

Docket No. SA-531

Exhibit No. 14-F

NATIONAL TRANSPORTATION SAFETY BOARD

Washington, D.C.

HP Group Chairman Factual Report
Attachment 5: CrewTrac Messages

(2 Pages)

Attachment 5: CrewTrac Messages

CrewTrac messages are presented to pilots upon logon to the Colgan computer system prior to check-in. Colgan was asked to provide CrewTrac messages to pilots operating out of the EWR and ORF bases during the period from January 2008 through February 2009 addressing either: sterile cockpit adherence or adherence to standard operating procedures. No messages on these topics were issued from January 2008 to the date of the accident. After the accident the following crew track messages were issued on sterile cockpit:¹

Issued February 26, 2009 at 1355 by Chief Pilot

“When in sterile cockpit no extraneous conversation of any kind may take place. Remember this also covers non essential activities such as eating etc. Sterile cockpit begins at the Flight Attendant closes the cockpit door and ends when climbing through 10,000 feet and on descent it begins when descending through 10,000 feet and ends upon completion of the Parking Checklist.”

Issued March 11, 2009 at 1125 (edt) by Director of Flight Operations:

“-SITUATIONAL AWARENESS- EXTREME CAUTION MUST BE EXERCISED DURING POWER REDUCTIONS TO ENSURE PROPER AIRSPEED AND POWER SETTING AWARENESS. ONE PILOT FLYING THE AIRCRAFT ON INSTRUMENTS – SITUATIONAL AWARENESS – STERILE COCKPIT – MUST BE FOLLOWED NO EXCEPTIONS. CREWS ARE HIGHLY ENCOURAGED TO KEEP THEIR HAND ON THE POWER LEVERS WHEN REDUCING POWER TO FLIGHT IDLE, ESPECIALLY DURING DESCEND AND THE LEVEL OFF PORTION OF THE FLIGHT. INSURE THAT YOU ARE ‘BUGGING’ THE CORRECT SPEEDS IN REFERENCE TO THE INCREASE REF SWITCH.”

After the accident the following crew track messages were issued on adherence to standard operating procedures:

Issued February 26, 2009 at 1354 by Chief Pilot:

“TO ALL CREWS: CREWS MUST FOLLOW COMPANY STANDARD OPERATING PROCEDURES AT ALL TIMES. TAXING THE AIRPLANE DOWN THE RUNWAY AND APPLING THE BRAKES TO PERFORM YOUR OWN BRAKING ACTION TEST IS PROHIBITED. AIRPORT OPERATIONS, ATC OR PILOT REPORTS ARE THE ONLY ACCEPTABLE SOURCES FOR BRAKING ACTION REPORTS.”

¹ Italicized text represents verbatim quotes taken from the memo without correction or modification.

Issued February 26, 2009 at 1354 by Chief Pilot

"There have been several reports of Company aircraft operating in uncontrolled airspace contrary to standard procedures. Remember all company aircraft must be operated in accordance with the FARs and AIM. Traffic pattern must be done in the published direction so as to preclude disrupting traffic flows or creating conflicting patterns. Airspeeds are required be appropriate for the class of airspace in which you are operating."

Issued March 2, 2009 at 1307 by Director of Flight Operations:

"-SAFETY ALERT- ENGINE STARTS. TO ALL PILOTS; DURING ENGINE STARTS THE ENGINES WILL BE STARTED ONLY WHEN GIVEN THE CLEAR TO START SIGNAL BY THE GROUND PERSONNEL. ONCE AN ENGINE IS RUNNING MONITOR THE AREA AND SHUT DOWN IF SAFETY DICTATES. THERE SHOULD ALWAYS BE GROUND PERSONNEL MONITORING THE RUNNING ENGINE. ALL COLGAN AIRCRAFT MUST BE OPERATED IN ACCORDANCE WITH THE COMPANY SOPS, FARs AND AIM. DEVIATIONS FROM STANDARD PROCEDURES WILL NOT BE TOLERATED."