

WPR21FA143

OPERATIONAL FACTORS/HUMAN PERFORMANCE

Group Chair's Factual Report - Attachment 5

GOM Excerpts

October 25, 2022

Management Personnel and Administration

Director of Operations	John Baechler
Chief Pilot	Rob Gideon
Director of Maintenance	Chris Lanphier

The following individuals are authorized to apply for and to sign Operations Specifications in behalf of Soloy Helicopters, LLC. (Hereinafter referred to as "Soloy Helicopters" and "Company"):

All applicable Parts:

Director of Operations	John Baechler
Chief Pilot	Rob Gideon
SMS Manager	Dane Crowley

Part D:

Director of Maintenance	Chris Lanphier
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Principal Base of Operations

Physical & Mailing address:
Soloy Helicopters, LLC
[REDACTED]
Wasilla, AK 99654

Phone: [REDACTED]
E-mail: [REDACTED]
Website: [REDACTED]

Director of Operations – Duties, Responsibilities, and Authority

The Director of Operations is responsible for the flight operations of Soloy Helicopters. The Director of Operations may delegate his specific duties but retains responsibility. The responsibilities of the Director of Operations ("DO") include:

1. Administration of Flight Operations

The DO shall establish and uphold Company policies and procedures to conform to Company Operations Specifications and applicable FAR. The DO shall evaluate the ongoing compliance of Company operations and the performance of Company employees in carrying out their assigned duties and responsibilities.

2. Operational Control

The DO shall exercise operational control of Company flight operations in a manner consistent with Company Ops Spec A008, the assigned duties and responsibilities of Section 1 and the operational control policies and procedures of Section 2 of this manual.

3. Supervision of Employees

The DO shall supervise and direct the Chief Pilot and the Director of Maintenance. He shall assume the duties of the Chief Pilot or Director of Maintenance in their absence. The DO shall direct the daily duties and flight assignments of Company pilots and is ultimately responsible for employment and personnel actions of all Company employees.

4. Company Manuals and Published Materials

The DO is responsible for and shall ensure the compliance and currency of the Company Operations Manual and Training Program. He shall also obtain and appropriately disseminate current published documents that are required for daily operations. These include but may not be limited to copies of:

- FAR 91, 133, 135, 137
- Company Operations Manual and its revisions
- Aircraft Flight Manuals or equivalent documents
- Aircraft checklists for normal and emergency operations
- Pertinent aeronautical charts and the Alaska Supplement

5. Compliance Records

The DO has overall responsibility for the retention of Company compliance documents including master copies of the operations specifications, the Operations Manual, the Training Program, and flight, aircraft and pilot records.

6. Liaison with FAA

The DO shall provide information and response to the FAA FSDO-03 office as required, including any change in operations of a regulatory nature, requests for new Operations Specifications, and any necessary reports and correspondence.

Chief Pilot – Duties, Responsibilities, and Authority

The Chief Pilot is responsible for training and preparing Company pilots for their duty assignments. The Chief Pilot is directly responsible to the Director of Operations and his responsibilities include:

1. Pilot Training

The Chief Pilot shall administer the Company training program and ensure the currency and qualifications of Company pilots. The Chief Pilot shall schedule and arrange all required checks of Company pilots as they are due and only when pilots have completed required training and acquired the proficiency necessary for the checks.

2. Pilot Qualification Records and Scheduling

The Chief Pilot shall schedule the availability of pilots for duty according to their duty qualifications, training and check status. To accomplish this task, the Chief Pilot shall maintain the currency and accessibility of pilot files so that flight assignments will not be made with any pilot that is not currently trained and qualified for the flight.

Company Pilots – Duties and Responsibilities

Company pilots are directly responsible to the Director of Operations for their daily duty assignments and personnel matters, and are responsible to the Chief Pilot for their duty qualifications and training requirements. The responsibilities of Company pilots include:

1. Pilot Time Limitations, Fitness and Qualification
 - a) Pilots are responsible for showing at their assigned operations base within their assigned duty period and are responsible for determining that each flight assignment will not violate flight, duty, or rest limitations by the planned completion of each flight assignment.
 - b) Pilots shall ensure their appropriate qualification by certificates, current training, and flight experience for each flight assignment, and shall ensure that flight assignments fall within their assigned duty period.
 - c) Each pilot shall ensure that his or her physical or mental condition will not impair his or her effectiveness to carry out any given flight assignment.
2. Aircraft Time Limitations and Airworthiness
 - a) The Pilot-in-Command is responsible for ensuring that the assigned aircraft is not operated with any uncorrected mechanical irregularities and that he or she does not accept or continue a flight assignment that allows the assigned aircraft to exceed any maintenance time limitations.
 - b) Prior to accepting each flight assignment, the PIC is responsible for conducting a preflight check of the assigned aircraft to ensure its airworthiness for flight and the availability of required onboard items for flight assignments.
3. Flight Planning and Preparation
 - a) Prior to departure, pilots are responsible for obtaining available official weather, airport, and NOTAM information, and the PIC shall ensure that flight assignments are operated in compliance with required weather and airport limitations.
 - b) Prior to any departure, the PIC is responsible for determining the required fuel for the flight assignment and ensuring that the assigned aircraft has adequate fuel including required reserves.
 - c) The PIC is responsible for determining the available aircraft load and ensuring that the aircraft load is secured. The PIC shall further ensure that the assigned aircraft is operated within its weight and balance limits. The PIC shall ensure that the assigned aircraft takeoff, cruise, and landing performance data calculations are completed for all flights when requested by customers using the correct performance charts in the flight manual as reference. When requested PIC will submit the Weight and Balance, Performance Calculation and/or Manifest to fltpln@soloyhelicopters.com and carry a copy on board. This can include but not limited to paper copies of plotted performance charts, or commercially available apps to meet customer requirements.

Company Pilots – Duties and Responsibilities (continued)

- d) The PIC is responsible for filing an FAA flight plan, or a Company flight plan, for each flight assignment and shall revise a filed flight plan any time the planned completion of the flight will be exceeded by 30 minutes. The PIC shall close a VFR flight plan upon completion of the flight assignment.
4. Passenger Safety
- a) The PIC is responsible for the safety of passengers during flight and in the vicinity of the aircraft when it is on the ground.
 - b) Prior to the departure of a passenger-carrying flight, the PIC is responsible for providing an oral preflight passenger briefing including a reference to the available passenger briefing cards.
5. Conduct of Flight Assignments
- a) Pilots are responsible for their professional conduct when carrying out their assigned duties, and are responsible for safe and compliant conduct of all flight assignments. These responsibilities include the exercise of good pilot decision-making consistent with FAR, this manual, the procedures of the aircraft, and the directives of the Director of Operations.
 - b) The PIC shall suspend, restrict or terminate any flight assignment any time conditions are unsafe.
6. Aircraft Security and Preparation for Future Flight
- a) Upon completion of each flight assignment, the PIC shall arrange for the aircraft's readiness for subsequent flight by checking cabin cleanliness and the presence of required cockpit and aircraft items that remain in the aircraft.
 - b) The PIC is responsible for securing and protecting the assigned aircraft upon the completion of each flight.
7. Completion of Flight Documents
- a) The PIC shall communicate any noted mechanical irregularities discovered during flight operations to the DO.
 - b) Pilots are responsible for the completion and accuracy of a time sheet after each flight assignment and for the completion and compliance of their own flight and duty log at the end of each duty day.