

General Operating Manual



The following slideshow includes important information from the Company's GOM. Please read through it carefully and feel free to ask your instructor any questions you may have. At the end of the module you will be asked to take a quiz on the information learned.

G.O.M.

General Operating Manual

The GOM is used to guide management, flight, ground and maintenance personnel of the company in the conduct of its operations of aircraft in compliance with FAR Part 135 and the Operations Specifications.

Within this manual are specific instructions, information and facts necessary for all personnel to carry out their duties and responsibilities with the utmost safety and continuity.

GOM: Introductory Sections

The first several sections of the GOM contain important information related to the manual itself. These sections are as follows:

Title Page:

- Identifies the manual number and the date of the latest revision (bottom right corner of page)

Record of Revisions:

- Lists the revisions numbers and their effective dates.
- The last date listed should match the date on the title page.

List of Bulletins:

- Identifies the current bulletins in the manual and the directions for filing them
- The current bulletins are filed behind this page

List of Effective Pages:

- Lists each page in the manual and the effective date for the information on that page
- Pages changed in the current revision are identified by a “change bar” to the left of the listing

System Safety

Background

In 1996, the FAA began the ATOS (Air Transportation Oversight System) program.

The ATOS program is built upon the philosophy that an Air Carrier can and should monitor itself using a complete closed-cycle system.

The system performs its own checks and balances and ensures that all elements of the operation are continually examined, tested and improved upon.

This manual implements the principle ATOS attributes into the Company system.

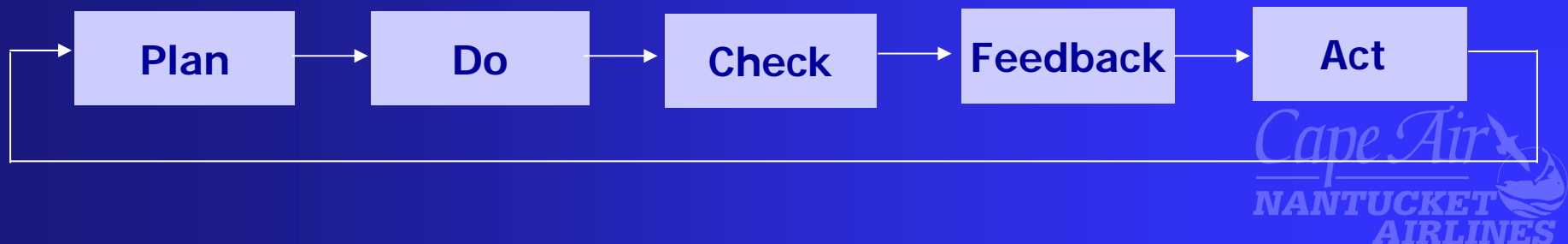
Feedback System

In daily operations, management **plans** and then enacts a particular practice/procedure.

Then employees **do** the practice/procedure and **check** its effectiveness and usefulness.

Employees then give management **feedback** on how the practice/procedure can be improved. This is a form of “process management”

Management examines the feedback and can **act** on it. This leads to another **plan** and a continuation of the cycle.



Feedback System

System Objective

The objective of the *Feedback System* is to encourage employees to voluntarily report safety information that may be critical to identifying potential precursors to incidents and accidents.

Feedback Form

Employees use a specific *Feedback Form* to provide this essential information.

The *Feedback Form* may be reproduced from this manual. It is also available on the company website <http://www.flycapeair.org>.



The completed Feedback Form should be forwarded to SOC.

Hyannis Air Service Inc. - FeedBack Reporting System <small>Report is available online at - http://www.flycapeair.org</small>	
Date: _____	Employee Name: _____
Base: _____	Employee Number: _____
Manual Related	Name of Manual(s) Involved: _____
	Revision Related: YES <input type="checkbox"/> NO <input type="checkbox"/>
	If YES - Please Explain: _____ _____ _____
	Content Related: YES <input type="checkbox"/> NO <input type="checkbox"/>
	If YES - Please Explain: _____ _____ _____
Report Specific Event	Date of Event: _____ Location: _____
	Description of Event: _____ _____ _____ _____ _____ _____ _____ _____
Suggestion for Improvement	Explanation: _____ _____ _____ _____ _____ _____ _____ _____ _____ _____

Forward completed form to SOC in Hyannis via fax to 508-790-1753 or 508-778-6233 or co-mat.

Employee Safety Report (ESR)

The Employee Safety Report (ESR) form is the basic method for employees to communicate their safety-related concerns to management. The ESR form is intended to be utilized as a “Safe from Reprisal” form of Communication.

CONFIDENTIALITY

The ESR system is non-punitive in nature and will not be used to place blame on an individual. Reports will be disseminated only in the interest of safety.

Unless required by law, the Company will not disclose the name of the person submitting a report or about whom the report involves.

The report may be released if the person concerned authorizes the release of the information.



The completed ESR should be forwarded to SOC.

EMPLOYEE SAFETY REPORT (ESR)				Date Report Filled Out
For reporting accidents, incidents, deficiencies, observations, suggestions, etc., related to safety.				
Submit to: System Operations Control (SOC)				
VIA: COMAIL to System Operations Control – HYA		• FAX (508) 778-6233		
US MAIL System Operations Control, Cape Air, 660 Barnstable Rd, Hyannis, MA 02601				
Leave any box that does not apply blank	Date Occurred	Approx. Time	Location (Fr./To; Altitude; etc.)	Weather (general; specific; VFR/IFR; etc.)
Describe Occurrence or Suggestion: (please continue on back if additional space is necessary)				
<div></div>				
<small>(please continue on back if additional space is necessary)</small>				
<small>The following information is optional. It is used to request further information from you and to inform you of the results of this report. All efforts will be made to preserve confidentiality. UNLESS YOU REQUEST OTHERWISE, other persons involved or concerned may be informed of some or all of the content of this report. To request that other such persons NOT be so informed, check here: <input type="checkbox"/> ← CHECK THIS BOX for Maximum Possible Confidentiality.</small>				
These boxes are optional	Name (Optional)	Job Title/Position	Station, Base, Dept., etc.	Phone or Other Contact

Hyannis Air Service, Inc. EMPLOYEE SAFETY REPORT (ESR) 03/2004

The ESR can also be accessed and submitted electronically by clicking on “9K Safety” on the www.flycapeair.org website.



