

**Docket No. SA-538**

**Exhibit No. 2-Q**

**NATIONAL TRANSPORTATION SAFETY BOARD**

**Washington, D.C.**

Attachment 16 – Flight Dispatcher Information  
(13 Pages)



## **NATIONAL TRANSPORTATION SAFETY BOARD**

Office of Aviation Safety  
Washington, D.C. 20594

February 1, 2014

### **Attachment 16 – Flight Dispatcher Information**

# **OPERATIONAL FACTORS**

**DCA13MA133**

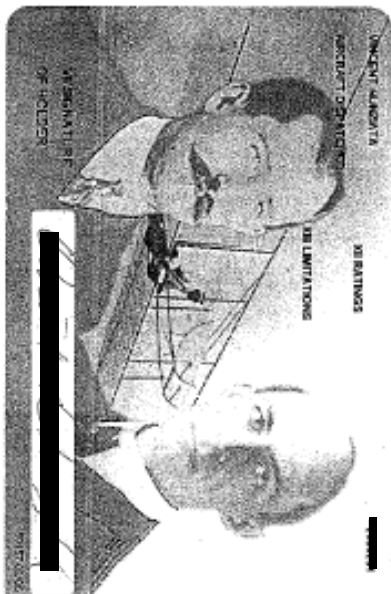
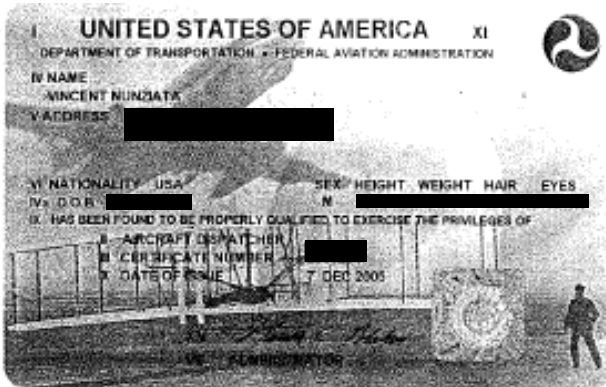
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### A. FLIGHT DISPATCHER INFORMATION

#### 1.0 Certificate Information



## 2.0 Training Records

```

NUNZIATA , VINCENT ACTIVE CREWMEMBERS & DISPATCHERS
EMP SSN ---2427 MGR N
DOM ???? EQP ALL SEAT DIS TEC N
ASG
DOB
DOH 06/04/12
Training Audit Y Completed / / (6) 1st Day GS / /
Active Y From / / To / / (7) Updated 07/24/13
O/Q (N) Pos1 NA DCode Terminated / /
Remarks

```

Page 1 of 4 — BASIC INFORMATION

Scr#/Ret/+/-/Hist/Inactive/Quit

```

NUNZIATA , VINCENT ACTIVE CREWMEMBERS & DISPATCHERS
EMP SSN ***-**-2427
DOM ???? EQP ALL SEAT DIS
Certificate type..DIS Rating. (28)
Certificate issue.12/07/05.Cert #. Expires. / / (28)
TRAINING BASE LAST CERTIFIED BY
Dispatch-Basic Indoctrination. 08/31/12. .... ***-**-9221 (500)
Rec Ground Training Day 2...01 01/24/13. .... ***-**-9221 (501)
Rec Ground Training Day 1...11 11/02/12. .... ***-**-9221 (530)
..B-727..... / / ..... (502)
..DC-8..... / / ..... (503)
..B-747..... / / ..... (504)
..B-757..... 08/31/12. .... ***-**-9221 (505)
..747-400..... 08/31/12. .... ***-**-9221 (529)
General Subjects..... 08/31/12. .... ***-**-9221 (506)
Wt and Bal/LIDO..... 08/31/12. .... ***-**-9221 (508)
Recurrent Competence Check... / / ..... (509)
Operating Familiarization...07 07/28/13. .... ***-**-9221 (510)
EWINS..... / / ..... (511)
Requalification Training..... / / ..... (528)

