



**NTSB** National Transportation Safety Board

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*Office of Aviation Safety*

# **Pilot Professionalism**

Human Performance  
presentation

# Adherence to Procedures

- Conversation during descent contrary to sterile cockpit requirements
- Conversation ended about 2 minutes before low-speed cue appearance
- Reduced time and attention for operational tasks

# Adherence to Procedures

- Colgan and FAA oversight before accident did not identify problems with sterile cockpit adherence
- Colgan issued guidance after accident emphasizing sterile cockpit procedures

# Adherence to Procedures

- Other recent accidents and incidents have involved intentional noncompliance with procedures
- Industry data show pilots who deviate from procedures more likely to make other errors

# Adherence to Procedures

- Safety Recommendations
  - A-06-7: emphasize need for compliance with sterile cockpit rule
  - A-07-8: develop educational program addressing professionalism

# Adherence to Procedures

- Adherence to standard operating procedures is basic pilot responsibility
- FAA, operators, and pilot groups mutually establish culture of professionalism

# Leadership Training

- Captain did not establish appropriate tone or show strong command authority
- Operators not required to provide upgrading captains with leadership training
- Initial upgrade can be first time captains held responsible for leading multiple crewmembers

# Leadership Training

- Colgan's course for new captains focused on administrative duties
- Some operators provide leadership training addressing command skills and techniques
- Industry changes warrant additional training in this area

# Personal Portable Electronic Devices

- Safety recommendations issued restricting use during transport operations in other modes
- First officer sent text message about 5½ minutes before takeoff
- FAA and Colgan policy state phones not to be used after leaving gate
- Checklists did not address turning off phones



# Personal Portable Electronic Devices

- FAA issued SAFO 09003 to alert operators to potential hazards of leaving phones on
  - Phone sounded during takeoff roll
- Overflight of destination airport incident
  - Airborne distraction associated with personal laptop computers



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