



Managing FAR 117 in Operations

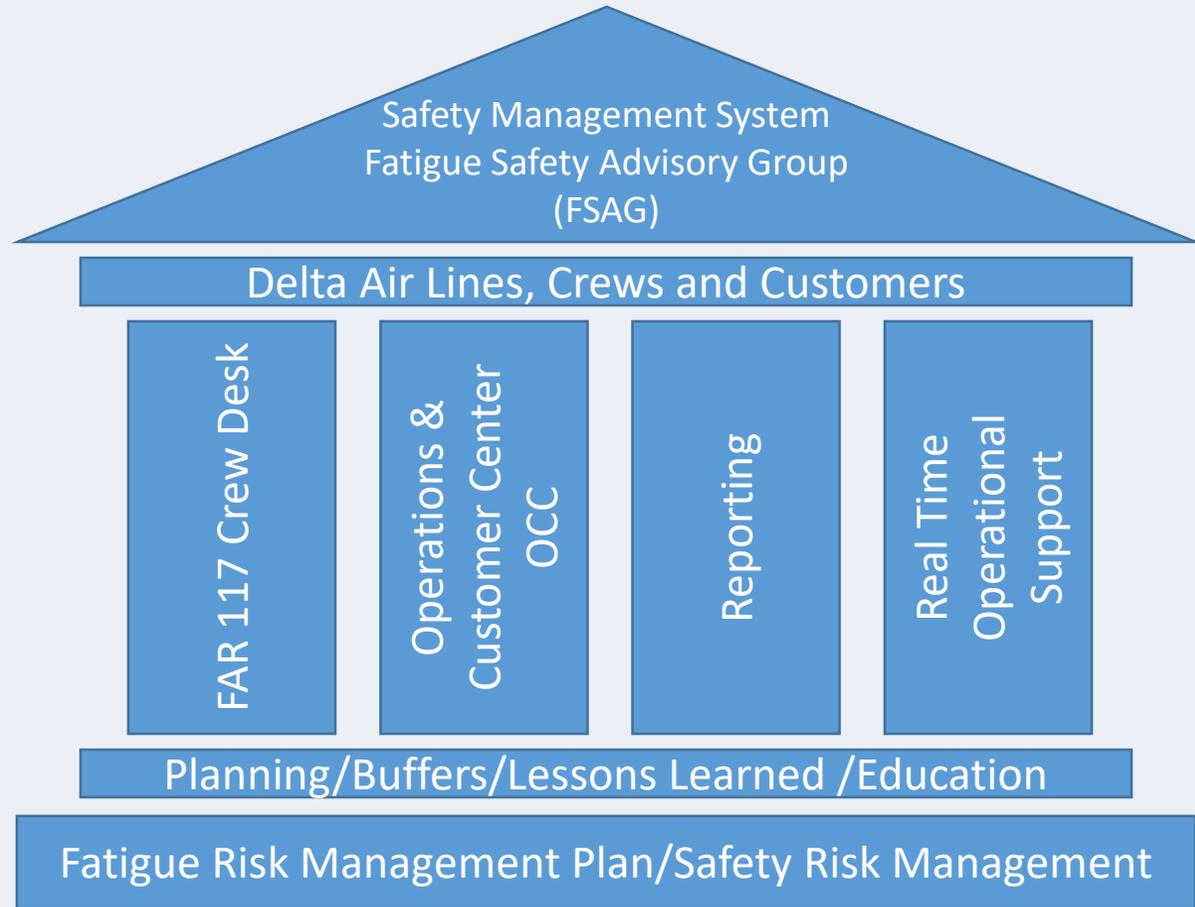
Delta Air Lines



Fatigue Management Seminar
FAR 117 Fitness for Duty and Responsibilities

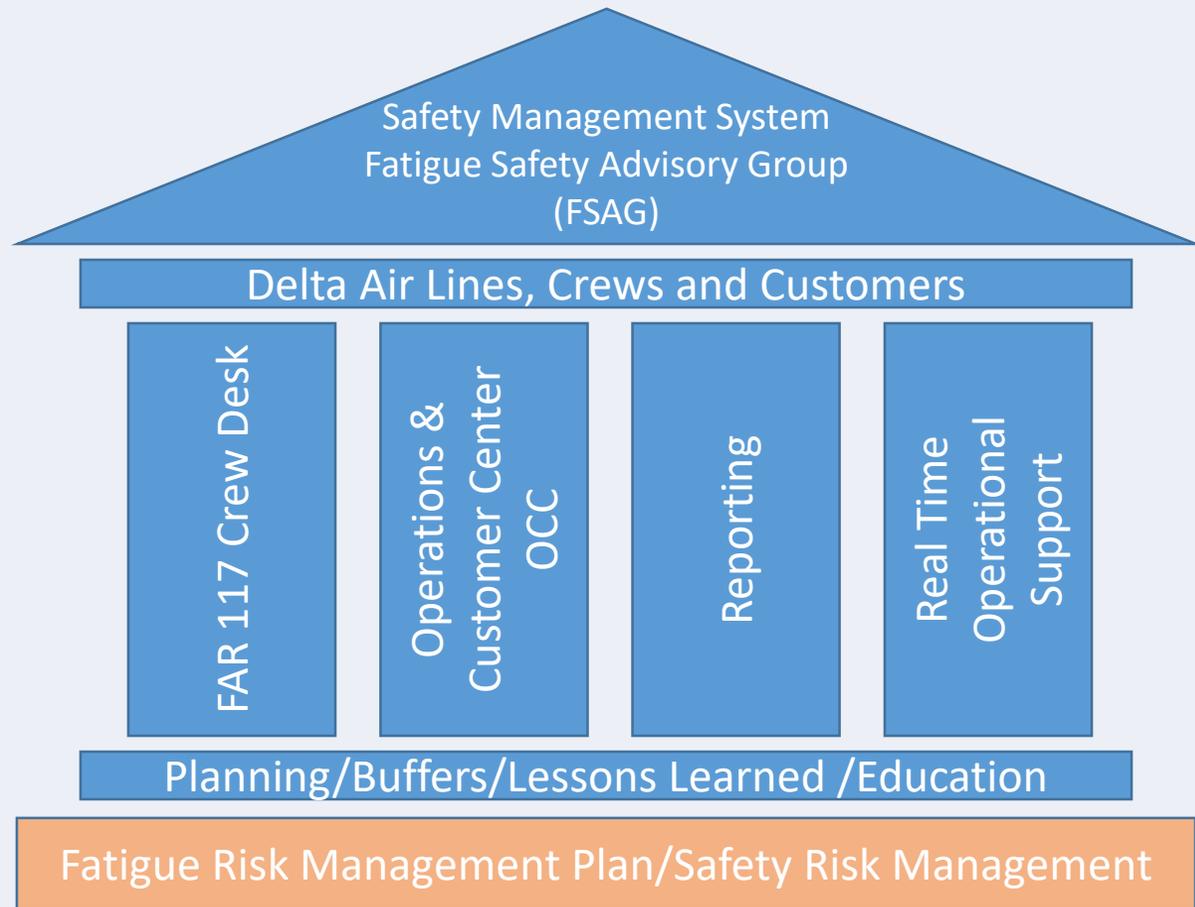
Managing Fatigue and FAR 117

- Delta Air Lines manages fatigue in the operation by building a solid house
 - Team effort
 - Regulator
 - Operator
 - Crew Members



