# Westwind Aviation, Inc.

## Part 135

# General Operations Manual

Revision 36

**Forward**

A. In developing this general operations manual, the objective has been not only to meet the requirements of FAR 119 and FAR 135, but to develop policies and procedures to assist pilots in their day-to-day activities. The manual includes important elements from the Federal Aviation Regulations, Airman's Information Manual, Operations Specifications and Westwind company policies. It provides an extremely important resource for pilots and should be used in conjunction with, not in replacement of, the other aforementioned resources.

B. Westwind Aviation, Inc. is in the business of carrying passengers and cargo with the emphasis on safety, dependability, and customer service. Familiarity and adherence to the material in this manual will ensure that these objectives are met with consistency and in accordance with all Federal, State, Local, and Company requirements.

C. Westwind Aviation, Inc. as referenced throughout this general operations manual is understood to be the air carrier licensed under the provisions of FAR 135 Certificate WIWA 604K. It will at times be referred to in this manual simply as Westwind.

## Record of Revision

| Revision # | Revision Date | Revised By | Revision # | Revision Date | Revised By |
|---|---|---|---|---|---|
| 1 | 03/01/01 | R. Strong | 21 | 10/07/11 | Bill Rogers |
| 2 | 05/07/01 | R. Strong | 22 | 07/12/12 | Bill Rogers |
| 3 | 09/19/01 | R. Strong | 23 | 06/04/2013 | Bill Rogers |
| 4 | 11/28/01 | R. Strong | 24 | 06/19/2013 | David Monteith |
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| 7 | 11/01/03 | R. Strong | 27 | 06/16/2014 | Ronald Strong |
| 8 | 3/1/04 | R. Strong | 28 | 01/01/2015 | Ronald Strong |
| 9 | 11/1/04 | R. Strong | 29 | 01/01/2016 | Elijah Riggs |
| 10 | 03/01/06 | Tim Pruitt | 30 | 01/31/2017 | Elijah Riggs |
| 11 | 08/08/06 | Tim Pruitt | 31 | 10/01/2017 | Elijah Riggs |
| 12 | 09/15/06 | Tim Pruitt | 32 | 05/01/2018 | Elijah Riggs |
| 13 | 02/01/07 | Tim Pruitt | 33 | 08/08/2019 | Elijah Riggs |
| 14 | 07/31/07 | Tim Pruitt | 34 | 08/31/2021 | Elijah Riggs |
| 15 | 05/13/08 | Chris Glasgow | 35 | 02/23/2022 | Elijah Riggs |
| 16 | 05/12/09 | Chris Glasgow | 36 | 07/28/2022 | Elijah Riggs |
| 17 | 07/22/09 | Chris Glasgow | | | |
| 18 | 06/22/10 | Chris Glasgow | | | |
| 19 | 03/11/11 | Chris Glasgow | | | |
| 20 | 09/07/11 | Bill Rogers | | | |

# Transmittal Sheet

To: All holders of Westwind Aviation, Inc. Operations Manuals

Insert revision 36 dated 07/28/22 into your Operations Manual in the following manner.

| REMOVE | INSERT |
|---|---|
| 0.1 rev 35 | 0.1 rev 36 |
| 0.3 rev 35 | 0.3 rev 36 |
| 0.4 rev 35 | 0.4 rev 3 |
| 0.5 rev 35 | 0.5 rev 36 |
| 2.1 rev 35 | 2.1 rev 36 |
| 2.10 rev 32 | 2.10 rev 36 |
| 3.11 rev 35 | 3.11 rev 36 |
| 3.14 rev 35 | 3.14 rev 36 |
| 5.5 rev 35 | 5.5 rev 36 |
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## List of Effective Pages

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| 0.3 | 36 | 3.13 | 27 | | | | |
| 0.4 | 36 | 3.14 | 36 | | | | |
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| 1.0 | 29 | 3.17 | 29 | | | | |
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| 1.4 | 31 | 3.21 | 34 | | | | |
| 2.0 | 27 | 4.0 | 27 | | | | |
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# Chapter 1
# General Information


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**1-1. Purpose and Organization**

A. The purpose of this manual is to provide a guideline for company personnel to carry out assigned duties and responsibilities in accordance with company policies and FAA regulations. It is not intended to replace the FAR's or the practice of common sense. Authority to deviate from any company policy or procedure in this manual will be granted only by the Director of Operations.

B. The proceedings and policies described in this manual are not intended to conflict with any provisions of the Federal Aviation Regulations. If found in conflict, the Federal Aviation Regulations shall take precedence over these policies and procedures. Without exception, all flight operations shall be conducted with safety as the primary consideration. All operations will be conducted in accordance with the provisions of the Federal Aviation Regulations, and the Company Operations Specifications.

C. The content of each chapter is shown in the Table of Contents. The Table of Contents contains a list of chapter subjects, section numbers, and the corresponding page numbers.

**1-2. Manual Use**

A. This operations manual has been compiled in an effort to provide guidance to all personnel responsible for performing flight operations functions at Westwind Aviation, Inc.

B. This manual is to be used in conjunction with applicable manufacturer's flight operations manuals as well as appropriate Federal Aviation Regulations. In the event that procedures in the manufacturer's publication conflict with any procedures in this manual, the procedures in the manufacturer's publication must take precedence.

**1-3. Requirements for Manual Use**

A. It is required that all operations employees adhere to the instructions contained in this manual and follow the procedures as outlined.

B. Each operations employee shall have the manual available when performing assigned duties.

C. All manuals are the property of Westwind Aviation, Inc. and remain such under all circumstances. They may not be loaned or given to any persons outside the company, nor may they be copied or reproduced in any manner, without the approval of the Director of Operations.

D. Definitions for terms used in this manual are contained in OpSpec A002

**1-4. Manual Changes**

A. If spelling errors, mechanical artifacts and erroneous statements are detected; the findings should be brought to the attention of the Director of Operations.

B. Should any policy or procedure in this manual prove to be inefficient or unsafe in actual practice, the manual will be changed to correct this problem.

**1-5. Manual Revision Procedures**

A. All revisions must be submitted to the FAA for review and acceptance.

B. As revisions are made to this manual and the Operations Specifications, copies will be provided to all users listed in paragraph D below that are required to maintain a copy. The Primary Operations Inspector (POI) will receive an electronic copy in lieu of a printed copy.

C. A Manual Change distribution list will be maintained to verify that all manuals are updated as revisions occur.

D. Manuals will be available as follows:

- Each Aircraft will have a copy in the aircraft logbook
- Each office will have access via the Office Drive
- Maintenance will have access via the Maintenance Drive
- Pilots will have access via the Office Drive, and a hard copy in the aircraft book
- Pilots may also keep an electronic copy of the manual

E. Westwind Aviation, Inc. will maintain the original copy of its operations manual at its principal base of operation.

**1-6. Types of Revisions**

A. Revision to the manual may be initiated by the Company or may be requested or suggested by the FAA.

B. Westwind Aviation, Inc. may implement a new procedure or related practice after acceptance of the manual by the FAA. Revisions must be submitted to the Scottsdale FSDO for acceptance. After acceptance, all company manuals will be updated as soon as possible.

When necessary, the FAA may suggest or formally request a revision to this manual when such a revision is in the interest of safety, or when the manual does not meet the requirements of the applicable Federal Aviation Regulations.

**1-7. Transmittal Sheet**

A. When a revision is issued, it will include a “Transmittal Sheet.” The purpose of this page is to provide instruction to the manual holder on the proper replacement of each affected page of the manual by the new revised page.

**1-8. List of Effective Pages**

A. When a revision is made it will include a "List of Effective Pages." The List of Effective Pages will enable the manual holder to determine by checking each page date, that the manual is current up to the latest posted revision as listed in the "Record of Revision" page, located at the front of the manual.

**1-9. Use of Other Business Names**

Westwind Aviation, Inc. also operates dba "Westwind Air Service"

**1-10. Jurisdiction/Certificate**

A. Westwind Aviation, Inc. is under the jurisdiction of the:

Federal Aviation Administration
Scottsdale Flight Standards District Office
17777 N. Perimeter Drive, Suite 101
Scottsdale, Arizona 85255.

B. Westwind Aviation, Inc. operates under Air Carrier Certificate No. WIWA 604K.

C. This certificate is effective until suspended, surrendered, or revoked.

**1-11. Business Office/Record Keeping**

A. Westwind Aviation, Inc. will maintain its principal business office at:

732 W. Deer Valley Road
Phoenix, AZ 85027

Westwind Aviation, Inc. will maintain at its principal business office and make available for inspection all records required under FAR 135.63(a)(b)(d).

**1-12. Location of Company Forms**

A. All of the latest revision company forms will be stored on the Office drive. Company forms will be revised as needed by the Director of Operations or a designee. The Director of Operations will ensure that all revised forms will be brought to the attention of management personnel that the up dated form will apply to.

**1-13. Location of Company S.O.P Manuals**

A. All pilots will have access to the company Standard Operations Procedure Manual via the Westwind training website This manual will explain S.O.P's for all tour flights and charters. This manual will be kept up to date by the Director of Operations, Chief Pilot or Assistant Chief Pilot. The Director of Operations will approve all changes or updates to S.O.P's all pilots will be advised of updates to the manual as necessary. The SOP's are in no way meant to override the GOM, Operations Specifications or any FAR's. The SOP's are simply a guide line that the PIC can follow to ensure the correct route is being flown for a standard tour, or the normal operations on a standard charter flight.

**Chapter 2**
**Westwind Personnel**

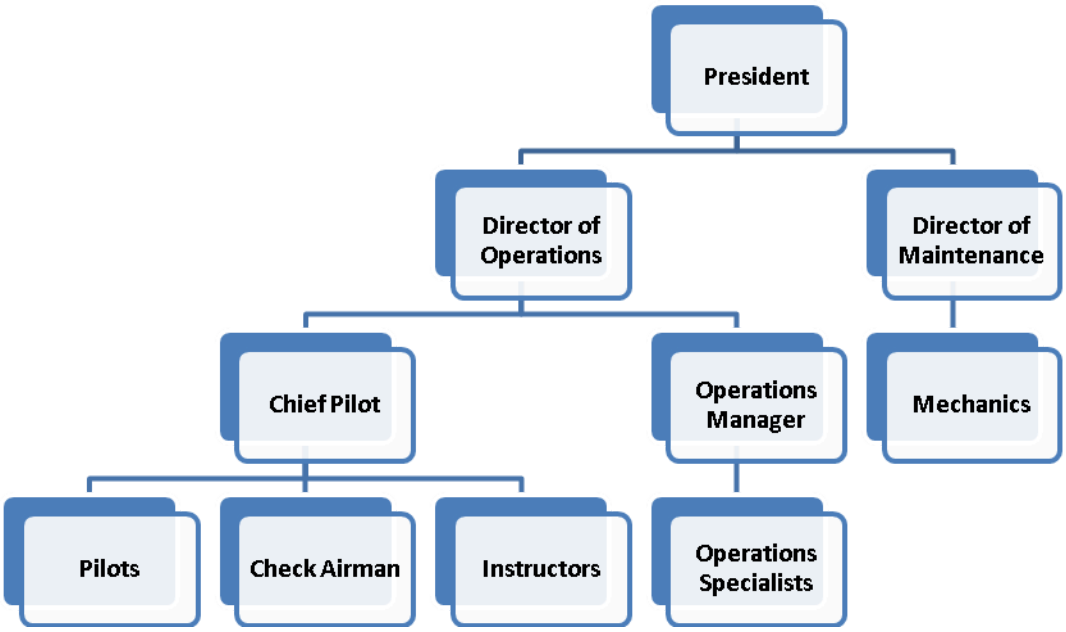

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**2-1. Required Management Personnel:**

A. Westwind Aviation, Inc. will have sufficient qualified management and technical personnel to ensure the safety of its operations. Westwind must have qualified personnel in the following or equivalent positions:

| | |
|---|---|
| ▪ Director of Operations | Elijah Riggs |
| ▪ Chief Pilot | Bruce Grubbs |
| ▪ Director of Maintenance | Eric Smith |

**2-2. Chain of Command**




**2-3. Operational Control-Responsibility**

A. The responsibility for Operational Control, as outlined in OpSpec A008, is placed with the Director of Operations. The Director of Operations may delegate the functions of initiation, continuation, diversion, and termination of a flight to other personnel; however, the Director of Operations always retains full responsibility for these functions.

B. Operational Control may be delegated to the following Westwind Aviation, Inc. personnel:

- Chief Pilot
- Assistant Chief Pilot
- Operations Manager
- Pilot in Command with respect to their assigned flight

**2-4. Operational Control-Definition and Function:**

A. Operational Control is defined as "the exercise of authority over initiating, conducting and terminating a flight".

B. Specific Operational Control functions include, but are not limited to, the operator's performance of the following functions:

- Ensuring that only those operations authorized by the Operations Specifications are conducted.
- Ensuring that only those pilots trained and qualified in accordance with the applicable regulations are assigned to conduct a flight.
- Ensuring that pilots are in compliance with flight, rest and duty time requirements when initiating a flight.
- Designating a pilot in command for each flight.
- Providing the pilot in command and other personnel who perform operational control functions with access to the necessary information for safe conduct of the flight.
- Specifying the conditions under which a flight may be released for service.
- Ensuring that each flight has complied with conditions necessary for that flights release.
- Monitoring the progress of each flight using company flight following procedures.

**2-5. Duties, Responsibility and Authority of Personnel:**

A. Director of Operations - The Director of Operations may delegate authority for the following functions as necessary, but retains responsibility.

- Ensure that all company operations comply with applicable FAR's, operations specifications of this manual.
- Maintain and revise the operations manual and training manual.
- Ensure that all company licenses, certificates, records and publications are kept current and accurate.
- Amend and/or originate operations specifications.
- Notify the NTSB of any accident in accordance with NTSB 830.
- Maintain all required records at the principal business office.
- Designate a chief pilot, check airman and instructors.
- Hire pilots, station managers and office personnel.

