

**Subject: Preface**

**Number: I-1**

This operator's manual has been prepared in accordance with Federal Aviation Regulations (FAR) Part 135. This volume will subsequently be incorporated with all changes with said regulations as required.

This manual shall be used for guidance of flight, ground operations, and maintenance personnel of the company, in the conduct of its operations of aircraft under FAR Part 135.

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

Revisions will be incorporated as issued or advised and will bear the date of the last revision thereof. A record of revisions will be kept for operations manual efficiency.

All other referenced, publications, or manuals to be used by the company in the conduct of this manual are properly identified in appropriate sections of this manual.

This operations manual is based on current Federal Aviation Regulations and approved aircraft manuals.

**Subject: Distribution Of Manual**

**Number: I-2**

A copy of this manual, or appropriate portions of the manual, will be furnished to all areas of responsibility within the company, including, but not limited to:

1. Maintenance personnel
2. Ground operations personnel
3. Flight crews
4. Flight following personnel
5. Representatives of the Federal Aviation Administration assigned to the certificate holder.

It will be the responsibility of each supervisor to determine that all personnel under his direction have read and are familiar with applicable portions of this Operations Manual and the Operations Specifications.

Each manual holder will be responsible for keeping the manual up-to-date as revisions are furnished to them.

**Subject: Director of Operations****Number: II-3**

The Director of Operations is responsible for the selection and employment of all employees of this company. He is responsible for the appointment of qualified staff members and for insuring that each employee is properly instructed to perform his duties and responsibilities. He is responsible for the overall safety and exercises operational control of company operations.

He may delegate functions to other personnel, but retains responsibility.

He must be highly knowledgeable of the Operations Manual, FAA Regulations, Operation Specifications, flight manuals and other procedures pertinent to his position. Other responsibilities include:

1. Formulates plans and policies.
2. Directs the execution of company policies, establishes operations, personnel and equipment standards.
3. Schedules aircraft and establishes personnel duty hours.
4. Schedules aircraft into applicable inspections and maintenance and coordinates all flights.
5. Conducts personnel interviews, hiring and discharging of flight and maintenance personnel and directs the training of all flight and maintenance employees.
6. Distributes the Company Operations Manual or portions of it to those persons listed on the Table of Distribution.
7. Supervises distribution and posting of all information or memoranda relative to any changes affecting company policy, route information, nav-aids, NOTAMS, requisitioning of flying aids, aeronautical charts, etc.
8. Insures prompt reporting, filing and follow-up action on accident reports to the appropriate FAA agencies.
9. Responsible for facility inspection.
10. Insures that flight following procedures are carried out for company aircrafts.
11. Responsible for an Internal Audit Program to identify potential problem areas.



**Subject: Director of Operations  
(continued)****Number: II-3**

12. Insures that if an alteration was performed to an aircraft that constitutes a change to the aircraft flight manual, that the change is incorporated into the flight training process of the flight crews affected.
13. Insures that the company conducts operations authorized in its operations specifications
14. Prior to aircraft flight or series of flights, the director of operations or someone appointed by him, must identify each crewmember that has completed the training required to function as a required crewmember for that flight.
15. Insures that company responsibilities are not transferable to any other person or entity.
16. Insures that the company will not engage in the franchising or sharing of the company's authority with another person or entity.
17. Insures that there will not be transfer, surrender, abrogation, or sharing of operational control to any party.
18. Insures that the company will operate only under the name stated on it's air carrier certificate (#SSCA269I).

**Subject: Pilot In Command****Number: II-6**

All crewmembers are direct employees of Southern Seaplane, Inc. and represent the company at all times when flying under Part 135 flights. Their duties and responsibilities are as follows:

1. The pilot in command is responsible for keeping his physical condition to a standard that will enable him to perform his piloting duties safely and efficiently. He must be sure that neither he nor his crew, if any, are feeling the effects or are under the influence of alcohol or drugs.
2. The pilot is responsible for maintaining his license qualifications.
3. He is responsible for keeping himself informed of the latest FAR's and safety practices.
4. He is responsible for checking the weather from any or all available sources.
5. Flight plans will be filed on all IFR flights and with either the FAA or company during VFR flights.
6. The pilot is responsible for the pre-flight and post-flight check of his aircraft.
7. The aircraft must be loaded in accordance with the weight and balance data papers or manuals on board the aircraft.
8. The pilot is responsible for seeing that all approved check lists are on board the aircraft, and he is responsible for their use.

