

Time permitting, offer appropriate beverage service after checking with the Captain.

Time permitting, the CS Agent or the Captain notifies the Flight Attendant that the passengers may deplane. The Flight Attendants should monitor the conditions inside the cabin. Whenever hot or cold conditions exist and the APU or air conditioning systems are inoperative, passengers will not remain on the aircraft for more than 30 minutes without ventilation. When conditions in the cabin are not conducive to passenger comfort due to temperature extremes, the Flight Attendant will make sure the Captain is aware of the situation so that he can coordinate with Customer Service to remove the passengers. They must be escorted by a CS Agent to the terminal. Passengers should take their tickets with them.

Continually monitor the cabin area, reassuring passengers and providing additional service. Keep your passengers informed as to the reason for delay and possible length of delay.

As the flight departs, apologize again for the delay.

3-1.3.5 **Crew Coordination**

Every aspect of a flight operation requires coordination between each crewmember. This coordination provides the opportunity for protection against omission and error through cross checks of each crewmember's tasks. Deviations and abnormal occurrences will be announced rather than ritually announcing normal occurrences. Any deviation from normal operating procedure or question regarding operation, clearance, etc. should be called out, discussed, and verified as soon as practical.

The First Officer is responsible for the proper handling of his/her station functions. The greatest safety and proper crew coordination can only be achieved when each crewmember performs the duties and functions for which he/she is responsible. In an effort to maximize the safety of flight and minimize the possibility of collision, at least one flight crewmember should maintain a constant vigilance for conflicting visual traffic by utilizing the "see & avoid" concept. [REDACTED]

[REDACTED]

[REDACTED]

To assure continuous and positive aircraft control in the event of a malfunction and/or emergency, the Captain shall ensure that either he/she or the first officer is responsible for flying the aircraft and the delegation of their duties are clearly understood by both flight crewmembers. In addition, at least one pilot must at all times have full access to the flight controls and maintain constant vigilance during flight.

When the transfer of flight controls is to occur, the transferring pilot will state "your controls"; the receiving pilot upon taking control will then state "my controls". Anytime the Captain desires (or feels it is necessary) to take over the controls, he/she will call out, "my aircraft". The command "my aircraft" from the Captain will require the First Officer to immediately relinquish control of all three axis of the aircraft and resume the non-flying pilot duties.

The Captain will decide who will fly at any given time each leg based on all elements involved, be it landing in adverse conditions, or a single engine landing under ideal conditions. The Captain must consider each takeoff or landing separately. He/she must insure the maximum level of safety for each individual flight operation.

Both the Captain and the First Officer should review each other's special qualifications or restrictions (i.e., high minimums captain, less than 100 hours first officer, etc.) to assure compliance with Federal Air Regulations and the General Operations Manual.

The non-flying pilot shall read back all heading and altitude assignments as well as *Cleared to Land, Cleared for Takeoff, Hold Short of/Cleared to Cross a Runway, and Line Up and Wait* instructions. **The flying pilot shall repeat all heading and altitude assignments as well as all *Cleared to Land, Cleared for Takeoff, Hold Short of/Cleared to Cross a Runway, and Line Up and Wait* instructions to assure that both pilots agree on the clearance.**

The non-flying pilot will also read back all four digits of the altimeter setting. Whenever an altimeter setting is received both pilots will set their respective altimeters and then check the other altimeter for the proper setting. Both pilots will then respond with the four-digit altimeter setting and state: "Set and Cross Checked." When the non-flying pilot is involved in specific tasks (i.e. engine starts, etc.) the flying pilot is responsible for ATC communication.