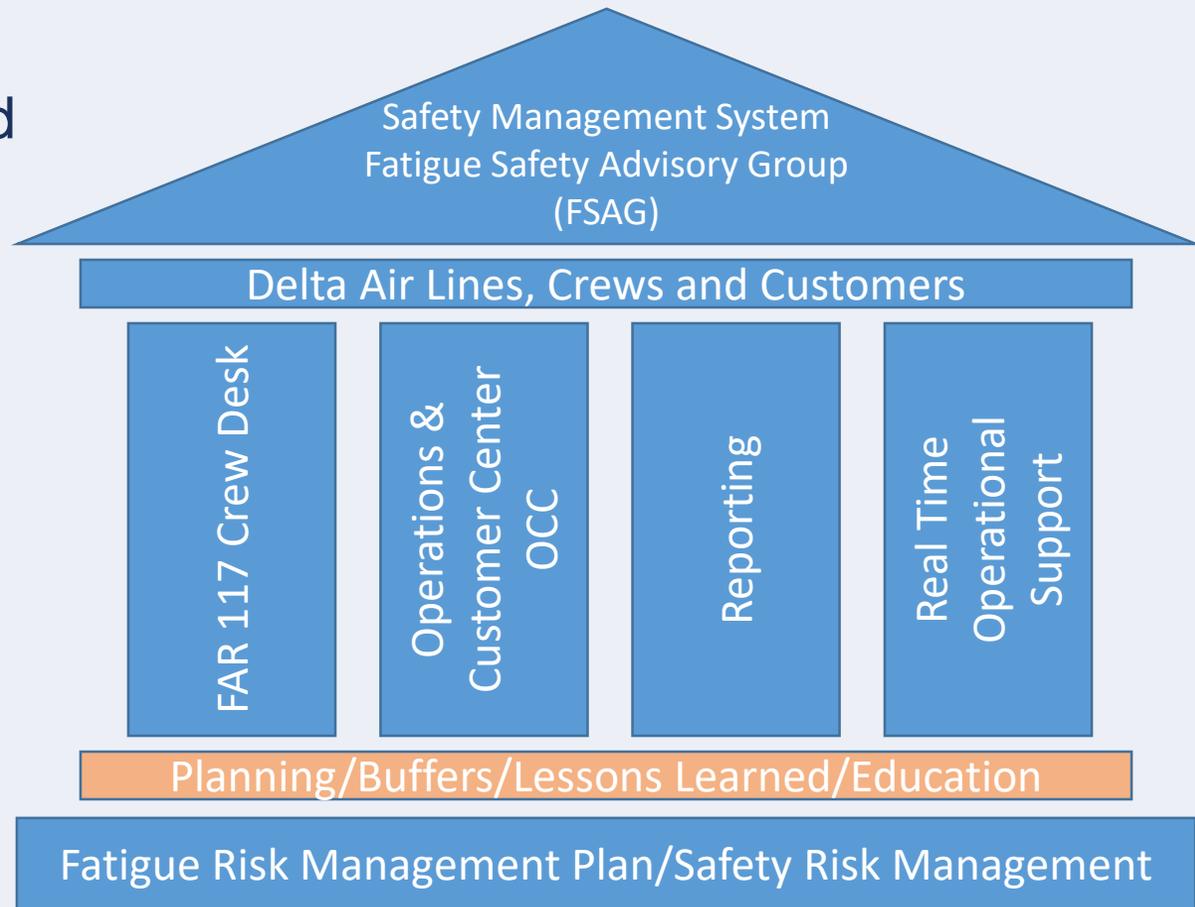
Managing Fatigue and FAR 117

- Begin with the Foundation
 - Fatigue Risk Management Plan (FRMP) – ICAO influenced guiding document
 - Safety Risk Management – daily routine of monitoring and tracking



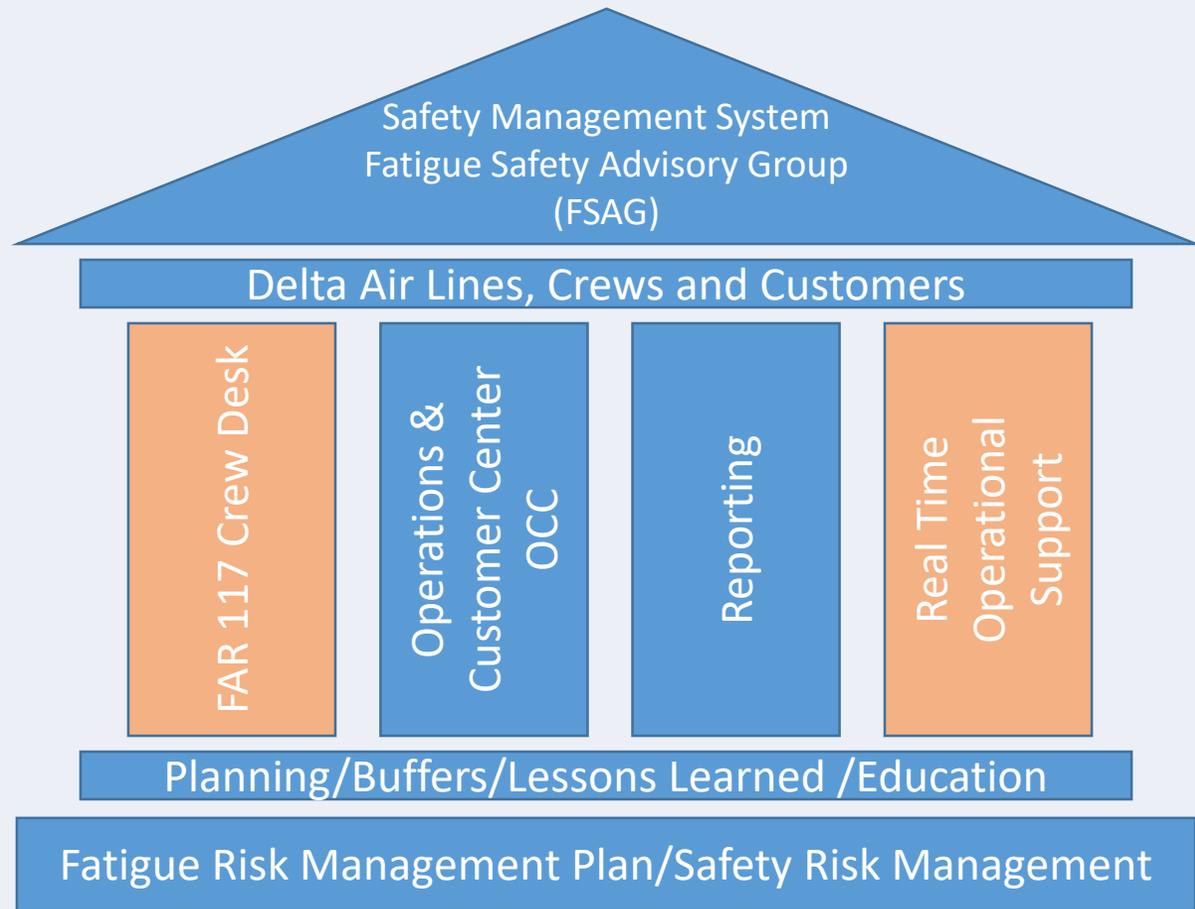
Managing Fatigue and FAR 117

- Planning is essential
 - FRM starts six months ahead of crew schedule publication
 - Numerous times during monthly process
 - Risk management tools and reporting review
 - Buffers – more than just sits
 - Extra time is essential
 - Limit number of segments
 - Limit high workload environments
 - Seasonality
 - Lessons Learned – used to improve planning process
 - Education – ensure we use lessons learned in communication and education



