

Pilot-Dispatcher Communications

ADF Annual Symposium 2013

October 9th, 2013

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Pilot-Dispatcher Communications



Or...when was the last time you briefed a pilot?

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Effects of Innovation/Automation

One successful counter strategy

Effects of Innovation/Automation

iPads are great, right?

- Tremendous cost savings once past initial hardware outlays
- Massive storage capacity with better search capability
- Reduced compliance liability
- Ability to store, retrieve dispatch paperwork
- Multimedia capability



Effects of Innovation/Automation

iPads are great, right?



- Reduced reliance on pre-flight crew and dispatcher briefings and increased tendency to self-brief
 - Reduced check-in times exacerbate the issue
 - “You don’t even need to go to ops”

Effects of Innovation/Automation



Effects of Innovation/Automation

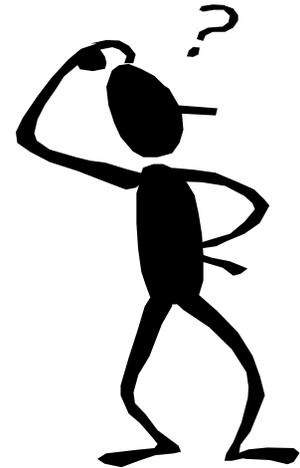
Flight Planning and Ops Center Automation

- New technologies may not be fully vetted. Dispatchers and pilots are becoming system automation monitors
- Human factors hasn't caught up
- The capability is available now to fully automate flight planning and operation of the aircraft
- Briefings tend to focus on automation lapses with less time to discuss operational issues



Alright, we get it

So what's your solution?



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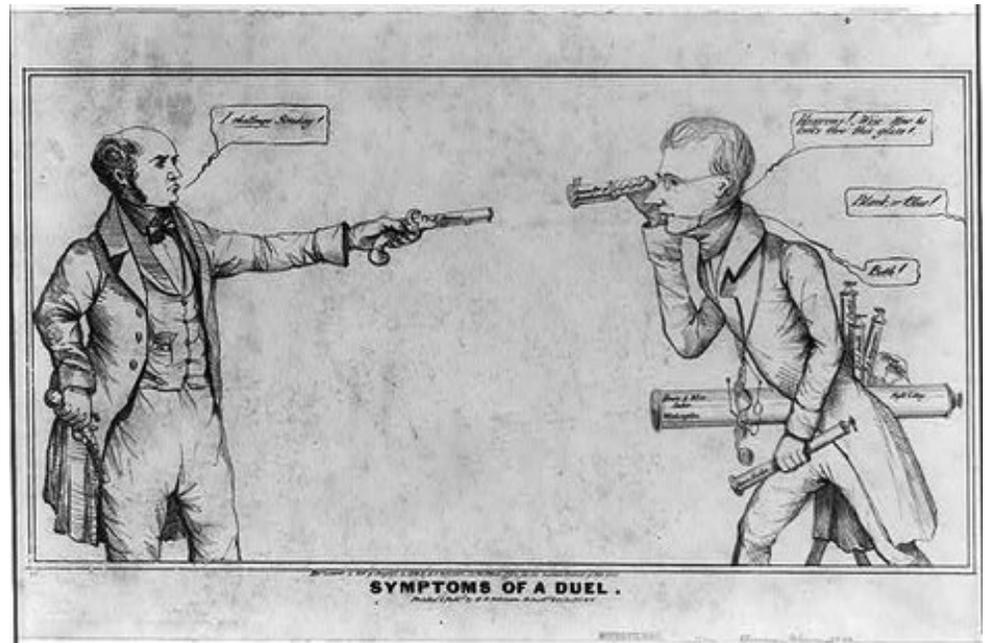
One possible solution came about a long time ago...

- Pan Am route acquisition April 23, 1985
- United goes from a domestic carrier to operating flights around the world, overnight
- Dispatch offices in LHR, HKG, SYD were on a first name basis with pilots flying the routes
- Familiarity with local topography, weather and ATC
- Chicago product suffered in comparison



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Correspondence began around 1993-94 between an international pilot and dispatcher after a series of particularly onerous postings about Chicago Dispatch appeared in an ALPA forum. A meeting was scheduled...