EIA Reporting Form

Whenever an event, incident or accident that requires a written report occurs, the Event/Incident/Accident (EIA) Reporting Form will be used to make that report.

This report should be completed and forwarded to SOC within 24 hours.

Event - Incident - Accident Reporting Form					
DATE / TIME (Both Local)			FORM FILED BY		
Date	Time	Station	Last Name / First Name		
Occurrence			Employee #		
If Inflight			Date		
Altitude -			Airspeed -		
Location -					
FLIGHT CREW			MTX / STA / GRD PERSONNEL		
Last Name / First Name			Employee #		
Position			Last Name / First Name		
Employee #			Employee #		
Captain					
First Officer					
Flight Attendant					
Fleet Number			Aircraft Type		
Departure			N#		
Destination					
MEL ITEMS (If Relevant)					
PHASES OF OPERATION INVOLVED (check all appropriate)					
Maintenance	<input type="checkbox"/>	Pre Board	<input type="checkbox"/>	Cruise	<input type="checkbox"/>
Fueling	<input type="checkbox"/>	Boarding	<input type="checkbox"/>	Descent	<input type="checkbox"/>
Towing	<input type="checkbox"/>	Taxi-Out	<input type="checkbox"/>	Approach	<input type="checkbox"/>
Run-up	<input type="checkbox"/>	Takeoff	<input type="checkbox"/>	Landing	<input type="checkbox"/>
Jacking	<input type="checkbox"/>	Climb	<input type="checkbox"/>	Taxi-In	<input type="checkbox"/>
Parking	<input type="checkbox"/>	Post Flight	<input type="checkbox"/>	Other	<input type="checkbox"/>
If Other - Explain _____					
GENERAL CLASSIFICATION OF OCCURRENCE TYPE (check all appropriate)					
Flight Related					
Flight Release	<input type="checkbox"/>	Turbulence	<input type="checkbox"/>	Eng Fire	<input type="checkbox"/>
ATC Clearance	<input type="checkbox"/>	Lighting Strike	<input type="checkbox"/>	Eng Failure	<input type="checkbox"/>
Flight Plan	<input type="checkbox"/>	Hard Landing	<input type="checkbox"/>	Inflt Shtdwn	<input type="checkbox"/>
Fuel Burn	<input type="checkbox"/>	Aborted T/O	<input type="checkbox"/>	Ft Ctl Fail	<input type="checkbox"/>
Other	<input type="checkbox"/>	Explain Other: _____			
Ground / Maintenance Related					
Fuel Spill	<input type="checkbox"/>	Ground Equip	<input type="checkbox"/>	AC Damage	<input type="checkbox"/>
FOD	<input type="checkbox"/>	Tail Tip	<input type="checkbox"/>	Serv Damage	<input type="checkbox"/>
Other	<input type="checkbox"/>	Explain Other: _____			
Cabin Related					
Disrupt Pax	<input type="checkbox"/>	Emerg Equip	<input type="checkbox"/>	Station Sup	<input type="checkbox"/>
Sick Pax	<input type="checkbox"/>	Emerg Evac	<input type="checkbox"/>		<input type="checkbox"/>
Other	<input type="checkbox"/>	Explain Other: _____			
Persons Onboard (enter number by category)					
Total	<input type="text"/>	Adults	<input type="text"/>	Children	<input type="text"/>
Personnel Injuries	<input type="text"/>	FD Crew	<input type="text"/>	Other	<input type="text"/>
Pax	<input type="text"/>	MTX Crew	<input type="text"/>	Grd Crew	<input type="text"/>
Cabin Crew	<input type="text"/>	Describe: _____			
DESCRIPTION OF OCCURRENCE					

Figure 1 - 4
EIA Reporting Form - Front

[illegible]

Figure 1 - 5
EIA Reporting Form - Back

Reportable EIA Events

All company-related flight safety accidents / incidents will be submitted on an Event / Incident / Accident form, which must be completed in full. An EIA will be submitted for, but is not limited to, the following events which occur during flight operations:

False fire warning
Aircraft departing paved surface
Adverse aircraft handling characteristics
Flight control system failure
Altitude deviation
Less than 30 minutes of fuel remaining
ATC incident
Fuel system failure or leakage
Bird strike
Hijacking

Bomb threats
Hydraulic failure
Brake system failure
Hard or overweight landing
Cabin pressure loss
Landing gear/gear door malfunction
Total loss of communications
Significant navigational error
Crewmember incapacitation
Near mid-air collision
Aircraft damage
Rejected takeoff

Reportable EIA Events (cont.)

Property damage in excess of \$25,000	Unruly or intoxicated passenger
Runway incursion	Electrical failure inflight
Dangerous goods incident	TCAS RA or GPWS warning
Smoke or fumes in cockpit or cabin	Declared emergency
Death or serious injury to a passenger or crewmember	Tail strike
Suspected sabotage or terrorist activity	Any engine failure or shutdown
Deviation from Dispatch Release	Wind shear recovery maneuver
Severe air turbulence or wake turbulence encounter	Aircraft evacuation
Any diversion or air turn back	Any operational event that adversely affects a flight or results in reduced margins of safety
	Aircraft or engine fire

