

**ATTACHMENT 22**

**to Operations/Human Performance Group Chairman's Factual Report**

**Northwest Communications Manual**

**DCA10IA001**

**COMPANY REPORTS**

This section details the company reports required by all flights. Except for the On the Ground report, all company reports should be made through ACARS when available. Reports given by voice communications should be given in the format specified. The computer will only accept properly formatted reports, and using the proper format will help the agent enter the report in the computer properly.

Correct flight time data is one of the more important reports given since it is used by many departments in the company (e.g., flight crew pay, maintenance, etc.). If unable to relay flight times via radio or ACARS, give the times to appropriate station operations personnel for entry into the computer.

**Departure Report**

Relay the following information to the departure station local gate radio after leaving 10,000 feet and the workload is reduced:

- Out time (given in UTC hours and minutes),
- Off time,
- ETA, and
- fuel on board prior to engine start.

Example: "Flight 123, out MSP 1203/1210, ETA DEN 1410, fuel on board 12.6."

The only exception is segments flown with two pilot aircraft below 18,000 feet. These flights may report departure and arrival times to the destination station.

**Takeoff Delay Report**

Report the estimated off time to Local Gate Radio if takeoff is delayed (or expected to be delayed) ten minutes over normal taxi out time. The information is entered in the FLIFO computer system and allows downline stations to plan for connection problems and other considerations.

**En Route Reports**

The following en route reports are required:

- Every 1:30 for INS/IRS equipped aircraft.
- Every hour for aircraft without ACARS or when ACARS is inoperative.
- When requested by Flight Dispatch.
- When significant turbulence is encountered or the lack of forecast turbulence. (Meteorology uses these reports to update the TP forecast.)
- When the EON changes by more than 5 minutes.
- When the planned fuel on arrival changes significantly.
- When the route of flight is changed.

Include the following information in the report:

- Aircraft number,
- Position
- Time
- Altitude
- Destination ETA if 10 minute or greater change
- SAT (N/A for DC-9)
- Wind (if INS/IRS equipped)
- Turbulence Code

Example: "Flight 123, aircraft 5501, over BIL 1653Z, flight level 330, ETA SEA 1835, minus 42, winds 300°/120 knots, code 2."

In addition to the required position reports, flights must report any abnormal flight conditions (e.g., aircraft system malfunctions, irregular ground or navigational facilities, emergencies, or other information pertinent to the safe operation of other flights).

#### **Maintenance Reports**

Maintenance discrepancies on aircraft enroute to a full time (24 hour) maintenance station should be reported via the NWA Radio Network as soon as possible. This information will be forwarded to the destination station maintenance office to expedite handling on arrival. Each individual discrepancy should be reported in a concise, yet complete manner. Use fault codes on aircraft that have Fault Reporting Manuals. Include the aircraft number and destination in the report.

Example: "Aircraft 3201, destination MSP, maintenance item, left auto temp controller inop."

Maintenance discrepancies on aircraft enroute to a station without full time (24 hour) maintenance should be reported directly to Maintenance Control via a phone patch through the NWA Radio Network or via telephone upon arrival. Maintenance Control, in conjunction with the flight crew and Flight Dispatch will determine the best course of action (e.g., deferral, contract maintenance, return to origin station, etc.). This coordination is especially important if the aircraft is scheduled to RON at a non-maintenance station.

For international flights, include a short description of the problem.

#### **Gate Assignment**

Prior to descending through 10,000 feet, notify the destination Local Gate Radio of the ETA and request the gate assignment (preferably via ACARS). Advise the station verbally if a maintenance item was reported through the NWA Radio Network or ACARS so the station can verify receipt of the message.

Example: "Flight 123, estimating the gate at 1635, maintenance item reported to Network Radio."

If a delay is encountered after receiving a gate assignment, advise the Local Gate Radio (either with ACARS or verbally) of the revised ETA. This assists in the operational decision making process (e.g., passenger connection holds).

#### **On The Ground Report**

As soon as workload permits after landing, notify Local Gate Radio of arrival and verify gate status.

Example: "Flight 123 on the ground."

If a delay is encountered after landing, advise Local Gate Radio of the new gate ETA and reason for the delay.

