



**NTSB** National Transportation Safety Board

---

*Office of Aviation Safety*

**Pinnacle Airlines**

**Flight 3701**

**Jefferson City, Missouri**

Flight Crew

Unprofessionalism

Evan Byrne

# Non-revenue Operations

- Optimizing violations
- Perceived probability of detection
- Role of company oversight

# Industry Issues

- Non-standard behavior
- Procedural non-compliance

# Pilot Responsibilities

- 1974 recommendation: “promote crew discipline and professionalism”
- Today most crews highly professional
- Recent accidents revive the issue
- Program of education needed

# Operator Responsibilities

- Detect deviations via check rides and voluntary safety programs
- Detection of intentional deviations difficult through traditional methods
- Line Operations Safety Audit (LOSA) can help operator identify intentional deviations

# Safety Management Systems

- Proactive system safety methods
  - Safety risk management
  - Safety assurance
  - Safety promotion
- ICAO January 2009 deadline
  - Require SMS programs
- FAA actions to comply



**NTSB**