUOMYNONA For Official Use Only-----

SMYPTDTL

Section I - Rec Id : S015200622157 Insp Code Insp Name : Activity # : 1737 Phone Far : 135 NPG : Planned

Callup Date : Start Date : 04/20/2006 Closed Date : 06/15/2006

: C Results : C Status

Designator : E7LA Affil DESIG : OTNA Office : Depart Point: SGJ Arriv Point : Arcrft Reg #:

Complaint # : WB0639 Flight #:

MMS Occurrence # : Sim/Dev ID : Incident #: Insp Type : ASI EIR #:

Insp Unit : 1 Accident

Last DO Update : 06/15/2006

Down Office Process Date : 06/15/2006

Related Record ID: Orig Insp

Non-Cert Act Name/Company:

FOREIGN #: N Airman #/Name:

Examiner #/Name: #/Name: Appl #/Name: RI

Pass/Fail : 8430-13 # : Exam Kind : Misc : "WHISTLE" Num Misc :

Tracking : Local Use : Natl Use : WB0639 Regn Use : Act Time : 0 Travel Time: 0 Trav Cost : 0.00

Geographic : N Foreign : Triggers :

SECTION IV - COMMENTS

Record ID: S015200622157 CMNT Code: B711P

COMPLAINT:

OTHER SAFETY ISSUES INCLUDE PILOTS NOT HAVING ANY SCHEDULED DAYS OFF. ALL PILOTS AT SK LOGISTICS ARE ON DUTY CALL 24 HOURS A DAY, 7 DAYS A WEEK. THE PILOTS HAVE NO SCHEDULED DAYS OFF THROUGHOUT THE WHOLE YEAR, AND MANY ARE SLEEP DEPRIVED AND UNSAFELY FLYING INTO ALL TYPES OF CONDITIONS. PILOTS

SHOW DAYS LISTED OFF AS THE TIME THAT THEY DO NOT GET CALLED IN TO FLY, YET THEY WERE STILL ON CALL THAT ENTIRE DAY. THIS IS A TOTAL DISREGARD OF FAA REST RULES. THE TEN HOUR REST PERIOD IS FREQUENTLY BROKEN BY PHONE CALLS FROM SCHEDULING TO CALL ABOUT A NEW FLIGHT, OR TO CALL A PILOT IN TO WORK

OTHER DUTIES. OTHER DUTIES INCLUDE WASHING THE EXTERIOR OF THE AIRPLANES, CLEANING AND STOCKING THE INTERIORS, GROCERY PICKUP FOR AIRPLANE SNACKS,

SMYPTDTL ANONYMOUS

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RECURRENT TRAINING AND JEPPSEN CHART UPDATES. THESE DUTIES CAN LAST AS LONG AS FIVE TO SEVEN HOURS. YET THE PILOTS ARE INTIMIDATED AND WARNED NOT TO INCLUDE

THESE TIMES IN THEIR MONTHLY/DAILY DUTY TIME LOG. A PILOT MAY BE CALLED IN FOR WORK, CLEAN AIRPLANES AND PERFORM OTHER REQUIRED DUTIES, RETURN HOME, AND BE CALLED OUT TO FLY A FEW HOURS LATER. SUBSEQUENTLY, THAT PILOT MAY BE ON FLIGHT

DUTY FOR ANOTHER 12 HOURS AND ONLY HAVE HIS TIME SHEET REFLECT HIM WORKING 12 HOURS THAT DAY WHEN HE ACTUALLY WORKED ABOUT 17 HOURS. I HAVE EXPERIENCED THIS MANY TIMES AND HAVE BEEN WARNED, HREATENED AND GIVEN A HARD TIME WHEN I COMPLAINED. THIS CLEARLY VIOLATES DUTY TIME RESTRAINTS AS REQUIRED BY FAA.

SEE REGULATIONS 135.263 THROUGH 135.271. MANAGEMENT WILL TRY TO JUSTIFY THAT THESE EXTENDED DUTY TIMES ARE UNDER PART 91, WHEN IN REALITY AT MOST ONE SEGMENT WAS UNDER PART 91.

5.THE COMPLAINANT ALSO ALLEGED THE FOLLOWING OPERATIONS RELATED ISSUES.

THESE ALLEGATIONS WERE PERSONALLY INVESTIGATED BY POI EDWARDS AND COULD NOT BE SUBSTANTIATED DURING THIS
INSPECTION:

- A.COMPLAINT: "THAT PILOTS DO NOT HAVE ANY SCHEDULED DAYS OFF"
- B.COMPLAINT: "THAT PILOTS ARE ON DUTY CALL 24 HOURS A DAY"
- C.COMPLAINT: "PILOTS HAVE NO SCHEDULED DAYS OFF THROUGHOUT THE WHOLE YEAR, AND MANY ARE SLEEP DEPRIVED AND UNSAFELY FLYING INTO ALL TYPES OF CONDITIONS"
- D.COMPLAINT: "PILOTS DUTY SHEETS SHOW DAYS LISTED OFF AS THE TIME THAT THEY DO NOT GET CALLED IN TO FLY, YET THEY WERE STILL ON CALL THAT ENTIRE DAY". E.COMPLAINT: "THE TEN HOUR REST PERIOD IS FREQUENTLY BROKEN BY PHONE CALLS FROM SCHEDULING TO CALL ABOUT A NEW FLIGHT, OR TO CALL A PILOT IN TO WORK TO PERFORM OTHER DUTIES"
- F.COMPLAINT: "ADDITIONAL DUTIES CAN LAST AS LONG AS FIVE TO SEVEN HOURS, YET THE PILOTS ARE INTIMIDATED AND WARNED NOT TO INCLUDE THESE TIMES IN THEIR MONTHLY/DAILY DUTY TIME LOG".
- G.COMPLAINT: "PILOTS ARE WORKING ABOUT 17 HOURS, WHILE THEIR TIME SHEETS REFLECT THEM WORKING 12 HOURS A DAY"
- AS A MATTER OF RECORD, THIS INVESTIGATION WAS ACCOMPLISHED WITHOUT THE BENEFIT OF AN INTERVIEW WITH THE COMPLAINANT. TWO VOICE MESSAGES WERE LEFT AT THE COMPLAINANTS' PHONE OF RECORD ON MAY 5, 2006, AT 1015 LOCAL AND AGAIN ON MAY 3, 2006, AT 1430 LOCAL. HOWEVER, WE DID NOT RECEIVE A RETURNED TELEPHONE CALL UNTIL AFTER THE UNANNOUNCED INSPECTION WAS ACCOMPLISHED.