#### **Arrival Report**

Relay the following information to Local Gate Radio after parking at the gate:

- On time (given in UTC hours and minutes),
- In time, and
- Fuel on board immediately after the engines are shut down.

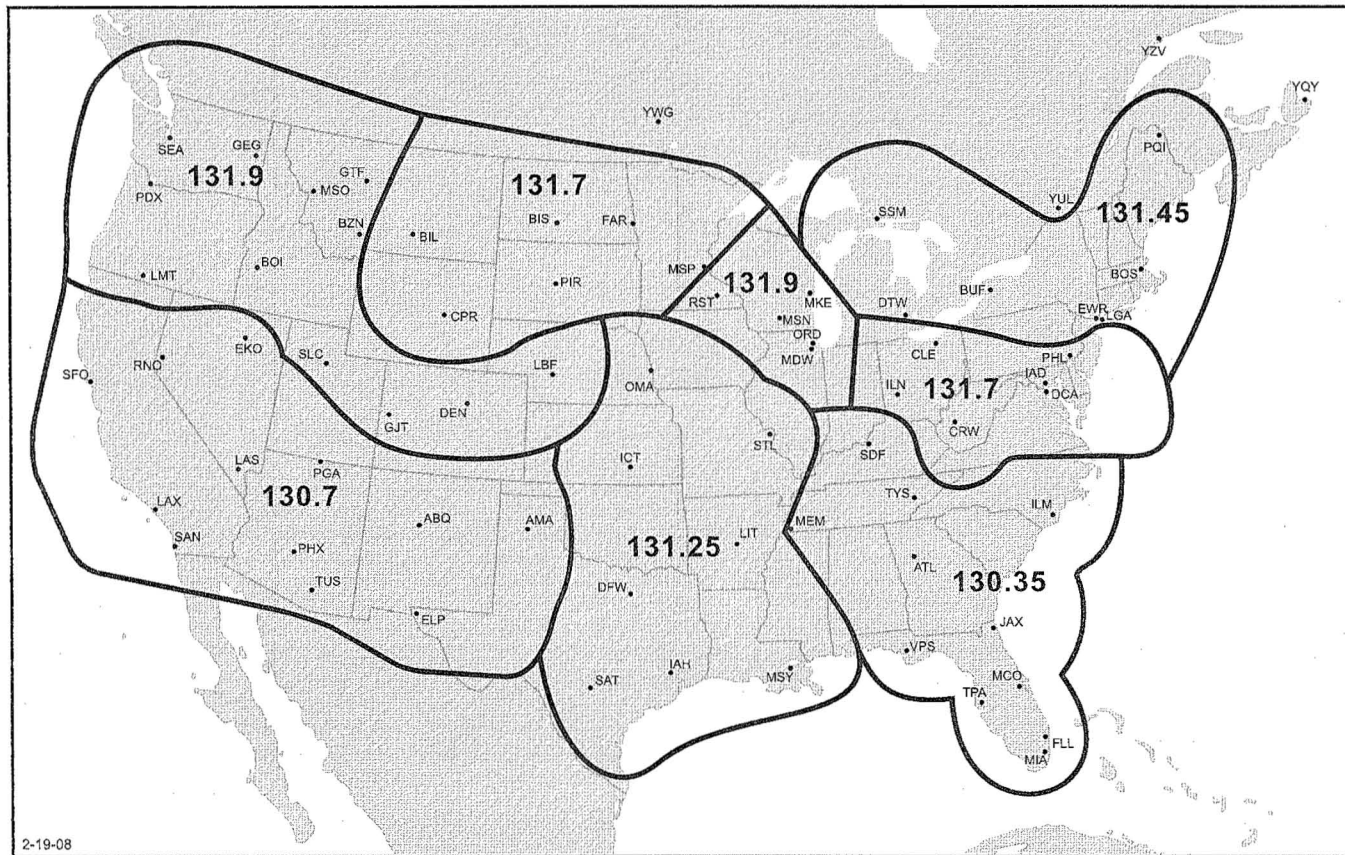
Example: "Flight 123, in SEA 1405/1410, 10.1 fuel onboard."



