



NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

January 24, 2020

Attachment 11 – System Operations Control Manual [Excerpts]

OPERATIONAL FACTORS

DCA19CA081



SOCPM

System Operation Control Procedures Manual

Revision 18

Manual Owner: Manager, SOC

FAA ACCEPTED

3-3 FLIGHT FOLLOWING PROCEDURES

14 CFR 121.135(b)(4), 121.135(b)(5), 121.551, 121.553, 121.557, 121.561, 121.601, 121.619, 121.631

3-3.1 Dispatchers Requirement to Flight Follow

- A. The Dispatcher must monitor the following contents of the Dispatch Release until the flight has landed safely:
 - 1. Fuel status, flight time remaining, destination and alternate weather trends, en route winds and weather (including pilot reports), status of airport and navigation facilities must be considered.
 - 2. While en route, the flight crew will notify Dispatch any time a flight is going to arrive later than 15 minutes past the ETA due to delays occurring after departure.
 - 3. Ensure OUT, OFF, ON and IN times in all appropriate codeshare partner computer systems are monitored and accurate.
- B. The Dispatcher will monitor the status of the flights that he has been assigned in order to look for weather changes or safety concerns, such as:
 - 1. Weather en route, destination and any alternates listed on the Dispatch Release.
 - 2. Before and during flight, the aircraft dispatcher shall provide the PIC any additional available information of meteorological conditions (including adverse/hazardous weather phenomena, such as clear air turbulence, thunderstorms, and low altitude windshear), airport conditions and irregularities of navigation facilities and services that may affect the safety of flight (for communication procedures reference FOM 7-2 Communications: System Control. [121.601(a), 121.601(b), 121.601(c)]

Note: It is the responsibility of the dispatcher to update FLIFO of any delays or pertinent information that is required by other operational personnel to properly plan and manage the operation.

8-2 EWINS WEATHER INFORMATION

Order 8900.1, Vol. 3, Ch. 26, Sec. 2, 3-2072, 3-2073; Vol. 3, Ch. 26, Sec. 1, 3-2048, Sec 3, 3-2092, Sec 3, 3-2094, Sec 3, 3-2095, Sec 4, 3-2117, Sec 5, 3-2144 and 3-2145

8-2.1 EWINS Providers General

- A. The Weather Company aviation forecasters and Delta Airlines Meteorologists continuously monitor weather data and forecasts to keep The Weather Company Terminal Area Forecast and Delta Airlines Meteorology Terminal Area Forecast (TAF) updated for changing conditions.
- B. Compass Airlines Uses the following forecast products from The Weather Company and Delta Airlines Meteorology:
 - 1. TAF - A terminal forecast issued by The Weather Company and Delta Meteorology which replaces the NWS TAF.
 - 2. TAP's - Turbulence Auto PIREP System feed through The Weather Company for real time turbulence reports from reporting capable aircraft.
 - 3. Pilot Brief Optima – Pilot Brief Optima from The Weather Company is a computer desktop tool for which Flight Dispatchers can gain access to meteorological information. Pilot Brief Optima is also available to flight crew members via their iPad Device. Flight Crew members will only be able to reference the TAP's tool in Pilot Brief Optima via The Weather Company for improved turbulence situational awareness.
 - 4. Ozone Forecasts – Ozone forecasts are issued by The Weather Company. [14 CFR 121.578]

8-2.2 The Weather Company Facilities

- A. The Weather Company (An IBM Business) is located at:
400 Minuteman Road
Andover, MA 01810
- B. The Weather Company's aviation forecast center in Andover, MA is where all forecast services and products are created.

8-2.3 Delta Airlines Facilities

- A. Delta Airlines Meteorology is located at:
1010 Delta Blvd
Atlanta, GA 30354-1989