

DCA22MA193

## **OPERATIONAL FACTORS**

Group Chair's Factual Report - Attachment 7  
West Isle Air Flight Operations Manual [Excerpts]  
September 8, 2022

## ORGANIZATION

### ORGANIZATIONAL STRUCTURE

The company organizational structure is shown in Section 3 - Company Specifics

### PRINCIPAL BUSINESS OFFICE AND OPERATIONS BASES

(a) Principal Business Office:

- The principal business office is identified in Section 3 - Company Specifics
- Before we move the principal business office the FAA must be notified in writing.

(b) Maintenance and Operations Bases:

The maintenance and operations bases are identified in Section 3 - Company Specifics

Before we establish additional operations bases (except temporary ones) the FAA must be notified in writing.

### PERSONS AUTHORIZED OPERATIONAL CONTROL

- (a) A list of those persons is in Section 3 - Company Specifics.
- (b) The Pilot-in-Command always retains the final authority for safe operation of the aircraft and compliance with the Federal Aviation Regulations.

### MANAGEMENT PERSONNEL

#### TITLES AND PEOPLE

The management positions, and the current identities of the persons filling these positions, are identified in Section 3 - Company Specifics.

Before personnel changes are made to the positions required by 119.69(a), the FAA is notified 10 days in advance.

### DUTIES AND RESPONSIBILITIES

(a) DIRECTOR OF OPERATIONS

- (1) Meets the qualifications required by FAR 119.71.
- (2) Ensures that flight following procedures are met.
- (3) May perform duties as a flight crewmember when properly qualified in the aircraft.
- (4) Is responsible for carrying-out the company's policies and for compliance with all laws, rules, and regulations governing those flight operations.
- (5) Has final approval, when required, on the selection, training, and retention of all flight operations personnel.
- (6) Is responsible for the safe operation of all aircraft owned, operated, or managed by the company.

# FLIGHT OPERATIONS MANUAL

## Section-1 General Operations

- (7) Ensures that a properly qualified Pilot-in-Command designated for each flight.
- (8) Initiates the company's accident plan.
- (9) Designates check airmen and aircraft flight instructors.
- (10) Is responsible, with the Chief Pilot, for ensuring that pilot records are maintained to FAA standards.
- (11) Is responsible for preparing and submitting the Service Difficulty Report required by FAR 135.415 and submitting it to the Director of Maintenance.
- (12) Is responsible with the Chief Pilot for notifying the FAA in case of an air carrier accident or incident.
- (13) Has overall responsibility for the scheduling and efficient utilization of the aircraft.
- (14) Is responsible for the operation of the flight organization to insure a smoothly functioning operation.
- (15) Ensures that flight following procedures are met.
- (16) Carries out the company's policies and for compliance with all laws, rules, and regulations governing those flight operations.
- (17) Is responsible for the schedulers' duties and procedures.
- (18) Insures that a properly qualified Pilot-in-Command designated for each flight.
- (19) Insures that records from the aircraft dispatch books are properly filled out and when required, forwarded to maintenance for action.
- (20) The duties and responsibilities may be delegated to the Chief Pilot or Assistant Director of Operations as

necessary; however, such delegation does not relieve him or her of the overall responsibility.

### (b) CHIEF PILOT

- (1) Reports to the Director of Operations and Assistant Director of Operations.
- (2) Meets the requirements of FAR 119.71.
- (3) Performs duties as a flight crewmember when required.
- (4) Is responsible for maintaining a liaison with the Director of Operations in all operations matters.
- (5) Trains and coordinates training needs to insure that adequately trained pilots are available for all trip needs.
- (6) Is responsible for crewmember standardization.
- (7) Insures that revisions to the Operations Manual are made available to all pilots.
- (8) Shall participate in the investigation of, and make a report to the Director of Operations, on any aircraft accident, reportable incident, records discrepancy, or airman flight violation.
- (9) The duties and responsibilities may be delegated to the Director of Operations as necessary; however, such delegation does not relieve him or her of the overall responsibility.
- (10) Is responsible for aircraft charts, GPS database revisions and related publications.

