

## **SPRING 2022 AVIATION SAFETY INFOSHARE**

**Article submitted by Local 592 Executive Board Member – West Region, Keeven Shook  
Hawaiian Airlines Dispatcher**

The Spring 2022 Aviation Safety InfoShare was held in St. Louis Missouri from April 26<sup>th</sup> to 28<sup>th</sup>. Several airlines and the FAA were represented at the three-day event which included a daily dispatch breakout session. During the breakout session dispatch specific presentations were made, followed by time for a question-and-answer session amongst the group.

A group of presenters from the FAA lead off the first session. They did not present on much but instead opened the floor for questioning. The biggest topic of discussion was dispatch from home. Representatives from Sky West and Republic who currently have dispatch from home programs gave their views on the topic. Sky West's program gives the FAA the ability to request to monitor dispatchers in real time without the need to visit their homes. Their dispatchers are also required to be in the OCC within a certain amount of time which they said was a solution to ensure that they are not dispatching from "anywhere". Republic requires their dispatcher to submit nightly checks and IROPS are submitted when necessary. 5G was another topic that was brought up. According to the FAA they are looking at a July 5<sup>th</sup> full implementation of 5G for all carriers. The FAA flew flights against full 5G and made models at different frequencies. The FAA is not expecting any further issues than the ones we have today.

Representatives from United and American presented the affects that Covid has had on their dispatch offices. Lots of retirees has meant the loss of tribal knowledge and a lack of mentoring. The new younger hires lack training and experience, and floor training has become difficult with the large number of new hires. FedEx chimed into the conversation stating they have an uptick in ASAP's especially in terms of workload and technology. To assist with dispatcher experience, FedEx is moving to a more scenario-based training using loops from incidents on live flights.

Delta Airlines gave a more in-depth presentation about scenario-based training. They realized that when training new hires, they provided thousands of pages of book knowledge over a 5 week period. Delta's new training approach focuses on more scenarios and risk management based off of real life dispatcher experiences. In Scenario training there is limited to no guidance, proper decisions require significant base knowledge of systems and regulations, decisions are made in a timely matter and require common sense. Last Delta is changing theories on hiring, focusing on technical aptitude vs personality. Training in shorter events with more touch points. And a risk management approach to dispatch; how vs what, cleaner documentation and modernized regulations and policies.

Mr, Ronnie Tocci presented on the Aircraft Rescue and Fire Fighting Working Group. The ARFF(WG) is an international nonprofit organization focused on information sharing among aircraft rescue and fire fighting personnel around the world. They help in airport collaborations, application and use of HRET, safe maneuvering of vehicles at the scene, developing minimum staff levels for ARFF personnel at aircraft accidents, and provide guidance and training for personnel tasked with command and control of an aircraft incident. The ARFF (WG) is trying to make ARFF contact information digital and more accessible as well as making hazmat worksheets digital so that they can be emailed and not faxed.

Doctor TJ Doyle presented information on a teams based approach to negative life events on board an aircraft. To make the information relevant, he compared the human body to aircraft systems. Comparing the human heart, he stated one of the first things you need to know on board is whether the heart failure is electrical or mechanical. If it is electrical then the use of an AED can reset the bad electrical issue and save a life. The FAA requires all aircraft with more than 50 seats to have an AED on

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board. If the heart failure is mechanical, then someone on board would need to perform CPR. CPR should only be performed for 20 minutes, after that the passenger will most likely not survive. One of the more interesting facts that Dr. Doyle presented was to never pronounce a passenger expired while they are on board. Pronouncing a passenger expired while on board could cause the aircraft to become a crime scene which could possibly ground the aircraft for hours while an investigation takes place. Dr. Doyle suggested to transfer the passenger to emergency ground staff for evaluation and official determination once the passenger is off the aircraft.

Presenters from the Confidential Information Sharing Program (CISP) discussed the need for communication between pilots and controllers, and dispatchers and controllers. They are seeing an uptick in incidence where multiple flight plans are being filed. The main issue is when routes are canceled sometimes pilots and controllers are on the wrong flight version and are following different routes. They suggested that when a situation of multiple releases exist, confirm the route with ATC prior to takeoff. They also suggested noting in the ATC strip when an aircraft has special limitations. For example, offshore, speed or RVR limitations. CISP is also finding challenges within ATC due to the COVID 19 Pandemic. When Covid was at its peak sectors were combined due to the lack of air traffic. Now that the traffic volume is beginning to return there has been an increase in stepped on or missed calls due to controllers still operating on multiple frequencies. The impact of these changes has been large. With further changes in the NAS, new controllers, pilots, equipment, routes and procedures. There have also been errors in expectation bias, clearance and read backs, taxing, issued altitudes with traffic being at those altitudes issued, and accepting clearances without questioning. It is unclear when these new issues will be solved, new controllers train for three and a half months in Oklahoma and then train for another two and a half to three years on location.

Captain John Gadzinski from the Society of Aircraft Performance and Ops Engineering (SAPOE) presented on aircraft braking action. He stated all models of braking action are wrong, some are just more useful. Relationships between runway conditions and aircraft braking actions are not definitive, as there is a 14-20% chance aircrafts will experience worse braking than predicted. SAPOE is trying to develop a system of airplane based braking ability. The concept would use braking action as a means of describing the maximum capability of an aircrafts braking system on a wet or contaminated surface that references a standardized reporting scale. The process would be the same as it currently stands, but the method would be different. In this system aircrafts would share information with arriving flight crews, ATC and others with need for this information. PIREPS for braking would be replaced by Pilot Braking Action Reports (PBAR) and Aircraft Braking Action reports (ABAR). Pilot reports would be limited to good, medium and poor. Good – typically on a wet runway where aggressive braking can still be achieved and directional control is not significantly compromised. Medium – typically seen on snow covered runways, wheel braking forces can still be discriminated, and their effectiveness modulated but at a noticeably reduced level. Poor – typically seen on an ice covered runway or when hydroplaning in heavy rain. Braking and directional control is minimal, and increased brake application does not produce any increase in deceleration.

Overall, my first time at Info Share was a great learning experience. The 2022 winter Info Share will take place in Bellevue, Washington, with different presenters and more opportunities to network and learn from others in our industry.

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