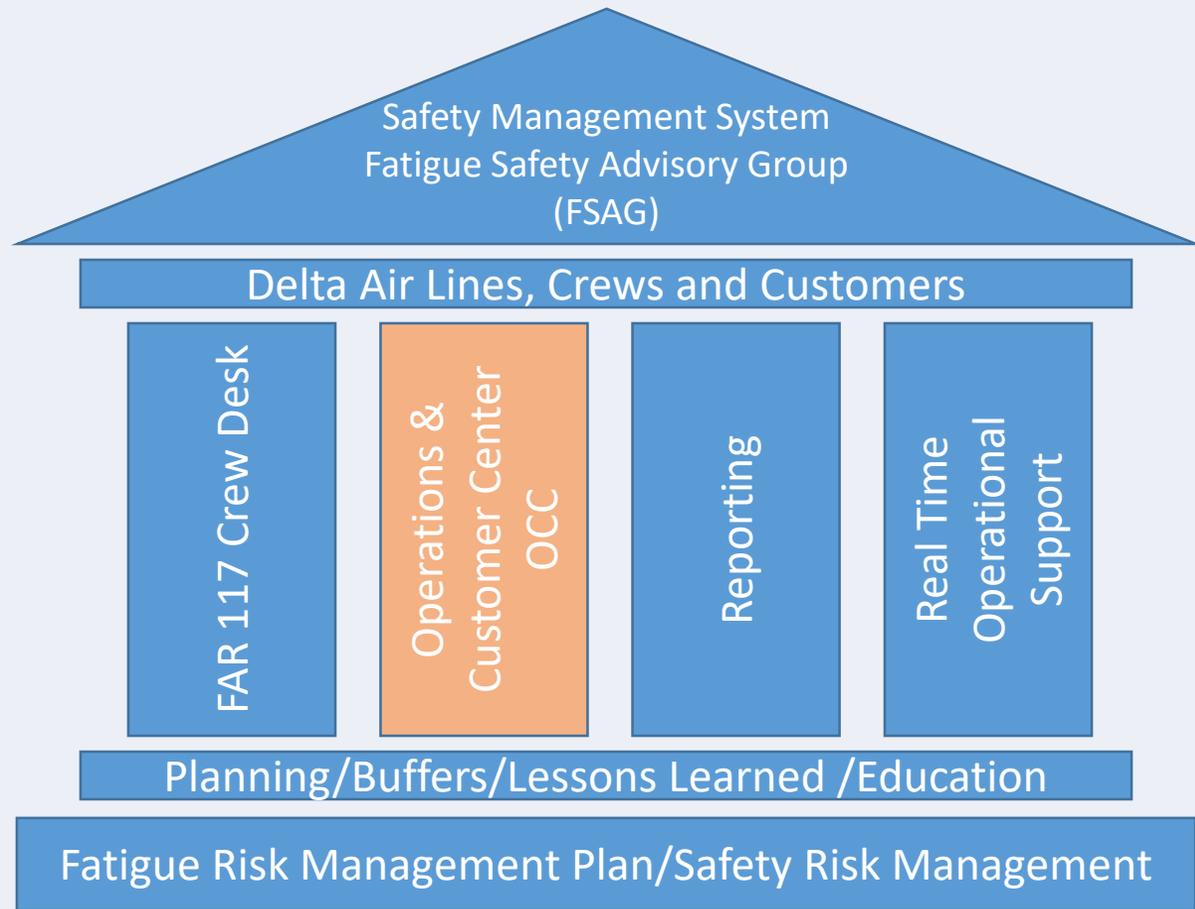
Managing Fatigue and FAR 117

- Real time support
 - FAR 117 support desk
 - Proactively managing unforeseen circumstances
 - Direct crew advocate within the OCC
 - Operational support
 - Actively address crew and OCC questions and operational changes
 - 24/7/365 support of Fitness for Duty Reporting Program – fatigue calls



