



# National Transportation Safety Board

## Departure From Controlled Flight

Trans-Pacific Air Charter  
Learjet 35A, N452DA  
Teterboro, New Jersey  
May 15, 2017

Human Performance  
presentation



Photo Copyright © R.Bexten

PLANE SPOTTERS.NET

# Overview

- Adequacy of Part 135 crew resource management (CRM) training guidance
- Lack of leadership training for upgrading captains
- Lack of Part 135 safety management system (SMS) requirement

# *FAA Risk Management Handbook: CRM*

- Situational awareness
- Communication skills
- Teamwork
- Task allocation
- Decision-making
- Standard operating procedures (SOPs)

# Flight Crew's Ineffective CRM

- Disregard for SOPs
- Poor planning and communication
- High workload and degraded situational awareness

# Trans-Pacific CRM Training

- Referenced all required topics
- Did not explicitly state importance of following SOPs for effective teamwork
- Did not discuss impact of planning, briefing, and decision-making on workload and time management
- Required use of crew briefings, which did not occur

# CRM Training Guidance

- FAA does not provide adequate guidance to Part 135 operators for developing and implementing effective CRM training
- FAA research could be used to develop such guidance

# Captain's Ineffective Leadership

- Captain did not reinforce compliance with SOPs
- Captain demonstrated poor leadership
- Trans-Pacific CRM training did not adequately address role of captain as crew leader

# Leadership

- Captain had no previous Part 135 pilot-in-command experience
- Captain did not receive formal leadership training before upgrading
- NTSB has found deficiencies in captains' leadership during previous investigations

# Safety Management

- Trans-Pacific had no SMS or formal safety program
- SMS could have identified and mitigated hazards found during investigation
- FAA does not require Part 135 SMS

# Summary

- Safety could be improved by requiring
  - CRM training guidance for Part 135 operators
  - Leadership training for upgrading captains
  - SMS for Part 135 operators



# National Transportation Safety Board