

**APPENDIX P**

**EXCERPTS FROM  
FAA NASIP**

**DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION  
FLIGHT STANDARDS DIVISION**

**NATIONAL AVIATION SAFETY INSPECTION PROGRAM  
INSPECTION REPORT**

**USAIR, Inc.**

**AIR CARRIER NO: USAA 105A**

**PITTSBURGH, PENNSYLVANIA**

**MARCH 19, 1993**

**TEAM LEADER**

**CLARK W. SCHADLE**

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## **OPERATIONS**

The Training (Section 1.3) contained 7 findings. Several of these relate to inter/intra departmental lack of communication; i.e., lack of understanding of what is contained in the approved training program. Five (5) additional findings, all related to manuals currency, were found in the dangerous goods/ Hazmat area, were attributed to inadequate coordination between affected departments.

In Crew Qualification (Section 1.4), there were seven findings. These findings were primarily due to a lack of communications between the training department and the record keeping department.

## **AIRWORTHINESS**

In Aircraft Records (Section 2.5) and in MEL/Deferred Maintenance (Section 2.8) a total of 18 findings resulted from company personnel not following published procedures in USAir's General Maintenance Manual (GMM).

In the Maintenance Program (section 2.11) a total of 10 findings were due to company manuals not being revised as per procedures outlined in USAir's General Maintenance Manual.

During this inspection, the team noted a communication breakdown between Maintenance and Operations personnel within the company. This breakdown in communication resulted in multiple findings in Section 2.8 (MEL/Deferred Maintenance) and Section 2.11 (Maintenance Programs).

USAIR AIRLINES, INC.  
CERTIFICATE NUMBER USAA105A  
FEBRUARY 22 - MARCH 19, 1993

OPERATIONS

- 1.1 MANAGEMENT AND ADMINISTRATION
- 1.2 OPERATIONS SPECIFICATIONS
- 1.3 OPERATIONS TRAINING
- 1.4 CREW QUALIFICATION
- 1.6 FLIGHT CONTROL
- 1.7 FLIGHT OPERATIONS
- 1.9 FACILITIES AND EQUIPMENT
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## 1.1 MANAGEMENT AND ADMINISTRATION

### DESCRIPTION:

The company has an organization structure which has evolved through merger expansion and functional responsibility in light of regulatory requirements. Top level management operates under broad guidelines of staff organization. They are supported by functional managers based on such criteria as geographic location, training module or aircraft type. Written duties and responsibilities for key personnel are included in the company Flight Operations Manual.

### INSPECTION DATA:

The carrier's organizational structure was reviewed to determine personnel qualifications and compliance with the requirements of FAR Part 121. A representative sample of required and key personnel was interviewed to determine compliance with written company duties and responsibilities. Also, portions of the flight operations manual, the operations specifications and the key personnel job descriptions were examined to determine adherence to company policy guidelines.

### FINDINGS:

#### 1.1.1

The copy of the carrier's operating certificate in the Master Flight Operations Manual on Page 1-15-1 does not represent the current document in effect.

Reference: FAR 121.133(a).

#### 1.1.2

Operations Specifications, page A8-2 dated 9-5-91 has been superseded by A8-1 dated 2-12-93. Page A8-2 should be removed from the operations specifications master book.

Reference: Reference 121.133(a).

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## 1.2 OPERATIONS SPECIFICATIONS

### DESCRIPTION:

Standard automated operations specifications have been issued for domestic and flag operations. Copies are included in the appropriate company manuals and in the manuals library maintained by the Pittsburgh Flight Standards District Office.

### INSPECTION DATA:

Operations specifications issued to USAir were assessed to determine accuracy, appropriateness and compliance for the types of operations conducted. Verification was made that copies of the operations specifications were contained in the appropriate company manuals. Instructions and procedures contained in operations specifications and other company documents were correlated.

### FINDINGS

NONE.

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### 1.3 OPERATIONS TRAINING

#### **DESCRIPTION:**

USAir conducts flight crew training for the eight different types of aircraft they fly under FAR 121. This includes the B-757/767, B-727-200, B-737-300/400, B-737-200, DC-9, MD-80, F-100, and F-28. Training is outlined in accordance with the USAir Flight Operations Training Manual (FOTM). The current revision for the FOTM is 1.6 dated January 29, 1993 and approved by the USAir Principal Operations Inspector on February 19, 1993.