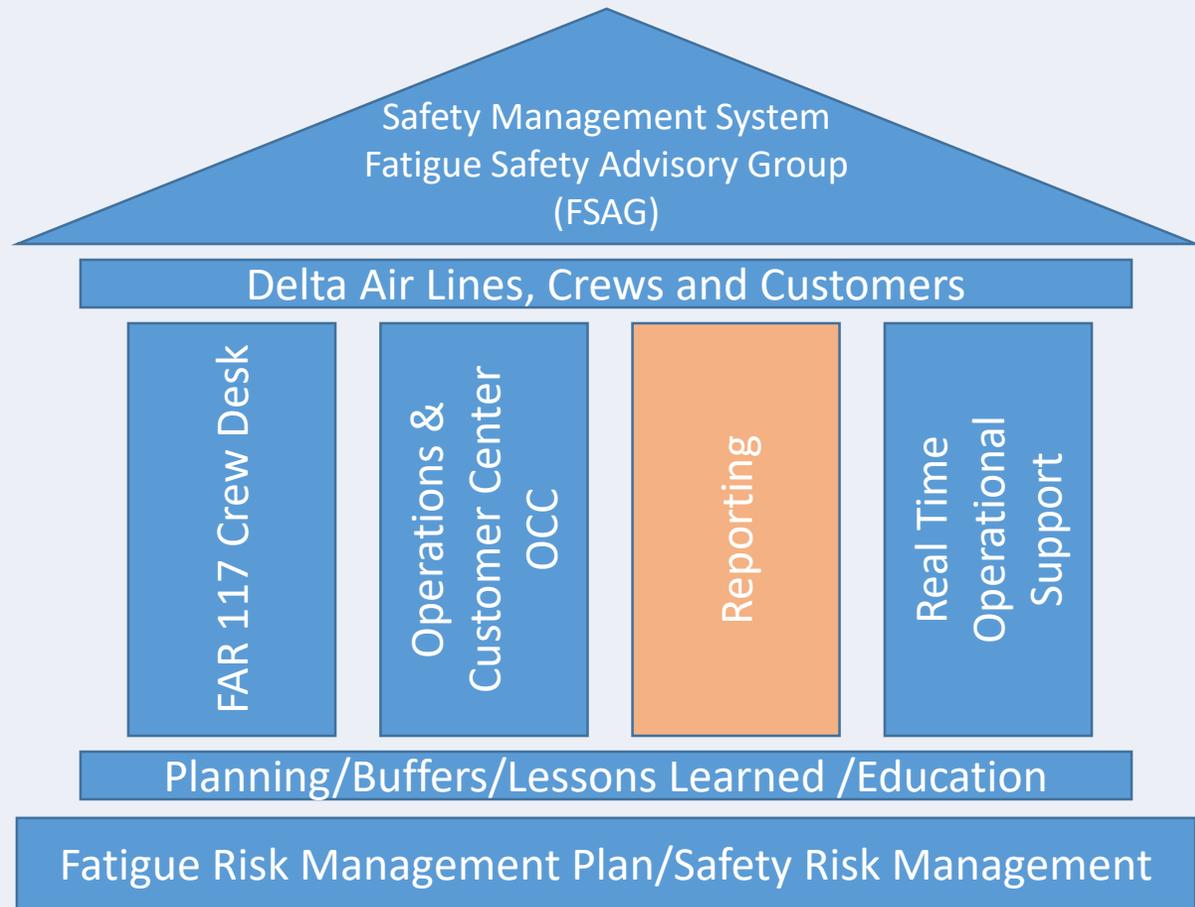
Managing Fatigue and FAR 117

- Operations & Customer Center (OCC)
 - 24/7/365 support of our crews and customers
 - Direct connection to ATC, stations and FAA
 - In-house meteorology department
 - Operational control – schedule, hotel, training, etc. change support



