

Docket No. SA-538

Exhibit No. 2-T

NATIONAL TRANSPORTATION SAFETY BOARD

Washington, D.C.

Attachment 19 – UPS Flight Dispatcher - General
(11 Pages)



NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

February 1, 2014

Attachment 19 – UPS Flight Dispatcher - General

OPERATIONAL FACTORS

DCA13MA133

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A. UPS FLIGHT DISPATCHER - GENERAL

1.0 Dispatcher Definition¹

04.01.01.04 FLIGHT CONTROL AIRCRAFT DISPATCHER

The Flight Control Aircraft Dispatcher is a current and qualified Aircraft Dispatcher. Flight Control Standards Supervisors coordinate the Flight Control work schedule to ensure Flight Control Aircraft Dispatchers receive all required FAR training. Office training of the following subjects for the Flight Control Aircraft Dispatcher is accomplished by OJT and proficiency is measured by the annual Aircraft Dispatcher Competency Evaluation.

2.0 Job Description²

05.01.01.20 FLIGHT CONTROL AIRCRAFT DISPATCHER JOB DESCRIPTION

The Flight Control Aircraft Dispatcher responsibilities include:

- Must possess a FAA Aircraft Dispatcher Certificate and be authorized by UPS to exercise full operational control over any flight.
- On duty during the planning and operation of all flights and exercise complete operational control authority over assigned flights.
- Responsible for the preflight planning, issuance of flight releases and if certified EWINS Flight Movement Forecasts (FMF), flight progress monitoring and providing the latest available flight information that will ensure the safest and most economical Flight Operations.
- Jointly responsible with each Captain for flight safety insofar as those duties and requirements of Flight Control Dispatchers as specified in FAA Regulations and the **FOM** are concerned.
- Responsible for Company compliance of all FAA Regulations and policies insofar as they are applicable to the flight dispatch of aircraft.
- May be required to perform the duties of the Assistant Dispatcher or complete any project assigned by Flight Control management.

Peripheral duties do not take precedence over or otherwise interfere with flight progress and other FAR duties.

¹ Source: UPS Regulatory Compliance Procedures Manual - Flight Operations (RCPM-OPS), Section 04.01.01.04 FLIGHT CONTROL AIRCRAFT DISPATCHER.

² Source: UPS Regulatory Compliance Procedures Manual - Flight Operations (RCPM-OPS), Section 05.01.01.20 FLIGHT CONTROL AIRCRAFT DISPATCHER JOB DESCRIPTION

3.0 General Duties³

When reporting for duty and continuously during their duty periods, they shall make careful reviews of weather conditions and events over flight route or routes in their control and adjacent areas by:

- Observing the latest weather charts noting the positions of all fronts and their probable movements.
- General pressure distribution and weather event development.
- Carefully observing sequence weather reports and correlating them with existing weather charts while reviewing terminal weather forecasts and prognostic charts.
- Review all Class I, Flight Data Center (FDC) Class II Notices to Airmen (NOTAMs) and Company NOTAMs for appropriate routes and airports.

Dispatchers will review as necessary:

- Flight Information Region NOTAMs (FIRs)
- Curfews/Airport closures
- Slot/Landing restrictions
- ICAO weather reports
- Forecast
- International weather charts
- Oceanic slot restrictions

³ Source: UPS Regulatory Compliance Procedures Manual - Flight Operations (RCPM-OPS), Section 05.01.01.21 FLIGHT CONTROL AIRCRAFT DISPATCHER.

- PACOTS track advisory program
- NOPAC composite route system
- ZAN track advisory program
- RFE
- North Atlantic Track messages (MNPS)
- Canadian MNPS and Western Atlantic Track Route System (WATRS)
- Crew qualifications
- Use of Non-INS and no HF routing
- Individual aircraft equipment and redispach opportunities from specific points to destination for each flight

Review all Lido highlighted messages before or during flight planning which may include:

- MEL/CDL
- Tail swaps
- Changes to city pairs
- Crew changes
- Weather and departure time or ETA

Review the Flight Control Bulletin Manual and initial new or updated bulletins. Review email for new or updated bulletins. Review the Dispatcher Base Month List.

Advise the Flight Control Shift Supervisor:

- At beginning of the base month for any required training event.
- At the beginning of the grace month.
- If the required training event has not been completed or is not logged in the Flight Control Work Schedule.

