



Ground Ops News for Leaders

Supervisors, Managers, and above

XX X, 2021 | **MTD PERFORMANCE** | **OTP: X%** | **MBR: X** | **EMO: X%** | **TURNS: X%** |

Charter Operations Enhancement Proof of Concept

To: Above the Wing Leaders

From: Ground Operations Projects

Through data tracking, analysis, and direct feedback from the front line, our Ground Operations Projects Team and partners have identified significant safety and compliance risks in our online and offline Charter Operations. In some cases, over half of our audited charter and ferry flights in a given week experienced paperwork or weight and balance errors; multiple weight and balance discrepancies have therefore been disclosed to the FAA.

In the coming weeks, the Ground Operations Projects Team and front line Leaders will be implementing a Proof of Concept to improve safety and compliance on offline Charter Operations. As part of this Proof of Concept, the Station MCC will reference the schedules of ATW Leaders to designate an ATW Leader to brief the Ops Agent prior to working an offline Charter. This Leader will be notified as soon as possible and forwarded a packet of briefing materials to review. They will be given the opportunity to meet with an MCC to answer any questions as needed. By utilizing provided structured resources and gaining experience supporting Charter Operations, Leaders in the Station will build a base of knowledge with which to lead their Teams, thereby increasing safety, compliance, and reliability.

The station MCCs and other local Leaders will notify Ops Agents working Charter Operations of when the new materials and procedures will be utilized. Enhancements that will be introduced through this Proof of Concept include but are not limited to:

- Improved Charter Mobile Devices (iPads) with more reliable cellular connectivity
- Issued cellular phones for communication from offline locations
- Pre-departure safety and compliance verification phone call with station MCC
- Enhanced reference materials to be stocked in Charter Backpacks
- Structured briefing of Ops Agent to include review of common charter challenges
- Training and guidance for station MCC to act as a local SME for the station

If you have any questions regarding this Proof of Concept, contact your local Leaders or the Ground Operations Projects Team at the email below.

Contact: CharterFieldOps@wnco.com