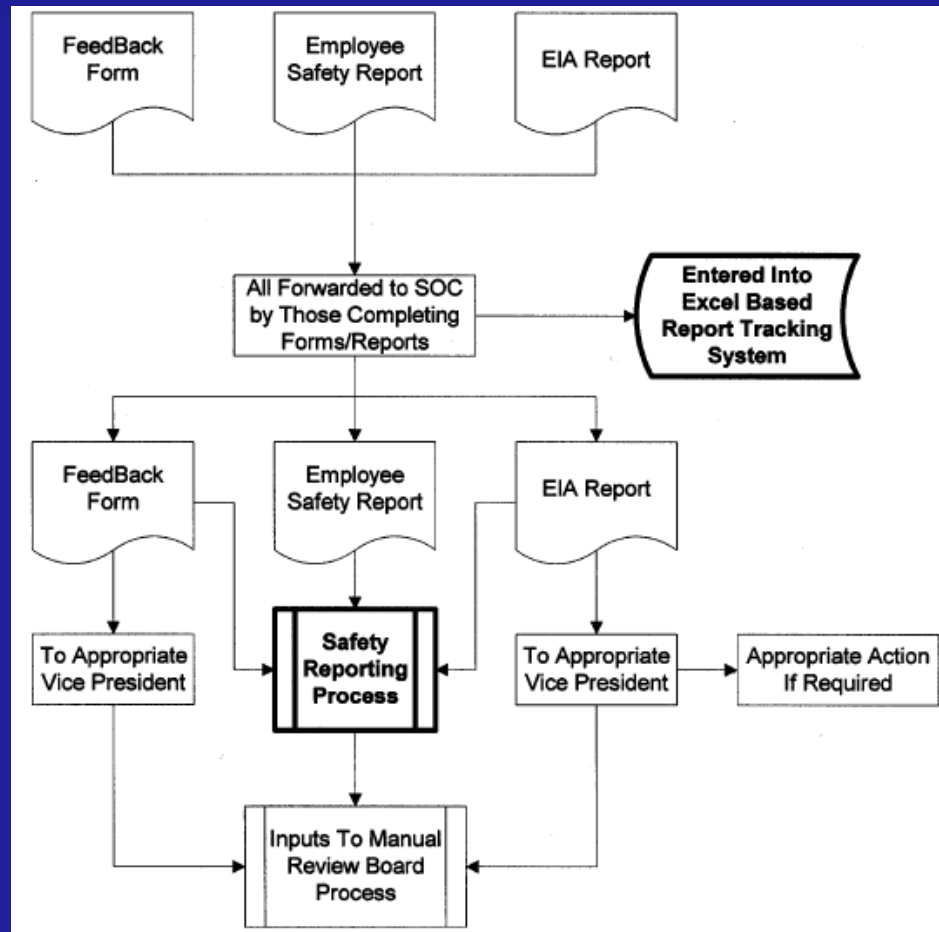
If in doubt as to whether or not an event meets the reporting criteria, complete an Event/Incident/Accident form.

Note: Returning to the gate to pick up a late passenger does not require an EIA.



Safety Reporting

The Employee Safety Reporting system documents the cause of an event and identifies corrective action(s) to ensure the event does not recur.



Employee Safety Reporting Data Flow Diagram

Chapter 2: Company Policies

All operations of company flight, ground and maintenance departments shall be conducted in accordance with Federal Aviation Regulations, State laws and regulations, and the company policies and procedures outlined in this manual.

The following slides highlight some of the important pilot information from the GOM.

Please refer directly to the GOM for details on each topic.



Pilots

- Pilots are responsible for notifying company of any changes in their flying status.
- Pilots should not accepts flights when their physical or mental conditions would be a detriment to the safety of the operation. Use the I'M SAFE checklist.
- All medical certificates are to be obtained and a copy submitted to the company no later than the **21st day of the due month**.
- Pilots are responsible for ensuring the aircraft is properly equipped for the flights. **This includes the overall cleanliness of the aircraft.**

Use of Intoxicants

- The use of intoxicants, including beer and wine, by any company personnel while on duty is prohibited.
- The use of intoxicants, including beer and wine, by a flight crew member within the **8 hours prior to duty** is prohibited.

Use of Drugs

- Pilots should ask their doctor if any prescription or non-prescription medicines they are taking will have any effect on their judgment or flying ability.

Blood Donations

- In no case will a crew member perform flight duties within 72 hours after a blood donation.
- Any lost duty time due to blood donations will not be eligible for compensation except on a paid time away from work basis

Operations

- Company aircraft will not be operated into known adverse conditions or forecast weather conditions which will exceed aircraft limitations as given in the applicable aircraft flight manual
- No pilot may leave the cockpit while the engine(s) are running.
- **No persons will enplane or deplane while the engine(s) are running.**
- No aircraft will be taxied between a terminal gate and other aircraft that are loading or unloading passengers.
- All company personnel shall cooperate fully with FAA officials during all inspections and tests performed by them.

Radio Checks and Electronic Usage

- A full comm/nav check should be performed prior to each departure in both VFR and IFR conditions.
- Ground autopilot checks shall be performed no less than twice a day by each crew, once prior to the first flight and one more time later in the day.

Aircraft Doors

- No pilot may leave the gate area for the purpose of flight without physically ensuring that all doors are properly closed and latched.

Use of Personal Electronic Devices (PEDs)

- The use of any portable electronic device is prohibited by any pilot while performing his flight-related duties.

Operational Control

- Operational Control** will be exercised by the President, Chief Operating Officer, Managing Director of Operations, System Chief Pilot, Fleet Manager – 402, Assistant Chief Pilot and Operations Managers.
- Operational Control to initiate flights** shall be exercised by the Chief Operating Officer, Managing Director of Operations, System Chief Pilot, Fleet Manager – 402 and Assistant Chief Pilot.

Operational Control to conduct or terminate flights shall be exercised by the Chief Operating Officer, Managing Director of Operations, System Chief Pilot, Fleet Manager – 402, Assistant Chief Pilot and **Pilots-in-Command**.

Please refer to Chapter 3 of the GOM for specific information on each position.



Chapter 3: General Information

Chapter 3 of the GOM provides general information about the company. It also describes the specific duties and responsibilities of members of the leadership team. It also provides a copy of the company's organizational flow chart.

Chapter 4: Operations Specifications

Chapter 4 of the GOM gives a brief explanation of the Company Operations Specifications (Ops Specs) and the procedures for amending them. The full version of the Ops Specs is found in Appendix A of the GOM.

Chapter 5: Weight & Balance

Aircraft

Prior to placing an aircraft in service, the Director of Maintenance will insure that the aircraft has a current/valid weight and balance.

Establishing Actual Weight of Multi-Engine Aircraft

No company multi-engine aircraft may be utilized unless current empty weight and center of gravity has been established by the actual weighing of the aircraft within the preceding thirty-six (36) calendar months

Procedure for Computing Aircraft Load Condition

- Except for position/ferry flights, the Pilot-In-Command will compute and enter the aircraft weight and center of gravity in the flight record/manifest
- When computing loading conditions, the PIC will use **actual weights of passengers plus an additional ten pounds.**
- When computing loading conditions, the PIC will use **actual weights of freight and baggage**



Pets (Cats and Dogs)

- Pets may be carried onboard in the passenger compartment under certain conditions.
- There is no limit to the number of pets that may be carried, provided they are from the same family and the weight and balance allows for it.