- Supervision of all operations personnel, including: chief pilot, check airman, instructors, pilots, station managers, and office personnel.
- Inform each employee of the operations specifications that apply to that employee's duties and responsibilities and make available to each pilot all items as appropriate, listed in 135.81(a)-(c)
- Print a weekly TFBO Maintenance Warning report for all assigned aircraft to ensure compliance with scheduled and required maintenance.
- Ensure aircraft are turned over to the Director of Maintenance for required maintenance, servicing, and/or inspections.

A. Director of Operations (continued)

- Ensure that all maintenance, inspections and paperwork, as required by 91.411(a)(1), OpSpec D101, D103, and D104 have been completed when an aircraft is returned to service.
- Scheduling of aircraft and pilots
- Monitor flight and ground operations to ensure compliance with company policies and procedures.
- Notify pilots, through the office or air traffic control, of potential danger when baggage and/or cargo on board the airplane is known or believed to have been involved in a hazardous materials spill.

B. Chief Pilot

- Reports directly to the Director of Operations
- Assists the Director of Operations in developing and revising flight operations policy
- Coordinates the training and qualification of all company instructors and check airman
- Insures that all pilots are in compliance with applicable regulations
- Handles discipline issues as related to pilots
- Responsible for all pilot training
- Will hold the required certificates and experiences as per FAR 119.71
- Responsible for tracking pilot currency and maintains all pilot records
- Exercise operational control over all flights
- Scheduling of pilots and aircraft
- Duties as line pilot
- Those duties as assigned by the Director of Operations

C. Assistant Chief Pilot

- Those duties as assigned by the Director of Operations, or Chief Pilot
- Reports directly to the Director of Operations, or the Chief Pilot
- Assists the Director of Operations, and Chief Pilot in developing and revising flight operations policy
- Assists Chief Pilot in insuring that all pilots are in compliance with applicable regulations
- Assists Chief Pilot handling discipline issues as related to pilots

- Assists Chief Pilot with tracking pilot currency and maintaining all pilot records
- Exercise operational control over all flights, that have been assigned by the Director of Operations, or the Chief Pilot
- Assists the Chief Pilot with Scheduling of pilots and aircraft
- Duties as line pilot

D. Operations Manager

- Reports directly to the Director of Operations
- Any duties as assigned by the Director of Operations
- Oversees scheduling of all Operations staff
- Assuring that flight following is kept in compliance with GOM 3-15

Operations Manager (continued)

- Completing the daily flight schedule, if asked by the Director of Operations, Chief Pilot, or Assistant Chief Pilot.
- Assists in both initial and recurrent training of operations specialists
- Overseeing that weight and balance is being completed, and assigned to each PIC
- Handles discipline issues as related to operations Specialists
- Duties as an Operations Specialists

E. Operations Specialists

- Reports directly to the Operations Manager
- Knowledge of company operational policies and procedures
- Assists Operations Manager in tracking flights and performing flight following procedures
- Input weight and balance information once trained per the approved training program
- Enter aircraft utilization data into Total FBO information tracking system for aircraft check-in
- Enter daily aircraft utilization projections into Total FBO for daily aircraft release
- General office duties.

F. Director of Maintenance

- The Director of Maintenance may delegate authority for the following functions as necessary but retains responsibility.
- Ensure all required maintenance, servicing and inspections are performed in accordance with applicable FAR's, operations specifications and this manual.
- Maintain required reference materials and service manuals.
- Keep all aircraft logs and TFBO data current and accurate.
- Ensure all discrepancies are repaired or properly deferred per the MEL.
- Serve as MEL Program Manager.
- Be responsible for the completion of Operational Irregularity Reports
- Notify the Director of Operations of upcoming maintenance, servicing and/or inspections.
- Ensure that all personnel performing maintenance on Part 135 aircraft are appropriately certificated or supervised by an appropriately certificated mechanic.

- Provides availability of aircraft to operations manager.
- Ensure all forms and other documentation are correctly completed and properly posted before an aircraft is made available for return to service following all maintenance actions.

Pilot in Command (PIC) – The pilot-in-command may delegate authority for the following functions to the second-in-command as necessary but retains responsibility.

- Reports directly to the Chief Pilot or Assistant Chief Pilot
- Responsible for the safe and efficient conduct of the assigned flight.
- Reports for duty properly rested and in proper dress.
- Plans flight assignment and obtains briefing information regarding purpose of the flight, weather, operating procedures and special instructions. Files flight plan, as needed.
- Prepares or supervises preparation of flight plan considering such factors as nature of flight, altitude, terrain, weather, operating procedures and special instructions.
- Supervises second-in-command to ensure proper planning and flight preparation.
- Ensures that the aircraft is pre-flight inspected, loaded, equipped and manned for the flight assignment.
- Supervises loading of cargo and passengers and determines that weight and balance is within limitations.
- Ensures cargo is properly secured and provisions for passenger comfort and emergency equipment are on board.
- Operates aircraft at favorable altitude taking into account turbulence, oxygen requirements and comfort for passengers.
- Ensures completion of daily flight record, maintenance forms and other company paperwork.
- Checks Aircraft Status and Inspection Record sheet to determine that the aircraft is in airworthy condition, and that all required maintenance has been performed.
- Responsible for the safety, welfare and comfort of passengers.
- Exercise good customer service skills when interacting with customers.
- Comply with all company policies and procedures as outlined in this manual.
- Participate in the company Anti-Drug and Alcohol Misuse Program.
- Exercise “Operational Control” over the flight in accordance with FAR 135.77.

H. Second in Command (SIC)

- Is administratively responsible to the Chief Pilot and is functionally responsible to the Pilot in Command on the flight to which he is assigned.
- Will assist the Pilot in Command in all functions of aircraft operation.
- May act as Pilot in Command in the event that the PIC becomes incapacitated.

I. Company Check Pilot

- Administer all aircraft oral/written tests in compliance with 135.293(a).
- Administer all flight tests in compliance with 135.293(b).
- Administer all flight tests in compliance with 135.297.
- Administer all line checks in compliance with 135.299(a).
- Ensure standardization of company policies and procedures.
- Completion of all 8410 forms after completion of above testing
- Ensuring that all paperwork, and TFBO are up to date after a check ride has been conducted
- Assist the chief pilot in developing, and implementing the company training program

J. Company Flight Instructor

- Conduct ground and flight training
- Evaluation of candidate performance
- Ensure compliance with Westwind Aviation, Inc. policies and procedures
- Perform training in accordance with Westwind Aviation, Inc training manuals
- Comply with all Westwind Aviation, Inc training manuals
- Completion of all training records and ensure the records are in the pilot book, before a check ride.

**2-6. Command and Sequence of Command**

A. Each flight requiring two pilots will have designated a Pilot in Command and a Second in Command. Prior to assignment as SIC, a pilot must be trained and qualified according to the Westwind Aviation approved training program and FAR 135.329(e).

B. The assignment of a flight crew for a specific flight will be determined by the Director of Operations, Chief Pilot or Assistant Chief Pilot and shall be in accordance with applicable regulations and this operations manual.

C. If the Pilot in Command becomes disabled while in command of a company aircraft, the Second in Command will assume control of all responsibilities related to the conduct of the flight until the aircraft arrives at the next point of landing.

D. The Pilot in Commands' responsibility for the aircraft commences from the moment the aircraft is released to him or her and until such time as the aircraft is returned or the pilot in command is properly relieved.

E. The Pilot in Command has authority over the Second in Command from the time the SIC reports for duty until such time that the SIC has gone off duty.

**2-7. Qualification of Management**

A. Director of Operations
To serve as Director of Operations under §119.69(a) the candidate must meet the requirements of §119.71(b)

B. Chief Pilot
To serve as Chief Pilot under §119.69(a) the candidate must meet the requirements of §119.71(d)

C. Assistant Chief Pilot
Must be a Westwind Air Service Line Pilot, that has been found capable by the Director of Operations, and the Chief Pilot of handling the responsibilities stated in 2-5 of the GOM

D. Director of Maintenance

To serve as Director of Maintenance under §119.69(a) the candidate must meet the requirements of §119.71(d)

E. Operations Manager
Must have been found capable, by the Director of Operations, of handling the responsibilities stated in 2-5 of the GOM.

**2-8. Qualification of Pilots and Operations Specialist**

A. No pilot may operate a company aircraft VFR or IFR under the Westwind Air Carrier certificate until he or she has completed all required training as outlined in the Westwind Training Manual and passed a written or oral test and flight check administered by the FAA or designated company check airman. No Operations Specialist many perform the duties stated under GOM 2-5 unless the Operations Specialist has completed all required training as outlined on the Westwind form #210

B. In order to maintain pilot currency and proficiency, the company provides an initial and recurrent pilot training and testing program. This is a continuous program. The curriculum for this program and the schedule of subjects are listed in the company training manual. All training records for pilots will be kept in the Director of Operations office, for the entire employment of the pilot and then five years past the pilots last day of employment. Operations Specialist will receive training as outlined on the training form #210 when hired. This training may be conducted in a classroom setting, and or "On the Job". Their training records will be kept in the Director of Operations office for the entire employment of the operations specialist. A sign in sheet will be signed by everyone attending initial or recurrent training, and the sign in sheet will be kept in the Director of Operations office until the completion of the next years training.

**C. Initial Pilot Qualifications:**

**Pilot in Command – VFR**

Westwind Aviation, Inc. will not use a person as pilot in command of an aircraft under VFR unless that person:

1. Holds at least a commercial pilot certificate with appropriate category and class rating.
2. Holds at least a 2nd class FAA medical.
3. Has at least the following flight time:
    - 500 total time as pilot
    - 100 cross-country
    - 25 night cross-country
4. Holds an instrument rating or an ATP with an airplane category rating.

**Pilot in Command – IFR**

Westwind Aviation, Inc. will not use a person as pilot in command of an aircraft under IFR unless that person:

1. Holds at least a commercial pilot certificate with appropriate category and class rating.
2. Holds at least a 2nd class FAA medical.
3. Has at least the following flight time:
    - 1200 total time as pilot
    - 500 cross-country

- 100 night flight
- 75 of actual or simulated instrument time, 50 hours in actual flight.

4. Holds an instrument rating or an ATP with an airplane category rating.

**Second in Command – IFR**

Westwind Aviation, Inc. will not use a person as second in command of an aircraft under IFR unless that person:

1. Holds at least a commercial pilot certificate with appropriate category and class rating.
2. Holds at least a 2nd class FAA medical.
3. Has at least the following flight time:
    - 250 total time as pilot
    - 25 cross-country
    - 20 instrument time, 50 in actual flight.
4. Holds an instrument rating or an ATP with an airplane category rating.

D. All Westwind pilots must participate in the Westwind Aviation, Inc. Anti-Drug and Alcohol Misuse Prevention Program.

E. Westwind Aviation, Inc. will not use any person as a Pilot of an aircraft carrying passengers, unless he or she meets the recent experience requirements set forth below:

- Within the preceding 90 days that person has made 3 takeoffs and landings as the sole manipulator of the flight controls in an aircraft of the same category and class.
- For night flying, within the preceding 90 days that person has made 3 takeoffs and landings to a full stop during the period from 1 hour after sunset until 1 hour before sunrise as the sole manipulator of the flight controls in an aircraft of the same category and class.
- Completed an instrument proficiency check in accordance with FAR 135.297 in the preceding 6 calendar months if instrument flying duties are required.

F. Westwind Aviation, Inc. will ensure that all pilots performing services for Westwind meet all company and FAA regulation requirements for the duties they perform. Westwind Aviation, Inc. will also ensure that each pilot holds a current and appropriate pilot and medical certificate. Copies of these certificates must be kept in the pilot records.

G. No pilot will be assigned flight duties with Westwind Aviation, Inc. unless he or she has completed the following testing requirements:

- Passed an oral and/or written test within the previous 12 calendar months conducted by an authorized company check airman or FAA inspector on the topics listed in FAR 135.293(a).
- Successfully completed a flight test in the category and class of aircraft to be flown, administered by an authorized company check airman or FAA inspector as per FAR 135.293(b).
- Successfully completed an en-route qualification test administered by an authorized company check airman or FAA inspector as per FAR 135.299 for PIC.
- Completed a 135.297 check ride within the past 6 months if the pilot will be flying IFR.
- For SIC duties completed the above requirements for SIC in the category and class of aircraft to be flown, administered by an authorized company check airman or FAA inspector.

If a pilot fails a required maneuver, the check airman may give additional training and document those maneuvers failed.

**2-9. Change in Required Management**

A. Westwind Air Service will notify the FAA within ten (10) days of a change in the required management.

B. Each individual that serves as required management per 119.69 must have a full understanding of each item listed under 119.69 (D) (2) through 119.69 (D) (3).

**2-10. Drug and Alcohol Testing**

A. Drug/Alcohol testing will be accomplished in accordance with Westwind Aviation, Inc.'s approved drug/alcohol testing program. Employees to be tested are pilots and mechanics. Prospective employees will be informed of the company and individual responsibility by the appropriate personnel prior to employment. There are several types of testing as follows:

- Pre-employment testing
- Random testing
- Post-accident testing
- Reasonable suspicion
- Follow-up testing+
- Return to duty

B. An individual who is notified of drug testing will accomplish the testing immediately, but not later than two hours, after being notified.

C. Alcohol testing will be administered under the DOT/FAA Alcohol Testing Rules and will be accomplished under the same procedures as "Paragraph A", except that alcohol testing must be accomplished immediately after notification.

D. Refusal to submit to alcohol/drug testing will result in immediate termination and report of said refusal to the FAA.

**2-11. Misuse of Alcohol & Drugs**

A. Use of intoxicants including: Marijuana (Medical or Otherwise), any non-prescribed opioid, drug or hallucinate is prohibited while participating as a safety sensitive employee for Westwind Air Service.