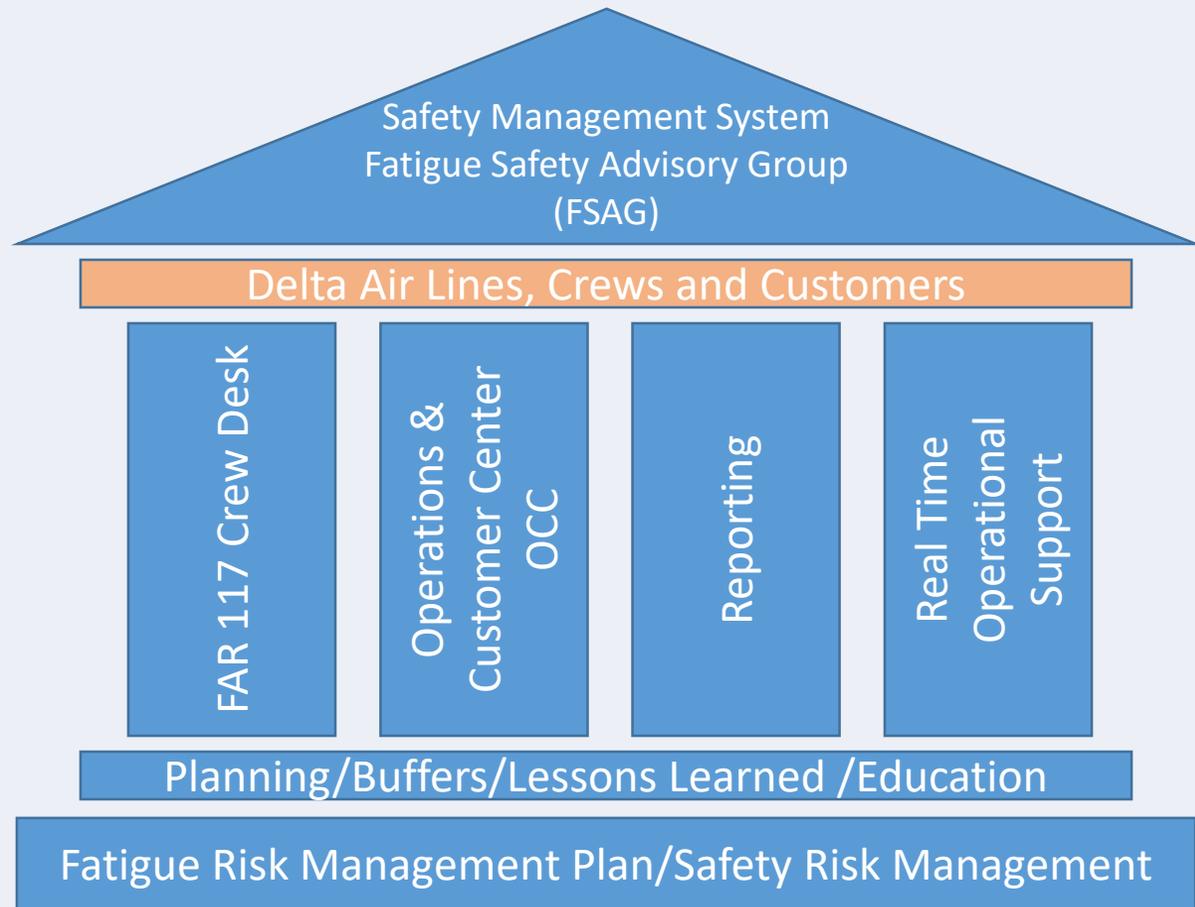
Managing Fatigue and FAR 117

- Reporting = Feedback = Influence Change
 - Fitness for Duty Report (FFDR) – fatigue call process
 - ASAP reports – direct link to safety reporting
 - Flight Crew Reports (FCR) – outside influencing factors (hotels, ground handling, rotation structure)



