

DISPATCHER DUTIES

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Introduction

Every day that flying operations are ongoing a student will be assigned to be the dispatcher. On most days there will be two dispatchers assigned (morning and afternoon) and they will switch at an agreed upon time approximately half way through the flying day. The morning dispatcher will not leave until the afternoon dispatcher is on duty.

If a dispatcher must leave to attend to other duties, such as going to class, s/he will inform the CFI, or another instructor if the CFI is not on duty, who will make alternate arrangements to cover the dispatch duties. Prior to speaking to the CFI, the dispatcher should try to arrange for another student to cover dispatch. In some cases the CFI will assign an instructor or other person to act as dispatcher, but there must be a dispatcher.

The dispatcher’s desk is the one to the left of the podium. He/she will remain at the desk unless performing a dispatch duty requiring a different location. The dispatcher has many responsibilities and should not view their dispatch shift as a time to “catch up on homework” or “plan a cross-country flight”. Some shifts may involve more work than others, but a student assigned to dispatch should be prepared to be involved in active dispatch duties throughout the entire shift just like s/he would if working as an industry dispatcher. Any student that is obviously involved in a non-dispatch related activity must

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be prepared to prove to an Instructor that initiative has been taken and that no dispatch duty remains incomplete. At no time shall a dispatcher play games or engage in a non-aviation related pursuit while on duty.

A basic checklist is provided at the end of this appendix and posted in the dispatch area. However, use your common sense; prioritize those tasks which need attention!

1. Track Flights

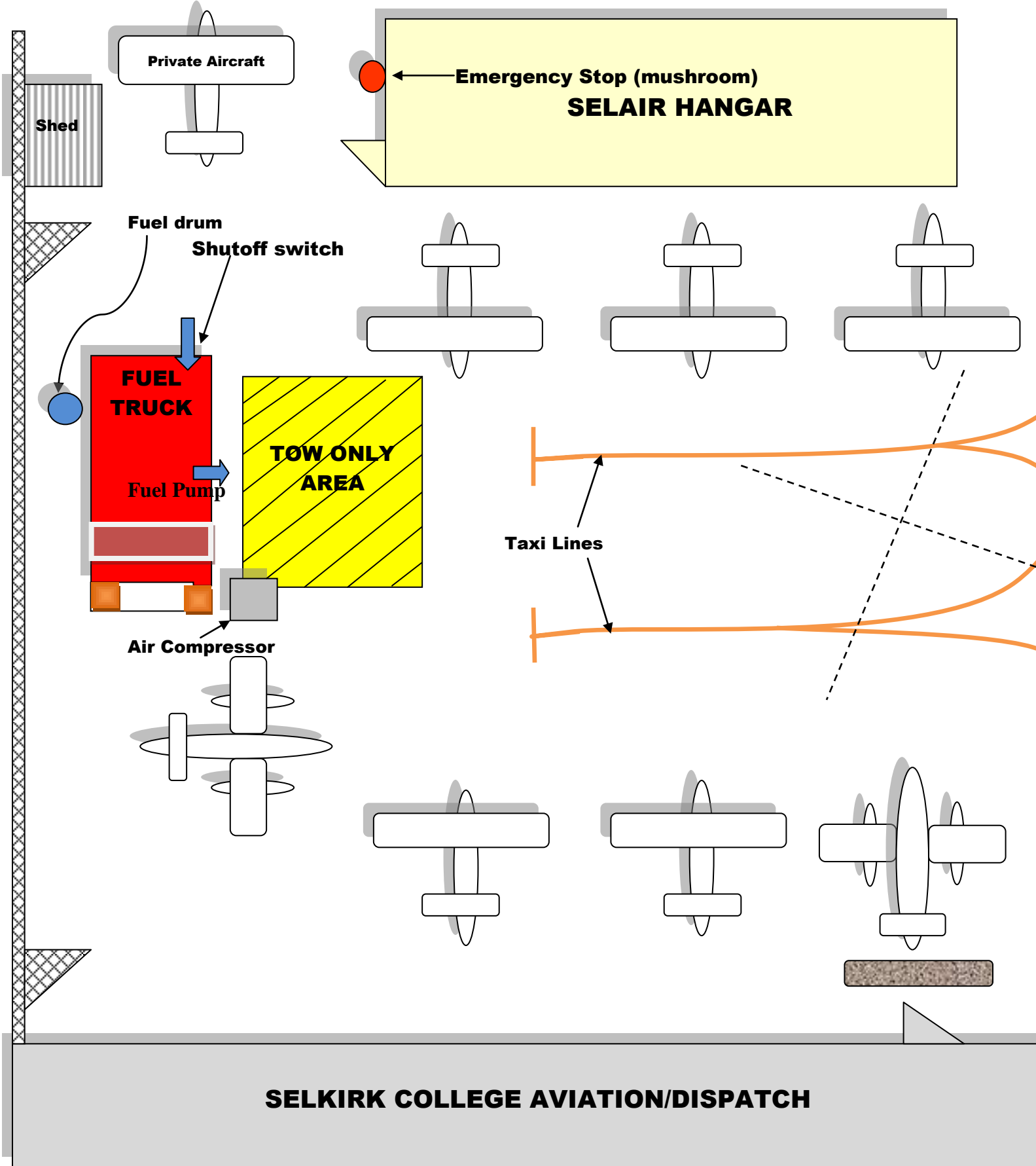
The first responsibility of the dispatcher is to keep track of where all Selair airplanes are and when they are due back. The dispatcher is the first line of defense against a missing aircraft. The dispatcher must inform an instructor immediately if an airplane becomes over due. The Emergency Response Plan (in binder) indicates the procedure to follow when an airplane becomes overdue. Dispatchers must review the Emergency Response Plan and implement it if an airplane becomes overdue or if any other occurrence described therein should occur.