B. No person will start his or her duty day with the intent to act as pilot in command of a Westwind Aviation, Inc. aircraft:

- While under the influence of alcohol or drugs of any kind that might affect his or her duties or under the residual effects of alcohol or prescription drugs.

- Within 8 hours after the consumption of any alcoholic beverages.
- While having a 0.04 alcohol content or greater alcohol in the blood content.

C. The use of any drugs other than common, over-the-counter drugs are prohibited. No Westwind employee will knowingly allow any Westwind pilot to perform safety sensitive duties while under the influence of alcohol, drugs, marijuana or prescription or non-prescription drugs that violate FAR Part 62.23 (2)(ii) and 61.53 (a)(2) and (c).

D. Certain common use drugs have a detrimental effect on the nervous system and may have an adverse effect on the pilot. It is extremely important that pilots consult their physician whether any over-the-counter drugs will have any effect on their physical ability to operate in a safety sensitive environment.

E. If Westwind pilots are using any sort of a drug prescribed by a doctor that hinders him or her from remaining in compliance with FAR Part 62.23 (2)(ii) and 61.53 (a)(2) and (c) the pilot will inform the Director of Operations **OR** Chief Pilot immediately **AND** before assuming any safety sensitive duties or responsibilities on behalf of Westwind Air Service.

F. If a Westwind Pilot cannot stay in compliance with FAR Part 62.23 (2)(ii) and 61.53 (a)(2) and (c) due to being prescribed a drug by a doctor, the pilot will remain suspended from all safety sensitive duties until the completion of the prescription, and or a doctor note stating that the pilot is safe to return to safety sensitive duties. Westwind **MAY** suspend compensation to the pilot through the duration of his or her suspension from safety sensitive duties.

G. After being returned to safety sensitive duties, if a pilot is sent for a drug test for any reason after the completion of a doctor prescribed prescription, the pilot shall inform the proctor of the drug test of his or her past prescription **IF** the drug test is conducted within thirty (30) days of the completion of the prescription.

H. Failing to provide notice to the Director of Operations and Chief Pilot of a prescription drug or use of marijuana, any non-prescribed opioid, drug or hallucinate while employed in Westwind's safety sensitive environment, may result in disciplinary action up to and including termination.

I. If a Westwind Air Service pilot fails a drug or alcohol test, they will immediately be relieved of his or her safety sensitive duties they are assigned to and will be sent home on unpaid leave. Continued employment will be determined upon 100% verification of the testing results.

J. Pilots convicted of an alcohol or drug related motor vehicle offenses may be subject to enforcement actions: Reference FAR's 61.15.

K. The Westwind Air Service Anti-drug and Alcohol Misuse and Prevention Program is in accordance with OpSpec A449

**Chapter 3**
**Westwind Flight Operations**


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**3-1. Crew and Flight Scheduling:**

A. Westwind uses a flight schedule that is set on a Microsoft Excel Spread Sheet. The flights are set in lines, with the tail number of the aircraft at the top of the line. Green boxes indicate a FAR PART 135 leg, gray boxes indicate a FAR Part 91 repositioning leg, magenta boxes indicate that the aircraft is in maintenance, blue boxes indicate a training flight or standby, and red boxes indicate a check ride or important notes. The starting location of the aircraft is located at the top of the schedule under the aircraft tail number and is indicated by the three or four-letter identifier of the airport that the airplane is located at the start of that day. Below this are assigned duty on times. The last name of the assigned flight crew will be written in the boxes below the aircraft, and just above the name is the assigned duty off time. On the right side of the schedule there is an off column, with a list of names of the flight crews that are not on duty. Below these names there is a "Contact" with a last name, this name indicates the person that is to be contacted with questions or concerns for both the operations and maintenance. Below this there is a "Finalized" that will be initialed and by the operational control person that finalized the schedule for the following day. To finalize the schedule the boxes at the bottom of the schedule that contain the names of the pilot assigned to the aircraft will be highlighted in green. This will indicate that the schedule has been finalized. Once the schedule is finalized, an operations specialist will initial and enter the local time that they advised the pilot of their following duty day in the boxes directly below the scheduled pilot's name.

B. The only personnel that are allowed to approve the schedule or approve a flight are the Director of Operations, Chief Pilot, Assistant Chief Pilot, or the Operations Manager. The marketing staff may take reservations and add flights to the daily flight schedule, but cannot "approve" the schedule.

C. Each full-time line pilot will work a schedule that has been set in place and approved by the Director of Operations. The schedule will always ensure that the pilot will have 13 full days of rest each calendar quarter. The Pilot schedule is posted at the end of the flight schedule, and tabbed, "Pilots".

D. Westwind pilots are required to be available for duty, on scheduled duty days one hour prior to their departure time and can remain on duty for one half hour after the shut down time of the last flight that the pilot is scheduled to that day. If the pilot is on known scheduled working days and is not on the flight schedule, the pilot will be on duty from 0600 to 1800 unless otherwise advised. If the pilot is assigned to the flight schedule and there are no flights scheduled to his or her day, that pilot is on duty from 0600 to 1800 unless otherwise advised. **When a duty on and or duty off time is assigned to the pilot, he or she will be expected to adhere to the assigned duty time**. When a full-time pilot is on scheduled working days, they are expected to have a cell phone in good working order and must be available to answer the phone or respond back as soon as possible, but no longer than ten minutes after being contacted by the Director of Operations, Chief Pilot, Assistant Chief Pilot or the Operations Office during their duty period, only when the pilot is not operating an aircraft.
**(See the flow chart on the following page labeled Duty Time Diagram)**

E. Before assigning a pilot to a flight, the Director of Operations, Chief Pilot, Assistant Chief Pilot, Operations Manager or the Pilot in Command will determine that the pilot assigned to the flight will have had the required amount of rest to begin his or her duty day, will not be scheduled over a 14-hour duty day, will not be scheduled over an 8-hour flight day, and that the pilot will have had his or her 13 required days off for the quarter. Pilot currency will be kept up to date in the "Pilot Currency" folder as well as TFBO. Each pilot on TFBO and on the pilot currency sheet will be kept up to date using the base month that the pilot will next expire. If the pilot is in "Late Grace" that box on the pilot currency spread sheet will be highlighted orange; if the pilot has expired the box will be highlighted red. Any time the sheet is updated it is printed out and kept in the Director of Operations office. The Director of Operations will ensure that all pilot currency is up to date.

F. When management needs to send out an update to office staff or pilots for schedule, manual change, or a standard memo, this information may be sent via, Text Message, Phone Call, Email, or in person verbally. If the information is sent via text message or email and it requires that the person being informed needs to acknowledge the information, the management personnel will add in the text or email that the person or persons receiving the information will respond in a timely manner stating that they have received and understand the massage. If a memo has been issued that the Director of Operations determines needs to be acknowledged by a PIC, or Operations Specialist signature, the memo will be printed out in hard copy form and presented to each person that needs to sign it. The memo will then be kept on file in the Director of Operations office. The memo will be discarded at the Director of Operations discretion.

G. Westwind Aviation may not assign any pilot, and no pilot may accept an assignment, as a member of a one or two pilot crew if that pilot's total flight time in all commercial flying will exceed:

- 500 hours of flight time in any quarter.
- 800 hours in any two consecutive quarters.
- 1400 hours in any calendar year.

H. During any 24 consecutive hours the total flight time of the assigned flight when added to any other commercial flying by that pilot may not exceed:

- 8 hours for a flight crew consisting of one pilot; or
- 10 hours for a flight crew consisting of two pilots.

I. If a Westwind pilot has exceeded the daily flight time limitations stated above because of circumstances beyond the control of the company or the pilot, that pilot is subject to the limitations imposed by FAR 135.267(e).

J. Duty period is the period of elapsed time between reporting for an assignment involving flight time and release from that assignment by Westwind. Each pilot will be scheduled for a specific duty period for each day that the pilot is available to perform duty.

K. Rest is a period of time that is free from all responsibility for work or duty prior to the commencement of or following completion of a duty period. Rest time must be determined prospectively, is continuous and is free from all duty and restraint. Westwind will ensure that pilots

will have a minimum of 10 consecutive hours of scheduled rest within the 24-hour period, preceding the completion of an assignment. Westwind will not assign a pilot to any duty nor will any pilot perform duties during a required rest period.

L. Westwind may contact a Pilot by phone one time during their ten-hour rest period, to update the pilot of a schedule change. The pilot is not required to answer the phone call during their rest period. However, if the pilot does answer the phone call during their rest period, the schedule change can be accepted without hindering the pilots rest period.

M. Time spent in transportation, not local in character, that Westwind requires of a pilot to an airport at which the pilot is to serve on a flight as a pilot, or from any airport at which he was relieved from duty to return to his home base, is not considered part of a rest period.

N. In addition, each pilot is provided at least 13 rest periods of at least 24 consecutive hours in each calendar quarter.

O. Pilots that have time spent on duty or in flight for a FAR Part 135, 121 or 91K other than for Westwind Aviation, Inc., must ensure that he or she is remaining within flight and duty time compliance. All Part 91 commercial flying must be in compliance with FAR Part 135.267 No "Outside" commercial flying is permitted, unless the pilot has determined that their total flight and duty time combined **WILL NOT** hinder their allowable flight and duty times for Westwind.

P. Pilots will fill in all of the information in the Daily Flight Record including, recording tach time and flight time, as well as Pilot Cumulative Flight Time at the end of each flight leg. Cumulative Flight Time must be monitored to ensure flight time regulatory limits are not exceeded. All entries will be legible so that the operations specialist can enter all data with no doubt of numbers, spelling or flight codes written by the pilots. The Daily Flight Record will be faxed to the Deer Valley office at the end of the pilot's duty day. If fax is not available, the pilot may call the Deer Valley office to relay all the information needed, the pilot may also send a picture of the Daily Flight Record via text or email.

Q. When a change has been made to a pilot's schedule after the start of a flight duty period, the change will be reviewed by the Director of Operations, Chief Pilot, Assistant Chief Pilot or Operations Manager, to ensure duty/flight time limitations will not be exceeded. When pilots receive the flight schedule changes after the start of a flight duty period, the pilot will review with either the Director of Operations, Chief Pilot, Assistant Chief Pilot or the Operations Manager the projected Cumulative Flight Time total for the period to ensure any proposed schedule revision will not result in exceeding duty time or flight time limitations. Final approval of a proposed schedule change during a duty period remains with the PIC. When changing aircraft during a duty period, pilots will transfer Cumulative Flight Time data to the new aircraft Daily Flight Record.

R. Pilots are responsible for recording all flight time and duty time on their Westwind Air Service Pilot Duty Time Sheet located on the "P Drive" on any office computer after each duty time period. If the pilot is off they will enter, "OFF" in the off column. If the P Drive is not available to the pilot, an Operations Specialist may be asked to fill out the pilot's flight and duty time into the Pilot Duty Time Sheet.

S. When pilots are picking up passengers away from one of the main Westwind bases, or otherwise away from normal Westwind signage or ticket counters, the pilot will ensure that the passengers

have the confirmation HAZMAT disclaimer email with them before boarding the aircraft. The disclaimer may be presented either in hard copy, a picture of the disclaimer, the passenger may show the pilot the email or if necessary, the pilot may show them the disclaimer.

T. The Chief Pilot or Assistant Chief Pilot may audit all flight and duty time at their discretion to ensure that each leg from the pilot's flight sheet has been entered properly. If an error is found, the error will then be addressed with the pilot. Remedial training may be enforced at the discretion of the Director of Operation, Chief Pilot, or Assistant Chief Pilot.

**3-2. Crew Reporting:**

A. As a general rule, pilots are to report for duty one hour prior to scheduled departure time. This time may be changed as necessary by the Director of Operations, Chief Pilot or Assistant Chief Pilot.

B. Unless otherwise indicated by the Director of Operations, Chief Pilot or Assistant Chief Pilot, all full-time pilots who are on duty and assigned to an aircraft, but not scheduled for a flight, must be able to report for duty within twenty minutes after being called in for a flight. If a pilot that is scheduled off duty, or a part time pilot, is called and the pilot accepts a flight, the amount of time required for the pilot to show for duty will be determined by the pilot. The pilot will inform the office the time needed. Once the pilot has committed to a time, the pilot will be expected to heed to the time he or she has given.

C. Pilots will present themselves for duty well-groomed and in proper uniform. It is the responsibility of each pilot to keep their uniform clean, and in good condition. Faded and worn uniforms are not permitted. When pilots are in uniform, their shirts must be tucked in at all times. Pilots are never permitted to wear the uniform while consuming alcohol in a public setting. While in uniform, pilots are not allowed to wear derogatory outer clothing. The Westwind uniform for **full time pilots** consists of black shoes, black pants, a black belt and a white button-down shirt with epaulets and wings. Part time pilots will wear a uniform that is approved by the Director of Operations. Only on a case-by-case basis may the wearing of a uniform be waived.

D. At no time shall Westwind personnel discuss within earshot of passengers or others of the public any matter which could cast doubt on the safety of the flight. When a passenger asks a pilot about the weather, he shall be given a clear, factual description of the weather condition to be expected and must be assured that the flight will not operate into any hazardous or unsafe weather condition.

E. Serving as a pilot in any operation requires a high degree of physical fitness and it is known that fatigue, illness, medication and anxiety can cause an unsafe condition. It is considered an essential pilot duty and the responsibility of each Westwind pilot to conduct their lives in such a manner that they report to work adequately rested and focused on their duties.

F. Unless in the event of an emergency, no Westwind pilot is allowed to donate blood while on scheduled duty days or within 72 hours of reporting to duty, unless he or she has approval by the Director of Operations. In the event that the Director of Operations has approved a pilot to donate blood, while the pilot is on scheduled duty days or the pilot is within 72 hours of showing for duty, Westwind will not allow that pilot nor may the pilot accept flight duties within 72 hours after a blood donation. Any pilot, who has donated blood on their days off outside of 72 hours prior to showing for duty, will report this fact to the Director of Operations or Chief Pilot immediately.