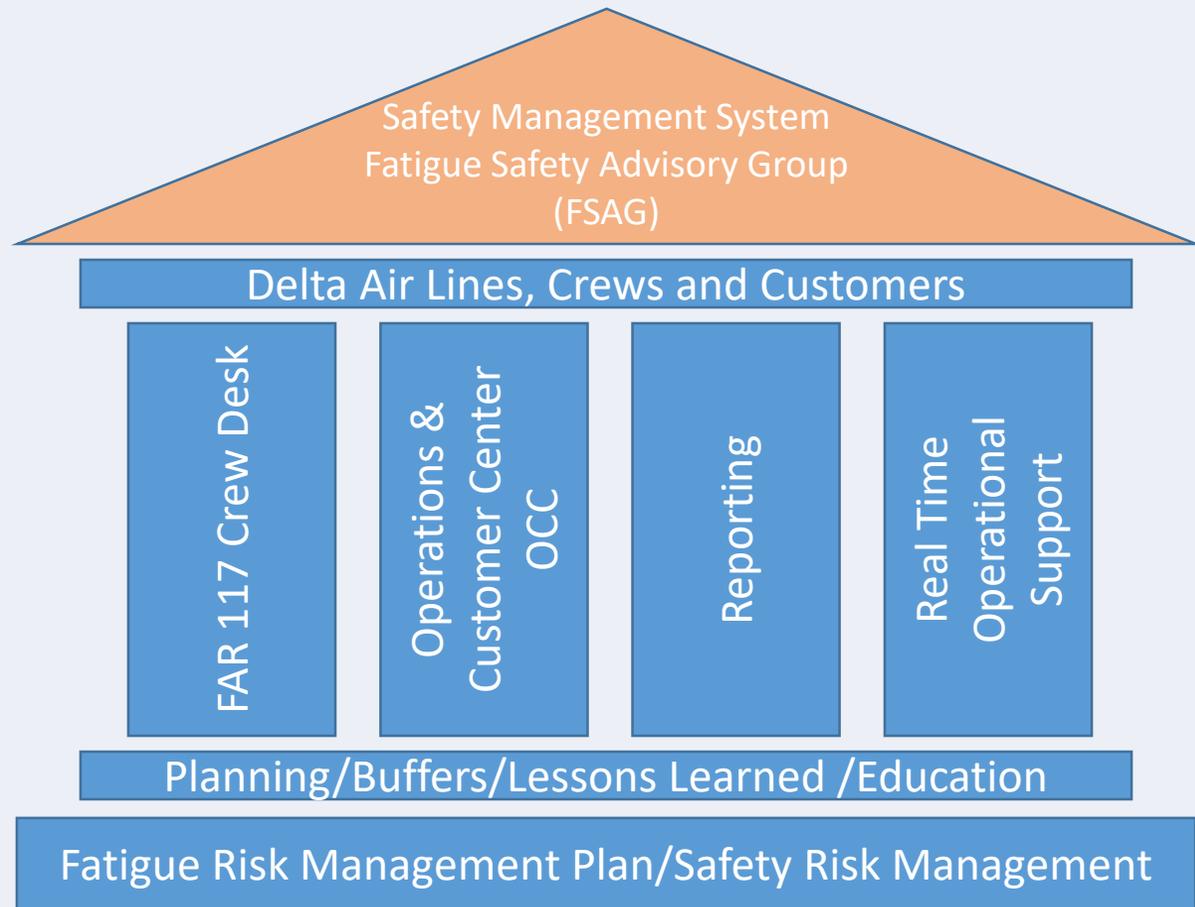
Managing Fatigue and FAR 117

- Our goal is to continually support our Pilots and Flight Attendants in managing fatigue in our daily operations
- Our Crews serve as the last line of visibility in many areas and we count on your input
 - Individual fatigue management
 - Operational pressure – set the parking break