7 MAR 08

COMM 550.1  
COMPANY SOC VOICE COMMUNICATIONS

### US VHF SOC Voice Communications Via Northwest Radio Network



2-19-08

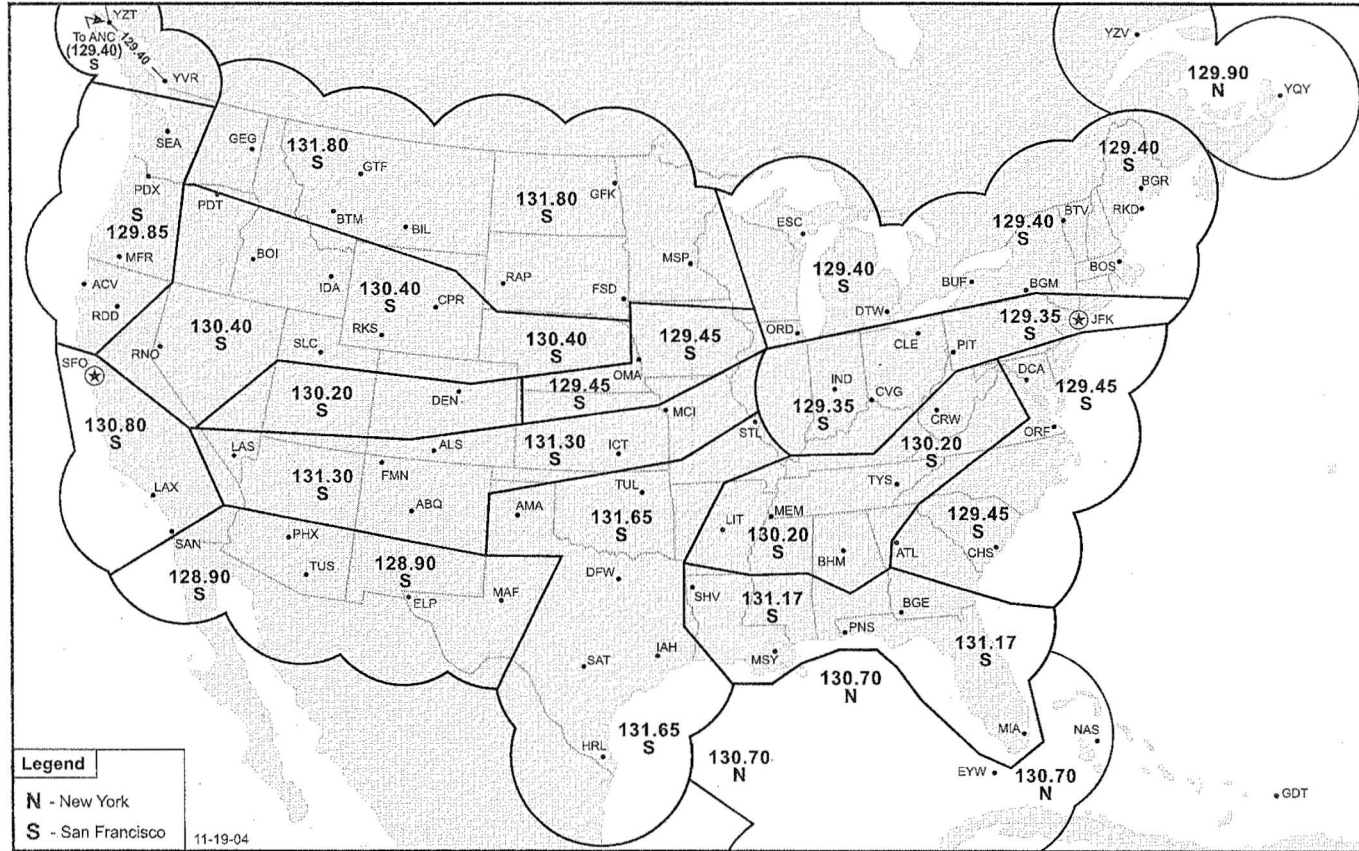


7 MAR 08

COMM 550.2  
COMPANY SOC VOICE COMMUNICATIONS

### US VHF SOC Voice Communications Via ARINC Radio Network

*Note: For backup use only, when unable to communicate via the NWA Radio Network.  
Phone patch to the SOC is available on any ARINC VHF frequency..*



5

DCA101A001

### Back-Up US VHF SOC Voice Communication Via Atlanta Radio Network



6