**3-3. Daily Check-in Procedures/Aircraft Release:**

**Pilots**

Pilots will review the Aircraft Inspection Report for their assigned aircraft prior to accepting the aircraft for flight to ensure no maintenance items are due prior to completion of scheduled flights.

**TFBO Procedures**

A. Office personnel, under the supervision of the Office Manager, will be trained on the use of the Total FBO (TFBO) Business Management Program information tracking system. Training will be conducted and documented in accordance with the Office Personnel Training Program, Westwind Form 200, prior to an individual being assigned duties or accepting duties requiring use of TFBO for aircraft release or check-in in the charter department.

B. Trained office personnel will enter the tach times, expected engine cycles, expected landings, and other information as directed into the “Dispatch Aircraft” section of TFBO for the following day’s flight schedule.

C. All flights must be released for flight at the start of each day of flight activities. TFBO will either release the aircraft for flight or will display exceptions preventing release. Upon completions of flight operations, trained office personnel will check-in each released aircraft and update TFBO with tach times, engine cycles, landings, and other information as directed.

D. If any exceptions are shown, the Director of Operations or Chief Pilot, or Director of Maintenance will be contacted to override an exception.

E. In the event an exception cannot be immediately resolved, the Director of Operations, Chief Pilot, or Director of Maintenance will contact the scheduled PIC for the flight and ensure the flight does not depart until exceptions are resolved.

F. The Director of Maintenance and the Director of Operations will both independently review all maintenance items in TFBO each week. All maintenance items that are within 20 hours, 30 days, or 30 cycles will be highlighted and tracked on the aircraft status sheet until the proper maintenance actions are undertaken.

G. Following all maintenance actions, the Director of Maintenance will update aircraft maintenance records, Aircraft Status and Event Record sheet, and aircraft times in Westwind’s TFBO program prior to releasing an aircraft back to service.

H. Trained office personnel will ensure released flights do not exceed the number authorized by OpSpec B049 and B057, and any other flights comply with the authorized operations areas of OpSpec B050.

**3-4. Crew Briefing:**

A. Upon arrival for duty, if the flight has been assigned a Second in Command; the SIC will be briefed by the PIC on duties, route to be flown, current and forecast weather, fuel requirements, assignment of emergency evacuation duties and any other information for the planning and execution of the flight.

**3-5. Crew Composition:**

A. Westwind may operate all VFR flights with a single pilot.

B. Westwind will operate non-passenger carrying flights IFR, with a single pilot. At the discretion of the Director of Operations, Chief Pilot, or PIC of the assigned flight, another current and qualified crewmember may be assigned as SIC for a flight. Assigned SIC must be trained in accordance with paragraph 2-6A above and qualified in accordance with paragraph 2-8G above.

C. Westwind will carry passengers for hire in IFR conditions with a second in command or single pilot with the Autopilot in lieu of a second in command.

**3-6. Passenger Carrying Policies:**

A. Comfort and convenience of the passenger must be a consideration at all times in both ground and in-flight operations. Maneuvers should be smooth and as gentle as possible. Restrict climb and descent rates to angles and rates comfortable to passengers and the safety of the flight. Abrupt maneuvers should be avoided except in emergencies where necessary.

B. Passengers are not to be boarded any earlier than is necessary prior to departure.

C. When the Cessna 208B is operated with a seating configuration of a total of 10 seats, the right front seat can be considered a passenger seat and occupied by a passenger.

D. Westwind will not allow any person occupying a seat providing access to the flight controls of the aircraft to manipulate the flight control of the aircraft unless that person is a pilot employed by Westwind and is qualified in that aircraft or is an FAA safety inspector who has the permission of the PIC, is qualified in the aircraft, and is checking flight operations. Should an FAA inspector request an enroute inspection refer to FAA enroute inspection procedures on Page 3.14.

E. Smoking is not permitted on any Westwind aircraft.

F. No person may assault, threaten, intimidate, or interfere with a pilot in the performance of their duties aboard an aircraft being operated by Westwind.

G. Before each takeoff, the pilot of any Westwind aircraft carrying passengers shall ensure that all passengers have been orally briefed on the following:

H. Pre-Brief Statement: "FAA's regulations require passenger compliance with the lighted passenger information signs (if equipped) and posted placards as well as crewmember instructions".

- Smoking is not permitted at any time on board or within 50 feet of the aircraft.
- The use of safety belts, including instructions on how to fasten and unfasten the safety belts. Safety belts are to be worn during taxi, takeoff, landing and as instructed by the pilot-in-command.
- The placement of seatbacks in the upright position before takeoff and landing.
- Location and means for opening the passenger entry door and emergency exits
- Location and operation of fire extinguisher
- If the flight involves extended over-water operation, ditching procedures and the use of required flotation equipment.
- If the flight involves operation above 12,000 ft MSL, the normal and emergency use of oxygen.

I. Westwind will supplement the above oral briefings by use of printed passenger briefing cards carried in each aircraft in a location convenient for the use of each passenger. Pilots must inform passengers of the location of the supplemental information briefing cards and the fact that they contain additional safety information, which the passengers should read. The cards must:

- Be appropriate to the aircraft on which they are used.
- Contain a diagram of, and method of operating, the emergency exists.
- Contain other instructions necessary for the use of emergency equipment on board the aircraft
- Use of portable electronic devices is prohibited except the following:
  - Portable voice recorders;
  - Hearing aids;
  - Heart pacemakers;
  - Electric shavers; or
  - Any other portable electronic device that the part 119 certificate holder has determined will not cause interference with the navigation or communication system of the aircraft on which it is to be used.

J. Before each takeoff, the pilot shall ensure that each person who may need the assistance of another person to move expeditiously to an exit if an emergency occurs and that person's attendant, if any, has received a briefing as to the procedures to be followed if an emergency occurs. This paragraph does not apply to a person who has been given a briefing before a previous leg of a flight in the same aircraft. Unless in the event of an emergency, no Westwind pilot may assist a passenger on or off the aircraft. If a passenger does need assistant, the passenger must provide this on their own.

K. All persons on board any Westwind aircraft will have a separate safety belt secured about him or her during movement on the ground, takeoff, and landing and at any other times as determined by the PIC.

L. A safety belt provided for the occupant of a seat may not be used by more than one person who has reached his or her second birthday. A child who has not reached his or her second birthday may be held by an adult provided the child does not use any restraining device.

M. A child may occupy an approved child restraint system if it is furnished by a parent or guardian of the child who will be accompanying the child on the flight. The seat must bear the label "This child restraint system conforms to all applicable Federal motor vehicle safety standards." If it does not have this label, it is not authorized for use in an aircraft. Seats manufactured after February 26, 1985 must also bear the label "This restrain is certified for use in motor vehicles and aircraft." in red lettering. An approved child restraint system must be securely fastened to a forward facing seat and the child must be properly fastened in the restraint system. The child may not exceed the weight capacity of the restraint system.

N. All Westwind aircraft are equipped with a shoulder harness at each required pilot seat. All pilots will use the installed shoulder harnesses during takeoff and landing except to perform duties that cannot be performed with it attached.

O. Westwind will not allow any company aircraft to be used to carry narcotic drugs, marijuana, depressant or stimulant drugs or substances unless the substance is prescribed by a physician. If the PIC suspects any of the above substances may be loaded onto the aircraft, he must notify the dispatch office immediately for further instructions.

P. The PIC may not allow a passenger aboard a Westwind aircraft who is armed nor may the PIC allow the carriage of any deadly or dangerous weapon. No firearm may be carried on board unless it is unloaded and carried in a compartment of the aircraft not accessible to passengers and crew in flight. Exceptions are as follows:

- Government employees authorized to use guns.
- Pilots and other persons authorized by Westwind to carry arms.

Q. If the pilot is unexpectedly confronted with a situation involving a passenger carrying a weapon, he or she should immediately notify the charter office. The Director of Operations or his designee will decide on how to proceed. Under no circumstances should the pilot take-off until he receives further instructions.

R. Westwind will not allow any person on board the aircraft if that person appears to be intoxicated, nor may any Westwind pilot serve any alcoholic beverage to any person aboard the aircraft who appears to be intoxicated. Passengers may not consume alcoholic beverages onboard a Westwind aircraft unless those beverages are served by Westwind. It is important for the pilot to use sound judgment when deciding to not allow a passenger on board the aircraft. The operative word in the above paragraph is "appears" intoxicated. Do not attempt to administer any other type of intoxication test.....you are not qualified.

S. Use of the MP3 player will be limited to non-critical phases of flight as defined by FAR 135.100. The pilot will start the MP3 player prior to taxi and shall not manipulate the MP3 player again until the aircraft is in a non-critical phase of flight.

**3-7. Passenger Boarding & Deplaning Procedures:**

A. The following procedures will be used with respect to boarding and deplaning passengers:

- Passengers will be escorted out to the aircraft by the PIC, or someone designated by the PIC once the PIC is ready for departure.
- The PIC will conduct a passenger briefing to the passengers.
- Upon arrival to the destination, the PIC will advise the passengers to remain in their seats until the aircraft is secured and the PIC instructs the passengers it is safe to exit the aircraft.
- After the passengers have exited the aircraft, the passengers will be escorted off the ramp area, inside the terminal, or building as appropriate by either the PIC or a designee of the PIC.

**3-8. Cargo Carrying Policies:**

A. The following persons may be carried aboard a Westwind cargo flight without complying with the passenger carrying requirements of FAR Part 135.

- An employee of Westwind Aviation.
- A person necessary for the safe handling of animals.
- A U.S. Government security or honor guard.
- A military courier or a military route supervisor in operations under a military cargo contract.
- An FAA inspector.
- A person, authorized by the administrator who is performing a duty connected with a cargo operation.
- A person necessary for the safe handling of hazardous materials.

B. Westwind, in accordance with OpSpec A011, will not carry cargo, including carry-on baggage, (excludes personal items such as purses, small camera bags, small back packs, or laptops) in or on any aircraft unless it is carried in an approved cargo rack, bin, or compartment installed in or on the aircraft and is secured by an approved means.

C. All cargo and carry-on baggage must be carried in accordance with each of the following provisions:

- It is properly secured by a safety belt or proper tie down with enough strength to eliminate the possibility of shifting under all normally anticipated flight and ground conditions.
- It is packaged or covered to avoid possible injury to the passengers.
- It does not impose any load on seats or the floor structure that exceeds the load limitations for those components.
- It is not located in a position that restricts the access to or use of any required emergency exit.

- It is stowed in compliance with FAR 135.87 for take-off and landing.
- All passengers' carry-on baggage will be stowed in the baggage compartment.

D. For cargo only operations, **(C. the 4th item down)** does not apply if the cargo is loaded so that at least one emergency or regular exit is available to provide all occupants a means of unobstructed exit from the aircraft if an emergency occurs.

E. When cargo is carried in cargo compartments that are designed to require the physical entry of a pilot to extinguish any fire that may occur during the flight, the cargo must be loaded so as to allow a pilot to effectively reach all parts of the compartment with the contents of a hand fire extinguisher.

F. All cargo will be secured in accordance with the aircraft operating manual.

G. Carriage of hazardous materials will be in accordance with OpSpec A055 and the Westwind HAZMAT manual that is kept in the main base of operations as well as in each aircraft. The pilot in command will be present to observe loading of all known hazardous materials and will do so in accordance with the Westwind initial and recurrent HAZMAT training that is conducted with all Category O employees. The PIC will fill out all required company forms, and ensure they are turned into the Deer Valley office to be kept on file.

**3-9. Pre-flight Action and Inspection:**

A. The Pilot in Command shall, before the beginning a flight, become familiar with all available information concerning that flight to include weather, NOTAMs, and PIREPs for both terminal and enroute operations. The sources listed in OpSpec A010 have reported information for charted airports with a three character identifier. For current information on charted airports marked Private (Pvt), or uncharted airports, contact Flight Service or the airport owner/manager.

B. For VFR flights, the Pilot in Command shall plan direct routes taking into consideration weather, terrain, NOTAMs, and navigation equipment reliability. Air tours will follow designated routes to the extent possible. Company flight following procedures will be used on all VFR flights.

C. For IFR flights and flights at night, the Pilot in Command shall ensure that a flight plan based on current and forecast weather, projected load, aircraft performance data, and time of departure has been filed. All planning and computations will be in compliance with Federal Aviation Regulations, Manufacturer's Flight Manual, and company policies as stated in this Operations Manual. Flight planning must consider the provisions of OpSpec C055 and 057 for departure and enroute segments, and C052, C064, C075 and for arrival segments. All instrument procedures utilized must conform to the requirements of OpSpec 051. Completed flight planning results will be provided to the appropriate flight locating office prior to departure. In the event a diversion from the airport of intended landing becomes necessary for any reason, the appropriate flight locating office will be notified by electronic means as soon as possible after landing.

D. Ensure that all required items are on board the aircraft. Refer to page 3.11, paragraph 3-11.

E. Ensure that the aircraft Status and inspection record is current and up to date.

F. All required inspections and maintenance have been completed and signed.

G. Discrepancies have been corrected, signed off or deferred as per the MEL.

H. Determine that a thorough preflight inspection of the aircraft has been performed in accordance with a complete preflight checklist, which includes but is not limited to the following items:

- The aircraft is to be as clean as possible, both exterior and interior. All unnecessary documents and equipment are to be removed from the aircraft.
- All oxygen equipment, when applicable, will be checked for proper condition and storage.
- All baggage and cargo will be checked for proper loading and security.
- Fuel quantity will be checked and a fuel sample will be drained from each tank and at each lowest sump prior to the first flight of the day.
- For IFR flights, all aircraft equipment and systems will be checked for proper operation applicable to the type of flight being conducted and in accordance with an approved checklist. This includes:
    - Complete engine run-up
    - Complete radio check when possible
    - Autopilot check is to be performed prior to each flight.
    - Check of Icing Systems and windshield plate installed, if needed.

**3-10. Aeronautical Information:**

Westwind will provide all appropriate current Federal Aviation Regulations in accordance with OpSpec A009 for each aircraft during flight operations. Also, in each aircraft in current form:

- All IFR charts need for the specific flight, IF FLIGHT IS CONDUCTED IFR.
- Navigational Charts, (VFR charts that cover the locations specific area)
- Airport/Facilities Directory or a suitable commercially published substitute.

**3-11. Required Items:**

A. The following items must be on board the aircraft for all flights. It is the Pilot in Command's responsibility to assure that the required items are on board the aircraft. It is Westwind's responsibility to provide these items.

- Aircraft Registration.
- Airworthiness Certificate.
- Weight and Balance Data.
- Aircraft Flight Manual
- General Operations Manual – In Pilot's Possession
- Current Aircraft Status and Inspection Record Sheet – In Pilot's Possession
- Fire Extinguisher
- Printed Emergency Information Cards

- An Emergency Response Guide (For Cargo Flights)
- For Night Flights and IFR; a flashlight with two “D” cells or equivalent.

B. The following checklists and charts must be on board the aircraft, in current and appropriate form, accessible to the pilot and the pilot shall use them:

- Pertinent Aeronautical Charts (Sectionals, etc.)
- For IFR operations, pertinent navigational enroute, terminal area, and approach charts.
- A cockpit checklist, which includes normal and emergency procedures.

**3-12. Weight & Balance Procedures:**

A. Prior to each flight, the Pilot in Command will ensure that the aircraft is properly loaded within its' weight and center of gravity limitations using aircraft weight and balance data and will remain within limits for the duration of the flight.

B. The Pilot in Command will not take-off any aircraft that exceeds any of the weight and balance limitations in the aircraft flight manual.

C. All Westwind aircraft will be loaded using actual or declared weights for passengers and baggage in accordance with WWA OpSpec A096, and actual or air bill weights for freight. If actual weights for passengers are used, 10 pounds will be added to that weight. If a passenger appears to be over the declared weight they have given, the pilot may ask that the passenger be weighed.

D. Office personnel will make every reasonable attempt to obtain these weights. All undetermined weights will be obtained prior to the flight. It is primarily the responsibility of office personnel to obtain these weights, however; the Pilot in Command is ultimately responsible for ensuring compliance with weight and center of gravity limitations prior to initiating the flight.

E. The aircraft will be loaded using the manufacturer's loading schedule included with the aircraft documents carried on board the aircraft. The Pilot in Command will ensure that the aircraft is within weight and center of gravity limitations by use of one of the following methods:

- **Spreadsheet Method:** The pilot-in-command may utilize a weight and balance computer spreadsheet, that is configured for each aircraft operated by Westwind Air Service.
- **Computation Method:** The Pilot in Command may perform a weight and balance computation following the procedures outlined in the aircraft-operating handbook.
- **Cessna 208B or 207A C.G. Calculator Method:** For cargo flights the W&B may be computed by evenly distributing the cargo among the aircraft zones and entering the total weight of each zone into the calculator.

F. Prior to each FAR Part 135 flight, a passenger manifest will be prepared which will contain the passenger names as well as the loading information. Once the pilot in command has reviewed the weight and balance and determined that the aircraft is within limits, the pilot will sign the weight and balance and keep it with them for the duration of the flight.

G. Prior to each **single engine turbine aircraft** flight, the pilot will compute takeoff temperature/torque limits for that that flight. If the Pilot feels it necessary, OR there is less than three thousand feet, (3000) of usable runway, the pilot will compute and record takeoff performance data for that airport. The pilot will record this information on their weight and balance sheet.

H. Pilots will keep their weight and balance sheet with them in the aircraft for the duration of their flight. The weight and balance may be randomly checked by the Director of Operations, Chief Pilot, Assistant Chief Pilot or any Westwind Check Pilot to ensure that the pilot in command is signing the weight and balance. The Weight and Balance may be discarded at the completion of any 135 flight.

**3-13. Aeronautical Weather Information:**

A. Prior to departure of any Westwind flight, the Pilot in Command shall become familiar with all relevant and available weather information for the flight. This weather information must come from the US National Weather Service, a source approved by the National Weather Service, or a source approved by the administrator (see OpSpec A010).

B. For VFR flights, the Pilot in Command may if such a report is not available, use weather information based on that pilot's own observations or on those of other persons competent to supply appropriate observations. For VFR flights the pilot should ascertain that when the aircraft is released, the ceiling and visibility en route and at the destination, are and will remain at or above applicable VFR minimums until the aircraft arrives at the destination airport.

C. For IFR flights, the Pilot in Command will obtain the following weather information.

- Departure Airport
  - Departure Minimums
  - Runway Conditions
- Enroute Weather
  - Winds Aloft
  - Icing Conditions
  - Pilot Reports
- Destination Airport
  - Current Weather
  - Terminal forecast and/or area forecast as appropriate for the ETA.
  - Runway Conditions
- Alternate Airport
  - Current Weather
  - Terminal forecast and/or area forecast as appropriate for the ETA.
  - Runway Conditions

D. For IFR flights, an alternate airport is not required if for at least one hour before and after the estimated time of arrival, the appropriate weather reports or forecasts, or any combination of them indicate that:

- The ceiling will be at least 1500 feet above the lowest circling approach MDA;

OR

- If a circling instrument approach is not authorized for the airport, the ceiling will be at least 1500 feet above the lowest published minimum or 2000 feet above the airport elevation, whichever is higher;

AND

- Visibility for that airport is forecast to be at least three miles, or two miles more than the lowest applicable visibility minimums, whichever is greater, for the instrument approach procedure to be used at the destination airport.

**3-14. Fueling Procedures:**

A. Prior to every flight, the pilot-in-command will:

- Determine the amount of fuel necessary for the safe completion of the flight.
- Determine the amount of fuel in the tanks
- Request the desired amount of fuel from Line Service
- Request prist be added to Jet fuel

B. The pilot-in-command must ensure that:

- The aircraft is fueled with the proper type and amount of fuel.
- Fuel sumps are drained prior to the 1st flight of the day.
- Passengers are not on board the aircraft during fueling.
- Passengers are not within 100 feet of the aircraft during fueling.
- No person smokes within 50 feet of the aircraft during fueling.
- No aircraft is fueled inside a hangar
- The aircraft and fuel supply are brought to the same electrostatic potential by use of grounding cable prior to fueling.
- Fuel grade is checked with respect to color.
- Thunderstorms are not in the vicinity while fueling.
- If fueling at a remote location, in the interest of safety, the PIC may request to verify that the equipment being used to fuel the aircraft is being maintained to the proper standards. This request may include but is not limited to:
    - Fuel filter inspection of the fuel truck (date last changed)
    - Date of last fuel sump of the fuel truck

**3-15. Flight Locating Procedures:**

A. When dispatching a flight, company flight locating procedures will be utilized.

B. IFR flights will file a flight plan with FSS. Company flight locating procedures will also be utilized for both IFR and VFR **Passenger Carrying** flights. For **Non-Passenger Carrying flights,** a FSS flight plan may be used in leu of in-house flight following. The pilot **MUST** call Flight Service once on the ground to cancel the flight plan. The PIC is responsible for filing the flight plan, either online or by phone. The Chief Pilot of Assistant Chief Pilots phone number will be listed on the FSS flight plan as the emergency contact number.

C. Operation Specialists on duty are responsible for entering following flight information and following flight locating procedures:

- Maintaining all information pertaining to the dispatch of each flight.
- Maintaining departure and arrival information for each flight by filling out the Company Flight Following Form.
- Communicate with the pilot-in-command to establish on and off times of each flight
- Initiating overdue aircraft procedures as outlined in this manual (Reference “Overdue Aircraft Procedures” Page 5-5 paragraph 5-9).
- If a flight takes place outside of the normal flight following office hours. The Operations Specialist will contact the Chief Pilot or Assistant Chief Pilot to turn over flight following procedures. In this situation the pilot will be notified of whom to contact to open and close the flight plan.

D. The Pilot in Command is responsible for the following flight locating procedures:

- Notifying the operations with all flight following information either by phone, (602-732-6988) or where appropriate in person. An actual time of departure and estimated time of arrival will be updated to the operations office on the appropriate radio frequency, only at the main base of operations, (KDVT).
- Type of flight, (VFR or IFR).
- Hours of Fuel on board.
- Number of Souls on board.
- Departing and arriving airport code.
- Estimated and actual time of departure and arrival, (ETD/ATD) (ETE/ETA/ATA).
- Cruising altitude and route.
- Alternate airport, (If used).

If the Pilot gives an ETE that is a greater amount of time than the hours of fuel on board, a message will automatically highlight in red, and the operations specialist will inform the pilot of insufficient fuel, and not allow the pilot to depart.

E. When an aircraft will be operating in a remote area, the pilot-in-command will provide the dispatch office with the location, date, and estimated time for re-establishing radio or telephone contact.

**3-16. Taxing and Ground Operations:**

A. Pilots will remain vigilant at all times while performing any ground operation. The beacon light, taxi light, NAV lights, should be on during all ground operations in order to increase the visibility of the aircraft to others. The strobe lights should be turned on prior to departure.

B. At tower-controlled airports, pilots will comply with all ATC instructions. If the pilot is unable to comply with an ATC instruction he should state so immediately and wait for further instructions.

C. Pilots will taxi to the end of the runway for departure. Intersection departures beyond the threshold are not allowed unless the pilot determines that he or she may do so safely within the performance limitations of the aircraft.

D. Pilots will always taxi at a safe and appropriate speed. If a pilot determines there is less than one (1) foot of space from either wingtip to an aircraft or ANY OTHER object, he or she will come to a complete stop and request to be marshaled or have a wing walker. If neither are available, a different taxi route will be taken.

E. An engine run-up will not be performed while the aircraft is in motion. It will be performed in a run-up area or other suitable location out of the way of other aircraft.

F. Pilots operating aircraft with “reverse” will not use the power plant reversing system to back up the aircraft.

G. All pilots will verify airport markings and compass / DG indications to determine that the aircraft is taxing to the correct/assigned runway for departure. The pilot will have an airport diagram available at all times while taxiing.

**3-17. Takeoff and Departure Procedures:**

A. Pilots will never depart with ice or frost on any of the lifting surfaces. If ice or frost is visible on any of the lifting surfaces, the PIC will ensure all contaminants are gone before departure. This can be done by turning the aircraft into the sun, putting the aircraft in a hanger and on a case-by-case bases, (generally if contracted to UPS) the aircraft may be deiced. **HOWEVER,** the aircraft may never be deiced for the intent to fly into known icing conditions if the aircraft is prohibited from flight into known icing conditions.

B. All pilots will verify runway markings with compass and DG indications to verify and crosscheck that the correct / assigned runway is being used for takeoff and landing.

C. On passenger carrying flights, the Pilot in Command will perform all takeoffs.

D. The Pilot will perform all takeoffs using maximum allowable power settings. The pilot will climb to 500 feet AGL at Vy, then reduce pitch to afford improved visibility and passenger comfort. For normal operations, the pilot will climb on a heading that will ensure the aircraft is maintaining center line of the runway until 500 feet to 1000 feet AGL. For normal operations at 500 feet to 1000 feet AGL, the flaps will be clean, the prop reduced and the TAS, (If installed) will be turned on.

E. When departing VFR from an airport with an operating control tower the Pilot will declare his intentions and comply with all ATC advisories and instructions. Even when in a radar environment it is the pilot's responsibility to "see and be seen." Vigilance will be exercised at all times but particularly during terminal departures.

F. The standard takeoff minimum is 1 statute mile visibility or RVR 5000. RVR reports, when available for a particular runway, shall be used for all takeoff operations on that runway. When a takeoff minimum is not published, the Pilot in Command may use the standard takeoff minimum. When standard takeoff minimums or greater are used, the Touchdown Zone RVR report, if available, is controlling. See OpSpec C051 and C057.

G. When a published takeoff minimum is greater than the standard takeoff minimum and an alternate takeoff procedure is not prescribed, the Pilot in Command shall not use a takeoff minimum lower than the published minimum. The Touchdown Zone RVR report, if available, is controlling. See OpSpec C051 and C057.

H. Westwind will not perform single-engine IFR FAR-Part 135 operations at lower than standard takeoff minimums at any airport.

I. When departing from an uncontrolled airport exercise extreme caution. Prior to departure the pilot should "look and listen" for other aircraft in the pattern or anywhere in the vicinity of the airport. The pilot must be aware of where all other local traffic is at all times during departure. Be aware that some aircraft do not have radios and may arrive at the airport "silently". Always announce over

the radio your intention to depart. Always follow standard departure procedures as published in the AFD or other publications.

J. Pilots will not engage in any non-essential activity such as tour narration when in the immediate vicinity of an airport. The pilot's primary concern is the safety of his passengers and must remain attentive to outside activity. The pilot must also ensure compliance with FAR 135.100.

K. After departure and when clear of the airport environment, the pilot should activate his flight plan as required. If it is necessary to make a company call, do so at this time if in compliance with FAR 135.100.

**3-18. General En Route Policies & Procedures:**

A. Whenever a pilot encounters a potentially hazardous meteorological condition or an irregularity in a ground communications or navigational facility in flight, the knowledge of which the pilot considers essential to the safety of other flights, the pilot shall notify an appropriate ground radio station as soon as practicable.

B. When a pilot determines that an in-flight emergency exists, he will comply with all emergency procedures outlined in this manual.

C. Severe weather situations can be recognized by the presence of dust clouds on the ground, mountain wave clouds, standing lenticular clouds and isolated storms with heavy precipitation to name a few.

D. Whenever a pilot encounters thunderstorms in flight, the following avoidance procedures will be taken:

- Do not attempt to fly under a thunderstorm even if you can see through to the other side. Turbulence and wind shear under the storm could be disastrous.
- Avoid the thunderstorm by at least 20 miles on the upwind side of the storm if possible.
- Clear the top of a known or suspected severe thunderstorm by at least 1000 feet altitude for each 10 knots of wind speed at the cloud top.
- Do not fly into a cloud mass containing scattered embedded thunderstorms. Scattered thunderstorms not embedded usually can be visually circumnavigated.
- Do not trust the visual appearance to be reliable indicator of the turbulence inside a thunderstorm.
- Do not land or takeoff in the face of an approaching thunderstorm. A sudden gust front of low-level turbulence could cause loss of control.
- Circumnavigate the entire area if the area has 6/10 thunderstorm coverage.

E. In the event that a thunderstorm must be penetrated, it is recommended to take the shortest route through the thunderstorm at an altitude that is below the freezing level or above the level of minus 15 degrees Celsius.

F. All Westwind pilots flying an unpressurized aircraft at altitudes above 10,000 feet through 12,000 feet MSL will use oxygen continuously for that duration of the flight at those altitudes in excess of 30 minutes. When flying above 12,000 feet MSL pilots will use oxygen at all times.

G. Whenever an unpressurized Westwind aircraft is flown at altitudes above 10,000 feet through 15,000 feet MSL, there must be enough oxygen dispensers and oxygen for the pilots and 10% of the

passengers for that duration in excess of 30 minutes. Above 15,000 feet MSL there must be enough oxygen and oxygen dispensers for every passenger.

**3-19. VFR En Route Policies & Procedures:**

A. Except for take-off and landing, no Westwind Aviation, Inc. aircraft will be operated during the day below 500 feet AGL or less than 500 feet horizontally from any obstacle.

B. At night, no Westwind Aviation, Inc. aircraft will be operated below 1000 feet above the highest obstacle within a horizontal distance of 5 nm from the course intended to be flown. In mountainous terrain, the minimum altitude is 2000 feet above the highest obstacle within a horizontal distance of 5 nm from the course intended to be flown.

C. No Westwind Aviation, Inc. aircraft will be operated VFR in uncontrolled airspace when the ceiling is less than 1000 feet unless the flight visibility is at least 2 miles.

D. No Westwind Aviation, Inc. aircraft will operate under VFR over-the-top carrying passengers, unless the weather at the intended point of termination of over-the-top flight allows for descent to beneath the ceiling under VFR and is expected to remain so until at least 1 hour after the estimated time of arrival at that point. In the event of an engine failure during over-the-top operation, a single engine aircraft must be able to descend in VFR conditions.

E. When operating an aircraft under VFR in level cruising flight at or above 3000 AGL the pilot will maintain the appropriate altitude prescribed below.

- When operating on a magnetic course of 0 thru 179 degrees, any odd thousand feet plus 500 feet.
- When operating on a magnetic course of 180 thru 359 degrees, any even thousand feet plus 500 feet.

**3-20. IFR En Route Policies & Procedures:**

A. Single engine IFR operations will comply with OpSpec A046. Westwind is not authorized to perform en route IFR operations outside of controlled airspace. All enroute operations will be conducted in accordance with OpSpec B031 and B032.

B. Westwind is authorized to conduct IFR Class I navigation over routing predicated on airways, ATC radar vectoring services within controlled airspace, and over off-airway routings within controlled airspace which are predicated on airways navigation facilities in accordance with OpSpec B034.

C. When conducting Class I navigation, an aircraft's position must be "reliably fixed" as necessary, to navigate to the degree of accuracy required for air traffic control. The airways used and the off-airway routing predicated on airways navigation facilities shall lie within the operational service volume of the facilities defining the airways or off-airway routing and these facilities shall be used as the primary navigation reference.

D. Westwind is authorized to conduct Class I navigation, including operations outside positive radar control, using dual area navigation systems as approved in Op Spec B034.

E. Westwind is authorized to use approved GPS navigation equipment as a supplement to standard navigation equipment while conducting Class I navigation.

F. An Autopilot may be used in lieu of a second in command in accordance with OpSpec A015

**3-21. VFR Arrival Policies & Airport and Procedures:**

A. Westwind Aviation, Inc. will not use any airport unless it is adequate for the intended operation considering such items as runway length, surface conditions, obstructions and lighting.

B. No Pilot of an aircraft carrying passengers at night may take-off from or land on an airport unless the pilot is able to determine wind direction via illuminated wind indicator, local ground communications or, in the case of takeoff, his or her own observations.

C. No pilot of an aircraft carrying passengers at night may take-off from or land on an airport unless the limits of the area to be used for landing or takeoff are clearly shown by boundary or runway marker lights.

D. Landing lights are to be utilized for all night landings except under weather conditions that might cause adverse effects such as the presence of fog, haze, blowing snow, or smoke. The use of landing lights, or if available recognition/taxi lights in flight is recommended day and night in high-density traffic areas to improve the potential of being seen by other aircraft.

E. Descents VFR shall be initiated so as to arrive at the destination airport at pattern altitude. A maximum descent rate of 500' per minute should be used for non-pressurized aircraft.

**3-22. IFR Descent and Approach Policies & Procedures:**

A. Westwind pilots are authorized to conduct the following approaches: See OpSpec C052

- GPS
- LOC and LOC BC and LOC/DME
- VOR and VOR/DME
- ILS
- ILS/DME

B. Westwind shall not use any IFR Category I landing minimum lower than that prescribed by the applicable published instrument approach procedure. See OpSpec C076.

C. Westwind shall not use an IFR landing minimum for straight-in non-precision approach procedures, lower than that specified in Op Spec C052

D. Westwind shall not use an IFR landing minimum for precision approach procedures, lower than that specified in the table on Op Spec C075.

E. Touchdown Zone (TDZ) RVR reports, when available for a particular runway, are controlling for all approaches to and landings on that runway.

F. Alternate airport weather minimums will be derived from the "Alternate Airport IFR Weather Minimums" table in Op Spec C055. In determining alternate airport weather minimums, Westwind shall not use any published instrument approach procedure that specifies that alternate airport weather minimums are not authorized.

G. Westwind is authorized to conduct non-scheduled passenger and all-cargo terminal area IFR operations in Class G airspace or at airports without an operating control tower. The airport must have an authorized instrument approach procedure which is operational; have an approved source of weather and a suitable means for the Pilot in Command to acquire timely air traffic advisories and the status of airport services and facilities. See OpSpec C064.

H. Aircraft operating under IFR during circle-to-land maneuvers are required to remain clear of clouds. If visual reference to the airport is lost while conducting circle-to-land maneuver, the missed approach procedure must be followed. Westwind will use the higher of the following landing minimums for an instrument approach that requires a circle-to-land maneuver:

- The circling landing minimum specified in the approach procedure, or
- The landing minimum specified in the table in Op Spec C075.

I. The Pilot in Command of any Westwind aircraft conducting a circle-to-land procedure must have been trained and checked on that procedure during training.

J. Contact approaches are not authorized.

K. When executing an instrument approach, the pilot must not descend below the DH or MDA until visual cues associated with the runway are established. The aircraft must continuously be in a position from which decent to a landing on the intended runway can be made at a normal rate using normal maneuvers.

**3-23. Post Flight Policies & Procedures:**

A. After landing the pilot should close his or her flight plan if one was filed with FSS. The operations office will close company flight following when notified by the pilot.

B. Pilots will ensure that all passengers are safely escorted off the ramp area.

C. Pilots will ensure that the aircraft is left in an airworthy condition by conducting a post-flight inspection of the aircraft. The Director of Maintenance or his designee will be notified of any discrepancies.

D. Pilots will complete all required post flight paperwork following the last flight of the day. Thirty minutes may be added to the duty time to accomplish this.

**3-24. FAA Enroute Inspection Procedures:**

A. The following procedures are to be accomplished should an FAA Inspector request an enroute inspection:

- Verify credentials. This includes Form 110A as well as 8430-13 Both forms are required before the PIC of a Westwind Aviation, Inc. aircraft allows an FAA Inspector to conduct an enroute check. If an 8430-13 is not available, the Inspector may conduct a ramp check only.

- The PIC will record "FAA" in the non-rev passenger column of the Daily Flight Record to denote that the inspection took place. At the bottom of the Daily Flight Record, also note the Name and Badge Number of the Inspector conducting the inspection.

- Notify the appropriate office that there is an additional person on the aircraft conducting an enroute check.

B. If the flight takes place in a Caravan that is configured with 11 seats, the Inspector may sit in the front right (co-pilot) seat. (See paragraph 3-6C)

C. During the Enroute Inspection, the pilot will remain professional and cordial with the Inspector while observing all applicable regulations including 135.100 (sterile cockpit). Include in the briefing that if the inspector asks a question and you are busy with other tasks related to safety of flight, that you may need to ignore him or her momentarily and when time and workload permits the discussion can be continued when appropriate.

D. At the conclusion of the flight ask for a post flight debriefing as appropriate.

# Chapter 4
# Westwind Maintenance Policies and Procedures


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**4-1. Determining Airworthiness:**

A. The pilot-in-command may not begin a flight unless the pilot determines that the airworthiness inspections required by 91.409 or 135.419, whichever is applicable, have been made.

B. Prior to each flight, the pilot-in-command will review the Aircraft Status and Inspection Record to ensure that all discrepancies have been corrected or deferred, all required inspections and servicing have been completed and to ensure that the aircraft has been approved for return to service by an appropriately rated and properly certificated mechanic.

**4-2. Reporting Discrepancies/Mechanical Irregularities:**

A. If, when performing a pre-flight inspection of the aircraft, the pilot-in-command determines that some equipment is not operable or is in otherwise un-airworthy condition, he or she must follow the following procedures:

- Write up the discrepancy on the Aircraft Discrepancy Sheet.
- Report the discrepancy to the Director of Maintenance or his designee immediately.
- Wait for instructions from the DOM, Director of Operations, Chief Pilot or a designee

B. Every attempt will be made to correct the discrepancy by either fixing it or deferring it in accordance with the approved MEL. If this is not possible, the aircraft will be grounded.

C. If the discrepancy is resolved, the appropriately rated mechanic who resolved the discrepancy must describe the corrective action taken and properly sign off the discrepancy on the aircraft discrepancy sheet before the aircraft is released back to service.

D. While en-route, if a discrepancy should arise that the pilot feels is a potential threat to the safety of the flight, the pilot must land the aircraft as soon as practicable. Upon landing, the pilot will contact the Director of Maintenance or his designee to report the discrepancy. Under no circumstances should the pilot fly the aircraft until further instructions have been received.

E. While en-route, if a discrepancy should arise that the pilot does not feel is a potential threat to the safety of the flight, the pilot should continue the flight to his destination. Upon landing, the pilot will write up the discrepancy, then contact the Director of Maintenance or his designee to report the discrepancy. Under no circumstances should the pilot fly the aircraft until further instructions have been received.

F. If, when performing a post-flight inspection of the aircraft, the pilot determines that some equipment is not operable or is in an otherwise un-airworthy condition, the procedures listed in paragraph A of this section must be followed.

**4-3. Authorized Aircraft**

A. Westwind Aviation will utilize only aircraft authorized in OpSpec A003 and D085 unless otherwise authorized.

**4-4. Minimum Equipment List (MEL):**

A. Westwind Aviation, Inc. has authorization to use an approved Minimum Equipment List for those aircraft listed in OpSpec D095.

B. Aircraft having an approved Minimum Equipment List may be operated under the relief provided by that MEL with certain non-airworthiness items inoperative. The following procedures must be observed when operating under the purviews of an MEL:

- A copy of the MEL must be aboard the aircraft.
- Any maintenance or operations procedures spelled out in the MEL must be observed.
- The procedures in Section 4-2 must be followed if inoperative equipment is found.

C. The following procedures govern release of an aircraft with certain equipment in an inoperative condition. Approvals presented herein have been prepared to meet requirements of current Federal Aviation Regulations and are applicable to aircraft operated by Westwind Aviation, Inc.

1. When an item becomes inoperative, the PIC shall write up the item, notify the Director of Maintenance or his or her designee of the inoperative item. This notification will allow the Director of Maintenance to initiate action to assure timely corrective action.
2. Determine whether the inoperative item is listed in the MEL and Review the "Remarks or Exceptions" column of the MEL and ensure all flight restriction, procedures, and limitations can be complied with.
3. Determine that the inoperative item will not affect safety, conflict with other deferred items, and that any required alternate equipment is operative.
4. If an (O) procedure is required, the PIC will comply with the procedure and coordinate with the Director of Maintenance or the designee to ensure the paperwork is completed properly.
5. If a (M) procedure is required, the PIC should assist the Director of Maintenance to find proper maintenance personal to comply with the (M) procedure(s). The maintenance personnel have reference to Westwind Air Service's MEL procedures.
6. Fill out WWA 1020B Aircraft Discrepancy Sheet.
    a. Include name of approved Designee writing discrepancy, Date, AC Registration Number, Tach / Hobs Reading, and Description of Discrepancy.
7. Deferred Maintenance Item Procedure.
    b. Include name of approved Designee accomplishing Maintenance item Deferral, Certificate Number, Date, MEL Item Number (Example 33-40-04-02), and Corrective Action Due Date. Based off the MEL Category number and begins at 12:00am (Phoenix AZ) after the date of discovery.
8. Fill out a Colored Dot (from the MEL book, or aircraft flight book) with INOP and the MEL number. Place the Dot as close to the inoperative item as possible without hindering surrounding placards. Do not place on screens of Avionics Equipment. Place dot in view of PIC and without hindering surrounding placards.
9. In the event an aircraft is in a location where maintenance is not available when conducting a 135 charter operation. An (M) Item MEL may be conducted by the Pilot in Command ONLY at the desecration of the DOM. Upon return of the aircraft to the main

base of operations, the aircraft must be inspected and verified to ensure the MEL action was accomplished adequately prior to its next flight.

A. Westwind Aviation, Inc. has authorization to use an approved Minimum Equipment List for those aircraft listed in OpSpec D095.