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The meeting roster was 5 & 5 with representatives in each of these areas

- Atlantic
- Latin America
- Pacific
- Domestic
- Union Leadership (Safety)



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The first few meetings were challenging, as the pilots (and flight ops management) wanted to drive solutions that affected the scope and contractual language for the dispatchers.



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Instead of continuing to point the finger at each other, the team discovered they had a common adversary and combined their efforts.

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The common issue was that operational decisions were being made by personnel that were not licensed dispatchers and did not work *with* the pilot and dispatcher to find the best solution when faced with non-routine operations



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OCC Redesign

Problem Solving Central

Escalation Capability

Clearing House for ideas

SME Exchange

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Riding on the rails of success, there were also many challenges:

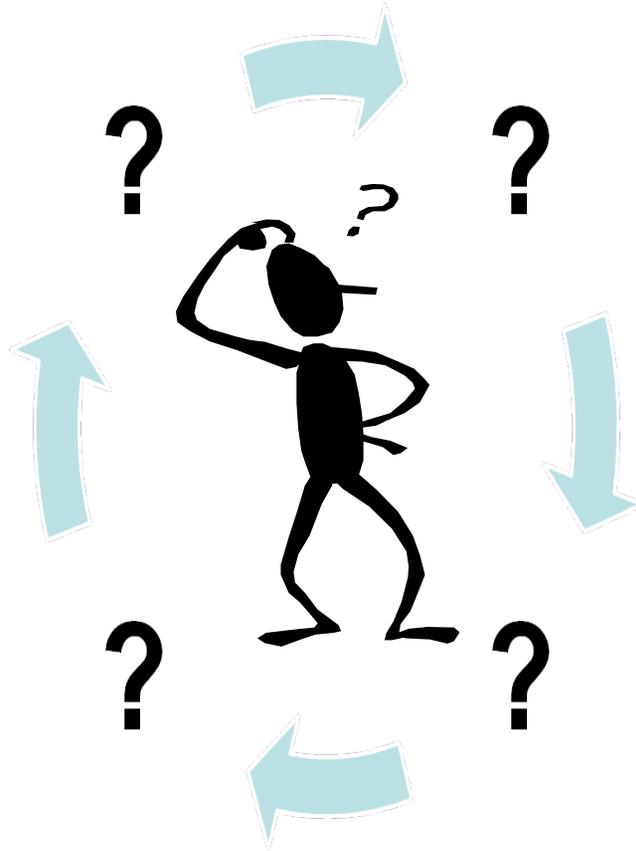
- It's not cheap! providing trip drops for 5 pilots and desk coverage for 5 dispatchers bears a significant cost
- The PDCG isn't afraid of taking on any operational issue, no matter how contentious or political but there can be price to pay for that
- There is a burnout factor as with any long standing committee work, along with complacency and at times the chemistry of the team was less than optimal

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In the end, a mountain of achievements. Here are just a few:

- International Diversion Airport Survey
- Airport Database
- Cockpit Medical Support
- AED's
- Polar Ops
- Single Segment Dispatch
- 24 x 7 NOTAM desk staffed by dispatchers
- Much improved Meteorology Department
- Support and lobbying for United Integrated Fleet Services department, to include occasional expansion of duties outside their nominal area, which was to provide VIP mission planning for the DOD and DOS.
- International Ops support
- In general, the PDCG was chronically sought after as the "Go To Group" for just about any problem in Flight Ops, including professional standards issues.
- Centralized Load Planning problem solving
- Enroute Medical Support
- EEMK/AED
- Addition of ACARS Misc Codes
- Tailored Jepp Charts
- Solar Weather analysis for polar flights
- Eastern Colorado Turbulence Advisory
- Pacific ETOPS Icing Chart
- Ensco Internet Web Brief site design
- 180 and 207 Minute ETOPS
- Additional layers of support for South America
- Iraq overflight procedures
- Kuwait/Dubai Operations
- Recommendation and design of country cultural briefings
- Initial evaluation of new flight planning systems
- MEL process changes
- System wide changes in the flight crew flight planning areas
- Assisted in the startup of the Washington-Moscow flying

Questions?



Thank you

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