F. PARALLEL SESSION

CURRENT STATE OF MITIGATION: SHIFTWORK OPERATIONS

June 18, 2008
8:30 – 10:00

Panel Overview

The *"Current State of Mitigation: Shiftwork Operations"* session was chaired by Dr. Terry Allard, of the Office of Naval Research, and included presentations by three human factors experts. Dr. Ann Lindeis, of NAV CANADA, described the Fatigue Management Policy that has been incorporated into NAV CANADA's safety management system and Ms. Jacqueline Booth-Bordeau, of Transport Canada Civil Aviation, provided an overview and background to their Fatigue Risk Management System (FRMS) model. A regulatory perspective was provided by Mr. Kenneth Myers, of the Air Traffic Organization of the Federal Aviation Administration (FAA), giving an overview of the FAA's response to the National Transportation Safety Board (NTSB) recommendations regarding fatigue management in shift work operations. The main goal of the panel was to provide the audience with a greater understanding of managing fatigue in shift work operations using dynamic, science-based methodologies.

The panel was an opportunity for the symposium attendees to hear the regulator's perspective on the NTSB's recommendations addressing fatigue in aviation shift work operations.

While the components of a Fatigue Management Program depend on the specific operational demands, the two examples discussed during the session consisted of multi-component approaches. Both air traffic and aviation maintenance environments were used to demonstrate how fatigue management initiatives, although different in approach, can contribute to enhancing safety in aviation shift work. Some of the key components emphasized as part of this multi-component approach included fatigue and alertness educational programs for all personnel, scheduling practices that address fatigue related risks, policy development and procedures to assess fatigue levels associated with specific schedules and operations. A strong commitment from senior management with consequences for noncompliance was also stressed as potentially contributing to a successful program. However, the challenge remains of balancing scientific principles with both operational demands and personal lifestyle choices.

Important to the FAA are fatigue mitigation scheduling practices that are based on the most recent research in fatigue and alertness management. Additionally, the FAA strongly suggests that these science based principles and practices be applied to all personnel. The FAA is also in the process of implementing appropriate, empirically-driven counter-measures based on the NTSB's recommendations concerning fatigue and work

scheduling policies and training programs for fatigue awareness and mitigation strategies. Furthermore, the FAA has expanded their scope to include all Air Traffic Operations (ATO) Safety Professionals.