2ND FRM CONFERENCE - Main Challenges when overseeing FRM and FTL schemes

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1. TOP CHALLENGES AS OVERSIGHT AUTHORITY. FTL/FRM SCHEMES

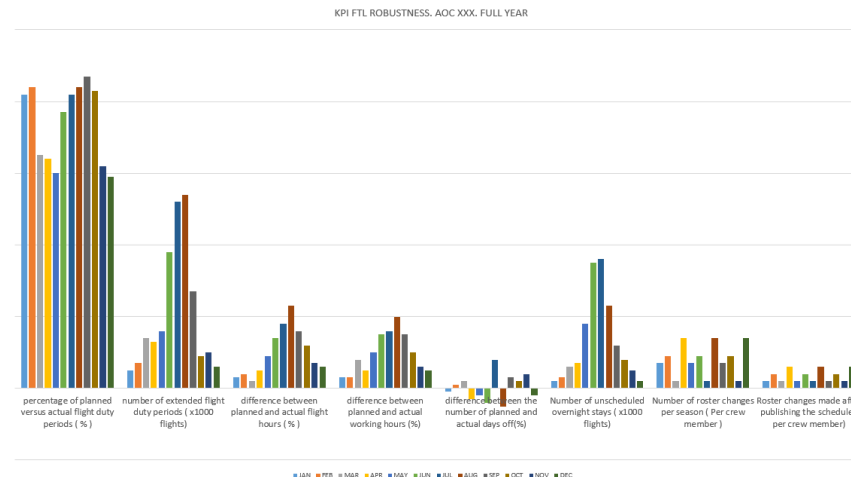2. PERFORMANCE BASED REGULATIONS. KPIs

3. AESA ACTIONS

1. TOP CHALLENGES AS OVERSIGHT AUTHORITY. FTL/FRM SCHEMES

➢ FTL/FRM KPI management and data oversight (metrics, thresholds/targets and actions taken by operator. Lack of data/KPI commonality among operators)

➢ Changes to crew scheduling (definition/metrics by operator)

➢ Fatigue training (instructor competency, detail and duration of training)

➢ Timely implementation of changes to the rule by operators

➢ Fatigue reporting culture among operators (variability)

2.   PERFORMANCE BASED REGULATIONS. KPIs

→ **The operator evaluates its performance through KPIs**

→ **Thresholds or targets are set for KPIs and these are continuously monitored.**

→ **KPIs are reviewed and regularly updated to ensure they remain relevant.**

→ **Where the KPIs indicate a control not being effective appropriate action is taken.**

KPI FTL ROBUSTNESS. AOC XXX. FULL YEAR

2. PERFORMANCE BASED REGULATIONS. KPIs

<u>Examples of metrics that may be used by the operator for FTL performance:</u>

- Number of reports (sick, not fit for duty, fatigue) associated with inadequate rest because of late publication of rosters, below a specified threshold
- Number of reports pointing to the lack of mitigation as per the AltMoC.
- % change in flights from publication to actual, below threshold
- % crew keeping the original rostered duty close to target
- Number of days-off removed from roster, below threshold
- Number of changes without proper notification, below threshold
- Number of reports pointing to reduce rest due to roster change below threshold
- Number of re-routes below threshold
- Number of aircraft swaps below threshold
- Number of unscheduled breaks below threshold
- Number of reports associating the change to a fatigue event
- Number of night FDPs > 10h per crew member per week below threshold
- Number of FDPs > 13h per crew member per week below threshold
- Number of FDPs > 5 sectors below threshold
- Number of exceedances pre-flight and pre-departure times, below threshold
- Number of FDP exceedances due to longer pre-flight and pre-departure times, below threshold
- Number of crew reporting insufficient time for pre-flight and pre-departure duties
- Minimum turnaround time planned v. actual

2.   PERFORMANCE BASED REGULATIONS. KPIs

Examples of metrics that may be used by the operator for FTL performance:

- Ratio days on/days off close to target
- Ratio FDP/rest period close to target
- A limit on the days on/days off
- Number of fatigue reports due to insufficient rest between consecutive duties
- Number of early starts after a day off, below threshold
- % change in FDP starting times in a duty block, below threshold
- Ratio planned FDPs / actual FDPs
- Number of alternating day/night duties in a duty block, below threshold
- Number of alternating Eastward-Westward or Westward-Eastward transitions in a duty block, below threshold
- Number of transitions from a late finish/night duty to an early start in a duty block, below threshold
- % of the sleep opportunities covering local night (2200 - 0800 LT) close to target;
- % of minimum rest periods, below threshold
- % of rest periods completely outside WOCL, below threshold
- Number of fatigue reports due to insufficient rest
- Number of single days free of duty
- City pair exceedances in the planned FDPs on a monthly basis due to traffic congestion and/or airport infrastructure
- Number of delays > 15 min
- Number of delays > 1 hour
- Minimum turnaround time planned v. actual
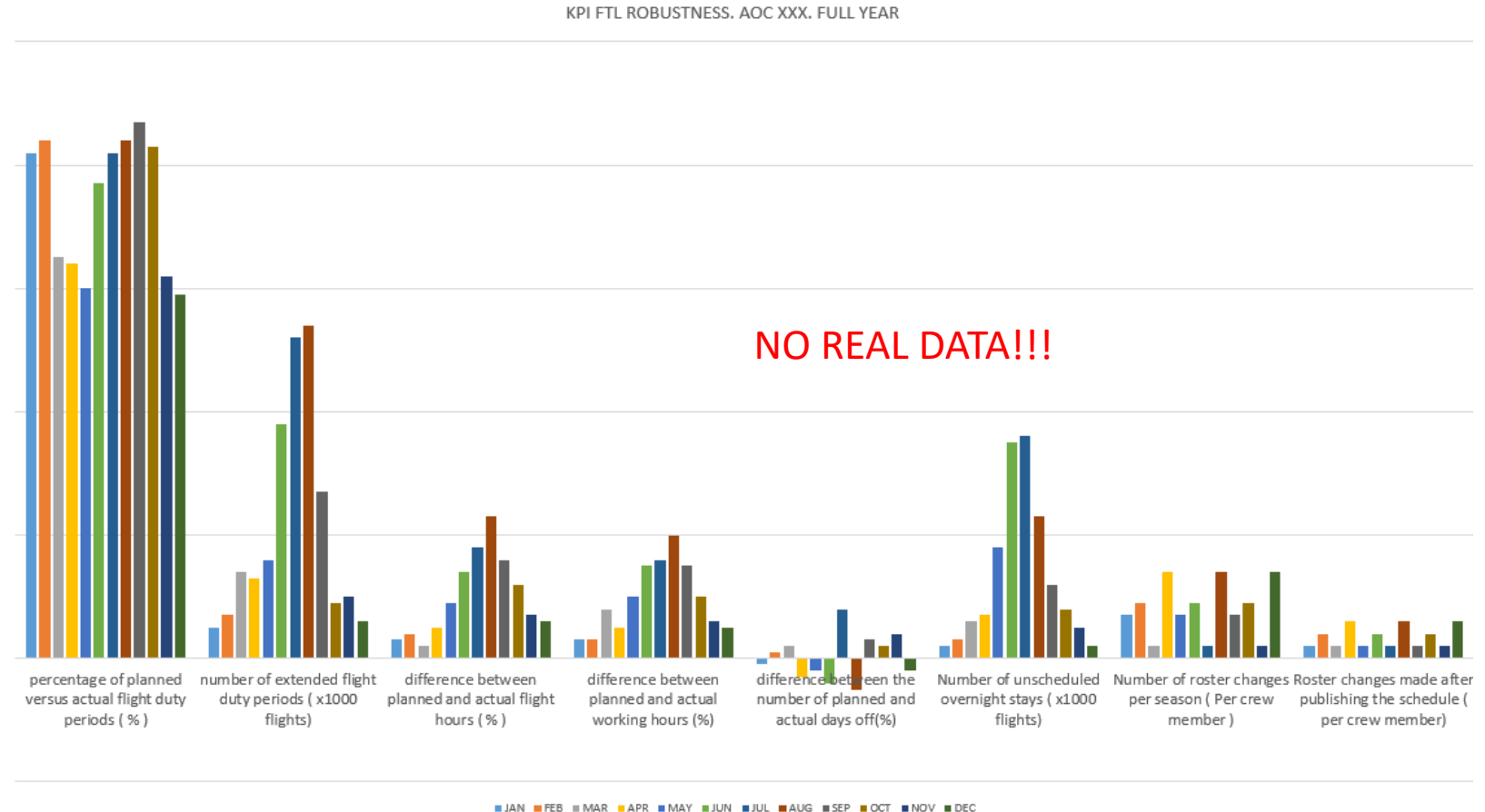
2.   PERFORMANCE BASED REGULATIONS. KPIs

Examples of metrics that may be used by the operator for FTL performance:

- Average duration of exceedances
- % of FDPs planned v actual close to target
- Number of FDP extended through CD
- Difference between planned and actual flight hours
- Difference between planned and actual duty hours
- Difference between planned and actual number of days off
- Number of unscheduled overnights;
- Number of roster changes per scheduled seasonal period
- Changes of schedule carried out after published roster
- Ratio proactive/reactive reports
- Distribution of root causes of submitted fatigue reports
- Fatigue report filing rate
- Timely closure of action items stemming from fatigue reports

2.   PERFORMANCE BASED REGULATIONS. KPIs

- TRENDS????

- ACTIONS TAKEN????

- SEASONALITY????

- FLEET RELATED????

- BASE RELATED???

- COMPARISON WITH
  PREVIOUS YEARS????

- FIGURES CONSISTENT WITH
  INDUSTRY????

- THRESHOLDS/TARGETS??

KPI FTL ROBUSTNESS. AOC XXX. FULL YEAR

NO REAL DATA!!!

3.   AESA ACTIONS

➢ Improving data gathering and treatment for oversight FTL/FRM Schemes

  ❖ Using mandatory AIROPS reports to Authority (CD, Reduction of CC)

  ❖ Improving data analysis skills of inspection teams (while keeping multidisciplinary background)

  ❖ Improving data tools for inspectors

➢ Working on definition of common KPIs for effective oversight

THANK YOU!