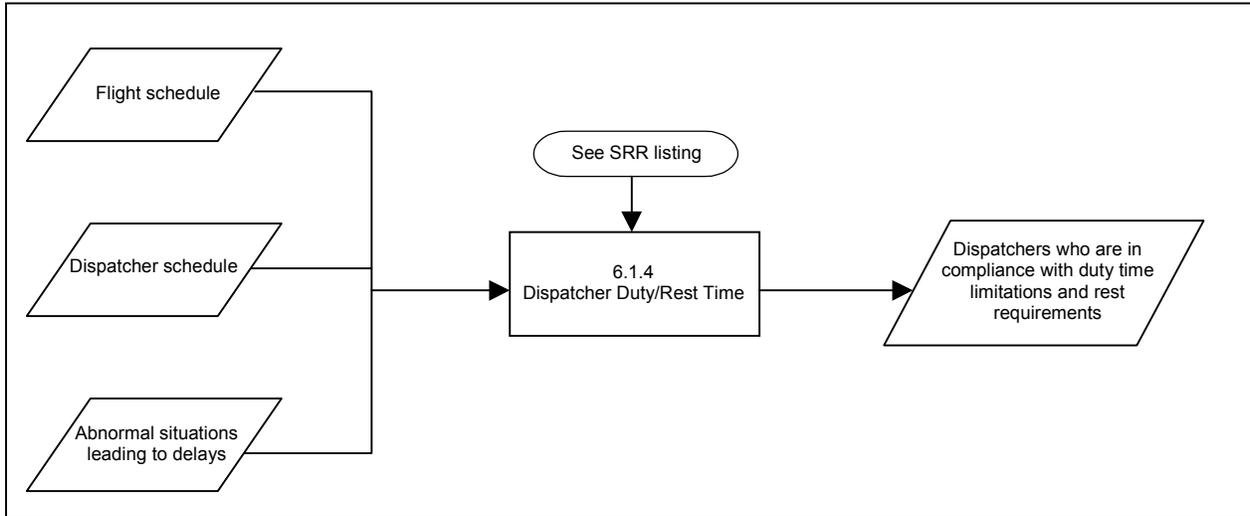


Safety Attribute Inspection (SAI) Job Aid



ELEMENT SUMMARY INFORMATION

Element: 6.1.4 Dispatcher Duty/Rest Time

Purpose of this Element (Air Carrier's responsibility): To ensure that dispatchers comply with required rest and assigned duty periods.

Objective (FAA responsibility):

To determine if the air carrier's Dispatcher Duty/Rest Time process includes safety attributes.

Inputs:

- Flight Schedule
- Dispatcher Schedule
- Abnormal Situations Leading to Delays

Output:

- Dispatchers who are in compliance with duty time limitations and rest requirements.

Performance Measures:

- Dispatchers have met rest requirements prior to reporting for duty.
- Dispatchers have not been assigned duties by the air carrier during a required rest period.
- Dispatchers have not exceeded their duty time limitations.

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SRR:

- 121.465 (a - c) Aircraft dispatcher duty time limitations: Domestic and flag operations.

Other CFRs and/or FAA Guidance:

- FAA Order 8400.10, Volume 3, Chapter 6, Section 2, Paragraph 1179, Aircraft dispatcher duty time limitations.
- Legal Interpretation dated March 28, 991, of CFR 121.465, Dispatcher Duty Time Limitations: Domestic and Flag Air Carriers to Mr. Paul Supko.
- Legal Interpretation dated March 28, 991, of CFR 121.465, Dispatcher Duty Time Limitations: Domestic and Flag Air Carriers to Ms. Linda Gibbs.

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SRR SPECIFIC INFORMATION

SRR	Intent	Inspectors
121.465 (a)	To provide weather familiarization time for dispatchers, prior to assuming duties, and to require them to remain on duty until relieved or until their flights have terminated.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.465 (b)	To specify duty time limitations and rest requirements for dispatchers.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.465 (c)	To provide an alternate method of complying with rest requirements when the person dispatching flag operations is outside of the contiguous U.S.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>

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6.1.4 Dispatcher Duty/Rest Time

SECTION 1 - RESPONSIBILITY ATTRIBUTE

Objective: To determine if there is a clearly identifiable, qualified, and knowledgeable person who is accountable for the quality of the Dispatcher Duty/Rest Time process.