B. Aircraft having an approved Minimum Equipment List may be operated under the relief provided by that MEL with certain non-airworthiness items inoperative. The following procedures must be observed when operating under the purviews of an MEL:

- A copy of the MEL must be aboard the aircraft.
- Any maintenance or operations procedures spelled out in the MEL must be observed.
- The procedures in Section 4-2 must be followed if inoperative equipment is found.

C. The following procedures govern release of an aircraft with certain equipment in an inoperative condition. Approvals presented herein have been prepared to meet requirements of current Federal Aviation Regulations and are applicable to aircraft operated by Westwind Aviation, Inc.

1. When an item becomes inoperative, the PIC shall write up the item, notify the Director of Maintenance or his or her designee of the inoperative item. This notification will allow the Director of Maintenance to initiate action to assure timely corrective action is accomplished.
2. Determine whether the inoperative item is listed in the MEL and Review the “Remarks or Exceptions” column of the MEL and ensure all flight restriction, procedures, and limitations can be complied with.
3. Determine that the inoperative item will not affect safety, conflict with other deferred items, and that any required alternate equipment is operative.
4. If an (O) procedure is required the PIC will comply with the procedure and coordinate with the Director of Maintenance or the designee to ensure the paperwork is completed properly.
5. Write in the corrective action block of the discrepancy sheet, “Continued Operations per MEL ##-##-##”. (Example: “Continued Operations per MEL 33-40-04-02”.) In addition any information (if applicable) to compliance of the (O) Operational Procedure.
6. Signature, Certificate Number, and Date at the bottom the discrepancy block.
7. Fill out the information in a block on the Deferred Discrepancy Sheet.
    a. Rewrite the Discrepancy.
    b. MEL Item #
    c. Transferred from the discrepancy sheet #, Discrepancy Item #, and the Date of Discovery.
    d. Corrective action due by date. Based off of MEL category number and begins at 12:00am (Phoenix, AZ) after the date of discovery.
8. Fill out a Colored Dot (from the MEL book, or aircraft flight book) with INOP and the MEL number. Place the Dot as close to the inoperative item as possible without hindering surrounding placards. Do not place on screens of Avionics Equipment. If the location is going to be missed by other pilots then place Dot in view of PIC and without hindering surrounding placards.
9. If a (M) procedure is required the PIC should assist the Director of Maintenance to find proper maintenance personal to comply with the (M) procedure(s). The maintenance personnel have reference to Westwind Air Service’s MEL procedures.

**4-5. Maintenance Away From Base:**

A. If maintenance is required away from Westwind Aviation's base of operations, it will fall into two categories: 1) Routine, scheduled airworthiness inspections and 2) Non-routine, aircraft discrepancies between routine inspections. The pilot must receive instructions from the Director of Maintenance or a designee prior to taking any action for non-routine. The Director of Maintenance or a designee will coordinate with the facility performing all routine or non-routine airworthiness inspections to ensure the completeness of the inspection using Westwind Air Service form 01. A copy of the maintenance warning report will accompany the request for service for only routine inspections. The original or revised forms are available for inspection and saved in Westwind Air Service forms folder.

B. All maintenance must be completed by an appropriately rated mechanic or repair station that is covered by an FAA approved Drug/Alcohol Testing Program and approved by Director of Maintenance or his designee. The Director of Maintenance or his designee will create a file for each facility that works on Westwind Air Service aircraft. The file will contain a copy of the request for service form 01 and a copy of the facilities drug and alcohol program and maintained for a period of 24 months at Westwind Air Service base maintenance facility.

C. In the event the pilot-in-command cannot contact the Director of Maintenance or his designee for further instructions, the flight will be terminated and the aircraft will remain grounded until required maintenance can be affected.

D. Every effort will be made to find a mechanic that is participating in an FAA approved Drug/Alcohol Testing Program. In the event that there are not any mechanics available that participate in a Drug/Alcohol Testing program, and with the approval of the Director of Maintenance or his designee, repairs may be completed under the following conditions:

- After the repairs have been made, the aircraft will be flown back to its base so the repair work may be inspected by an appropriately rated and properly certificated mechanic covered by an FAA approved Drug/Alcohol Testing Program.

**-AND-**

- Part 135 flights are not permitted in that aircraft until the completed repairs have been inspected by a properly certificated mechanic covered by an FAA approved Drug/Alcohol Testing Program.

- Westwind Aviation, Inc.'s standard operating procedure is to repair immediately any deficiency discovered on any of its aircraft. Continuation of flight with inoperative equipment is authorized only when the inoperative equipment does not render the aircraft un-airworthy and flight with the inoperative equipment is permitted by the approved MEL

- The repair of MEL items will be accomplished at an approved maintenance facility on or before the date or time the MEL is due. If an outside facility is completing the MEL repair, form 01 will be used and filed. However, a part not on hand can prevent the immediate

correction of a MEL discrepancy. That part will be ordered and obtained at the earliest possible time and installed to clear the discrepancy. The Director of Maintenance will coordinate the procurement of parts on order for an MEL item.

- The Minimum Equipment List may not be used for extended periods for operational or maintenance convenience. Open MEL items will be reviewed on a daily basis by maintenance and operations management to assure the timely correction of inoperative equipment.

D. For additional information concerning MEL use and release of aircraft, refer to the Westwind MEL Management Program.

**4-6. Trend Monitoring Procedures:**

A. Pilots will record the number of landings and the number of cycles on every turbine aircraft flight:

B. Trend data will be recorded on one flight, preferably the first flight, per day. The engine should be stable, without throttle movement for at least five (5) minutes prior to recording the actual values. Actual flight readings should be recorded and not target values. Bleed air and the Air Conditioner must be OFF. Engine parameters should be recorded first, without interruption. Numbers must not be rounded. The aircraft ambient conditions should then be recorded. Pilots will record the following on all non-training, non-maintenance flights:

- Indicated Outside Temperature..... to the closest 1 degree C.
- Pressure Altitude..... to the closest 10 ft
- Indicated Airspeed..... within 1 KIAS
- Torque..... to the closest 5 ft-lbs
- Propeller Speed..... to the closest 10 rpm
- Compressor Speed..... to the closest 0.2%
- Inter-turbine Temperature..... to the closest 5 degrees C.
- Fuel Flow..... to the closest 5 PPH

C. The Director of Maintenance or a designee will compile trend data recorded on Daily Flight Record sheets each day for submission to appropriate trend-monitoring companies.

D. The Director of Maintenance or a designee will ensure that the required trend data has been submitted to the appropriate trend-monitoring companies at the end of each month.

E. Processed, plotted data received from trend-monitoring companies will be provided to the DOM for review and to submit to ECTM DAC Analyst for action as appropriate.

**4-7. Cabin Seat Installation and Removal:**

A. Removing and or installing aircraft seats is considered a maintenance procedure. Pilots will not remove or install aircraft seating without maintenance personnel confirming the task has been completed properly.

B. Caravans may have three different valid weight & balance sheets, one for cargo (crew seats only), one for commuter seating (eight seats behind the crew seats), and one for utility seating (9 seats behind the crew seats).

C. Maintenance personnel removing, installing or approving cabin seats will ensure the correct weight & balance sheet is displayed in the aircraft flight book upon completion of the task.

**4-8. Completing Airworthiness Inspections:**

A. When an airworthiness inspection is to be completed away from home base the DOM will ensure qualified personnel, on an approved drug and alcohol program, are available to complete the inspection. The DOM will ensure the number of cycles and landings are correct in the computerized maintenance tracking system, and print a "Maintenance Warning Report" looking forward 150 hours, 150 cycles, and 90 days. This report will be provided to the technician responsible for completing the airworthiness inspection so that all required items will be addressed. After the inspection is completed the technician will electronically forward inspection results, along with discrepancies noted, corrective actions taken, and a signed copy of the maintenance record entry to the DOM. The technician will update the Aircraft Status and Inspection Record sheet to reflect the completed inspections, and sign and date it. After reviewing the maintenance record entry the DOM will update the computerized maintenance tracking system and create another "Maintenance Warning Report" to ensure all items due have been addressed prior to returning the aircraft to service. The DOM will ensure the original maintenance records are sent to the home base and posted in the aircraft maintenance logs. Any items that may become due prior to the next airworthiness inspection will be added to the bottom of the Aircraft Status and Inspection Record sheet.

B. When the airworthiness inspection is completed at home base the DOM will ensure the number of cycles and landings are correct in the computerized maintenance tracking system, and print a "Maintenance Warning Report" looking forward 150 hours, 150 cycles, and 90 days. This report will be added to the work package generated to complete the inspection. After the inspection is completed, and all discrepancies are corrected, The DOM will update the computerized maintenance tracking system and create another "Maintenance Warning Report" to ensure all items due have been addressed prior to returning the aircraft to service. The DOM will ensure the Aircraft Status and Inspection Record sheet is updated to reflect the completed inspections, and sign and date it. Any items that may become due prior to the next airworthiness inspection will be added to the bottom of the Aircraft Status and Inspection Record sheet.

C. Emergency Airworthiness Directives will be handled in accordance with OpSpec A447.

**4-9. Service Difficulty Reports:**

A. Service Difficulty Reports required by FAR 135.415 will be completed via the FAA SRR reporting website by the Director of Maintenance.

# Chapter 5
# Emergency Response Procedures


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**5-1. Aircraft Accident Procedures:**

A. Broad distribution of these procedures is strongly recommended since certain personnel may not be available at the time of an emergency and when immediate company action is necessary. Those with a need for a thorough understanding of company procedures would include:

- Director of Operations
- Chief Pilot
- Assistant Chief Pilot
- Operations Manager
- Pilots

B. In the event of an aircraft incident or accident, the aircraft operator may be notified through many sources (federal government employees, police, press, bystanders, etc.). The first point of contact will likely be with the person at Westwind Aviation, Inc. who answers the telephone. Unless that person is specifically trained to receive such a call, that person should be prepared to transfer the call to the Westwind Charter Office.

C. Upon receiving the transferred call, the office personnel on duty should be prepared to obtain the following information:

- Date and time of the report.
- Name and telephone number of the person reporting the occurrence.
- Date and time of the occurrence.
- Tail Number of the aircraft.
- Location of the accident, including the distance from the nearest town and direction to some easily identifiable geographical point.
- If available, names of injured persons and extent of injury.
- Damage to aircraft.
- Damage to property or injury to other persons.
- Names of official agencies that have been notified, and if available, whether any fire, rescue, law enforcement, NTSB or FAA personnel are en route to the scene.

D. Temporary telephone numbers where the aircrew or passengers may be reached.

E. After obtaining the above information, the person taking the call should contact the Director of Operations immediately. If the Director of Operations cannot be reached, the appropriate Station Manager and company owner should be contacted.

F. GOM 5-1, A. through F. will be printed out and posted in each office in a location that in the event of an emergency, an operations specialist will be able to see these steps and refer to them immediately.

**5-2. Duties & Responsibilities of the Director of Operations:**

A. The Director of Operations, or other designated company personnel must accomplish the following in a timely manner.

- Ensure that the National Transportation Safety Board and the Federal Aviation Administration have been given notice of the accident.
- Advise the company legal counsel of the basic facts.
- Notify the company insurance carrier promptly as to the name of the aircraft, time and place of the accident, injuries, damage to aircraft and property and the security measures taken.
- Determine which company personnel, if any should go to the scene of the accident.
- Secure the list of passengers and aircrew on board and be prepared to furnish that information to the responsible authorities with relevant and known information as to their condition.
- Notify the Director of Customer Service. This person should be prepared to handle inquiries from the press and the public. Responses should be limited to confirming aircraft ownership and to the extent possible, names of passengers and the aircrew. THERE SHOULD BE NO ATTEMPT MADE TO SPECULATE AS TO THE CAUSE OF THE ACCIDENT.
- Dispatch office personnel should gather information about the specific flight such as routes, weather and other trip papers.
- Alert the Maintenance Department to prepare documents (aircraft and engine log books, inspection data, etc.). Such information should be safeguarded by a company executive and turned over to the NTSB upon formal request.
- In the event of fatalities or injuries, the Director of Customer Service will be designated by the company to inform families and relatives of the aircrew members and passengers. Westwind may find it necessary to provide moral support for the next of kin from professional, psychological sources. Some personnel may also be called upon to assist family members if making hospital transfers, obtaining transportation and accommodations as necessary, explaining company benefits to involved families and coordinating financial assistance to meet immediate needs.
- Company employees should be advised not to discuss the occurrence with their co-workers or with anyone outside the company in the interest of aiding the investigation. Normal behavior would indicate a desire to hypothesize as to the cause of an accident and personal opinions should not be casually discussed. Senior management personnel are the only persons authorized to discuss an aircraft accident or incident outside the company and questions from the media, clients, next of kin, etc., should be referred to the designated spokesperson. Statements in response to questions from the NTSB relating to the accident should be carefully considered before making a response.

B. “Safety sensitive” employees will be available for alcohol and drug testing. All the required information is found on the “Federal Drug Testing Custody and Control Form”. The company

Designated Employee Representative (DER) will coordinate the drug testing procedure with the employee.

**5-3. Duties & Responsibilities of the Pilot in Command**

A. In an emergency involving the safety of passengers or property, the PIC may deviate from the procedures in this manual and Federal Aviation Regulations to the extent required to meet the emergency.

B. Whenever emergency authority is exercised, the PIC declaring the emergency shall send a complete record of the deviation through the Director of Operations to the Scottsdale Flight Standards District Office within 10 days, excluding Saturdays, Sundays, and Holidays.

C. The PIC shall restrict or suspend operations in an area or to an airport when it is determined that there exists a hazard to safe operations. The PIC will not allow a flight to continue toward any airport of intended landing unless he has determined the conditions considered hazardous have been corrected or are expected to be corrected prior to the estimated time of arrival. If there is no safer procedure, the flight may be continued to the potentially hazardous conditions only under an emergency situation.

D. Prior to each takeoff, the PIC will ensure that any passenger who may need the assistance of another person to move expeditiously to an exit if an emergency occurs and that the person's attendant, if any, has received a briefing as to the procedures to be followed if an evacuation occurs. If a passenger in need of assistance during an evacuation does not have an attendant, the pilot-in-command will assign that person an attendant.