Participate in shift turnover with the previous Dispatcher, as well as, the oncoming Dispatcher and discuss any conditions that may affect Flight Operations including but not limited to:

- Current and forecast weather conditions
- ATC delays
- Deferrals with operational limitations
- Airport conditions
- Inoperative NAVAIDs

-
- Ground support equipment
 - Crew legalities
 - Any current or potential contingency diversionary plans

Complete (as required) any necessary flight irregularity or information reports. Dispatchers will advise gateways to correct their field NOTAM if discrepancies are discovered. These events will be communicated to the Shift Supervisor and recorded in the shift log.

Continuously, during their duty periods, remain cognizant of any conditions that may affect Flight Operations in their assigned area(s) including but not limited to:

- Current and forecast weather conditions
- ATC delays
- Deferrals with operational limitations
- Airport conditions
- Inoperative NAVAIDs
- Follow international flights at preplanned intervals/reporting points
- Ground support equipment
- Crew legalities
- Any current or potential contingency diversionary plans

Flight following communications and position reports utilizes AOC radio service, MESCO, the Aeronautical Fixed Telecommunications Network (AFTN) and LDOC vendors per the FOM. If changes to an ATC flight plan filing become necessary prior to departure, those changes will be coordinated with the appropriate ATC unit before the changes are transmitted to the aircraft.

Prior to departure, determine and mutually agree with the Captain that the flight can be accomplished safely and within accordance of all FAR and policies and procedures to include, but not limited to:

- Suitability of weather and air traffic conditions
- Airport and navigational adequacy conditions
- Fuel management

Obtain weather information, when possible, from crewmembers that have recently flown routes within areas of jurisdiction.

Monitor all Flight Control systems for changes in:

- Equipment

- Schedules
- Personnel
- Aircraft MEL Items

If certified, issue EWINS FMFs in accordance with the EWINS Policies and Procedures Manual when, in the opinion of the Dispatcher, weather conditions will be different than the existing and prevailing forecasts indicate. Formulate and recommend operating plans to the Flight Control Shift Supervisor when original plans of operation are not feasible. Advise the Flight Control Shift Supervisor of any known operational limitations or concerns to include but not limited to:

- MELs/CDLS
 - Crew Qualifications
 - Suitability of weather and ATC conditions
 - Airport navigational adequacy

Recommend to the Flight Control Shift Supervisor the repositioning of aircraft away from adverse weather conditions and events that may affect the air operation and administer all emergencies that occur with flights under their operational control and make the required emergency notifications.

- Flight Planning
 - Review:
 - Departure, destination, alternate airports and route of flight weather conditions
 - Deferred maintenance items for the assigned aircraft
 - Crew qualifications
 - Payload requirements and limitations and
 - Airport conditions and all applicable NOTAMs

NOTE: DO NOT SEND ANY FLIGHT TO "NO OFFICE" unless you have verified with the Shift Supervisor that it is permissible to do so. If you do not know or do not take the steps to make certain a flight is cancelled, then it must remain on your flight list.

List alternate for origin and/or destination when required. Calculate and check limitations for driftdown requirements. Modify flight plan altitude and route selection, if applicable, due to weather and/or winds. Generate flight plan and fuel load to comply with applicable FARs, as well as, Company fuel management policy as specified in the FOM. No aircraft will be dispatched or released unless it is airworthy. Performance limiting MEL/CDL will be listed on the flight release in the remarks section. Transmit flight plan and flight release to appropriate gateways.

Brief crewmembers (if required) of any conditions affecting the flight's operation. Transmit any Amend Release To Read (ARTR) that is required. File or remove (as required) the flight plan with appropriate ATC facilities. When filing a new flight plan with ATC in response to an amended routing or destination change, verify ATC has the correct information.

Late Changes To The Flight Release Procedure

The Flight Release Distributor (FRD) will append the latest weather to the briefing package and commence printing at the origin gateway 90 minutes (120 minutes for international) before departure time. If a change to the flight release is to be made after the flight release has printed at the gateway but before the flight crew has received the paperwork, the gateway or flight crew must be informed with positive contact via phone that new paperwork is being sent.

If a change to the flight release is to be made after the flight release has been received by the flight crew, positive contact with the flight crew via phone, ACARS, radio or SATCOM must be established. If there is a reason to amend the fuel load (i.e., payload increase, MEL concern, APU burn, etc.) the Captain and the Dispatcher should work together to resolve the fuel adjustment. Contact the Captain and try to resolve the fuel issue with the actual fuel on board. As a matter of technique, the following steps should be considered:

1. Contact the flight crew and offer alternative solutions. Consider reducing cost index, reducing additional or extra fuel or any other means of working with the fuel on board, prior to uplifting fuel.
2. Notify the gateway of the possibility of a fuel uplift to mobilize a fuel truck if it becomes necessary.
3. Inform the gateway of the new fuel load when necessary.
4. Issue an ARTR to the flight crew for any amendments to the release.