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

1. Identify the person who is responsible for the quality of the Dispatcher Duty/Rest Time process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Dispatcher Duty/Rest Time process with the person.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Is there a clearly identifiable person who is answerable for the quality of the Dispatcher Duty/Rest Time process?	<input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain:
2. Does the person understand the procedures associated with the Dispatcher Duty/Rest Time process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Dispatcher Duty/Rest Time process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Dispatcher Duty/Rest Time process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Dispatcher Duty/Rest Time process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Is the responsibility of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has responsibility for the Dispatcher Duty/Rest Time process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the person know who has authority to establish and modify the Dispatcher Duty/Rest Time process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

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6.1.4 Dispatcher Duty/Rest Time

SECTION 2 – AUTHORITY ATTRIBUTE

Objective: To determine if there is a clearly identifiable, qualified, and knowledgeable person with the authority to establish and modify the Dispatcher Duty/Rest Time process.

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

1. Identify the person who has the authority to establish or modify the Dispatcher Duty/Rest Time process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Dispatcher Duty/Rest Time process with the person.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Is there a clearly identifiable person who has authority to establish and modify the air carrier's policies for the Dispatcher Duty/Rest Time process?	<input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain:
2. Does the person understand the procedures associated with the Dispatcher Duty/Rest Time process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Dispatcher Duty/Rest Time process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Dispatcher Duty/Rest Time process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Dispatcher Duty/Rest Time process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Is the authority of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has authority for the Dispatcher Duty/Rest Time process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the individual know who has the responsibility for the Dispatcher Duty/Rest Time process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
11. Are the procedures for delegation of authority clearly documented for the Dispatcher Duty/Rest Time process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

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6.1.4 Dispatcher Duty/Rest Time

SECTION 3 – PROCEDURES ATTRIBUTE

Objective: To determine if the air carrier has documented procedures for accomplishing the Dispatcher Duty/Rest Time process.

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

1. Review the documented instructions and information related to the Dispatcher Duty/Rest Time process to ensure that they contain who, what, where, when, and how.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI.
3. Discuss the Dispatcher Duty/Rest Time process with appropriate personnel to gain an understanding of the procedures.
4. Observe the Dispatcher Duty/Rest Time process to gain an understanding of the procedures.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Do written procedures exist to achieve the desired result of the Dispatcher Duty/Rest Time process:

1.1 Do written procedures exist to provide dispatchers time to become familiar with weather conditions prior to dispatching a flight? [121.465 (a)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.2 Do written procedures exist to ensure dispatchers do not exceed their duty limitations? [121.465 (b)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.3 Do written procedures exist to provide dispatchers with required rest periods prior to reporting to work? [121.465 (b)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.4 Do written procedures exist to provide alternate rest periods when the person dispatching flag operations is outside of the contiguous U.S.? [121.465 (c)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
2. Do the procedures identify: who, what, where, when and how?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
3. Are the procedures in compliance with the CFR(s)?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
4. Do the procedures conform to other written guidance (E.g., Operations Specifications, FAA Orders, Airworthiness Directives, Advisory Circulars, Handbook Bulletins, Directives, and Manufacturer’s Recommendations)?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
5. Does the air carrier have the resources to support the written procedures for the Dispatcher Duty/Rest Time process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
6. If alternate procedures exist for use during irregular conditions, do they achieve the same desired results as the primary procedures so that an equivalent level of safety is maintained? (E.g., a manual system used as a result of equipment failure).	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A, No alternate procedures exist for this element	If no, explain:

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6.1.4 Dispatcher Duty/Rest Time

SECTION 3 – PROCEDURES ATTRIBUTE

7. Are the procedures published in different manuals relating to the Dispatcher Duty/Rest Time process consistent?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the air carrier have a documented method for assessing the impacts of procedural changes to the Dispatcher Duty/Rest Time process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

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6.1.4 Dispatcher Duty/Rest Time

SECTION 4 – CONTROL ATTRIBUTE

Objective: To determine if checks and restraints are designed into the Dispatcher Duty/Rest Time process to ensure a desired result is achieved.

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

1. Review the documented instructions and information related to the Dispatcher Duty/Rest Time process.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI
3. Discuss the Dispatcher Duty/Rest Time process with appropriate personnel to gain an understanding of the controls.
4. Observe the Dispatcher Duty/Rest Time process to gain an understanding of the controls.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Are the following checks and restraints built into the Dispatcher Duty/Rest Time process:

1.1 Does the air carrier ensure sources and times of data entry on dispatcher duty time records are tracked?

- YES **If no or N/A, explain:**
 NO
 N/A

1.2 Does the air carrier ensure recording of dispatcher duty time restricted to authorized individuals?

- YES **If no or N/A, explain:**
 NO
 N/A

1.3 Does the air carrier ensure dispatchers sign in and out?

- YES **If no or N/A, explain:**
 NO
 N/A

2. Do the checks and restraints ensure the desired result is achieved for the Dispatcher Duty/Rest Time process?

- YES **If no, explain:**
 NO

3. Does the air carrier have a documented method for assessing the impacts of any changes made to checks and restraints in the Dispatcher Duty/Rest Time process?