```

Page 2 of 4 — RECURRENT TRAINING

Scr#/+/-/Hist/Inactive/Quit

```

NUNZIATA , VINCENT
EMP 3903312 SSN ***-**-2427
DOM ???? EQP ALL SEAT DIS
ACTIVE CREWMEMBERS & DISPATCHERS

TRAINING      BASE      LAST      CERTIFIED BY
International.Trng..... / / ..... (512)
Int Competence Check..... 08/31/12..... ***-**-9221 (517)
767 Differences..... 08/31/12..... ***-**-9221 (518)
Etops Trng..... / / ..... (519)
Americas Ground School.... / / ..... (523)
DRM Seminar..... / / ..... (524)
DRM Initial..... 08/31/12..... ***-**-9221 (525)
A300 Training..... 08/31/12..... ***-**-9221 (526)
MD11 Training..... 08/31/12..... ***-**-9221 (527)
Recurrent.Trng..... / / ..... (531)
Recurrent.Trng..... / / ..... (532)

Page 3 of 4 RECURRENT TRAINING
Scr#/*-/Hist/Inactive/Quit

```

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NUNZIATA , VINCENT
EMP 3903312 SSN ***-**-2427
DOM ???? EQP ALL SEAT DIS
ACTIVE CREWMEMBERS & DISPATCHERS

LOR (Y/N): LOR Type: (82)
LOR Effective Date: / / Estimated Return Date: / / (82)