### (c) ASSISTANT DIRECTOR OF OPERATIONS

## ORGANIZATION

# FLIGHT OPERATIONS MANUAL

## Section-1 General Operations

- (1) Assists the Director of Operations in his duties, as list for the Director of Operations, as call upon.
  - (2) Acts as a liason with the FAA as necessary or if requested to do so.
  - (3) The Director of Operation may delegate his duties to the Assistant Director of Operations but this does not relieve him of his overall responsibility.
- (d) PILOT-IN-COMMAND
- (1) Is responsible to the Chief Pilot.
  - (2) Is the final authority for the safe operation of the aircraft (FAR 91.3).
  - (3) Insures that the assigned aircraft is airworthy and that all proper documents are on board the aircraft.
  - (4) Insures that the proper amount and grade of fuel is loaded on the aircraft.
  - (5) Insures that a flight plan or other authorized flight locating procedure is followed on each flight.
  - (6) Insures that the aircraft is loaded within weight and balance limits and personally assists all passengers in the loading and unloading process.
  - (7) Reports all known or suspected FAA violations or incidents to the Chief Pilot.
  - (8) Maintains a current medical certificate as required by the company, and notifies the Chief Pilot if a medical (physical or mental) condition may impair their ability to perform the flight.
  - (9) Insures that passengers have been briefed.
  - (10) Insures that the minimum weather conditions can be met appropriate to the FAR under which the flight is being conducted.
  - (11) Maintains his or her flight and duty record at the end of each duty day.
  - (12) At the end of the day insures that all maintenance write-ups are passed to the maintenance personnel and that dispatch is alerted to the current status of the aircraft.
  - (13) Determines the applicability of the air carrier regulations to each flight.
  - (14) Insures that a current copy of the Operations Manual is aboard the aircraft.
  - (15) Maintains a radio or telephone contact with the base (schedulers/management) often enough during the course of a flight to insure that operational messages are promptly relayed.
  - (16) Will perform the scheduler's activities when no one is available for that position.
  - (17) Will enter aircraft time-in-service meter times to generate an aircraft release when requested to do so.
  - (18) When the PIC is authorized for exercising operational control (other than the one assigned to the flight), he/she cannot delegate the exercise of operational control to any unqualified company personnel. Such authority can only be delegated up the chain of command.
  - (19) Maintains a current US Passport for international flights into Canada and notifies schedulers of any changes to Passport information.

# FLIGHT OPERATIONS MANUAL

## Section-1 General Operations

- (4) A thorough weather briefing in accordance with paragraph A10 in West Isle Air's Operations Specifications.
- (5) Aircraft preparations to include cleaning, oil, ear plugs, sick sacks, cargo nets, securing lines and float pumps.
- (6) Thorough preflight inspection of the airplane in accordance with the Approved Flight Manual. This includes a maintenance records check, determination of aircraft release, fire extinguishers, and an appropriate preflight sign-off of the aircraft release. Care should be taken that all external covers and chocks are removed prior to boarding for engine start.
- (7) Flight plan completion and filing, either a company plan or an FAA flight plan, as appropriate.
  - (i) Insure that the routing shown, the listed fuel requirements, and flight times *make sense* for the particular flight.
  - (ii) Special caution should be used on calculations of fuel requirements and routing to an alternate airport. Insure that a realistic assumption of fuel requirements is considered to allow for low VFR weather operations enroute or at the destination, allowing for flight time to an alternate.
- (8) Position the aircraft for convenient boarding prior to scheduled departure. By this time the pilot should be attentive to the arrival of passengers, ready to greet them and to assist with loading.
- (9) Ensure that no hazardous material, weapons not already authorized, or illegal drugs are on board.
- (10) These tasks may be delegated by the PIC to any appropriately qualified person; however, the PIC shall retain ultimate responsibility for their proper accomplishment.
- (11) Ensure current charts and appropriately required documents are onboard the aircraft

### (b) WEIGHT AND BALANCE

- (1) The PIC must ensure that airplane weight and balance limitations are complied with.
- (2) PIC's may use the manifest print-outs as their weight and balance documentation.
- (3) If load conditions later change the PIC must ensure that weight and balance limitations are complied with.