Section II  
Company Personnel, Qualifications,  
Duties and Responsibilities

**Subject: Pilot In Command  
(continued)**

**Number: II-6**

9. There shall be enough fuel on board for the flight plus adequate reserves.
10. The pilot will brief the passengers about seatbelts, smoking, exits, etc., using the checklist provided.
11. The pilot is responsible for seeing that the flight is conducted in accordance with the FAR's, Company policy, and good safety practice.
12. The pilot will permit no one other than properly qualified company personnel or specifically authorized FAA Aviations Safety Agents to manipulate the flight controls while in flight.
13. The pilot is responsible for disbursing company funds while he is away from home base, including expenditures for fuel, oil, mechanical services, hotel bills, meals transportation and any other expenses necessary for the completion of the flight. Receipts will be obtained and turned in to the office upon completion of the flight.
14. The pilot will make arrangements for any maintenance to aircraft while he is away from home base. He is authorized expenditures up to \$250.00. If the expenditure is anticipated to exceed that amount he is to contact the home base for consultation.



**Subject: Pilot In Command  
(continued)****Number: II-6**

15. The pilot in command must occupy the pilot seat, which affords him or her the most direct view of the basic flight instruments. FAR Part 135, (135.95 (b), 135.109, 135.115 & 135.243) clearly requires that only persons who are qualified, trained, checked and designated may perform pilot duties on air taxi flights.
16. Cargo must be carried on or in approved places as referenced in the aircraft's operating manuals.
17. No flights are to be conducted where oxygen is required.
18. It is the responsibility of the Pilot in Command to report to the Director of Maintenance or his authorized representative any failure, malfunction or defect in equipment encountered during a flight operation.
19. All pilots are to check before flights for NOTAMS and TFRs that may contain information about airspace, navaid and/or airports. These NOTAMS can be found in print for through bi-weekly publications, DUAT, and/or Flight Service. Refer to AIM para. 5.3 Notice to Airmen (NOTAM) System for detailed descriptions of the types of NOTAMS.
20. All pilots are to check the aircraft supplements of the aircraft flight manual to ensure that if an alteration has been performed to an aircraft it may change the flight characteristics of that aircraft.

Section II  
Company Personnel, Qualifications,  
Duties and Responsibilities

**Subject: Flight Crew Qualifications**

**Number: II-9**

General:

1. All pilots employed by the Company will possess at least a current Commercial Pilot certificate and Instrument Rating with the appropriate ratings for the type of flight duties to which he may be assigned.
2. All pilots will possess at least a current 2<sup>nd</sup> class Medical Certificate which has been issued within the proceeding twelve calendar months. No pilot will be assigned to any flight duties during a period of a known physical deficiency that would render him unable to pass the examination for this Certificate.
3. A pilot will not be assigned to any flight duties unless he meets the recency of experience requirements set forth below:
  - a. Three (3) takeoffs and three (3) landings in the proceeding ninety (90) days in each class of aircraft in which he is to serve.
  - b. The pilot will have made three (3) takeoffs and landings at night within the proceeding ninety (90) days, if assigned to night flying duties.
  - c. The pilot must meet the requirements of Part 61.57 (c) (1), at least six instrument approaches; holding procedures; and intercepting and tracking courses through the use of navigation systems, if assigned to IFR duties.



**Subject: Flight Crew Qualifications  
(continued)****Number: II-9**

4. No pilot will be assigned to duties as a Pilot in Command of an IFR flight, unless, within the preceding six (6) calendar months he has successfully completed and instrument check ride (proficiency) given him by the FAA or other designated check pilot.

The following minimum regarding flight time and ratings will be followed prior to assigning any flight duties for pilot personnel. All ratings are in addition to the Commercial Pilot Certificate.

**A. Chief Pilot**

1. The Chief Pilot will possess the following ratings and minimum experience before designation:
  - a. Ratings: Commercial Pilot  
Airplane Single Engine Land and Sea  
Airplane Multi-Engine Land  
Instrument Airplane
  - b. Minimum Experience: At least three (3) years experience as a Pilot in Command of an aircraft in the same category and class under FAR 135. (hours) PIC 1500.

**Subject: Flight Crew Qualifications  
(continued)****Number: II-9****B. Pilot In Command****1. IFR Flight and VFR Over-The-Top**

No pilot will be assigned to these duties unless he possesses a Commercial and Instrument Rating and has a minimum of 1200 hours of flight time as a pilot, including at least 500 hours of cross country flying time, at least 100 hours of which were at night, at least 10 night takeoffs and landings, and 75 hours of actual or simulated instrument flight time, at least 50 of which were in actual flight.

**2. Day VFR:**

- a. Hold at least a Commercial Pilot Certificate with category and class ratings in which that person is to serve.
- b. Has at least 500 hours of flight time as a pilot, including at least 100 hours of cross-country flight time. At least 25 hours of which were at night.

