

QUESTIONS AND ANSWERS

Q: *Why didn't the 787 have 330-minute ETOPS approval from the beginning? Was it a lack of confidence in the airplane's capabilities?*

A: The airplane's capabilities were demonstrated during the 2010-2011 flight test program. Federal requirements for fuel monitoring instrumentation and displays changed as the 787 was first being designed and built. Software changes to meet the new requirement were not implemented until after the airplane entered service. Completion coincided with in-service events on the 787 that led to Boeing and the FAA focusing on other priorities for a period of time.

Q: *Did the FAA require Boeing to go for some period of time without a significant in-service event before granting this approval?*

A: ETOPS approval is based on technical requirements, compliance with regulations as well as demonstrated capabilities. The airplane's operational capabilities for 330 minute ETOPS flights were demonstrated during the airplane's flight test program in the 2010-2011 time period. In addition, both the GENx and Rolls-Royce Trent 1000 engines have demonstrated over 250,000 hours of service experience.

Q: *What is the 787's in-service record?*

A: The fleet is now performing at an average dispatch reliability above 98 percent. Dispatch reliability is measured by the percent of flights that take off within 15 minutes of their scheduled departure time, without counting delays for nontechnical reasons such as crew requirements, weather, airport congestion, etc. One category of events monitored is specific to extended operations (ETOPS); the 787 has consistently performed as well, or better than, other airplanes in this specific category. That said, the dispatch reliability is not yet at the level Boeing and our customers expect and we are working diligently to introduce improvements.

Q: *What new routes will be introduced now that 330-minute ETOPS is approved?*

A: Each airline that will operate such routes will work with their local regulators on their operational certification and announce their routes at the time of their choosing.

Q: *What do customers have to do to begin using 330-minute ETOPS?*

A: Each customer will work with its regulators to develop a specific plan but in general terms, the airline must demonstrate a capability to handle such routes including having a plan for dealing with a diversion should one occur at the maximum ETOPS distance. Typically, the regulator requires a detailed plan and demonstrated performance at lesser ETOPS distances – 180 minutes and 240 minutes – prior to granting approval for the 330-minute flights.

Q: *Does this certification apply only to the 787-8 or does it impact the 787-9?*

A: We are working toward 787-9 certification and expect it to include 330-minute ETOPS operations when it is granted.