E. In the event of an in-flight emergency, the PIC will accomplish the following items as expeditiously as possible.

- Complete emergency checklist items
- Ensure all passengers have been briefed
- Make radio call as appropriate
- Prepare for emergency landing as necessary

F. When possible, passengers should be briefed during an in-flight emergency on the following subjects prior to landing.

- The nature of the emergency.
- The location and operation of emergency exists
- All carry on items are secured prior to touchdown.
- Seatbelts should be secure.
- Carry-On items should remain on board the aircraft during evacuation.
- Passengers are to move well clear of the aircraft after evacuation.

G. In the event of an accident or serious incident, the PIC shall:

- Comply with emergency procedures as outlined in this manual.
- Evacuate the aircraft and administer to the welfare of the passengers.
- Obtain rescue and medical assistance by any means possible.
- Notify Westwind personnel as soon as possible.
- Comply with FAR 830.15(c) by submitting a crewmember statement.
- Comply with company alcohol and drug testing policies and procedures.

**5-4. Duties & Responsibilities of the Second in Command:**

A. If Westwind has assigned two crewmembers to the flight, the second in command will assist the PIC with his duties as requested by the PIC.

**5-5. Aircraft Evacuation Procedures:**

A. The pilot in command shall adhere to the following guidelines for performing an aircraft evacuation.

- The PIC shall exit the aircraft with the fire extinguisher
- The aircraft should be evacuated if there is any risk of fire or toxic fumes.
- The aircraft's oxygen system should be turned off prior to evacuation.
- An aircraft exit should not be used if a hazardous condition would result.
- The first priority is to empty the aircraft as quickly and efficiently as possible. Passengers in need of special assistance are aided as time permits. The PIC should deplane as many people as possible in the least amount of time.
- Evacuation is not complete until the PIC has determined that all passengers have deplaned. The PIC will assemble the passengers in a group well clear of the aircraft and perform a headcount. Passengers are not allowed to return to the aircraft.
- The PIC will attend to the needs of the passengers to the best of his ability. The PIC shall enlist the assistance of any qualified persons to assist in the care of passengers.
- The PIC will not leave the scene of the evacuation until the care and safety of all passengers has been confirmed.
- The PIC shall assign the SIC duties as necessary.

**5-6. Preservation of Aircraft Wreckage:**

A. Westwind Aviation, Inc. will be responsible for preserving to the extent possible any aircraft wreckage, cargo, and mail aboard an aircraft if that aircraft is involved in an accident or incident which requires immediate notification of the NTSB.

B. Prior to the time the NTSB or its' authorized representative takes custody of aircraft wreckage, mail, or cargo, such wreckage, mail, or cargo may not be disturbed or moved except to the extent necessary to:

- Remove persons injured or trapped.
- Protect the wreckage from further damage, or
- Protect the public from injury.

C. Where it is necessary to move aircraft wreckage, mail, or cargo, sketches, descriptive notes, and photographs shall be made, if possible, of the original position and condition of the wreckage and any significant impact marks.

D. Westwind Aviation, Inc. will retain all records, reports, internal documents and memoranda dealing with an accident or incident, until authorized by the NTSB to the contrary.

**5-7. Overdue Aircraft Procedures:**

A. When an aircraft operating on either a company flight plan or an FAA flight plan becomes 30 minutes overdue, Westwind dispatch office personnel shall attempt to locate the flight by any means available. This will include but not be limited to the following:

- Calling Flight Service
- Calling any ATC facilities along the route.

B. When the flight becomes 60 minutes overdue, the dispatch office personnel shall advise Flight Service that the flight is overdue and provide any requested assistance in attempting to locate that flight. At this time search and rescue procedures will be implemented. The dispatch office will immediately notify the Director of Operations.

**5-8. Accident/Incident Reports:**

A. The Director of Operations will complete and submit NTSB Form 6120.1 to the NTSB within 10 days of an accident or 7 days of a missing aircraft. A report on an incident for which notification is required shall be filed only as requested by the NTSB.

**5-9. Emergency Telephone Numbers:** If an emergency phone call is needed, 911 should be used unless one of the below listed numbers will be faster and more helpful.

- National Transportation Safety Board:
  - California Office 310-380-5660
  - Colorado Office 303-361-0600
- Scottsdale FSDO 480-419-0330
- HAZMAT FAA Regional Office (24 Hours) 817-222-5006
- Salt Lake City FSDO 801-524-4247
- Prescott FSS 800-992-7433
- Westwind Aviation Dispatch Office 888-869-0866
- Page Office 928-645-4048
- Grand Canyon Office 928-638-6340
- Ronald K Haarer (Owner) 623-561-6352
- Elijah Riggs (Director of Operations) 719-849-1370
- Bruce Grubbs (Chief Pilot) 928-606-5225
- Max Schneller (Assistant Chief Pilot) 703-342-8831
- Eric Smith (Director of Maintenance) 602-540-4665

- Flagstaff Office of the Highway Patrol 928-773-3600
- Page Office of Highway Patrol 928-645-4346
- Page Police 928-645-4355
- Page Fire Department 928-645-4346
- Page Hospital 928-645-2424
- Tusayan Fire Department 928-638-3473

**5-10. NTSB Part 830 Extracts:**

**830.2 Definitions**

As used in this part the following words or phrases are defined as follows:

a) Aircraft accident means an occurrence associated with the operation of an aircraft which takes place between the time any person boards the aircraft with the intention of flight and all such persons have disembarked, and in which any person suffers death or serious injury, or in which the aircraft receives substantial damage. For purposes of this part, the definition of "aircraft accident" includes "unmanned aircraft accident," as defined herein.

b) Civil aircraft means any aircraft other than a public aircraft.

c) Fatal injury means any injury which results in death within 30 days of the accident.

d) Incident means an occurrence other than an accident, associated with the operation of an aircraft, which affects or could affect the safety of operations.

e) Operator means any person who causes or authorizes the operation of an aircraft, such as the owner, lessee, or bailee of an aircraft.

f) Public aircraft means an aircraft used only for the United States Government, or an aircraft owned and operated (except for commercial purposes) or exclusively leased for at least 90 continuous days by a government other than the United States Government, including a State, the District of Columbia, a territory or possession of the United States, or a political subdivision of that government. "Public aircraft" does not include a government-owned aircraft transporting property for commercial purposes and does not include a government-owned aircraft transporting passengers other than: transporting (for other than commercial purposes) crewmembers or other persons aboard the aircraft whose presence is required to perform, or is associated with the performance of, a governmental function such as firefighting, search and rescue, law enforcement, aeronautical research, or biological or geological resource management; or transporting (for other than commercial purposes) persons aboard the aircraft if the aircraft is operated by the Armed Forces or an intelligence agency of the United States. Notwithstanding any limitation relating to use of the aircraft for commercial purposes, an aircraft shall be considered to be a public aircraft without regard to whether it is operated by a unit of government on behalf of another unit of government pursuant to a cost reimbursement agreement, if the unit of government on whose behalf the operation is conducted certifies to the Administrator of the Federal Aviation Administration that the operation was necessary to respond to a significant and imminent threat to life or property (including natural resources) and that no service by a private operator was reasonably available to meet the threat.

g) Serious injury means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date of the injury was received; (2) results in a fracture of any bone (except simple fractures of fingers, toes, or nose); (3) causes severe hemorrhages, nerve, muscle, or tendon damage; (4) involves any internal organ; or (5) involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.

h) Substantial damage means damage or failure which adversely affects the structural strength, performance, or flight characteristics of the aircraft, and which would normally require major repair or replacement of the affected component. Engine failure or damage limited to an engine if only one engine fails or is damaged, bent fairings or cowling, dented skin, small punctured holes in the skin or fabric, ground damage to rotor or propeller blades, and damage to landing gear, wheels, tires, flaps, engine accessories, brakes, or wingtips are not considered "substantial damage" for the purpose of this part.

i) Unmanned aircraft accident means an occurrence associated with the operation of any public or civil unmanned aircraft system that takes place between the time that the system is activated with the purpose of flight and the time that the system is deactivated at the conclusion of its mission, in which:

i. Any person suffers death or serious injury; or
ii. The aircraft has a maximum gross takeoff weight of 300 pounds or greater and sustains substantial damage

**830.5 Immediate Notification Required**

The operator of any civil aircraft, or any public aircraft not operated by the Armed Forces or an intelligence agency of the United States, or any foreign aircraft shall immediately, and by the most expeditious means available, notify the nearest National Transportation Safety Board (NTSB) office when:

(a) An aircraft accident or any of the following listed serious incidents occur:

(1) Flight control system malfunction or failure;

(2) Inability of any required flight crewmember to perform normal flight duties as a result of injury or illness;

(3) Failure of any internal turbine engine component that results in the escape of debris other than out the exhaust path;

(4) In-flight fire;

(5) Aircraft collision in flight;

(6) Damage to property, other than the aircraft, estimated to exceed $25,000 for repair (including materials and labor) or fair market value in the event of total loss, whichever is less.

(7) For large multiengine aircraft (more than 12,500 pounds maximum certificated takeoff weight):

(i) In-flight failure of electrical systems which requires the sustained use of an emergency bus powered by a back-up source such as a battery, auxiliary power unit, or air-driven generator to retain flight control or essential instruments;

(ii) In-flight failure of hydraulic systems that results in sustained reliance on the sole remaining hydraulic or mechanical system for movement of flight control surfaces;

(iii) Sustained loss of the power or thrust produced by two or more engines; and

(iv) An evacuation of an aircraft in which an emergency egress system is utilized.

(8) Release of all or a portion of a propeller blade from an aircraft, excluding release caused solely by ground contact;

(9) A complete loss of information, excluding flickering, from more than 50 percent of an aircraft's cockpit displays known as:

(i) Electronic Flight Instrument System (EFIS) displays;

(ii) Engine Indication and Crew Alerting System (EICAS) displays;

(iii) Electronic Centralized Aircraft Monitor (ECAM) displays; or

(iv) Other displays of this type, which generally include a primary flight display (PFD), primary navigation display (PND), and other integrated displays;

(10) Airborne Collision and Avoidance System (ACAS) resolution advisories issued either:

(i) When an aircraft is being operated on an instrument flight rules flight plan and compliance with the advisory is necessary to avert a substantial risk of collision between two or more aircraft; or

(ii) To an aircraft operating in class A airspace.

(11) Damage to helicopter tail or main rotor blades, including ground damage, that requires major repair or replacement of the blade(s);

(12) Any event in which an operator, when operating an airplane as an air carrier at a public-use airport on land:

(i) Lands or departs on a taxiway, incorrect runway, or other area not designed as a runway; or

(ii) Experiences a runway incursion that requires the operator or the crew of another aircraft or vehicle to take immediate corrective action to avoid a collision.

(b) An aircraft is overdue and is believed to have been involved in an accident.

NTSB regional offices are located in the following cities: Anchorage, Alaska; Atlanta, Georgia; West Chicago, Illinois; Denver, Colorado; Arlington, Texas; Gardena (Los Angeles), California; Miami, Florida; Seattle, Washington; and Ashburn, Virginia. In addition, NTSB headquarters is located at 490 L'Enfant Plaza, SW., Washington, DC 20594. Contact information for these offices is available at http://www.ntsb.gov.

**830.6 Information to be given in notification.**

The notification required in § 830.5 shall contain the following information, if available:

(a) Type, nationality, and registration marks of the aircraft;

(b) Name of owner, and operator of the aircraft;

(c) Name of the pilot-in-command;

(d) Date and time of the accident;

(e) Last point of departure and point of intended landing of the aircraft;

(f) Position of the aircraft with reference to some easily defined geographical point;

(g) Number of persons aboard, number killed, and number seriously injured;

(h) Nature of the accident, the weather and the extent of damage to the aircraft, so far as is known; and

(i) A description of any explosives, radioactive materials, or other dangerous articles carried.

**830.10 Preservation of aircraft wreckage, mail, cargo, and records.**

(a) The operator of an aircraft involved in an accident or incident for which notification must be given is responsible for preserving to the extent possible any aircraft wreckage, cargo, and mail aboard the aircraft, and all records, including all recording mediums of flight, maintenance, and voice recorders, pertaining to the operation and maintenance of the aircraft and to the airmen until the Board takes custody thereof or a release is granted pursuant to § 831.12(b) of this chapter.
(b) Prior to the time the Board or its authorized representative takes custody of aircraft wreckage, mail, or cargo, such wreckage, mail, or cargo may not be disturbed or moved except to the extent necessary:
(1) To remove persons injured or trapped;
(2) To protect the wreckage from further damage; or
(3) To protect the public from injury.
(c) Where it is necessary to move aircraft wreckage, mail or cargo, sketches, descriptive notes, and photographs shall be made, if possible, of the original positions and condition of the wreckage and any significant impact marks.
(d) The operator of an aircraft involved in an accident or incident shall retain all records, reports, internal documents, and memoranda dealing with the accident or incident, until authorized by the Board to the contrary.

**830.15 Reports and statements to be filed.**

(a) Reports. The operator of a civil, public (as specified in § 830.5), or foreign aircraft shall file a report on Board Form 6120. 1⁄2 (OMB No. 3147-0001) within 10 days after an accident, or after 7 days if an overdue aircraft is still missing. A report on an incident for which immediate notification is required by § 830.5(a) shall be filed only as requested by an authorized representative of the Board.
Forms are available from the Board field offices, from Board headquarters in Washington, DC, and from the Federal Aviation Administration Flight Standards District Offices.
(b) Crewmember statement. Each crewmember, if physically able at the time the report is submitted, shall attach a statement setting forth the facts, conditions, and circumstances relating to the accident or incident as they appear to him. If the crewmember is incapacitated, he shall submit the statement as soon as he is physically able.
(c) Where to file the reports. The operator of an aircraft shall file any report with the field office of the Board nearest the accident or incident.