USAir's flight crew training program consists of both flight and ground training. Ground training is accomplished at three separate geographical locations: Pittsburgh, PA; Charlotte, NC; and Los Angeles, CA. Upgrade, recurrent and requalification training on the MD-80, DC-9, B-737-200, B-737-300/400, B-727-200, B-757/767, and F-100 is done at Pittsburgh. In addition, basic indoctrination, general emergency and other special curriculum training is taught at the Pittsburgh facility. The Charlotte training facility conducts initial equipment, transition, upgrade and recurrent training on the F-28. Also, at Charlotte recurrent aircraft ground training is conducted on the B-737-200, B-737-300/400, B-727-200, B-757/767 and F-100. The Los Angeles facility conducts recurrent ground training on the B-737-300/400.

USAir flight training is conducted at the Pittsburgh Simulator Center and the Charlotte Training Center. The Pittsburgh Simulator Center houses the B-727-200, B-737-200, B-737-300, B-757, DC-9, MD-80 and F-100 simulators for USAir training. The Charlotte Training Center has B-727-200, B-737-200, B-737-300, B-737-400, and F-28 simulators. In addition, USAir leases other simulators for B-757 and B-767 flight crew training. These are located in Miami and St. Louis.

The USAir customer services training department is responsible for providing all categories of training for flight attendants including initial new hire, transition, recurrent and requalification training. All initial new hire training is conducted at Pittsburgh, PA. USAir conducts recurrent training every 12 months at Pittsburgh, Los Angeles, and Charlotte. This training encompasses recurrent ground training and hands on emergency drill requirements. The current USAir FAA approved Flight Attendant Training Program Manual received initial approval on 2-19-93.

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## **INSPECTION DATA:**

USAir's approved Flight Operations Training Manual (FOTM) was reviewed for compliance with FAA regulations and other written guidance. The following ground school classes were observed: B-737-300 differences, B-757 recurrent, and international procedures class. Some 15 simulator periods were observed and the "flight Crew View" publication was reviewed.

USAir flight attendant training was inspected for compliance with applicable Federal Aviation Regulations and for quality of training. This was achieved by audit of the USAir FAA approved Flight Attendant Training Program Manual, inspection of training facilities, cabin door and exit training simulators and other training devices and class room training at the Pittsburgh location.

## **FINDINGS:**

### **1.3.1**

There is one hour of recurrent training for Winterization/Deicing that is not listed as home study or part of the "Flight Crew View" home study program. This one hour of training that is not part of the home study program is not being accomplished.

Reference: FOTM, page 2-1-4, USAir Flight Crew View, cover page and page i.

### **1.3.2**

The unofficial copies of the FOTM were missing revision 1.6 dated January 29, 1993. "Unofficial" copies are to be maintained in the same manner as the official copies.

Reference: FOTM, page 1-1-2, para. A.

### **1.3.3**

During B-757 Initial Training students were issued Pilot Handbooks for the B-757 without the current revisions. The students were required to refer to these non-current manuals for information several times during the class.

Reference: 121.133(a).

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#### 1.3.4

On 3-4-93, a team member observed a flight engineer turbojet practical test conducted under the provisions of Exemption 4901B. The flight engineer panel was "split" (i.e., separated) from the pilot's panel and the captain was receiving requalification training contrary to the Exemption.

Reference: Exemption 4901B, FAR 63.39(b)(1)(2).

#### 1.3.5

The index page to the FOTM has all incorrect page numbers for the chapters listed with the exception of chapter one.

Reference: 121.133(a).

#### 1.3.6

On 3-12-93 a team member observed a simulator proficiency training period with two captains receiving training. Only one captain was given windshear training contrary to FOTM 2-4-112, FAR's 121.404(b) and 121.427(a)(d)(1). The training was indicated as complete on USAir form OF32.

#### 1.3.7

USAir uses the "A" Flight Attendant as designated supervisor for IOE. An "A" flight attendant may not possess the experience required under FAR 121.434(e).

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## 1.4 CREW QUALIFICATION

### DESCRIPTION:

The USAir pilot training records are maintained with a computerized system which received final FAA approval on December 4, 1987. The company operations specifications require the retention of source documents of all training completed for a minimum of 90 days. These records are maintained in manila folders which are stored in lockable file cabinets located in the pilot training records office. This office, on the second floor of the USAir simulator building, is manned by one part time and four full time data entry clerks who report to the manager, pilot records and scheduling. This manager has primary responsibility for checking and validating the accuracy and completeness of the data base. A daily edit and backup is run twice per day to cross check for errors and create a duplicate of the system. One backup copy remains in the data center; the second is stored off site for 30 days. Detailed system information is described in the pilot records computerized system procedures manual.