- YES **If no, explain:**
 NO

4. Does the air carrier have the resources to support the checks and restraints for the Dispatcher Duty/Rest Time process?

- YES **If no, explain:**
 NO

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6.1.4 Dispatcher Duty/Rest Time

SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE

Objective: To determine if the air carrier measures and assesses the Dispatcher Duty/Rest Time process, to identify and correct problems or potential problems.

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

1. Review the documented instructions and information related to the Dispatcher Duty/Rest Time process.
2. Discuss the Dispatcher Duty/Rest Time process with appropriate personnel to gain an understanding of the process measures.
3. Observe the Dispatcher Duty/Rest Time process to gain an understanding of the process measures.

To meet this objective, the inspector will determine and record answers to the following questions:

1. <Deleted>

2. Does the air carrier's Dispatcher Duty/Rest Time process include the following process measurements:

2.1 *Does the air carrier solicit dispatcher feedback through an independent source, such as the Director of Safety?*

- YES **If no or N/A, explain:**
 NO
 N/A

2.2 *Does the air carrier record instances when dispatches have exceeded their scheduled duty time?*

- YES **If no or N/A, explain:**
 NO
 N/A

2.3 *Does the air carrier conduct independent audits on dispatcher duty time records?*

- YES **If no or N/A, explain:**
 NO
 N/A

3. Does the air carrier document their process measurement methods and results?

- YES **If no, explain:**
 NO

4. Are the air carrier's process measurement methods effective?

- YES **If no, explain:**
 NO

5. Does the air carrier use their process measurement results to improve their programs?

- YES **If no, explain:**
 NO

6. Are the process measurement results accessible to the FAA?

- YES **If no, explain:**
 NO

7. Does the organization that conducts the process measurement have direct access to the person with responsibility for the Dispatcher Duty/Rest Time process?

- YES **If no, explain:**
 NO

8. Does the air carrier have the resources to support the process measurement for the Dispatcher Duty/Rest Time process?

- YES **If no, explain:**
 NO

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6.1.4 Dispatcher Duty/Rest Time

SECTION 6 – INTERFACES ATTRIBUTE

Objective: To determine if the air carrier identifies and manages the interactions between the Dispatcher Duty/Rest Time process and the other element processes within the air carrier organization.

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

1. Review the documented instructions and information related to the Dispatcher Duty/Rest Time process.
2. Discuss the Dispatcher Duty/Rest Time process with appropriate personnel to gain an understanding of the interfaces.
3. Observe the Dispatcher Duty/Rest Time process to gain an understanding of the interfaces.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Are the following interfaces identified for the Dispatcher Duty/Rest Time process:

1.1 <Deleted>

1.2 Operational Control (Element 3.1.4)

- YES **If no or N/A, explain:**
 NO
 N/A

1.3 Dispatch or Flight Release (Element 3.2.1)

- YES **If no or N/A, explain:**
 NO
 N/A

1.4 Training of Dispatchers (Element 4.2.5)

- YES **If no or N/A, explain:**
 NO
 N/A

1.5 Scheduling/Reporting System (Element 6.1.1)

- YES **If no or N/A, explain:**
 NO
 N/A

1.6 Director of Safety (Element 7.1.3)

- YES **If no or N/A, explain:**
 NO
 N/A

1.7 Director of Operations (Element 7.1.4)

- YES **If no or N/A, explain:**
 NO
 N/A

1.8 Dispatcher Records

- YES **If no or N/A, explain:**
 NO
 N/A

1.9 Safety Program (Element 7.2.1)

- YES **If no or N/A, explain:**
 NO
 N/A

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6.1.4 Dispatcher Duty/Rest Time

SECTION 6 – INTERFACES ATTRIBUTE

1.10 Computer Based Record Keeping (Element 3.1.11)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.11 Bargaining Unit	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.12 Manual Currency (Element 2.1.1)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.13 Content Consistency Across Manuals (Element 2.1.2)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.14 (Manual) Distribution (Element 2.1.3)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.15 (Manual) Availability (Element 2.1.4)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
2. List any additional interfaces identified:	
3. Are there written procedures for the use of air carrier personnel in the application of these interfaces?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Are there controls to ensure that interfaces occur?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Are the interfaces between the Dispatcher Duty/Rest Time process and other processes treated consistently in the Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO