

Element Performance Inspection (EPI) Data Collection Tool 6.1.4 Dispatcher Duty / Rest Time (OP)

ELEMENT SUMMARY INFORMATION

Purpose of This Element (Certificate Holder's responsibility):

- To ensure the Certificate Holder's manual includes policies, procedures, instructions and information necessary to ensure their Dispatcher Duty / Rest Time process comply with required rest and assigned duty periods.

Objective (FAA oversight responsibility):

- To determine if the Certificate Holder follows its procedures, controls, process measurements and interfaces for the Dispatcher Duty / Rest Time process.
- To determine if there were any changes in the personnel identified by the Certificate Holder as having responsibility and/or authority for the Dispatcher Duty / Rest Time process.

Specific Instructions:

- Intentionally left blank

Related EPI(s):

- 6.1.1 Scheduling / Reporting System (OP)
- 6.1.2 Flight Crewmember Flight / Duty / Rest Time (OP)
- 6.1.3 Flight Attendant Duty / Rest Time (OP)

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirement(s) (SRRs):

- SRRs:
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(2)
 - 121.135(b)(3)
 - 121.465(a)

121.465(b)(1)
121.465(b)(2)
121.465(b)(3)
121.465(c)
121.683(a)(1)

Related CFR(s) & FAA Policy/Guidance:

- Related CFRs:
Intentionally left blank
- FAA Policy/Guidance:
Legal Interpretation #1991-12, 3/28/91

EPI SECTION 1 – PERFORMANCE OBSERVABLES

Objective: (FAA oversight responsibility): To determine if the Certificate Holder follows its procedures, controls, process measures and interfaces for the Dispatcher Duty / Rest Time.

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the information listed in the Supplemental Information section of this data collection tool.
- 2 Review the policies, procedures, instructions and information for the Dispatcher Duty/Rest Time process contained in the Certificate Holder's manual.
- 3 Review the associated SAI for this element with emphases on the controls, process measurements and interface attribute sections.
- 4 Observe the Dispatcher Duty/Rest Time process to gain an understanding of the procedures, instructions and information contained in the Certificate Holder's manual.
- 5 Discuss the Dispatcher Duty / Rest Time process with the personnel (other than management) who perform the duties and responsibilities required by the Dispatcher Duty/Rest Time process .

Questions

To meet this objective, the inspector must answer the following questions:

1. Were the following Performance Measures met:

1.1 Does the Certificate Holder's established daily duty period begin at a time that allows the dispatcher to become familiar with all information prior to dispatching a flight?

Related performance JTIs:

- Check at the certificate holder's specified location, that the aircraft dispatchers' schedule (wherever and in whatever format it is maintained) has each dispatcher beginning at a time that allows him or her to become thoroughly familiar with existing and anticipated weather conditions along the route before he or she dispatches any airplane.
Sources: 121.465(a)

- Yes
- No, Explain

1.2 Does the Certificate Holder scheduling of dispatchers reflect a briefing / de-briefing so that no flight is unattended?

Related performance JTIs:

- Check the aircraft dispatchers' schedule, at the certificate holder's specified location, (and any other documentation which would verify actual time on duty) to see if all dispatchers are remaining on duty until each airplane dispatched by him or her has completed the flight, or has gone beyond his or her jurisdiction, or until he or she is relieved by another qualified dispatcher.
Sources: 121.465(a)

- Yes
- No, Explain

<p>1.3 Did all dispatchers meet the required rest requirements prior to reporting for duty?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> • If the aircraft dispatchers' schedule at the certificate holder's dispatch center, shows a dispatcher scheduled for more than 10 hours of duty in 24 consecutive hours, then check that a rest period of at least 8 hours at or before the end of 10 hours of duty is provided. <i>Sources: 121.465(b)(2)</i> • Check at the certificate holder's dispatch center that the aircraft dispatchers' schedule relieves each dispatcher of all duty for at least 24 consecutive hours during any 7 consecutive days or the equivalent thereof within any calendar month. <i>Sources: 121.465(b)(3)</i> • Check at the certificate holder's dispatch center to see if the certificate holder scheduled an aircraft dispatcher for more than 10 consecutive hours of duty in a 24-hour period. Then check that the dispatcher is relieved of all duty for at least 8 hours during each 24-hour period. (This applies to an authorized certificate holder conducting flag operations that schedules aircraft dispatchers at a duty station outside the 48 contiguous States and the District of Columbia.) <i>Sources: 121.465(c)</i> • Check at the certificate holder's specified location that the aircraft dispatcher records (domestic and flag operations only) show whether each dispatcher complies with the regulations pertaining to duty and rest time records. <i>Sources: 121.683(a)(1)</i> 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.4 Did the Certificate Holder provide all dispatchers with the required rest periods?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.5 Did the Certificate Holder relieve all dispatchers of all duties during the required rest period?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>2 Were the Certificate Holder's policies, procedures, instructions and information, contained in it's manual, for the Dispatcher Duty/Rest Time process followed?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>3 Were the Dispatcher Duty/Rest Time process controls followed?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>4 Did the records for the Dispatcher Duty/Rest Time process comply with the instructions provided in the Certificate Holder's manual?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>5 Were the process measurements for the Dispatcher Duty/Rest Time process effective in identifying problems or potential problems and providing corrective action for them?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>6 Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions and information that are interrelated with this element?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<i>EPI SECTION 1 – PERFORMANCE OBSERVABLES –Drop Down Menu</i>
1. Personnel.
2. Tools and Equipment.
3. Technical Data.
4. Procedures, policies or instructions or information.
5. Materials.
6. Facilities.
7. Controls.
8. Process Measures.
9. Interfaces.
10. Desired Outcome.
11. Other.

EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

Objective: To determine if the person identified by the Certificate Holder having responsibility and/or authority for the Dispatcher Duty / Rest Time is qualified, knowledgeable, and recognizes that responsibility and/or authority. (The person with the authority may or may not be the person with the responsibility.)

Tasks

To meet this objective, the inspector must accomplish the following tasks:

1 Identify the person who has overall responsibility for the Dispatcher Duty / Rest Time process.

2 Identify the person who has overall authority for the Dispatcher Duty / Rest Time process.

NOTE: If no personnel or major program changes (as defined by the Principal Inspector) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3 – 6 below. Answer questions 2.1 & 2.2 below, and provide the name/title.

3 Review the duties and responsibilities for those who manage the Dispatcher Duty/Rest Time process documented in the Certificate Holder's Manual.

4 Review the appropriate organizational chart.

5 Discuss the Dispatcher Duty / Rest Time process with the management personnel identified in Tasks 1 and 2.

6 Evaluate the qualifications and work experience of the management personnel identified in Tasks 1 and 2.

Questions

To meet this objective, the inspector must answer the following questions:

2. Are the following aspects of the Management Responsibility and Authority Attributes addressed for the Dispatcher Duty / Rest Time process:

2.1 Is there a clearly identified person who is responsible for the quality of the Dispatcher Duty / Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input style="width: 100%;" type="text"/>
2.2 Is there a clearly identified person who has authority to establish and modify the Certificate Holder's policies, procedures, instructions and information for the Dispatcher Duty / Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input style="width: 100%;" type="text"/>
2.3 Does the responsible person know that he/she has responsibility for the Dispatcher Duty / Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.4 Does the person with authority know that he/she has authority for the Dispatcher Duty / Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.5 Does the person with responsibility for the Dispatcher Duty / Rest Time process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

2.6 Does the person with authority to establish and modify the Dispatcher Duty / Rest Time meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.7 Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Dispatcher Duty / Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.8 Does the person with authority understand the controls, process measurements, and interfaces associated with the Dispatcher Duty / Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.9 Does the responsible person know who has authority to establish and modify the Dispatcher Duty / Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.10 Does the individual with authority know who has the responsibility for the Dispatcher Duty / Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<i>EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES –Drop Down Menu</i>
1. Assignment of responsibility.
2. Assignment of authority.
3. Does not understand procedures, policies or instructions and information.
4. Does not understand controls.
5. Does not understand process measurements.
6. Does not understand interfaces.
7. Span of control.
8. Position vacant.
9. Other.