TRAINING      DATE      CERTIFIED BY

Page 4 of 4 REQUALIFICATION
Scr#/*-/Hist/Inactive/Quit

```



Dispatcher Competence Check Guide



Dispatcher Competence Check Guide

Date: 8/23/13

Dispatcher: VINCENT NUNZIATA

Flight Control Procedures

	FAIL	FAIL	COMMENTS
1 Properly sign in to appropriate sessions on PC. (WSI Weather watch, Flight Explorer, AIRCOM Server, HMMS, LIDO, AFLIGHT, COMPASS) Verify Aircom and Phone signon match LIDO office	✓		
2 Review UPS University before shift start. (Alerted via email).	✓		
3 Review AIRUPERS.com to ensure Dispatcher is receiving MRB's.	✓		
4 Can the dispatcher pull up Hazmat info for a flight in HMMS?	✓		
5 Review the applicable weather charts noting frontal positions and/or movements, pressure systems and projected weather development.	✓		DATE
6 Review existing and potential Air Traffic Control (ATC) traffic flow programs and delays. (Lead and/or DIS)	✓		
7 How can you determine the location of each flight assigned to the sector within 10 minutes without using the Flight Explorer system?	✓		
8 Remain cognizant of the location and status of all flights assigned to the sector, which are in an active state of operational control? (Flight Explorer, IFM alert)	✓		
9 Remain cognizant of existing and developing weather conditions within the sector. Check weather periodically. (Using IFM or WSI)	✓		
10 Review IFM usage and Alternate IFM Procedure during flight following	✓		
11 During planning review the latest weather data (origin, destination, destination and enroute alternate airports), NOTAM information, including Class II NOTAMS, and restrictions before releasing a flight.	✓		
12 Review MEL, MEL Bulletins and CDL items for assigned airplanes before generating OFF. Describe the MEL Bulletin process	✓		
13 What are the different methods available to review a MEL/CDL restriction? What is a D.I. Log?	✓		
14 Review Maintenance discrepancy process before and after secured for flight	✓		
15 How many times can a Flight Crew run through a QRH Procedure?	✓		

Dispatcher Competence Check Guide

Flight Control Procedures (Continued)		PASS / FAIL	COMMENTS
16	Verbally walk through why a Dispatcher would issue a takeoff alternate? Review LIDO process for adding this to a flight release.	✓	
17	During flight planning, can the Dispatcher reference the weather requirements for determining when to add a destination alternate? Check if alternate is added unnecessarily.	✓	
18	How does the dispatcher determine if an alternate is approved for UPS use?	✓	
19	Does the Dispatcher use predicted UPS alternates when required?	✓	
20	How do you determine alternate airport minimums? Provide a reference. Is ceiling required?	✓	
21	Review procedure for Dispatch to an airport without an available instrument approach	✓	
22	What are the procedural differences dispatching to an On-line or Off-line Supplemental flight?	✓	
23	Check AAM weights for each flight? Can the Dispatcher pull up PCAAM Data?	✓	
24	Review a current OPS calculated on a flight on their LIDO Flight List. If a MD11 is not on the flight list have the Dispatcher calculate an OPS. Review Aircom template for sending OPS info to crew	✓	
25	How does the Dispatcher determine runway conditions (wet, dry, contaminated, cluttered)	✓	
26	Is dispatcher familiar with performance calculation procedures using wet or dry AAM/OPS data and when to use MLPL tables?	✓	
27	Use the standard or alternate work flow when calculating a LIDO OFF. Verify dispatcher reviews LIDO Remarks for each flight.	✓	
28	What is the sequence of paperwork transmission utilizing LIDO?	✓	
29	Does the Dispatcher include proper comments in flight release?	✓	
30	When dispatching a 121 Supplemental Flight what additional information is required on the flight release?	✓	CREW VANTS PERMIT IS CALLED



**Dispatcher Competence Check Guide**

Flight Control Procedures (Continued)		PASS	FAIL	COMMENTS
31	Review the OFP Confirmation Process. Tail number and OFP		✓	
32	When are ARTR's required?	✓		
33	Review process for issuing an ARTR for a new release time.	✓		
34	Review process for issuing an ARTR for a new alternate (simulated)	✓		
35	Review process for issuing an ARTR for a new route/turn	✓		
36	Properly issue an ARTR for a new takeoff fuel (simulated) and able to detail ways to lower planned takeoff fuel.	✓		
37	Generate an en-route diversion flight plan and discuss the process for diverting a flight?	✓		
38	Properly use AIRCOM Server or LDCO to contact a flight with either an Amend Release To Read (ARTR) or a Flight Message.	✓		
39	Properly use JETCOMM and employ proper radio phraseology to communicate verbally with a flight. Walk through SATCOM / Indium calling process on AVTEC.	✓		
40	Walk through process of how to use an LDOCF vendor to contact a flight in an active state of Operational Control.	✓		
41	Walk through the process of phone patching aircraft calling in on JETCOMM and being patched to AWC on AVTEC.	✓		
42	Review the methods employed to contact a flight if ACAR's and JETCOMM are not available?	✓		
43	Provide an oral weather briefing as if the Dispatcher would be giving it to a Captain preparing for a flight on their flight list.	✓		GOOD WX BRIEF
44	Review transfer of flights procedure when turning over to multiple dispatchers	✓		

**Dispatcher Competence Check Guide**

General Knowledge		PKD	PAK	COMMENTS
45	When using AIRCOMM Server should you save the changes you have made to the filter during your shift?	✓	✓	
46	Demonstrate the process for sending GA, YA, RA messages via AIRCOMM Server.	✓	✓	
47	Is flight information relayed to GDC core departments about potential flight problems in a timely manner?	✓	✓	
48	TAF's are issued how many times a day and are valid for how many hours.	✓	✓	
49	Name the different types of fog and how they form and dissipate?	✓	✓	ADVISORY RW END LISTEN