**3. Night Flight:**

No person may act as pilot in command of an aircraft at night, unless:

- a. He has had at least 500 hours of flight time as pilot, including at least 100 hours of cross country flight time, at least 25 of which were at night.

*Note: The carrying of passengers at night is limited as per (FAR 135.229 (b) (2) to take-off and landing at lighted facilities only.*

**Subject: Flight Plan and Flight Locating****Number: IV-2**

All IFR flights must be conducted under a clearance issued by the appropriate air traffic control facility.

All VFR flights are to be conducted in accordance with either a flight plan filed with the appropriate flight service station or under company flight following procedures.

Flights operating in accordance with company flight following will comply with the provisions of FAR 135.79.

The Chief Pilot or someone appointed by the Director of Operations is responsible for flight following of company aircraft.

**VFR:**

Since the filing of a formal flight plan with a flight service station is not practical during most floatplane operations, the following will be adhered to:

**A. Flight Locating (in absence of VFR flight plans with FSS)**

1. When an aircraft is dispatched on a flight requiring company flight following, the pilot will communicate with the "FM" (151.895 MHz) transceiver to activate and close out their flight plan with a company flight following station.



**Subject: Flight Plan and Flight Locating  
(continued)****Number: IV-2**

2. Should the pilot have difficulty contacting a company flight following station they should climb since insufficient altitude will not permit proper communication signals. (Range equipment approximately 100 statute miles at 1,000 ft. AGL).
3. If stand-by time is unknown the pilot is instructed to call the operations office prior to departure.
4. When an aircraft is over due by one hour Southern Seaplane, Inc. will investigate and gather information before notification to an FAA facility or search and rescue facility.
5. When company communications are not practical to close out a flight plan, pilots are instructed to call via land line or cell phone to close out their flight plan.
6. All VFR flight will use the "spot" GPS tracking device. This device will transmit the aircraft location to company flight following personnel via e-mail, text message, and sends emergency notification to GEOS Rescue Coordination Center. This is not to replace normal flight following but will aid enroute flight tracking.

The following page is an example of Form "SS Form 4 date 4-27-87" that will be used to conduct aircraft flight following.



**Subject: Company Flying Techniques****Number: IV-6**General Policy and Procedures

The following flight procedures have been set up and have been carefully **studied, analyzed and proven**. These procedures are set up to be maintained in the interest of safe and efficient operation. Only by strict compliance with these policies can we gain acceptance and insure the expansion of the Company.

A. Company Flying Techniques - General

1. All flights will be conducted in strict accordance with the provisions and limitations of the Federal Aviation Regulations.
2. If flight is conducted under Visual Flight Rules, a complete VFR flight plan will be filed and subsequently close with FSS or Company. All flights, except local flights, will file a complete flight plan or either IFR or VFR with the FAA or Company.
3. Except during take-off or landing, no aircraft operation on an IFR flight plan shall be flown at an altitude of less than one thousand (1000) feet above the highest obstacle, flat terrain, or two thousand (2000) feet above the highest obstacle mountainous terrain located within five (5) miles of the aircraft in flight. VFR flights will maintain an altitude within appropriate FARs.



**Subject: Company Flying Techniques  
(continued)****Number: IV-6**

*NOTE: No flights will be conducted under IFR in non-controlled airspace, except where authorized by operations specification.*

4. Insofar as possible, flight crews will avoid banking the aircraft at any time the aircraft is less than three hundred (300) feet above the highest obstacle in the immediate area of the landing field.
5. Excessive or violent maneuvering of the aircraft is prohibited, except necessary to insure the safety of the flight.
6. Flight crews will practice smooth application of controls in order to avoid rapid accelerations, deceleration, and change of direction or altitude of the aircraft.
7. No flight will originate if in the opinion of Flight Operations, or the Pilot in Command, conditions exist or may develop which will jeopardize the safety of the flight.
8. No flight, after having been originated, will continue toward any condition, which has developed since its departure that will jeopardize the safe completion of the flight. The flight shall return to its point of departure or to such suitable alternate as may be determined as operationally feasible.

**Subject: Company Flying Techniques  
(continued)****Number: IV-6**

9. Descent shall normally be made with the following when IFR or VFR, except in an emergency, or when approved descent procedures require:
  - a. If an altitude change of 1000 feet is required, descent or climb at a rate of 500 feet per minute; or
  - b. If an altitude change of more than 1000 feet is required, climb or descend as rapidly as practicable to 1000 feet above or below the assigned altitude and then descend or climb at a rate of 500 feet per minute until the assigned altitude is reached.

