



NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

September 24, 2018

Attachment 25 – Air Canada Email on Incident Captain's Reserve Duty Start

OPERATIONAL FACTORS/HUMAN PERFORMANCE

DCA17IA148

Etcher Shawn

From: Marcel Comeau [REDACTED]
Sent: Thursday, September 13, 2018 3:44 PM
To: Etcher Shawn
Subject: Re: as per request off reserve at 11:13

It would have started at 0500 until the call that he got assigned the LGA trip. The Captn got off a GDO day the day before 05th. When did crewsched called and assigned the LGA don't know 😞

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From: Etcher Shawn [REDACTED] >
Sent: Thursday, September 13, 2018 4:21:21 PM
To: Marcel Comeau
Subject: RE: as per request off reserve at 11:13

Was the captain reserve start time on the 6th at 0500 or some other time?

From: Marcel Comeau [REDACTED]
Sent: Wednesday, September 12, 2018 2:22 PM
To: Etcher Shawn [REDACTED]
Subject: Re: as per request off reserve at 11:13

His Reserve duty started at 11:13.

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From: Etcher Shawn
Sent: Wednesday, September 12, 3:15 PM
Subject: RE: as per request off reserve at 11:13
To: Marcel Comeau

So just to clarify that's when his reserve window/on-call/reserve duty began correct?

From: Marcel Comeau [REDACTED] >
Sent: Wednesday, September 12, 2018 1:56 PM
To: Etcher Shawn [REDACTED]
Subject: as per request off reserve at 11:13

See below Shawn for the Captn pairing and reserve:

Jim was off crew rest from his last pairing @ 11:13ET/07Jul

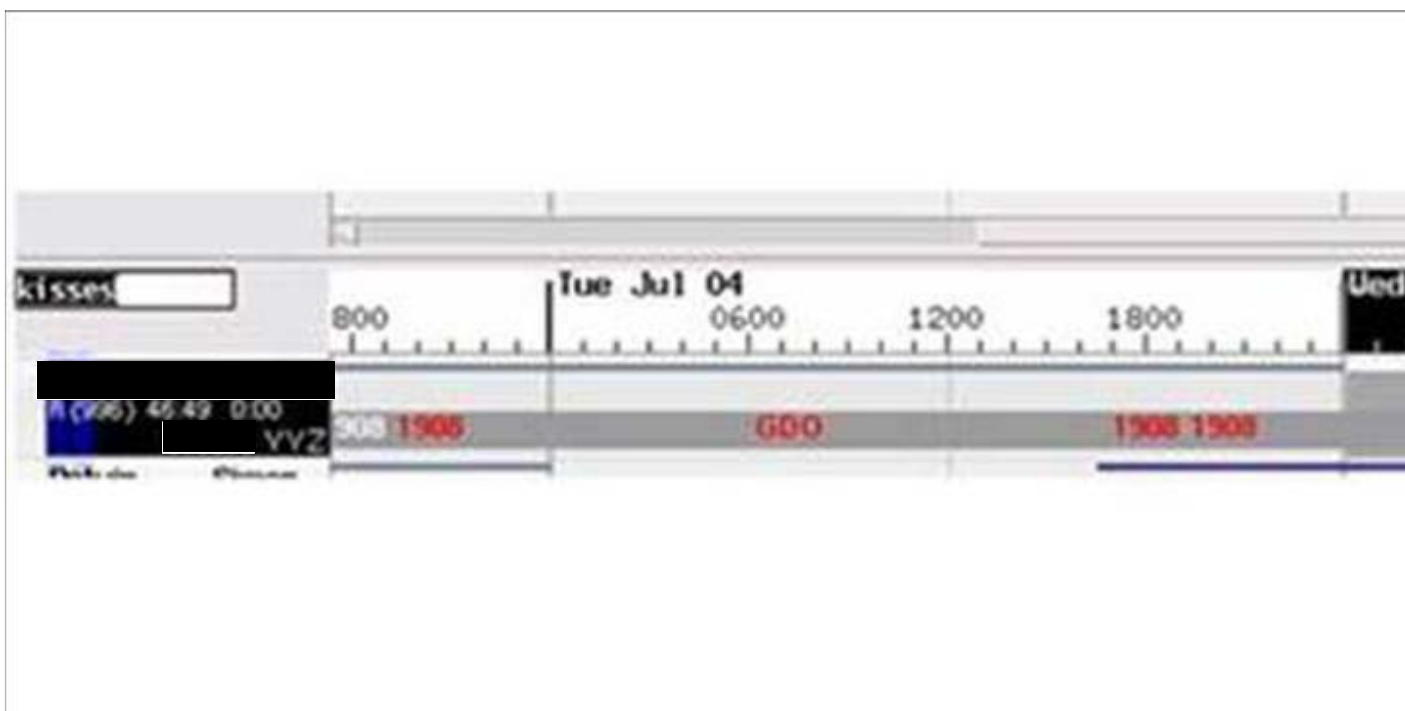
The scheduler called Jim at 11:49ET/07Jul to advise him that he will be required for the SFO pairing (T3363/07Jul).

- From the time of notification to the report time for the SFO pairing there was exactly 7h51mins

- In the 24hr surrounding the award (19:40ET/06Jul17 – 19:40ET/07Jul17) on paper Jim was off duty for a total of 12hrs. In the 24hr period from when he reported for the SFO he had 12hrs off and an opportunity for 8hrs prone rest which justifies how he can be considered able to operate again after checking out the previous night at 22:13ET.
- In a 24hr period a reserve is scheduled to be on call for 16hrs – (art.29.04.03)
- In a 24hr period a reserve is scheduled to be off duty for a total of 8hrs – (art. 29.04.05)

Not sure if the below information will help clarify some information the NTSB is seeking but I did my best to help illustrate how we look at scheduling the pilots based on the CARS and the contract regulations for reserves and crew rest. If you can't view the image below, I have also included it in the attachment.

Image 1: (Netline schedule – [REDACTED])



Blue box -> Total time elapsed in the 24 hour period leading up to the report time for the SFO award = 12h36mins (19:40ET/06Jul – 19:40ET/07Jul)

Red boxes -> Designated rest period (21:00ET-05:00ET) – guaranteed 8hr off period for every 16hrs of reserve (art.29.04.03, art. 29.04.05)

Green box -> Total time on duty for 07Jul calendar day = 12h47mins

Pink box -> Total time between when Jim was advised of the SFO award and his report time for the SFO award = 7h51mins (advised at 11:49ET/07jul, report time of 19:40ET/07Jul)

Yellow box -> Total time off duty from the last flight until Jim's report time for SFO (22:13ET/06Jul to 11:13/ET/07Jul) = 12hrs



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Marcel Comeau