USAir maintains qualifications of its flight attendants in accordance with the provisions of FAR Part 121, Subpart O. These provisions cover training, competency checks and operating experience. USAir maintains flight attendant training records in a computerized format titled "flight attendant training records system" for its approximate total 9,800 crewmembers. This system details initial, recurrent, requalification and special training attendance and an FAR permanent training summary. All paper source training documents are retained for 48 hours to provide insurance against any lengthy computer outages and to insure the backup process has run successfully.

### INSPECTION DATA:

At the time of the inspection, USAir employed 5708 flight crewmembers of which 212 were check airmen or flight instructors. A random sampling of these records was conducted to include all crew positions, equipment types and domiciles. Particular emphasis was placed on the qualification of check airmen and flight instructors. A user identification and password were obtained which permitted browse capability of the entire automated system with the ability to produce record hard copies if desired. The computerized records were reviewed to determine compliance with FAR 121. In addition, the past 90 day source documents and the simulator use log pages were compared to the computer data base to ascertain the accuracy of the automated system.

Inspection of flight attendant training records on the USAir "flight attendant training records system" was accomplished by randomly sampling records from the FAR permanent training summary screens. In addition, a random sampling of the USAir supplemental "new hire student records" screens were inspected.

### FINDINGS:

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#### 1.4.1

Review of the past 90 day source documents revealed the USAir pilot records system did not properly document accomplishment of recurrent wind shear training for 51 pilot crew members.

Reference: FAR 121.427(d)(1), 121.683(a)(1), 121.683(c), 121.433(e).

#### 1.4.2

The records of 6 USAir flight crew members do not confirm 4 hours at the controls of a simulator during training in lieu of a proficiency check.

Reference: FAR 121.409(b)(1), 121.683(a)(1), 121.683(c).

#### 1.4.3

Review of the source documents reflecting recurrent ground training revealed since 1-29-93, 109 flight crewmembers have not completed the required amount of recurrent ground training described in the USAir Flight Operations Training Manual (FOTM), page 2-1-4. (15 hrs. versus 15.25 hrs or 16.25 hrs. w/o home study).

Reference: 121.135(b)(15), 121.427(c)(1)(iii), 121.403(b)(5).

#### 1.4.4

The USAir recurrent ground training curriculum does not contain Hazmat training. The records system does not document accomplishment of this Hazmat training for pilot crewmembers.

Reference: FAR 121.433a(a)(b), 121.403(a).

#### 1.4.5

There are numerous disparities between data reflected in the computerized pilot records system, the USAir form OF32 and the simulator logs.

1. Six pilots reflect hours of proficiency training in excess of that on the respective simulator log.
2. Nine pilot records reflect hours on form OF32 and in the data base which are not supported by the simulator log.

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3. Requalification training hours are not consistently placed into the data base.

Reference: FAR 121.683(a)(1), 121.683(c).

#### 1.4.6

The records of eight pilots do not reflect completion of the required number of training hours described in the company training manual for requalification training.

Reference: FOTM 2-4-107, FAR 121.133(a).

#### 1.4.7

The computerized pilot records system has no safeguards to prevent medically disqualified pilots from participating in revenue flight.

Reference: FAR 121.683(a)

## 1.6 FLIGHT CONTROL

### DESCRIPTION:

The USAir System Control Center is located in suburban Pittsburgh in RIDC Park West, USAir Building #1, 15 Commerce Drive, Pittsburgh, PA 15275.

The System Control facility occupies the entire second floor at USAir Building #1. This facility houses the Dispatch Planning functions, Maintenance Control, Aircraft Routing, Crew Tracking and Administrative offices for these departments. The SCC is equipped with an uninterrupted power system, redundant telephone lines, redundant data lines and separate heating/cooling system. The SCC Dispatch office staffing consist of 199 employees as follows: 1 Senior Director, 3 Managers, 1 Staff Supervisor, 7 Shift Managers, 22 Shift Supervisors, 122 Dispatchers, 14 Passenger Coordinators and 5 Clerical. The SCC is the focal point of the airline for the entire operation. All flight releases for USAir's 2521 daily departures are generated and transmitted from this office including international operations. The flight planning system is called AFPACS (Automated Flight Planning and Clearance System ).