To assist in tracking when airplanes are due to return Selair has a computer program that pictorially displays when airplanes are due to return. The dispatcher is required to place each airplanes icon at the correct return time when an airplane signs out on the Daily Flight Record. When an airplane returns from a flight the dispatcher must return the airplanes icon to the “on the ground” position.

2. Fuel Truck

Daily fuel truck checks, both Morning and End-of-Day, are to be completed by the appropriate dispatcher(s) regardless of the weather or flight bookings on a particular day. A Selair apron diagram is located on the next page to familiarize you with the fuel truck and associated apron layout. Take some time to remember the locations of the emergency stop mushroom button as well as the fuel shutoff switch prior to your first dispatch shift.

SELAIR APRON DIAGRAM



DAILY FUEL TRUCK CHECKS

Morning Q/C Checks

- 1-Wear personal protective equipment; eye protection mandatory, gloves recommended
- 2- **Quality Control Check (Q/C):Walkaround** (see posted sheet)- leak/damage check inspecting electrical connections, lines, pump, strainers, filters, tires, connections, hoses, seals, tanks etc. Ensure fire extinguisher clear of snow and ice. Check for any damage. Ensure charged “within the green”.
- 3-Use key to turn on power to the truck via the hangar electrical box.
- 4-Check pressure gauge for 2.5 Bar or greater (approximately sufficient pressure to open shutoff valves). If sufficient pressure to audibly hear valves open continue to Step 5. If insufficient:
 - Ensure valve below door of cab is open.
 - Press button on free-standing compressor unit.
 - Wait for compressor to complete its job (should take 2 minutes, pressure increased to approximately 4.8).
 - Then continue with Step 5....
- 5-Open shutoff switch at left rear of truck (listen for valve actuation).
- 6-**Quality Control Check:Clear and Bright (C/B)**
 - Turn on fuel pump
 - Use Selair key to unlock padlocks at Tank Water Drain Off (WDO) and Filter Sump
 - Do C/B checks at Tank WDO, Filter Sump then nozzle.
 - If contaminants found at sump continue draining until no contaminant evident. If more than 10 litres are drained and fuel still appears contaminated, contact AME or CFI.
 - If contaminants found at nozzle, notify AME or CFI.
 - All fuel accumulated during tests should be poured into blue fuel drum beside truck. DO NOT pour it into the aircraft tank or the truck’s fuel tank.

DO NOT REFUEL AIRCRAFT IF CONTINUED EVIDENCE OF CONTAMINANTS IN FUEL AT NOZZLE

- 7-Lock 2 padlocks once C/B completed.
- 8-Check quantity of fuel using the truck balance. If it is 2000L or less arrange for a refill by informing an instructor.
- 9-Make entry into Fuel Log indicating C/B fuel quantity and initial that Q/C’s have been completed.

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10-Shut cabinet door beside meter.

11-Set meter to “0” (zeroed).

12- Close shutoff switch.

End-of-Day Checks

1-Ensure fuel hose and grounding cable fully retracted.

2-Stow step ladder under rear of truck.

3- Ensure meter is zeroed.

4-Ensure shutoff switch at truck’s left rear is Closed.

5-Ensure all Fuel Log entries clearly legible-if a page is completed, put in Bonnie’s inbox.

6-Ensure cabinet door is shut.

7-Press Emergency Stop (mushroom) button on hangar electrical box.

3. Flight Assistance

The most time-consuming dispatcher duty is ensuring the on-time performance of all flights. The dispatcher will assist in getting airplanes out of the hangar and ready to go. S/he will be responsible for marshalling and fueling aircraft (see appendix 6 for detailed procedures) and will follow any specific directions from the CFI or other instructors with regards to aircraft handling, movement or preparation. The dispatcher may at times be requested by pilots to assist with cleaning windows, putting fuel and oil in the airplanes, etc.