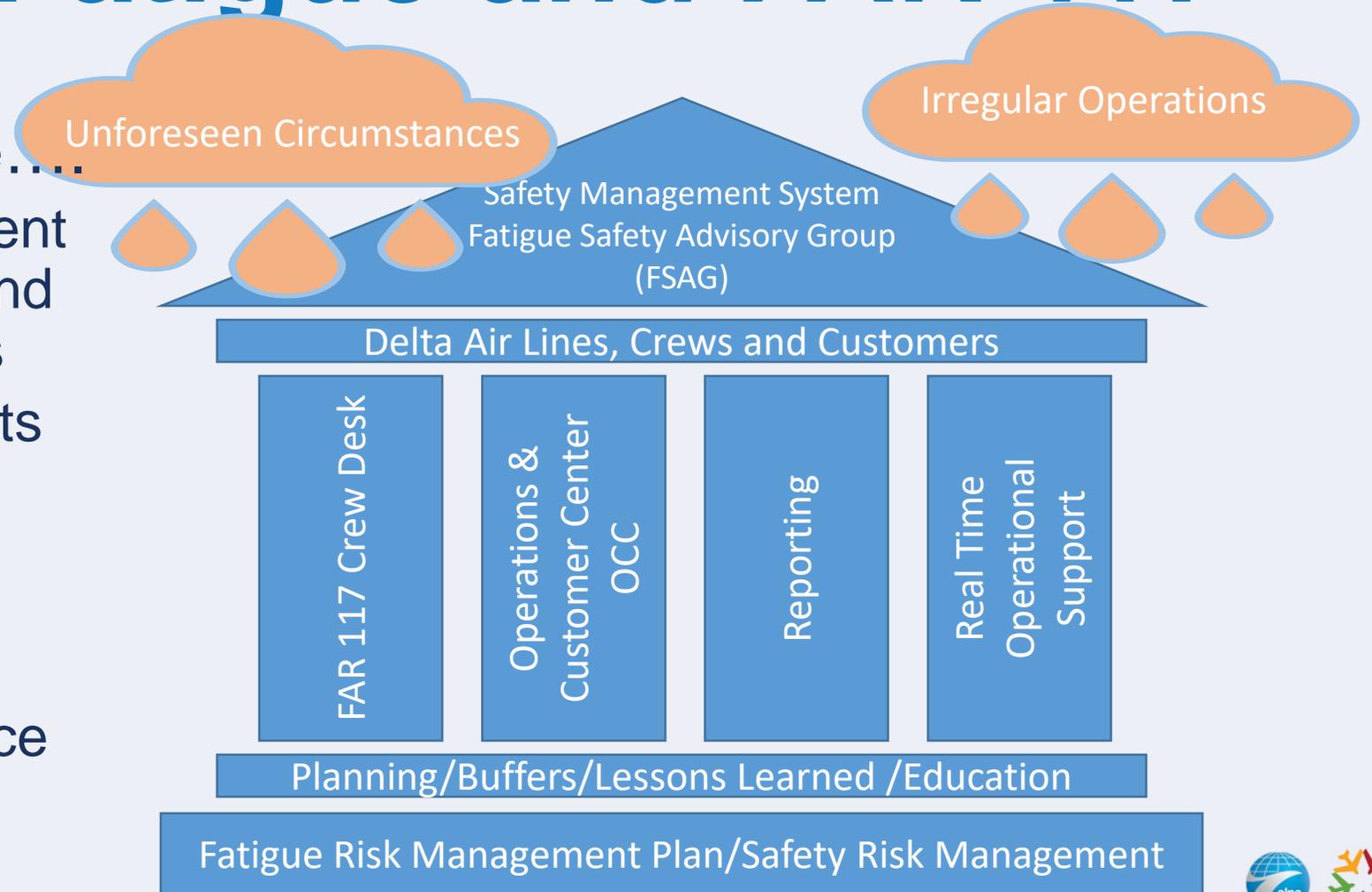
Managing Fatigue and FAR 117

- Under the roof of this house, SMS guides our FSAG
 - Dr. Philippa Gander and Massey University
 - Working committees
 - Fatigue Risk Management Team
 - Fitness Review Board
 - Delta operational divisional team members, leaders and senior leadership



