Who is the Dispatcher?

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Emergent Aircraft Systems and the Dispatcher  
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What is an Aircraft Dispatcher?

History of the Aircraft Dispatcher

What do Aircraft Dispatchers do?

The Value of Aircraft Dispatchers
What is an Aircraft Dispatcher?

• They are licensed airmen certificated by the Federal Aviation Administration.

• They have joint responsibility with the pilot in command for maintaining operational control and safety of flights under their guidance.

• They perform preflight planning.

• They are responsible for monitoring the progress of each flight under their control.
What is an Aircraft Dispatcher?

History of the Aircraft Dispatcher

What do Aircraft Dispatchers do?

The Value of Aircraft Dispatchers
U.S. Air Mail Service
Concrete Arrows
Frequency of Aviation Accidents – 1920s
ALPA Key Men - 1931
Civil Aeronautics Act - 1938
Operational Control Concept
ALPA Key Men - 1938
Historical Perspective
Historical Perspective
Historical Perspective
Two Essential Functions

<table>
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<th>Operational Control</th>
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<td>• Safety of flight decisions</td>
<td>• Commercial decisions</td>
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<td>• Regulatory compliance</td>
<td>• Network disruption management</td>
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- Safety of flight decisions
- Regulatory compliance
- Commercial decisions
- Network disruption management
What do Aircraft Dispatchers do?

**Aircraft Assignment**
- Assign aircraft to schedule and maintenance lines
- Ensure aircraft are equipped and valid to fly the mission

**Schedule Management**
- Communicate operational schedule to company systems and publish flight time/status to Customers

**Flight Planning**
- Create a flight plan and revise if necessary
- File flight plans and calculate aircraft performance

**Flight Following**
- Track flight and monitor conditions
- Maintain rapid and reliable communication

**IROPS Management**
- Detect problems and develop recovery solutions
- Communicate changes and monitor recovery solutions

**Post Ops Analysis**
- Record retention and reporting for DOT and FAA
- Post operational analysis to find ways for improvement
The Rule of Three

Safety

Service

Efficiency
Safety

• Planning for known hazards and maintaining regulatory compliance
• Monitoring the progress of each flight
• Issuing necessary information for the safety of the flight
• Cancelling or redispersching the flight if it cannot operate or continue in a safe manner
U.S. and Canadian Operators Accident Rates by Year


- U.S. & Canadian operators
- Rest of the world

Year:
- Highlighted years shown in detail below

Annual fatal accident rate (per million departures)

Year:
- 95, 00, 02, 04, 06, 08, 10, 12, 14, 16

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Service

- Meeting customers expectations
- Operational flexibility
- Network disruption management
Downline Connection Complexity: ORF - BWI
One flight can affect over 820 flights thru pax connections across the system

Key Notes

- Downline Connection Complexity is defined as 1 flight connected to 1 or more other flights through possible pax connections beyond scheduled itineraries

- ORF-BWI flight occurred 10/6 and flies into a BWI ICO bank

- From that flight, there are 30 connections, which also have further connections downstream and so on

- Each color represents a level of depth from the original flight, ORF-BWI. In other words, how many flights removed is one flight from the original flight in question

- Blue is the 1st level, or the ORF-BWI flight itself, while teal is the 2nd level, yellow represents the 3rd level etc
Efficiency

• Flight optimization
• Fleet optimization
• On time performance
Altitude
Speed

Slower Speed

Faster Speed

Variable Speed

Actual Block

Actual Block

Actual Block

Actual Block

Southwest
“Dispatch is the heart of the airline.”

- Herb Kelleher