

DCA23FA417

OPERATIONAL FACTORS

Dispatcher Statement

September 6, 2023

Dispatcher Sarah Salazar's statement of events for flight #1288 / August 20, 2023

From: Sarah Salazar [REDACTED]
Sent: Monday, August 21, 2023 10:20 AM
To: Caitlin Lyons [REDACTED]
Subject: FLT 1288

Flight 1288

SEA - SNA

Today was an irregular ops day because Hurricane Hilary hit southern California.

This is an account of what I did (to the best of my knowledge) before learning about FLT 1288.

Pass Down from L desk:

I took my first pass down at 0407z.

The dispatcher informed me that BUR was an issue throughout the day, there were multiple diversions due to weather.

The dispatcher told me that the Captain on Flight 1052 who diverted to ONT from BUR did not want to depart ONT and fly back to BUR until he received a pilot report from flight 1221 (who was soon landing in BUR).

FLT 1221 blocked IN.

I received a call from the Captain on 1052 inquiring about 1221's PIREP, I received a call from BUR station asking for an update on our departure/arrival status, and I spoke with the sector manager multiple times. I told everyone that I was still waiting for the PIREP from the Captain on flight 1221.

FLT 1221 was not my own, but the dispatcher working the flight and I touched bases after I saw that the flight was IN. The dispatcher knew of the situation and would inform me when the pilot called.

I received another call from the Captain on FLT 1052, at the same time the dispatcher who oversaw flight 1221 walked over and asked if he could brief the Captain on 1052 about the PIREP he just received from 1221.

The Captain of FLT 1052 was happy with the report given by 1221, was ready to board and depart from ONT ASAP.

Sometime later, the sector manager informed me that the return flight BUR – SEA needs to be airborne by 0628z or the flight would cancel because the crew could not extend for the day.

I relayed the message via ACARS to the Crew.

Pass Down from C and T desk:

I took the pass down from the C and T desk at around 0520z.

Both dispatchers informed me that the turbulence from FLT 270-370 was LGT – MOD up and down the coast. There was a Heavy Jet reporting SEV turb at FL 230 and so the dispatchers let the crews know that higher was better.

FLT 1288 was passed down to me with no major concerns, only that per the request of the Pilot, the previous dispatcher asked SNA for a time extension to arrive at the airport late due to a maintenance delay.

At some point I called BUR ops to ask about FLT 1168. They were ON at 0514z but not IN yet. I called to confirm my suspicion that it was due to Southern California weather delays, and BUR gate space, but also FLT 1052 having priority because they needed to depart before the CREW timed out.

At 0553z FLT 1052 blocked IN to BUR.

The pilot of 1052 called, and I transferred him to Crew Scheduling to discuss his duty time.

I also ACARS the Captain of 1052 the performance request out of BUR.

The sector manager and I discussed the situation.

I flight followed more in depth. Checking the OOOI times. Making sure that the Southern California flights like 1288 were at least ON, but assuming that they were not IN because of gate space and longer taxis due to the weather. The only thing of note was that at 0553z the SNA METAR updated to 2SM +RA BKN 009. This requires a breaking action of CODE 2 per Alaska Airlines policy, but ASA 1288 was already IN at 0615z.

I went over the briefs given to me, checking that everyone was flying above FL 290 to avoid SEV turb, and I finally started working on my own flights that were due soon.

FLT 1168 blocked IN at 0627z.

I saw and received word from the Sector Manager that FLT 1052 was OFF from BUR at 0628z. Everything seemed well, and I took a small reprieve to collect myself, drink, eat, stretch, and speak to fellow dispatchers while at my desk.

At around 0652z the Chief Dispatcher comes by and asks if I have had any communication with FLT 1288.

I said no, and FLT 1288 had just blocked in. The Chief tells me that the FODO called and wanted to give us an update on FLT 1288. The Chief told him he did not know anything about FLT 1288, and so the FODO told us that the LH landing gear collapsed on arrival.

I was shocked. The chief and I scrolled through the ACARS and looked to see if I missed a message, but it did not appear that I did.

The Chief told me to reach out to the Captain on FLT 1052 to touch bases.

I said, "Hi Cap, heard about the MX issue, was checking to see if you need me to reach out to anyone."

He replied, "No. Already called the FODO. THNX."

At this point there was no further communication between dispatch and the Captain of 1288.