***FAR 91 flights shall make a determination of the aircraft weight and balance data and insure that the aircraft is properly loaded***

### (c) FUEL REQUIREMENTS

The PIC is responsible for determining the proper fuel load and ensuring that the aircraft is serviced with the proper grade and quantity of fuel.

### (d) PASSENGER BOARDING

Be attentive to passenger needs as they are boarding, and assist passengers as necessary. The PIC must assist in all passenger loading and unloading by being at the aircraft door. Determine that all baggage and cargo is aboard and properly stowed. After the passengers and baggage are loaded make sure nothing

## FLIGHT PREPARATIONS

## DISPATCH

## GENERAL

Our flight operations have personnel responsible for the scheduling of all non-training flights, whether they are air carrier or other company operations.

## RESPONSIBILITIES

## (a) CHIEF PILOT

- (1) Ensures that schedulers coordinate with maintenance to effectively utilize the available aircraft for all company operations.
- (2) Ensures that the schedulers are thoroughly familiar with the applicable FARs and their applicability to company operations.

## (b) SCHEDULERS

- (1) Coordinate with maintenance to ensure accurate availability status of all air carrier aircraft on a timely basis.
- (2) Coordinates with the Chief Pilot and the Director of Operations to ensure accurate determination of available, qualified, and rested flight crewmembers.
- (3) Prepares the following day(s) Aircraft Manifests with known passenger and flight information.
- (4) Coordinates with the Chief Pilot to arrange US and Canada Customs for international flights.
- (5) Makes pilot trip assignments according to this manual and the directions of the Chief Pilot.

- (6) When no FAA flight plan is used, monitors flights to ensure that proper flight locating procedures can be used to find an overdue aircraft.
- (7) Notifies the Chief Pilot, or Director of Operations, when a flight is suspected of being overdue.
- (8) Determines from the customer the proposed itinerary, the names, citizenship for international flights and weights of the passengers.

## (c) PILOT-IN-COMMAND

- (1) Keep the scheduling personnel informed of any known or anticipated changes in the flight itinerary. Calls the scheduler to update any changes in ETA and or if there is a change in the trip's itinerary or manifest.
- (2) Ensure that if an FAA or NAVCANADA flight plan is not used that the scheduler is kept continuously aware of the flight's location and schedule.
- (3) Ensures that end-of-day manifests are accurate and forwarded to the scheduler for processing along with the trip receipts.
- (4) Determines the proper FAR status of each flight leg and plans the trip accordingly.
- (5) May dispatch their own flights when other coordination with the scheduler is not possible or practical.

## (d) DIRECTOR OF MAINTENANCE

- (1) Provides scheduler with a list of currently available aircraft.

**LOADING**

**PREFACE**

The interests of safety are very critical in the weight and balance program. No aircraft shall be operated above the maximum gross operating weight, or out of balance, as determined by the requirements for runway length, winds, loads, and temperatures.

**WEIGHT AND BALANCE PROGRAM**

**(a) PASSENGER WEIGHTS**

- (1) Actual or "asked" passenger weights plus 10 pounds shall be used on all flights.
- (2) Schedulers will advise customers of the need for a passenger weight list along with the manifest. If no weights are given on the manifest the pilots shall ask each passenger their weight.