4. FOD and Snow Removal

Foreign Object Debris can be the cause of aviation incidents and accidents. Any loose material in the area that could cause problems for aircraft (not just Selair’s) should be removed and put in an indoor garbage can. The dispatcher must be continuously checking for any FOD not only on the apron but also in the adjacent parking lot.

During the winter the dispatcher must ensure that the walkways and entryways are kept free of snow. S/he will shovel the walkways and entryways and call out the snow crews if more extensive clearing is needed. Specifically the front sidewalk and entryway, along the north side of the main building, a diagonal path across the apron to the maintenance hangar and around the fuel truck will be kept free of snow. The dispatcher will also keep all airplanes which are parked outside clear of snow during the day.

5. Fire Guard

The dispatcher will act as fireguard whenever Selair airplanes are starting and the outside air temperature is below zero degrees celcius at the airport. This involves standing at the front of the aircraft (but slightly off to one side) with the dispatch fire extinguisher ready. If the fire guard sees smoke or flame exiting from the cowling during startup s/he will make the marshalling fire signal (figure 8) to the pilot then attempt to extinguish the fire with the extinguisher. S/he should assist the pilot and passengers in exiting the aircraft then contact the CFI or other instructor. If the fire does not extinguish the fire guard should ensure that the vicinity is clear of people then contact the CFI.

6. Post Weather

The dispatcher helps keep the flow of flights moving safely and efficiently by printing and posting weather and Notam information for the pilots on a daily basis. This saves time compared to having each pilot access the information on the internet. Additionally the weather can be seen more easily when the GFAs are posted on the weatherboard. Students will be instructed by the meteorology instructor on how to prepare and post weather data on the board early in first year. Second year dispatchers may be required to do a more elaborate weather analysis before posting it. That will be explained in meteorology class.

Weather Board

Each day when you begin your dispatch duties, either morning or afternoon, you need to print off and post each of the following graphical weather products:

GFA – Clouds and Weather T₀

GFA – Clouds and Weather T_{0+6hr}

GFA – Clouds and Weather T_{0+12hr}

GFA – Icing, Turbulence and Freezing Level T₀

GFA – Icing, Turbulence and Freezing Level T_{0+6hr}

GFA – Icing, Turbulence and Freezing Level T_{0+12hr}

Latest 850mb upper air analysis

Latest 700mb upper air analysis

Latest 500mb upper air analysis

Latest 250mb upper air analysis

Latest and previous Surface Analysis

Latest Mid and High Level Significant Weather Prognosis

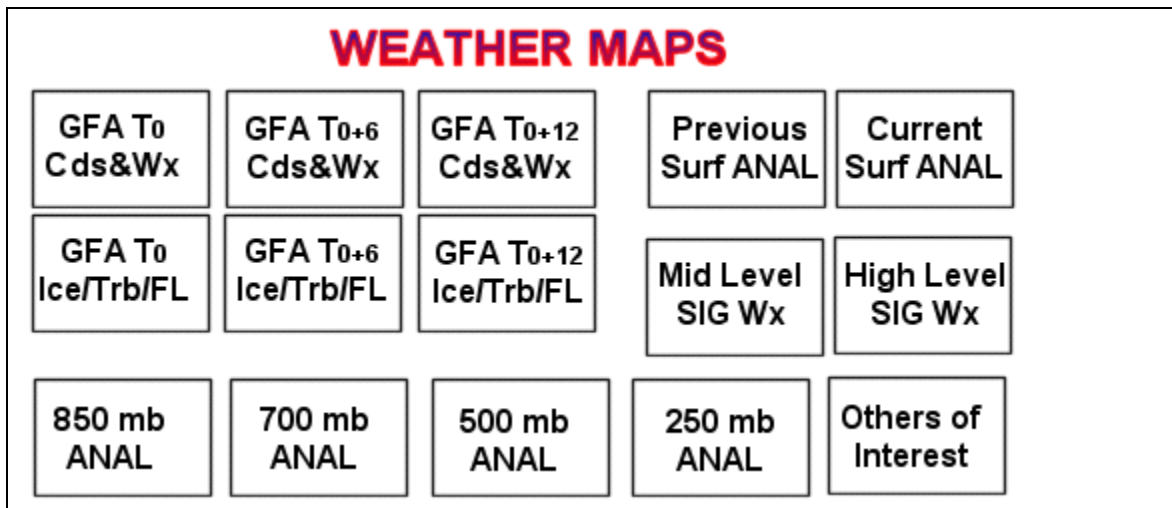
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Any other interesting, pertinent or useful GRAPHICAL information that is CURRENT

Each of these products can be located on the NAV CANADA and ENVIRONMENT CANADA websites. Take care when printing to ensure important information is not cut-off the edges of the charts. Use “Print Preview” prior to printing each chart.

