



NTSB National Transportation Safety Board

Office of Aviation Safety

Delta Connection Flight 6448 Operated by Shuttle America

Human Performance Issues

Human Performance Issues

- Go-around callouts
- Fatigue
- Attendance policies

Go-around callouts

- Captain's go-around command unheeded
- No standard procedure for monitoring pilot to initiate go-around

Fatigue: Captain

- Captain rested when accepted trip
- Unable to sleep
- At time of accident, awake for 31 of preceding 32 hours
- Deficiencies consistent with fatigue
- Fatigue degraded performance

Fatigue: First Officer

- Unable to make fatigue determination

Attendance Policy: Shuttle America

- Allowed pilots to call in as fatigued
- Disciplinary consequences of fatigue call not documented
- No progressive (multiple) warnings

Attendance Policy: Industry

- Industry survey: wide variation in company fatigue policies and their effectiveness



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