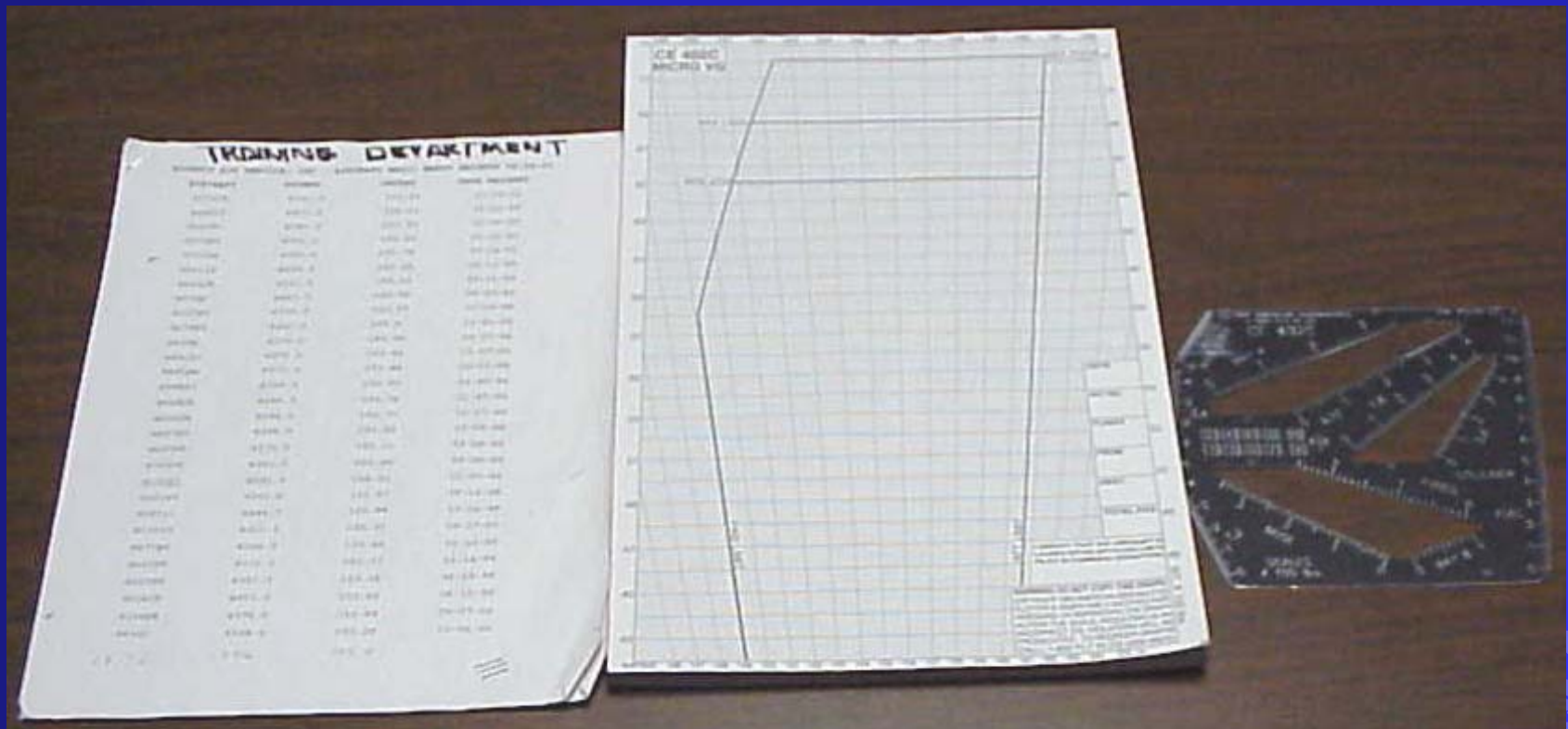
Distribution of Weight and Balance Forms

- The Pilot-in-Command shall retain a copy aboard the aircraft until it reaches its final destination.
- A copy shall be retained by the origin station until the end of the day when it is then forward to the office of the Director of Operations and retained as a permanent record for 30 days.
- The computer Weight and Balance program retains the forms for at least 30 days.
- If the internet connection should be lost, an additional copy of the form must be generated and sent to the office of the Director of Operations.
- The computer Weight and Balance program will print two (2) copies when manual seating is required.

Weight and Balance

American Aeronautics Plotter & Graph

Weight and Balance computations will generally be performed using the company's Weight and Balance computer program. However, if the computer program should be unavailable for any reason, pilots should be prepared to manually compute the Weight and Balance for each flight.



Chapter 6: Accident Notification

Immediate Consideration

If an aircraft accident or incident should occur involving a company aircraft and/or personnel, the Pilot-in-Command shall, if physically able:

- **Notify local authorities** and request assistance if needed.
- Take every precaution in removing persons injured or trapped
- Protect the wreckage from further damage and prevent the removal or disturbance of any wreckage.
- Protect the public from injury.

Immediate Notification

The Pilot-in-Command shall contact the company operations as soon as possible and/or the nearest Flight Service Station, giving the following information:

- Type, Nationality and registration marks of aircraft
- Name of Pilot-in-Command
- Date and time of accident
- Last point of departure and point of intended landing
- Position of the aircraft with reference to an easily-defined geographical point
- Number of persons aboard, number killed, number injured and extent of injuries.
- Nature of accident and extent of aircraft damage.
- Local weather at time of accident.
- Description of any explosives, radioactive materials or other dangerous articles carried.
- Pilot should request assistance and advise what has already been done to help passengers.

The pilot should not discuss the accident with anyone except properly identified NTSB or FAA inspectors.



Chapter 7: Required Maintenance

Required Inspection Procedures

All Hyannis Air Service, Inc. aircraft will be inspected in accordance with the manufacturer's recommended or FAA-accepted or approved inspection programs or 100 hour/annual/progressive inspection programs.

Phase Inspections

- Hyannis Air Service, Inc. aircraft undergo one of six sequential phase inspections every 60 hours.
- Aircraft **MUST NOT** fly beyond the next phase inspection due time listed in the aircraft log book.

Pre-flight Procedures

- The Pilot-in-Command will review the aircraft flight record (maintenance log) and complete the initial preflight inspection of the day in accordance with preflight inspection procedures found in the POH.
- On all subsequent flights a visual inspection will be completed to verify the aircraft is in condition for a safe flight

The following slides show pictures of the Aircraft Logbook, including examples of its included documents and the required log entries.

