

Professional Standards

Some Things Never Change

Pilot Assistance Forum

April 1 – 2, 2015

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1990 to 2015

- Big Changes in Technology
- Not much change in pilots
- Flying a 727 or a 787
Can still get crossways with another pilot



ProStan Provides Options

- Options that don't involve a trip to the Chief Pilots Office
- Get a “train wreck” back on track
- Maybe save someone's job without placing either pilot “at risk”
- And, it's Confidential



So How Did I Get Here?

- I got “Volunteered” just after UAL strike in 1985
- And, I was told I was the Committee Chair..... **SAY WHAT?**



Hello, I'm you're new ProStan Committee Chairman

- I had
 - NO training
 - NO manual
 - NO procedures to follow and
 - **NO idea of what I was supposed to do**

Thank Goodness I had Committee Members...Right?

- Yeah, but..... When I called them, most of them **didn't even know they were on the committee!**



So, I was left with nothing to do....Except, of course go to work

We Needed a Business Plan

- A set of operating guidelines
- Some “How To” training
- Some kind of manual or handbook
- And a lot of luck

Next Steps

- A few months later, we were ready to rock & roll
- We put together a one day Training Seminar for the NEW United Council 34 ProStan committee
- We invited local management and asked them to “hand off” the lower level pilot problems to ProStan
- Pretty soon things were working fairly well.....
- **Too well, in fact.....**

**It was working so well
the MEC decided I should do the same
for ALL of our LECs**

**So they gave me my
MEC hat
And away I went for the next
year or so**



FAST Forward Another Year

- One day I got a call from someone at ALPA

STUPID ME..... I said sure

ALPA in 1990

15 ALPA airlines – 15 different ProStan programs

So the journey began to:

1. Adopt a set of standardized guidelines & best practices that could be embraced by all ALPA airlines
2. Develop a good training program
3. Establish an annual ALPA sponsored conference where this could all come together



And Most Importantly

- I wanted to establish a National ProStan program that could withstand the test of time



Fast Forward

25 years

ProStan Across All ALPA Airlines

- Standardized
- Supported with an effective training program
- Anchored by a ProStan Manual of Best Practices and Guidelines
- And is highly effective



This success is due in no small part to the efforts of ALPA leaders who have carried the program forward

- Captain Ted McFann, former Natl ProStan Chair (DAL)
- Captain Cliff Walker, former Natl ProStan Chair (NWA)
- Captain John Rosenberg, National ProStan Chair (DAL)
- Captain Jerry McDermott, National Pilot Assistance Chair
- Ms. Suzanne Kalfus, ALPA Legal



Over the Past 25 Years

Your ProStan Reps have been there to:

- Provide a helping hand
- Offer some good advice or,
- In some cases, just an ear for someone who needs to talk, without placing themselves in jeopardy
- And, yes, sometimes pilots don't take our advice
but it's surprising how many do

What's a ProStan Rep's Job Like?

- Most of our work is routine but...
- Occasionally we find that train wreck that we can help put back on the tracks, and
- Once in a while we have a chance to save a pilot's job and maybe more
- For me, one of these started with a call from the Chief Pilot at another domicile.

The Frosting on the Cake

- About 6 months later, I got a call one day from a lady who said she wanted to thank me for giving her a new husband!
- At first I didn't have a clue, then it hit me.....
- Those are the ones we never forget.



But..ProStan Can't Fix All of the Problems

- ALPA Code of Ethics is the nexus of the program but the ALPA Admin Manual sets out the manner in which it's implemented
- Certain limitations are written into the operational guidelines of the program
- In some cases problems brought to the committee are best handled by other ALPA resources.
- These cases are routinely handed off when necessary



Examples of Other ALPA Resources

ProStan Reps often see these problems first because they tend to create conflicts between pilots

- EAP/HIMS issues such as alcohol or substance abuse
- Training or proficiency related issues
- Grievance related issues
- Legal Issues
- LEC Officers also handle some issues
- Recognizing possible underlying issues is covered in the ProStan training program



Periodic ProStan Training

ALPA refresher training for committee members includes

- ALPA annual or semiannual conferences dependent on available resources
- Airline MEC sponsored refresher training
- Individual LEC sponsored refresher training
- Training DVDs provided by some airlines for new ProStan members and for refresher training



Recent ALPA ProStan Training

- November 2014 - ALPA ProStan Conference at Herndon
 - Article in Jan Air Line Pilot Magazine
- United Airlines MEC produced a supplemental ProStan training video in 2014 to deal with merger related problems



Two Decades of Turmoil for the Airlines

- Minority Integration & Sexual Harassment
- 9/11
- Airline Bankruptcies
- Poor Airline Senior Management
- Skyrocketing Fuel Prices
- Furloughs & Retro Seniority Movement
- Poor Airline Management
- Concessionary Contracts (more work, less pay)
- Mergers
- Did I mention Poor Airline Management?



Mergers – The Gift that Keeps on Giving

- Wikipedia lists 74 US airline mergers since 1917
- Mergers of the recent past
 - United – Capital merger – 1961
 - Delta – Northeast merger – 1972
 - United – Pan Am merger – 1985 & 1991
 - American – TWA merger – 2001
 - Delta – Northwest merger – 2008
 - United – Continental merger – 2012
- ProStan has stepped up in a big way to help with resulting problems for pilots



Rolling with the Punches

- Most pilots have done an admirable job of dealing with the turmoil
- A few, not so much
- When stress boils over.....
- The result often is acting out in the workplace

- Adjusting to a **NEW NORMAL**
 - takes time to digest & accept



So, here we are in 2015

....Adjusting to the latest NEW NORMAL

- We know **there will be** new challenges ahead
- The question is how will we meet them?
- Most of us will cruise through without any great difficulty, but.....
- Not everyone will be so lucky



ProStan – Ready to Help

- Professional Standards continues to pay dividends in improved flight safety for every ALPA pilot whether or not **you personally** have had to make that call.
- In spite of the constant change in airline life, ProStan will be there, ready to help as it has for the past 25 years.

Some things never change.....



Thank you!



Captain Bob Lynch (UAL Ret)

Questions?

2015 PILOT ASSISTANCE FORUM