The flight releases are transmitted through the USAir communication network which is called Pacer. International flight plans are generated by Compuflight, Inc. Weather information is transmitted to the mainframe via a dedicated communication line from the National Weather Service in Kansas City, with back up capability through company satellite link to Kavouras, Inc. Kavouras has been contracted to furnish USAir with backup weather data, DIFAX weather maps, tailored weather maps, tailored station forecast and enroute weather briefings. The company uses a staff of 25 domestic dispatch positions and 2 international positions. The shifts for dispatchers are as follows: 2200E to 0615E or 2300E to 0715E for dispatchers on midnight shift, 0600E to 1415E, 0700E to 1515E for day shift and 1400E to 2215E or 1500E to 2315E for the afternoon shift. Each domestic dispatcher has the responsibility for dispatching 15 or 16 aircraft daily. The average number of releases issued by a domestic dispatcher on the morning shift would be 50 legs and 45 legs on the evening shift. The morning domestic dispatchers average 30 legs. The international dispatchers are responsible for dispatching 11 or 12 aircraft daily. The average number of releases issued by the morning shift would be 25 legs, the afternoon shift releases 20 legs and the midnight shift releases 8 legs.

### INSPECTION DATA:

The flight release and flight following system as described, was reviewed and inspected at the System Control Center. Interviews were conducted with the Senior Director and 10 dispatchers. In addition, procedures for releasing Domestic and International flights were observed. Phase 1 of dispatch recurrent training was observed. All dispatcher training and qualification records wre inspected and approximately 750 trip envelopes were inspected. These envelopes were identified by the System Control Center as being the official trip records

for compliance with FAR 121.695.

## **FINDINGS:**

### **1.6.1**

A dispatcher's competency check expired on May 1990 and records show the next competency check was on July 2, 1990, contrary to FAR 121.427(c)(4). This individual dispatched numerous flights between June 1 and July 2.

Reference: FAR 121.427(c)(4).

### **1.6.2**

Two dispatch flight releases were not signed in accordance with the company Flight Operations Manual (FOM page 4-3-10, para. 9).

## 1.7 FLIGHT OPERATIONS

### DESCRIPTION:

Although not originally assigned to the team as a focused area of the report, several findings were noted in the area of flight operations and later determined to be included. USAir operates some 2500 daily flights to 120 destinations including Europe and Canada.

### INSPECTION DATA:

Approximately 64 enroute inspections were conducted by the team during the course of the inspection. These inspections were incidental to (i.e., traveling to and from station facilities for inspections) rather than focusing on the flight operation per se. Flight operations procedures were observed and compared to FAR's and other company guidance.

### FINDINGS:

#### 1.7.1

On landing at ATL, dry runway, spoilers were armed but failed to automatically deploy. Captain did not call for FO to extend spoilers manually as per DC-9 pilot handbook procedure on Page 18-41-3.

Reference:

#### 1.7.2

The gate agent for USAir in Pittsburgh issued a jump seat pass and authorized access to an empty USAir aircraft without asking for an FAA 110A or verification of identity (two incidents).

Reference: FAR 121.547(a)(2).

#### 1.7.3

On climb out and descent on two occasions 250 KIAS was exceeded below 10,000 MSL by 10 to 17 knots.

Reference: FAR 91.117(a)

#### 1.7.4

On two flights the crew did not maintain a sterile cockpit.

Reference: FAR 121.542(b)

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### 1.7.5

In Pittsburgh at a USAir gate, there was not an obvious Hazardous Materials placard displayed, and the gate agent was not aware of any Hazardous Materials placard in the gate area.

Reference: HMR 175.25(a).

### 1.7.6

On 3-13-93 on Flight #1532 both pilots were observed to have out of date manuals. Captain's FOM was 1 revision out, and First Officer's Pilot Handbook was 3 revisions out.

Reference: FAR 121.137(b).

### 1.7.7

On 3-15-93 on flight #783, the crew transported human organs in the cockpit, contrary to the Flight Operations Manual which states shipment will be placed in closet, overhead bin, or window seat.

Reference: FOM 10-12-1.

### 1.7.8

Aircraft maintenance log indicates two takeoffs with flaps set incorrectly on a B-737-400 contrary to Pilot's Handbook, causing the takeoff warning horn to sound.

Reference: Pilot's Handbook, page 12-5-2.

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