However, during passenger carrying operations, the maximum rate of descent should not exceed 1000 feet per minute, unless specifically requested to do so by ATC.

10. In the event of a mechanical failure in flight involving a component of the aircraft which may endanger the safety of the flight, the following Company policy shall apply:
  - a. The pilot shall normally proceed to and land at the nearest suitable airport.

**Subject: Company Flying Techniques  
(continued)****Number: IV-6**

11. All take-offs and landings will be made into the wind whenever practical, unless specifically directed to do otherwise by a control tower, or other operational considerations.
12. Maneuvers of the aircraft on the ground shall be at a safe conservative speed of such nature as to avoid "blasting" other aircraft, equipment, or persons and to avoid excessive use of brakes and short radius turns.

**B. Floatplane Techniques****1. Taxi**

Pilot will taxi on the right side of the canal at 65LA when possible. Pilots will maintain a lookout for traffic on the canal and debris on the water, as well as traffic in the air. Avoid taxiing in close proximity to the rear of large tugboats due to possible loss of control due to wake. Depth of water should be sufficient to preclude running aground. High speed taxiing will not be attempted around blind curves.

**2. Takeoff**

- a. Use pre-takeoff checklist.

No takeoff will be attempted until pilot has determined that there is sufficient length of



**Subject: Operational Control Requirements****Number IV-1**

- A. Prior to conducting any flight operation under Part 135, the company must provide information to the designated pilot in command which flight or series of flights will be conducted under Part 135 or Part 91 flight operations. Southern Seaplane, Inc. will be accountable and responsible for the safe operations of these flights or series of flights.
- B. When non-owned company planes are used for a flight or series of flights, a lease between Southern Seaplane, Inc. and the aircraft owner will be in place prior to any Part 135 operations. The lease will specifically state that the pilot is bound by the company's operations manual, operations specifications, and any Part 91 or 135 regulations.
- C. Aircraft Requirements – Southern Seaplane, Inc. will not conduct any operations under Part 135 regulations unless each aircraft used by the company is:
  - 1. owned by the company and remains without interruption in the company's legal and actual possession during all of its Part 135 flights or;
  - 2. a non-owned aircraft leased by the company and will remain in the company's exclusive possession or custody and under the company's complete operational control during all of its Part 135 flights.
- D. Southern Seaplane, Inc. operation control responsibility supersedes any agreement, contract, understanding or arrangement, other written or oral, expressed or implied between any persons or entities.
- E. Southern Seaplane, Inc. will ensure that each pilot is informed and understands that failure to adhere to the certificate of holder's directions and instructions may be contrary to Parts 119 and/or 135, and therefore may be subject to legal enforcement action by the FAA.

**Subject: Crew Scheduling****Number: V-1**

With the exceptions shown below, flight crewmembers will be scheduled so that flight time is evenly distributed among those in the same crew positions with consideration given to individual training and proficiency requirements.

1. The Company will not schedule any flight crewmember during any 24 consecutive hours, when the total flight time of the assigned flight – when added to any other commercial flying – will not exceed 8 hours for a flight crew consisting of one pilot.
2. A flight crewmember's flight time may exceed the flight time limits of paragraph (1) if the assigned flight time occurs during a regularly assigned duty period of no more than 14 hours and:
  - a. If the pilot's duty period is immediately preceded by and followed by a required rest period of at least 10 consecutive hours of rest.
  - b. If the combined duty and rest periods equal 24 hours.
3. Each assignment under paragraphs (1) & (2) must provide for at least 10 consecutive hours of rest during the 24 hour period that preceded the planned completion time of the assignment.
4. A flight crewmember is not considered to be assigned for duty during flight time in excess of flight time limitations if the flights to which they are assigned would normally terminate within the limitations, but due to circumstances beyond the control of the certificate

**Subject: Crew Scheduling  
(continued)****Number: V-1**

holder or the flight crewmember (such as adverse weather conditions) are not at the time of departure expected to reach their destination within the planned flight time.

5. Time spent in transportation, not local in character, that the certificate holder requires of flight crew-member and provides to transport the crewmember to the airport at which they are to serve on a flight as a flight crewmember, or from an airport at which they have completed an assigned flight to their home station, is not considered part of a rest period.
6. Pilots will report for duty by at least thirty (30) minutes prior to any flight.
7. It will be the responsibility of the pilot to maintain their flight time and duty time in a log or other appropriate record book on a daily basis.

*NOTE: The following page (SS Form 3) is a sample of the Monthly Flight and Duty Time Log. Each crewmember will use this form to show flight and duty times.*