Aircraft Logbook

Weight & Balance
Materials

Airworthiness
Sticker

Aircraft Log
Sheet

Known as:
"The CAN"

The logbook is open to three pages. The top page is a weight and balance chart for a Cessna 441, showing a graph of weight vs. center of gravity and a table of limits. The middle page is an airworthiness sticker for a Cessna 441, showing a table of limits and a section for discrepancies. The bottom page is an aircraft log sheet for Cape Air Hyannis Air Service, Inc., showing a table of flight data and a section for discrepancies.

DATE	FLYER/INSTR	CAPTAIN/NO	FROM	TO	OUT	IN	TOTAL	OFF	ON	TOTAL	AVIONICS CHECK
1/1/8	4510	4510	NEW	EWB	1710	1640	120	15:14	44.6	0.2	DATE 1/1/8 PLACE STAMP 12 GND 1210T
2/1/8	4510	4510	EWB	NEW	1710	1640	120	15:14	44.6	0.2	ERROR 1/1/8 VOR #1
3/1/8	4510	4510	NEW	EWB	1710	1640	120	15:14	44.6	0.2	COMB 1/1/8 SCRAM 1/1/8
4/1/8	4510	4510	EWB	NEW	1710	1640	120	15:14	44.6	0.2	TIME 1/1/8 SPONDER 1/1/8
5/1/8	4510	4510	NEW	EWB	1710	1640	120	15:14	44.6	0.2	SIGNATURE 1/1/8
6/1/8	4510	4510	EWB	NEW	1710	1640	120	15:14	44.6	0.2	NEXT INSPECTION DUE 4/5/18
7/1/8	4510	4510	NEW	EWB	1710	1640	120	15:14	44.6	0.2	MANTENANCE RELEASE
8/1/8	4510	4510	EWB	NEW	1710	1640	120	15:14	44.6	0.2	
9/1/8	4510	4510	NEW	EWB	1710	1640	120	15:14	44.6	0.2	
10/1/8	4510	4510	EWB	NEW	1710	1640	120	15:14	44.6	0.2	
11/1/8	4510	4510	NEW	EWB	1710	1640	120	15:14	44.6	0.2	
12/1/8	4510	4510	EWB	NEW	1710	1640	120	15:14	44.6	0.2	
13/1/8	4510	4510	NEW	EWB	1710	1640	120	15:14	44.6	0.2	
14/1/8	4510	4510	EWB	NEW	1710	1640	120	15:14	44.6	0.2	
15/1/8	4510	4510	NEW	EWB	1710	1640	120	15:14	44.6	0.2	
16/1/8	4510	4510	EWB	NEW	1710	1640	120	15:14	44.6	0.2	
17/1/8	4510	4510	NEW	EWB	1710	1640	120	15:14	44.6	0.2	
18/1/8	4510	4510	EWB	NEW	1710	1640	120	15:14	44.6	0.2	
19/1/8	4510	4510	NEW	EWB	1710	1640	120	15:14	44.6	0.2	
20/1/8	4510	4510	EWB	NEW	1710	1640	120	15:14	44.6	0.2	
21/1/8	4510	4510	NEW	EWB	1710	1640	120	15:14	44.6	0.2	
22/1/8	4510	4510	EWB	NEW	1710	1640	120	15:14	44.6	0.2	
23/1/8	4510	4510	NEW	EWB	1710	1640	120	15:14	44.6	0.2	
24/1/8	4510	4510	EWB	NEW	1710	1640	120	15:14	44.6	0.2	
25/1/8	4510	4510	NEW	EWB	1710	1640	120	15:14	44.6	0.2	

DISCREPANCY

DATE PILOT LINE # DATE CORRECTIVE ACTION MECH PILOT SIGNATURE AND #

Airworthiness Sticker

AIRWORTHINESS

- N 137661

		DUE			DUE
EMPTY WEIGHT		4334.8	ELT BATTERY	10-05	3/04
CG		153.73	FIRE EXT. YEARLY INSP.		12/04
WEIGHING		10/04	FLARE		9/04
ALTIMETER & STATIC PIC		9/04	LIFE JACKET		7/20/04
ALTIMETER & STATIC CO-PIC					
TRANSPONDER #	CK	4/05			
TRANSPONDER #	CK	4/05			

Note: Day not necessary

Aircraft Log Sheet

- Record the Hobbs reading at the end of each flight
- Compute the trip times and record them on the aircraft flight record

Cape Air		Hyannis Air Service, Inc.		A/C FLIGHT LOG				N 2611X		DATE FRM 2/20 TO 2-23		AVIONICS CHECK	
DATE	FLT #	Captain/FO	FROM	TO	OUT	IN	TOTAL	OFF	ON	TOTAL	DATE 2/17/08	TYPE <input checked="" type="checkbox"/> AIR <input type="checkbox"/> GND <input type="checkbox"/> VOT	
1 2/20	025-1	JS-1/MS-4	MYA	1/2	085	080	55	3215.1	3215.9	.8	DATE 2/17/08	TYPE <input checked="" type="checkbox"/> AIR <input type="checkbox"/> GND <input type="checkbox"/> VOT	
2 2/20	312	JS-1/PBR	MYA	BOS	1156	1130	32	3215.9	3216.3	.4	BEARING#1 0°	BEARING#2 0°	
3 2/20	1033	JS-1/PBR	BOS	SLK	1303	1445	1:42	3216.3	3217.9	1.6	COMM#1 -	COMM#2 - ADF -	
4 2/20	1034	JS-1/PBR	SLK	BOS	1523	1444	1:21	3217.9	3219.1	1.2	DME -	XPONDER - A/P -	
5 2/20	327	ATWE	BOS	MVY	1840	1913	33	3219.1	19.5	.4	SIGNATURE: KERO from previous		
6 2/20	300	ATWE	MVY	BOS	700	734	34	19.5	19.9	.4	Per LOC page and 2/14/08		
7 2/21	6101	ATWE	BOS	MVY	734	806	27	19.9	20.3	.4	NEXT INSPECTION DUE 3275.1		
8 NO	FLIGHT	HYA	MX					20.3			MAINTENANCE RELEASE		
9 2/21	REPO	WWS	HYA	ACC	1815	1835	20	20.3	20.5	.2			
10 2/21	110.4	WWS	ACC	HYA	1550	1610	20	20.5	20.7	.2	TACH / HOBBS: 3215.1 DATE: 2/14/08		
11 2/21	121.2	WWS	HYA	ACC	1630	1650	20	20.7	20.9	.2	I CERTIFY AIRCRAFT N 2611X HAS BEEN		
12 2/21	122.3	WWS	ACC	HYA	1700	1720	20	20.9	21.1	.2	INSPECTED IN ACCORDANCE WITH OPERATION		
13 2/21	PD	YMR	HYA	PVC	1840	1900	20	21.1	321.3	0.2	# 5 OF HYANNIS AIR SERVICE, INC.		
14 2/22	202	PKAC	FL	BOS	705	740	35	21.3	21.8	.5	AIP AND IS APPROVED FOR RETURN TO SERVICE		
15 2/22	207	PKAC / AYOR	BOS	FL	1010	1104	54	21.8	22.2	.4	SIGNATURE: [Signature] 2614882		
16 2/22	216	ODAV / AYOR	FL	BOS	1120	1220	1:00	22.2	23.0	.8			
17 2/22	209	ODAV	BOS	PVC	1410	1500	50	23.0	23.4	.4			
18 2/23	207	ODAV	PVC	BOS	0655	0725	30	23.8	24.1	.3			
19 2-23	55	JDH / CPET	BOS	RUT	1000	1110	1:10	24.1	25.1	1.0			
20 2-23	60	JDH / CPET	RUT	BOS	1140	1245	1:05	25.1	26.1	1.0			