This procedure should also be used whenever there is a required change to release fuel (i.e., MEL problems on taxi, extended taxi times, etc.).

In summary, it is understood that additional fuel and/or new paperwork may be required in some instances. However, the Dispatcher should employ every option available to amend the flight release before uplifting fuel or sending new paperwork to the gateway.

When Flight Operations can only be accomplished during a restricted time frame, the Dispatcher will make positive contact with the Captain to communicate any release time that must specifically be met in order to operate the flight legally and safely. As an example, if a flight must operate early or cannot depart late to comply with a runway closure NOTAM, this information must be directly communicated to the Captain. This communication can be achieved via landline, SATCOM, an acknowledged ACARS message or specific instructions in the flight release remarks. If the release time is modified from the original departure time, it must be communicated to the Captain prior to departure.

Enroute:

- Monitor the progress of assigned flights at least once every hour or as workload permits.
- Advise the Captains of all assigned flights of any changes that might affect the safe operation of the flight.
- Divert enroute flights when applicable and provide new destination, alternate, fuel burn, time enroute and weather information.
- Provide new flight releases and appropriate information for assigned flights departing diversion airports.

It is the responsibility of the Dispatcher during an inflight emergency or irregular operations to advise Flight Control Management of the situation and either turn over control of the particular flight experiencing the emergency, turn over all remaining flights to the Flight Control Shift Manager or designee or continue to be responsible for all flights. The Dispatcher will recommend what is the safest course of action based on workload or other factors.

It is the responsibility of the Dispatcher during an inflight Emergency to contact ARFF at the Airport of the emergency with all HAZMAT information on board the aircraft. This information will be retrieved from HMMS. If there is no HAZMAT, the call is still required. If ARFF does not answer the phone, contact the Airport Tower. Record the name of the person that you talk with and the time contact is made in the Emergency Response log. The Printed HAZMAT information retrieved from HMMS will now be given in hard copy form to the Lido Support department along with a contact at the gateway to forward the information to. Flight Control will not be faxing the information.

When requested by rescue coordination centers, Flight Control personnel will provide information regarding emergency and survival equipment carried on board aircraft engaged in international air navigation.

Such information shall include:

- The number of rafts on board the aircraft
- Color and type of life rafts and pyrotechnics
- Details of emergency medical and water supplies
- Type and frequencies of the emergency portable radio equipment

Aircraft Maintenance will be responsible to maintain and provide this information to the Flight Control Standards Manager or designee. Updates or changes will be sent to Flight Control when necessary. Flight Control personnel will access the information from the Flight Control SharePoint website.

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4.0 FAA Requirements⁴

FAA Requirements:

1. Posses a valid FAA Aircraft Dispatcher Certificate.
2. Be certified by UPS Airlines as a Flight Control Aircraft Dispatcher by:
 - A. Successfully completing the Flight Control Aircraft Dispatcher written examination.
 - B. Successfully pass the Flight Control Aircraft Dispatcher oral examination.
 - C. Successfully complete an annual competency examination.
 - D. Attend and successfully complete Flight Control Aircraft Dispatcher annual recurrent training.
 - E. Completion of annual cockpit familiarization.
 - F. Successfully complete Company Dispatch Resource Management (DRM).
3. Successful completion of EWINS recurrent training, if applicable.

⁴ Source: UPS Regulatory Compliance Procedures Manual - Flight Operations (RCPM-OPS), Section 05.01.01.21 FLIGHT CONTROL AIRCRAFT DISPATCHER.

5.0 Required Skills⁵

Required Skills:

- Must possess an FAA Aircraft Dispatcher Certificate and be certified as a Flight Control Aircraft Dispatcher with full authority to exercise operational control over flights.
- A high degree of work accuracy is required.
- Must be experienced with NETLINE and MESCO mainframe with front-end processor computer systems and possess fundamental PC knowledge.
- Excellent written and oral communication skills combined with ability to work unsupervised in a high-pressure environment is required.

⁵ Source: UPS Regulatory Compliance Procedures Manual - Flight Operations (RCPM-OPS), Section 05.01.01.21 FLIGHT CONTROL AIRCRAFT DISPATCHER.