“Scheduling the Scheduler”

Friday, January 22, 2016 | 08:30 a.m. – 09:45 a.m.

PRESENTED BY:

• **Moderator:**
  Debbi Laux - Director, Trade Relations & Sales Support, MedAire, Inc.

• **Panelists:**
  • Dion Glenn - Flight Operations Manager, Fertitta Enterprises
  • Gerald Grady - Flight Scheduling, CSX Corporation
  • Holly Whitaker - President, Exclusive Air, Inc.
Schedulers & Dispatchers

Trip Planning

Regulatory Compliance
Audit Support
Transportation
Budgeting
Trip Planning
Permit coordination
Weather Forecasting
Human Resources
Time Management
Process Improvement
Crew Resource Management

Risk Assessment
Leadership
Communications
Training
Security
Aircraft coordination
Medical Emergencies
Fuel Negotiations
Safety Management Systems
Hiring & Staffing
Flight Following/Monitoring
Juggling Work Projects, Flights & Other Requests... Around the Clock?
And Possibly, Around the World?
What Is YOUR Work Schedule?

ALWAYS “Regular” hours?
Sometimes Overtime?
Usually 24/7?
With Technology Advances, Communications Don’t Stop & Work Days Are Often Extended Hours
“Fit for Duty” Means

You go to work in a:

- Physical,
- Mental AND
- Emotional state

able to perform your work responsibilities in a manner that does not threaten the safety of oneself, co-workers or company property.
Contributing to Fitness for Duty is Task Saturation

What IS “Task Saturation”?
Task Saturation

“Task saturation is having too much to do without enough time, tools or resources to do it.

This can lead to an inability to focus on what really matters.”

Eric Barfield, Director of Operations at Hope Aviation Insurance and past Chairman of the NBAA Safety Committee
Task Saturation

So who does it affect?

- Flight Crew Members – Pilots & Flight Attendants
- Maintenance Personnel
- Passengers
- Schedulers – Flight Coordinators
- Dispatchers
- Everyone
What’s the risk?

- Puts principals and others in danger
- Aviation department workload is impacted
- National Airspace System is threatened
- Personal health of personnel at risk
- Physical / Psychological / Cognitive well-being not at maximum level
- Treatable medical conditions not identified
- Ineffective training
- Company reputation – Brand recognition
- Financial impact
- Other risks?
HUNTING, GATHERING.... IT'S SO HARD TO PRIORITIZE!
We Choose This Industry

- Stuff You Love To Do
- Stuff You’re Good At
- Stuff Someone Will Pay You To Do

BUSINESS AVIATION

YOUR DREAM JOB = YOUR CHOICE
Schedulers & Dispatchers

Considerations - International & domestic trip / crews

• Duty day length – Take work home with you
• Times zones - Circadian penetration
• Recovery time – Fatigue
• Workload increased (congested airports / language issues)
• FAA & Global regulatory compliance
• Industry recommendations and best practices
• Company policies and Individual behavior
• Training
• Staffing – Personal Time Off
Remind You of Anyone?
Stressed?
More Than One way to Manage Tasks

- Work following home
- Office interruptions
- Assignment of new tasks
- Too many tasks
- Out-of-control requests / priorities
Preventing Workplace Task Saturation!
POSITIVE ATTITUDE
SET PRIORITIES

KEEP CALM AND SET YOUR PRIORITIES
SCHEDULE PRIORITIES

The key is not to prioritize what’s on your schedule, but to schedule your priorities.

Source: Steven Covey – www.positivemotivation.net
"The only thing that is constant is change."

- Heraclitus

Source: Heraclitus
RE-SCHEDULE PRIORITIES

- [x] NOW
- [ ] LATER
Goals and Objectives
Company, Department & Personal

Review regularly with management and flight department team members

✓ Annually
✓ Quarterly
✓ Monthly
✓ Weekly
✓ Daily
✓ As needed
✓ Adjust when necessary
How Do YOU Accept Change?

Embrace Change
How Do You Tackle BIG Tasks?

“THE ONE WHO MOVES A MOUNTAIN BEGINS BY CARRYING AWAY SMALL STONES.”
--CONFUCIUS

Source: Confucius
Taking Control of Tasks
Do You Schedule SLEEP?
Schedule Time for You, Your Family & Friends?
Do you lead a Healthy Lifestyle?

- Woman running on the beach
- Basket of fruits and vegetables
- Man cycling on a road
- Man relaxing on a couch
- Text: Be Safe with Over-The-Counter and Prescription Medicines
- Man in a meditative pose
Develop a **PLAN** that’s specific to your operation

Ensure Priorities are Understood

**Workplace Communication**
## Plan Considerations

Create and communicate plan that is established following company guidelines, policies, SMS and emergency response plan by core participants.

Plan should accommodate:
- Illness / Injury absence
- After-hours or late night work-related events
- Personal time off
- Added staffing
- Other issues

<table>
<thead>
<tr>
<th>Should include Customized Checklist for after-hours needs:</th>
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<tbody>
<tr>
<td>• Do you have all of crew members’ current contact details?</td>
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<tr>
<td>• When to make contact with S/D or Operations?</td>
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<td>• Who else to contact?</td>
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<td>• When to escalate?</td>
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<table>
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<tr>
<th>Establish cascade contact list:</th>
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<tbody>
<tr>
<td>• Scheduler/Dispatcher (more than one?)</td>
</tr>
<tr>
<td>• Chief Pilot</td>
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<tr>
<td>• Director of Aviation</td>
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<tr>
<td>• Maintenance Manager</td>
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<tr>
<td>• Corporate Security</td>
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<tr>
<td>• Executive Assistant</td>
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<tr>
<td>• Engage 24/7 providers to assist with after-hours flights</td>
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<tr>
<td>• Engage corporate security</td>
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<tr>
<td>• Create options for self-reporting challenges, without retaliation</td>
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<tr>
<td>• Other suggestions?</td>
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</tbody>
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You CAN Achieve Balance in Your Life!
Richard Branson – Founder of the "Virgin" companies

“I don’t think of work as work and play as play. It’s all LIVING.”
time for questions