LINE #	DISCREPANCY	DATE	PILOT	LINE #	DATE	Corrective Action - Mechanic Signature / Certificate # OR Pilot Name / T# AND Control Number (if applicable)
7	Fuel leak by Right Wing	2/21	ATWE	7	2/21-08	Repaired leak at boost pump.
7	Heater work only works w/ right aux pump	2/21	ATWE	7	2/21-08	Repaired Heater Fuel Pump. OK.
8	Door Warn inop.	2/21	SCOR	8	2/21	Door upper door lock replaced.

NOTE: IF ANY DISCREPANCY IS NOT DEFERRABLE THEN THE AIRCRAFT IS GROUNDED UNTIL THE NECESSARY REPAIRS HAVE BEEN MADE. AC LOG 1
COMPLY WITH GOM CHAPTER 8. JAN 07



Deferred Items List

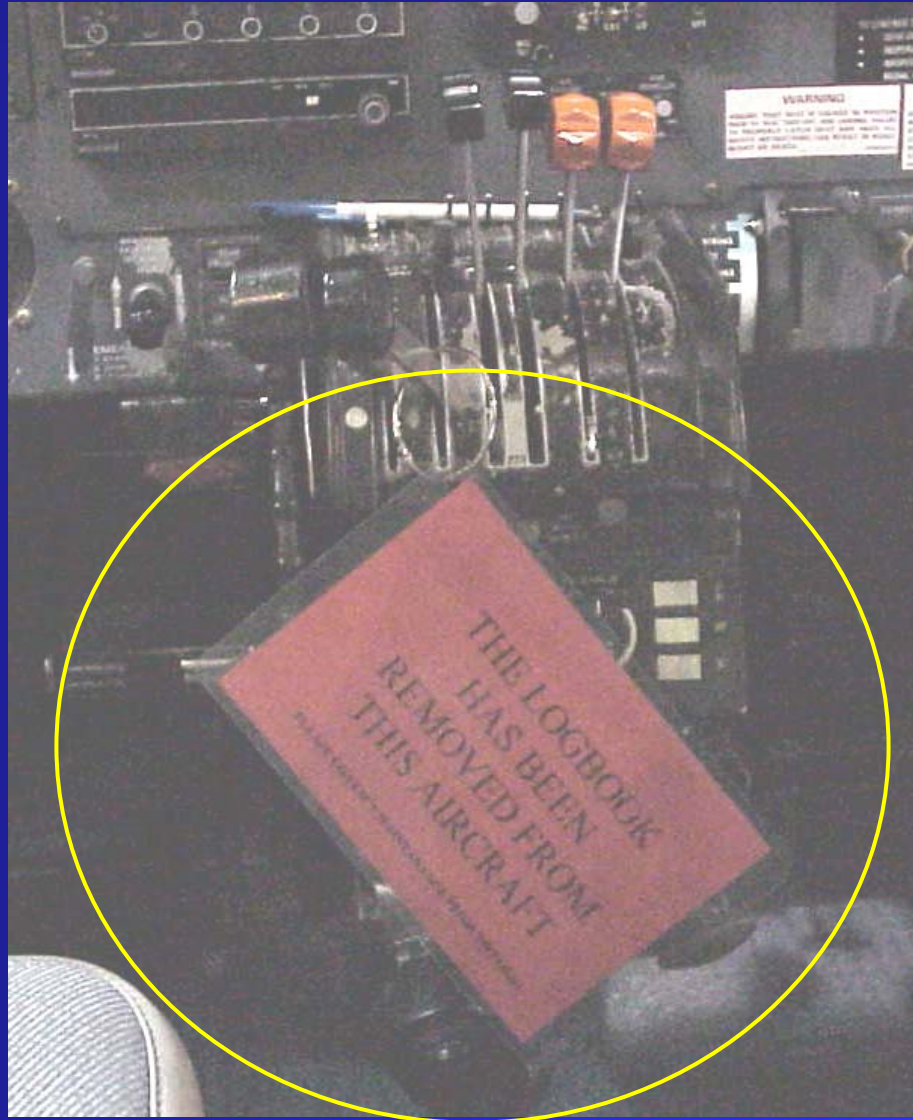
2 M.E.L. DEFERRED ITEMS LIST

Dynamis Air Service, Inc.

Aircraft N2601X

ITEM #	DATE INOP	DESCRIPTION & RELEASE OF M.E.L. ITEM	FIX-BY DATE	RELEASED BY	CORRECTIVE ACTION TAKEN	ACTION DATE	REPAIRED BY
1.	2/16/08	HEATER WOP 21-1-1	2/26/08	12876	RTRD HEATER FUEL PUMP OPS CHK GOOD	2/16/08	<i>[Signature]</i> 23465205
2.	2/29/08	G-WING COVER DEICE BOON 30-1-2	3/9/08	12876	Trunk & boots w/4 alcohol	2-28-08	<i>[Signature]</i> 128748
3.							
4.							
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21.							
22.							
23.							
24.							
25.							

Display the “Logbook Removed” Placard when removing the Can



Chapter 8: Mechanical Irregularity Reporting Procedures

The Pilot-in-Command is responsible for recording any mechanical irregularities in the log.

