

# FRMP – United Airlines

January 17, 2018



**UNITED** 

A STAR ALLIANCE MEMBER 

## FRMP corrective actions implemented since FAR 117

- Increased FAR 117 visibility within operational safety groups – SMS/SAT/SRT
- Integrated Operations Monitor (IOM)
- FAR 117 desk
  - One desk staffed 24/7/365
  - Second desk staffed during irregular and afternoon operations
- FAR 117 Training - Pilots, Schedulers, Dispatchers, Ops Managers, Management
- ACARS messaging to crews – Critical Crew Off Times
- Improved communications within the NOC between dispatch and the FAR 117 desk
- OM to verify OOOI time in CMS prior to operating flight for flights delayed over midnight
- Use of Field Standby/Short Call
- Downline soft start – technology pending (page 13)
- Conversion of Reserve to Field Standby – technology pending (page 13)

# Fatigue Education and Awareness Training (FEAT)

## Required Training Elements

1. Review of flight, duty, and rest requirements
2. FRMP Program
3. Fatigue basics
4. Fatigue causes and awareness
5. Effects of multiple time zones
6. Fatigue vs. pilot performance
7. Fatigue counter measures, prevention & mitigation
8. Lifestyle issues vs. fatigue
9. Sleep disorders
10. Fitness for duty
11. Effects of commuting on fatigue
12. Operational process for calling in fatigue
13. Lessons learned

## Optional Items

Added training time/saturation ~\$3 M/day of training