The purpose of this board is to assist in daily operational flight planning for dual and mutual/solo flights. It is essential therefore, to only have current and up-to-date information posted. Out of date weather should not be posted during active flight operations.

The layout of the board must be standardized so pilots can quickly and efficiently analyze the current weather conditions during pre flight planning. The layout will be as follows:



7. Answer Phone

The dispatcher will answer the company phone. Dispatchers will answer the phone by saying “Selair”, followed by their name, e.g. “Selair, Joan Doe.” Most phone calls will be routine.

In the event the call is from someone reporting an accident the dispatcher should turn the phone over to an instructor if available. If no instructor is available the dispatcher is responsible for following the Emergency Response Plan, which is found in the Safety Management Manual (binder).

In the event the call is of an offensive or threatening nature (such as an irate complaint call) the dispatcher should communicate with the caller that he/she is a student dispatcher and that it would be better to direct his/her call to the CFI or another

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instructor. If an instructor is not available the dispatcher should take a message, noting the date, time and persons name to pass on to the CFI.

8. Restock Supplies

The dispatcher must also ensure that sufficient amounts of Navlogs, Weight and Balance sheets and Flight Plan forms are available. See the CFI to replenish supplies.

A supply of oil, clean rags, and PRIST window cleaner is kept in the back room. When supplies start to run low the dispatcher should see the chief AME in the hangar or the CFI for more supplies. NOTE that pilots are to use the cans of PRIST in each airplane for cleaning windows (i.e. all the cans in the back room should be full). When a can of PRIST in an airplane runs out, throw it away and replace it from one in the back room.

The fuel truck should have an adequate supply of paper towels and fuel-repellant gloves. The dispatcher should contact the AME or an instructor if supplies are low.

Don't wait until the last item is in use--be proactive! When it appears that supplies will not be enough to last a week, restock.

9. Clean Airplanes

The dispatcher is responsible to ensure that aircraft remain clean. This is especially important during "buggy" months. The wing leading edges of ALL Selair aircraft MUST be clean prior to putting them into the hangar at night.

A bucket can be filled with hot water in the washroom of Brilliant Aviation or in the Selair Hangar as appropriate. The bucket as well as brushes will normally be stored in the storage room, but can be moved to the hangar during the times of year when they are used frequently.

There will be one or more scheduled aircraft-washing days with all students participating every year. This does not absolve the dispatcher from being in charge of making sure they remain presentable throughout the rest of the school year.

10. Clean Dispatch and Kitchen Areas

The dispatcher is responsible for ensuring a clean and tidy workspace (for everyone) both in the dispatch area and the kitchen (regardless of whose mess it is). We do have evening janitorial service but the dispatcher must prevent clutter from building up and keep the desks free of out-of-date weather sheets etc.

11. Miscellaneous Duties

There are often other miscellaneous duties that the dispatcher will be required to do. These will change on a daily basis.

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Dispatchers may be called upon to file flight plans for pilots. The dispatcher must keep a copy of every flight planned filed as part of the flight following system.

The AME prints a report showing hours until next inspection and time to upcoming out-of-phase items and posts it on the aircraft status board. Normally the AME works Monday through Thursday. On other days the dispatcher is to calculate time remaining till next inspection and update the sheets by hand.

The dispatcher must also take the lead in rescheduling flights when an airplane becomes unserviceable. Working with the CFI or instructor s/he will look for ways to avoid canceling flights following mechanical breakdowns. S/he may also be asked to contact pilots by phone about any last minute schedule changes.

Lest we not forget, as a typical aviation duty, the dispatcher may also be asked to make coffee.

Basic Checklist

The following checklist divides the basic dispatch duties between the morning and afternoon dispatchers, and highlights tasks that will occur ongoing throughout the day. These tasks are in addition to the more time-consuming tasks of tracking, pulling, marshalling and fueling aircraft.

Morning

1. Do Quality Control Checks on fuel truck
2. Post weather information
3. Prepare Daily Flight Record for new day
4. Assist in opening hangar and getting aircraft ready

Ongoing

5. Clear snow (winter)
6. Perform a FOD check
7. Perform an inventory and restock
8. Check aircraft for cleanliness-clean if necessary
9. Tidy and clean up dispatch area and kitchen

Afternoon (End-of-Day)

10. Assist in hangaring airplanes (wash wings if needed first) and closing up Brilliant and Selair hangars
11. Check that any airplanes left outside are tied down securely
12. Do end-of-day checks on fuel truck (including Stop button)
13. Check that all credit cards are still in Journey logbook cases and that all Journey logbooks and keys have been returned
14. Ensure time till next inspection updated on aircraft status board