Maintenance Operations Control will be notified of any mechanical irregularities at the completion of each flight.

Chapter 9: MEL Procedures

What is an MEL?

- MEL stands for **Minimum Equipment List**
- It is an official list of equipment that may be inoperative under certain conditions or circumstances without affecting the aircraft's airworthiness for revenue service

Repair Categories

MEL items are categorized by how soon they must be fixed. The following give the “fix by” timeframes for each category:

- Category A: Per MEL requirements
- Category B: 3 Days
- **Category C: 10 Days (Most Common)**
- Category D: 120 Days

Important MEL Symbols and Definitions

“*” Symbol

- A “*” in column 4 indicates the listed item, if inoperative, must be placarded to inform and remind the crewmember and maintenance personnel of the equipment

“(M)” symbol

- An “(M)” symbol indicates a requirement for a specific maintenance procedure which must be accomplished prior to operation with the listed item inoperative.
- Normally these procedures are accomplished by maintenance personnel; however, other personnel may be qualified and authorized to perform certain functions.
- *Procedures requiring specialized knowledge or skill, or requiring the use of tools or test equipment should be accomplished by maintenance personnel*

“(o)” Symbol

- An “(o)” symbol indicates a requirement for a specific operations procedure which must be accomplished in planning for and/or operating with the listed item inoperative.
- Normally these procedures are accomplished the flight crew; however, other personnel may be qualified and authorized to perform certain functions.

MEL Guidelines for (O) & (M) Operations

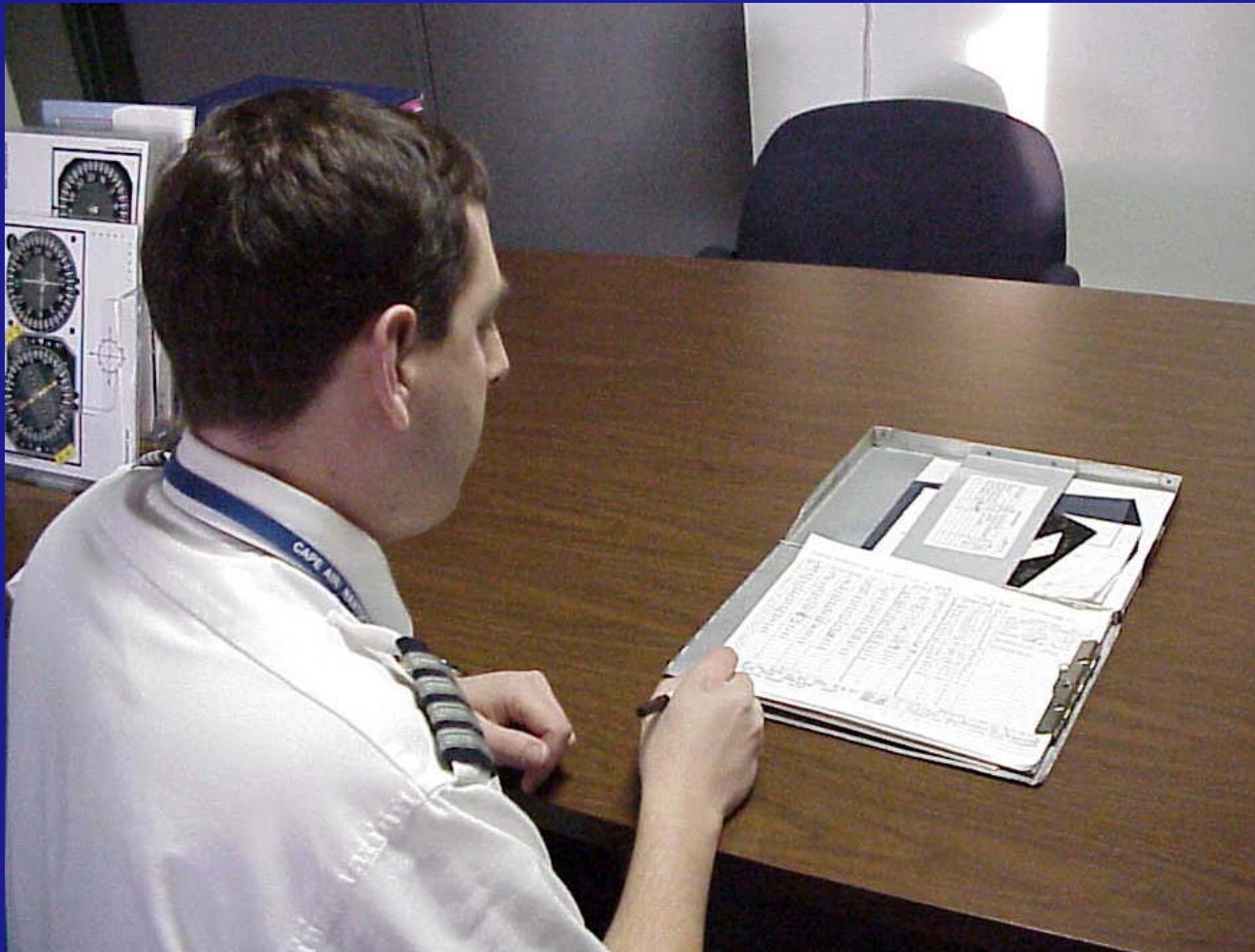
- In the MEL there are specific guidelines for (O) & (M) Operations.
- These guidelines give the specific operations/maintenance procedure which must be accomplished in planning for and/or operating with the listed item inoperative.

MEL Scenario

You are in Boston and discover that the aircraft Parking Brake is inoperative.

What do you do?

