



The Aircraft Dispatcher

***“One stop shopping”
source of information
for the pilot***





What is a Dispatcher?

- A licensed airman who has joint responsibility with the captain for the safety and operational control of flights under his/her control.

What is Operational Control?



- Issuing Dispatch release
- Monitoring all phases of flight
- Monitoring weather
- Delays, diverts or cancels flights if safety jeopardized



Scope of Authority

§ 121.593 Dispatching authority:
Domestic operations. Except when an airplane lands at an intermediate airport specified in the original dispatch release and remains there for not more than one hour, no person may start a flight unless an aircraft dispatcher specifically authorizes that flight.



Exposure to problems/emergencies

- The seven major airlines have a combined fleet of 3500 aircraft.
- They operate approximately 20,000 flights per day.
- They employ almost 50,000 pilots
- They employ 1,000 dispatchers



Types of problems

- Mechanical
- Weather
- ATC
- Security
- Passenger



Mechanical Problems

- Dispatchers are trained on: aircraft systems for each type of aircraft operated.
- Aircraft performance and limitations.
- Emergency and abnormal procedures
- MEL/CDL restrictions



Weather Problems

- Thunderstorms
- Turbulence
- Icing
- Restrictions to visibility



ATC Problems

- Airport capacity
- Airway/sector saturation
- Ground delay programs
- Strategic and tactical rerouting
- Airport/Enroute navigational aids
- Suitable Airports



Security Problems

- Specific threats such as bomb threats and hijackings
- HAZMAT
- Unknown substance spills



Passenger Problems

- Passenger illness/injury
- Customer service issues
- Passenger assistance



Decision making concerns

- Time
- Suitable airport
- Fuel
- Aircraft weight/performance
- Crew Qualification
- Weather
- Field conditions
- ATC
- Passenger service (stairs, fueling, customs)
- CFR



Dispatch Resources

- Worldwide Communications capability
- Current and forecasted weather
- Maintenance technical support
- Local and Federal security contacts.
- Direct communications with ATC facilities



More Dispatch resources

- Medical assistance
- Flight following tools such as Flight Explorer, Passur, CTAS, FMS, ITWS



Conclusion

- The aircraft dispatcher has all the tools and resources to help a pilot reach a safe and efficient resolution to almost any abnormal or emergency situation.