50	What does "FICOM" stand for in a Airport NOTAM?	✓	✓	
51	Determine from WSI Weather Briefer's Possible Icing on the route of a flight. What are the other sources for determining icing en-route?	✓	✓	
52	What type of weather is associated with a Cold Front?	✓	✓	
53	What are the principle hazards of a Thunderstorm?	✓	✓	
54	Is a flight permitted to continue to a destination if the onboard radar equipment fails after departure and thunderstorms are forecast?	✓	✓	
55	List and explain components used to calculate the minimum required takeoff fuel for Domestic flights, and International (if dual qualified).	✓	✓	
56	What are the FAR and IFR FOM factors for computing the minimum required fuel?	✓	✓	
57	What is an anticipated delay?	✓	✓	
58	Where can you find information on anticipated ATC delays?	✓	✓	
59	Where are the Take-Off minimums located on a Jeppesen Plate? Have the Dispatcher state and explain Take-Off minimums for KSDP.	✓	✓	

**Dispatcher Competence Check Guide**

General Knowledge (Continued)		YES	NO	COMMENTS
60	What are the Standard Takeoff Minimums	✓		
61	Does UPS Airlines have the approval to do a Special Authorization (SA) Approach?	✓		
62	What is a Precision Approach?	✓		
63	What is a Non Precision Approach?	✓		
64	Review Runway lighting requirements for takeoff	✓		
65	What are the approach categories of each aircraft for determination of Approach minimums?	✓		
66	What is the lowest authorized RVR by fleet for CAT 3 ops?	✓		
67	What is the maximum demonstrated landing crosswind limit for each fleet? Where do you find Crosswind Limitations for each fleet once enroute (in flight)?	✓		
68	What UPS fleet types need to have BCF planned when routed on a ferry flight empty?	✓		25.0
69	What is the maximum depth of standing water permitted for take-off per UPS Airlines?	✓		
<b>General Knowledge Score (69 Questions):</b>		<b>68</b>	<b>1</b>	

### Dispatcher Competence Check Guide

General Knowledge (International Only)		DATE	INITIALS	COMMENTS
1	What would the Dispatcher do if they are planning a reroute of a flight from HKG-KIX around a typhoon and LIDO tells them they do not have traffic rights for "99" FIR?	✓	✓	
2	Where can you find information about changing a filing code for a flight?	✓	✓	
3	How do you obtain Russian Field NOTAMS?	✓	✓	
4	What are the ETOPS diversion speeds for the NATL, NOPAC and CEPAC?	✓	✓	
5	What is DOTS + used for?	✓	✓	
6	What is the PACOTS? Where can you find the published routes for PACOTS operations? Where do you find PACOTS information?	✓	✓	
7	What are the high altitude/special airports in South America? What considerations must be considered when planning flights in/out of these airports?	✓	✓	
8	What countries now require TCAS before operating in their area?	✓	✓	
9	How do you look up Traffic Rights in LIDO? Will it restrict the flight plan from this airspace in LIDO if a Traffic right is not present?	✓	✓	
10	What must be considered when considering giving a take-off alternate for a flight out of UAAA?	✓	✓	
11	Where do you find HF requirements for each world area?	✓	✓	
12	Calculate a Re-Dispatch Flight Plan and then able to show the proper procedure in issuing the ARTIR to change the Destination/Alternate (simulated)?	✓	✓	
13	Pull up CHM and find a routing between CON-MAD? What is the NOP Portal used for?	✓	✓	
14	Explain what you would do should a FANS required aircraft system fails on a flight before it enters FANS airspace on L888 for a flight between CON-HKG?	✓	✓	
15	When planning flights over the NATL can a flight step-climb? Why or Why Not?	✓	✓	
16	Where can you find the NATL QTS Tracks in LIDO?	✓	✓	
17	Is the Dispatcher able to find where the route is for an aircraft that has both of the HF Inoperative while operating in the NATL?	✓	✓	
18	Where do you find information about cold air to avoid for International flights? What temperatures are a concern?	✓	✓	
19	At what temperature does Jet "A" Fuel Freeze? What temperature does UPS use for the Fuel Freeze program?	✓	✓	
20	What additional steps do you have to do as a Dispatcher to plan a Polar Flight or a Cross-Polar Flight?	✓	✓	
21	What is considered Polar Operations? What are the aircraft requirements for entering Polar Area?	✓	✓	
<b>International Knowledge Score (21 Questions):</b>		20	1	

### Dispatcher Competence Check Guide



#### Additional Tasks Reviewed and Discussed

(Do not add to final score for reference only)

1	THUNDERSTORM HAZARDS
2	OIS PAGE FOR ANTICIPATED DELAYS
3	FOG FORMATION
4	COLD FRONT WEATHER

Area of Operation	Pass	Fail	Total
International (27 pts.)	27	0	27
Domestic (63 pts.)	63	0	63
Total Score (90 pts.)	90	0	90
Final Score (80% passing)	90%		

Note: Divide total correct by total points possible to arrive at Final Score.

#### Strengths:

- WEATHER REVIEW
- WEATHER BRIEFING
- LIDO FLOW.

#### Areas in need of improvement:

- REVIEW POLAR OPERATIONS
- AUTEC PROCESS
- OFF CONFIRMATION PROCESS
- TCAS REQUIREMENTS



#### Competency Determination

Evaluator: Final Score 98% Dispatcher Name: VINCENT NEWBORN  
 I certify that I have administered this Competency Evaluation to the above named Dispatcher, reviewed the information with the Dispatcher and have furnished this Guide to the appropriate Flight Control Manager.  
 \_\_\_\_\_ (Evaluator Signature)  
 Dispatcher: \_\_\_\_\_ (Dispatcher Signature)  
 I certify that I have administered this competency check in full and I have reviewed the findings.  
 Flight Control Shift Manager: GENE GALLO certify that I have reviewed this Competency Evaluation and determine the Aircraft Dispatcher to be: (Circle One)  
 Competent  Not Competent  
 \_\_\_\_\_ (Manager Signature)

Note: 1. Use this completed form with all signatures in Flight Control Standby.  
 2. Review this Competency Check with the Manager on Duty before having them signed.