Write Up the Discrepancy



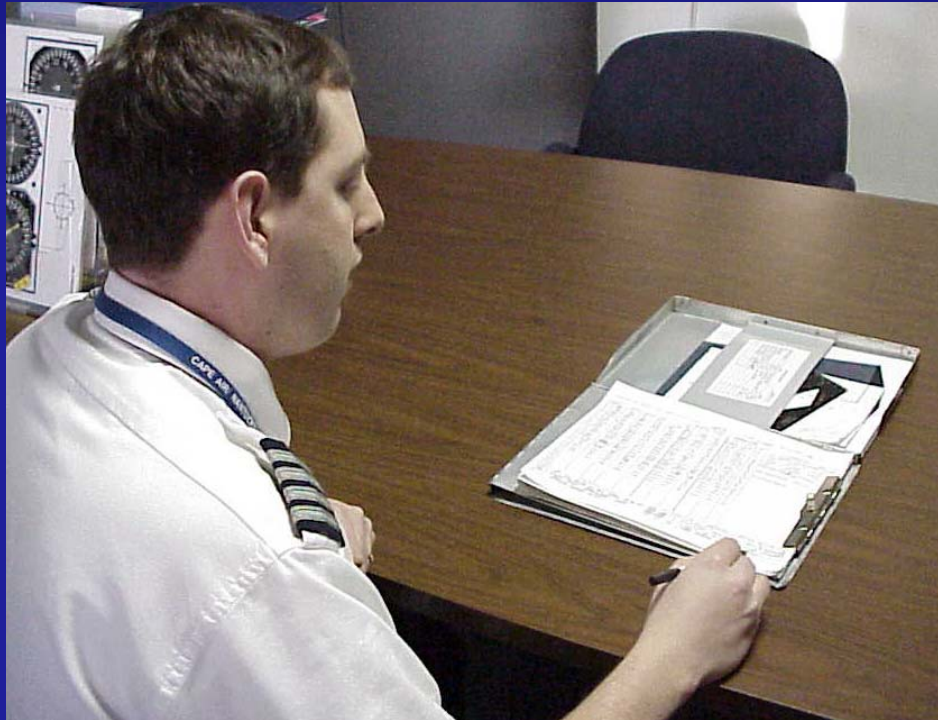
Call Maintenance Operations Control (MOC)



MOC

- Maintenance operations control (MOC) will determine whether or not the discrepancy is an MEL item.
- If the discrepancy is deferrable Maintenance will issue a control # and the fix by date.

Fill in the “Corrective Action” Column



In our scenario, the following would be the correct entry:

Deferred per MEL 32-1-1 Evan Cushing T1234 Control # 5678

Write the Deferral in the Deferred Items List



DATE INOP	DESCRIPTION & RELEASE OF MEL	FIX-BY DATE	CONTROL #	RELEASED BY
1/23/06	Parking Brake Inop	2/2/06	5678	EC

If there's an Asterisk *

The Item must be Placarded



Comply with all “O” and “M” Procedures



Chapter 10: Enroute Maintenance

If an aircraft needs maintenance while enroute, the decision on whether company mechanics or a maintenance agency at the way point does the work will be determined by the Director of Maintenance.

Any questions on this topic should be directed to MOC.

Chapter 11: Refueling Procedures

The following common sense procedures should be followed when refueling aircraft:

- No aircraft will be fueled or defueled inside hangars or while the engines are operating.
- Aircraft electrical switches which control units in the wing or tank areas not necessary to the fueling operation should not be operated during fueling. If a switch is turned on and then refueling begins, leave the switch on until after the refueling process is completed (except in an emergency).
- Fueling may be performed with passengers aboard provided that a crewmember is aboard or standing at the door with the door open.
- When refueling at an airport other than one authorized for scheduled operations, any fuel drained from the fuel tanks will be considered contaminated and will not be returned to the tanks.

Chapter 12: Flight Locating

All FAR 135 flights will be operating under either VFR or IFR flight plans.

As long as the pilot monitors the company frequency through the flight and informs flight operations of the ETA, “On Line” operations may be conducted without filing a VFR Flight plan.

Chapter 13: Emergency Procedures

The Pilot-in-Command is directly responsible for, and is the final authority as to, the operation of his aircraft. In an in-flight emergency involving the safety of persons or property, the Pilot-in-Command may deviate from any FAA rules to the extent necessary to meet that emergency.

When a Pilot-in-Command experiences an in-flight emergency, or what he/she believes may create an emergency, he should take whatever action he/she deems appropriate to assure the safety of flight.

All pilots are expected to be thoroughly familiar with the emergency checklists on all aircraft to which they may be assigned.

Chapter 14: Enroute Qualifications

Each pilot who is to serve as Pilot-in-Command must pass an enroute flight check in one of the airplanes he/she is to fly before flying as Pilot-in-Command on any Scheduled Air Carrier or Air Taxi flight.

Each pilot must also pass a recurrent enroute flight check within each 12 calendar months.

Chapter 15: Weapons and Hazmat

Weapons

- Federal law provides that no person shall carry a deadly or dangerous weapon aboard an aircraft operated by this company except Crewmembers and Federal Law Enforcement Officers.
- If a FFO or LEO is aboard, introduce yourself and ensure you receive a Firearm Declaration Form from the Station Operations agent.
- Passenger firearms that are unloaded, dismantled and encased in a hard-sided container may be carried in a baggage compartment. Under no circumstances are they to be carried aboard the aircraft by the passenger.
- Ammunition must be separated from the firearm in a wood, metal or fiber box and the maximum amount of ammunition per passenger is eleven (11) pounds).

Hazardous Materials

This company will not transport any dangerous or magnetized materials as described in the operations manual, any cargo of suspicious nature or any material that the pilot considers dangerous or hazardous to flight.



Chapter 20: Cold Weather Operations

Operations in Heavy Rain

Operations in or near areas of heavy rain associated with convective activity within close proximity of the ground are strictly forbidden.

Operations from Contaminated Runways

Take-offs will not be attempted with more than ½ inch slush or standing water or more than 3 inches of loose-packed snow on the runway surface.

Chapter 21: Handicapped Passengers

Carriage

Hyannis Air Service, Inc. defines handicapped as any passenger needing special assistance and/or consideration because of physical or mental limitations such as persons who are blind, deaf, mentally handicapped (not so severe as to endanger the safe operation of the flight), elderly, senile persons with heart conditions, etc. This category includes non-ambulatory persons.

Hyannis Air Service, Inc. **will not carry more than ONE non-ambulatory passenger per flight.** A non-ambulatory person is one not able to walk.

Hyannis Air Service, Inc. will offer reasonable assistance in boarding and deplaning the non-ambulatory passenger.

Seeing Eye, Hearing Ear and Companion Dogs

Blind, deaf and physically handicapped passenger may be traveling with a “seeing eye,” “hearing ear” or “companion dog.” The dog may accompany the passenger in the cabin of the aircraft provided the dog is clean, harnessed and kept at his/her master’s feet.





*Thank you for your attention
during this presentation.*

*Please see your instructor to
obtain the quiz for this module.*