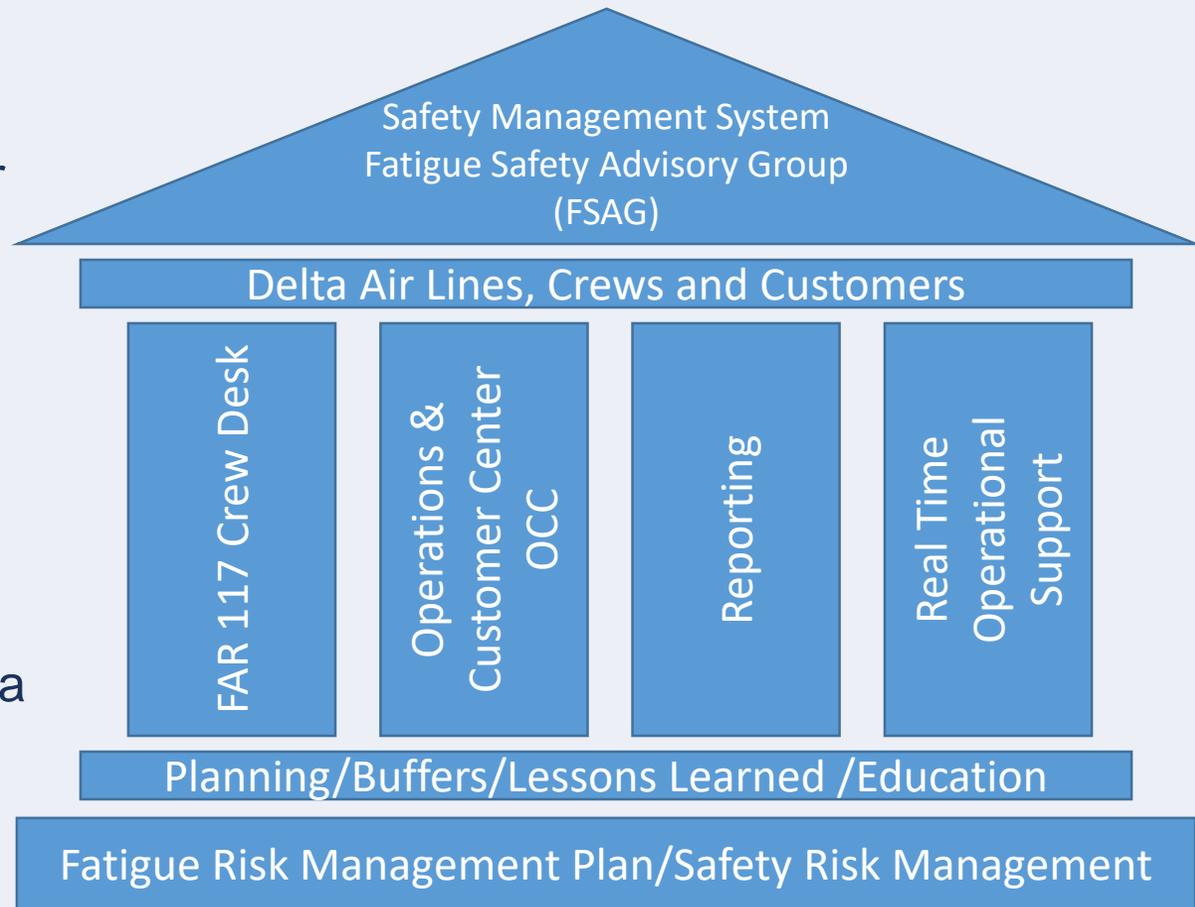
Managing Fatigue and FAR 117

- When things change....
 - Proactive management from the 117 Desk and OCC team members
 - Schedule adjustments through recrewing, rerouting and delay/cancel
 - FAR 117 Extensions with crew concurrence via ACARS



Managing Fatigue and FAR 117

- Maintaining a solid house takes work from all parties
 - Regulator – work closely together on fatigue risk management and compliance
 - Operator – continuously review process to ensure we adapt to constant change, assess new tools, produce relevant education and maintain a constant connection with our customers, our Crew Members
 - Crew Members – making fatigue a priority in preparing for duty, stopping the operation whenever needed, and when schedule constructions and changes occur



What Questions Do You Have?