**(b) CARGO AND ALL BAGGAGE WEIGHTS**

Actual cargo weights shall always be used. A calibrated scale will be used to weigh baggage. Actual cargo weights shall always be used. These weights will be taken from the shippers manifest or the cargo will be weighed.

**(c) CREW WEIGHTS**

Actual crew weights shall be used.

**LOADING THE AIRCRAFT**

**(a) GENERAL**

Be sure you are familiar with the loading limits for our aircraft which is depicted on the See Gee Calculator.

**(b) BAGGAGE**

- (1) With the exception of small firearms and ammunition that shall be loaded in the float compartment, many passengers desire to have some access to their traveling baggage. If necessary, brief the passengers before you begin loading the bags and try to accommodate the needs of the passengers.

- (2) Secure all baggage with nets, if applicable, or with other restraining devices when loaded in the cabin area.

**(c) CARGO**

- (1) Ensure that the cargo is not "hazardous materials" except for approved materials under the definitions of HMR 175.10.

- (2) When carried in the cabin with passengers, the following limitations apply:

- (i) It is carried in an approved cargo compartment installed in the aircraft.

- (ii) It is secured by means approved by the FAA.

# FLIGHT OPERATIONS MANUAL

## Section-1 General Operations

### LOAD MANIFEST

#### (a) AIR CARRIER FLIGHTS

No load manifest form is required to be prepared or carried with single engine aircraft. The PIC will ensure that the aircraft is operated within weight and balance limitations of the aircraft.

### BAGGAGE AND CARGO RESTRAINT

#### (a) BAGGAGE

The PIC shall ensure that an FAA approved cargo net or restraining device is used to secure all cargo, baggage, or other items not attached to the aircraft seats.

- (1) Cargo may be secured in a passenger seat if restrained with a seat belt.
- (2) No cargo or baggage may be left unsecured in the cabin .
- (3) Although your flight bag is not defined as cargo, be sure that you have secured these items from movement in the case of turbulence encounters.

#### (b) CARGO

- (1) Cargo must not exceed structural load limits of seats or floors. Consult with the Director of Maintenance to ensure no limits are exceeded.

- (2) Cargo and baggage must not obstruct access to, or use of, any required emergency or regular exit, nor may it block the aisles. Be sure that the cargo and netting does not prevent the crew or passengers from being able to reach, and use, any of the aircraft's emergency exits,. For cargo only operations, only one emergency or regular exit must be available (see 135.87(c) (7)). Thus you may, under some circumstances, load cargo so you cannot reach the side or aft window exits so long as the crew has unobstructed access to an exit or door.

- (3) Additional provisions of FAR 135.87 shall be consulted if a question arises.

### SINGLE ENGINE AIRCRAFT WEIGHT AND BALANCE DETERMINATION

The PIC must ensure that airplane weight and balance limitations are complied with for all flights.



---

## FLIGHT LOCATING PROCEDURES – RENTON

The basic procedures our company uses for flight locating will be as described in the Dispatch chapter of this manual located in Section 1.

For purposes of flight operations in Renton, company flight plans will be used for all operations. NWS personnel will be aware of departure times of each scheduled and charter flight and will provide flight following for each flight.

ADS-B via adsbexchange.com and the Garmin Inreach are used for aircraft tracking WIA aircraft.

To assist in flight locating outside ADS-B terminal areas, our seaplanes are equipped with Garmin InReach GPS tracking units that will provide satellite tracking. Schedulers will use a computer, via internet, to login into the InReach account and track the aircraft.

The InReach uses GPS satellites to send a transmission of GPS position, used in the tracking mode, every 10 minutes. We use this function normally for tracking the aircraft for flight following purposes. Prior to flights outside of the terminal ADS-B area, the PIC will turn on the InReach and turn on the tracking mode. Leave the unit on in the tracking mode whenever you are in flight or away from the base. The unit may be turned off at the base between flights to save batteries, however it must be turned back on into the tracking mode prior to flight.

In the event of urgent or non-emergency situations when not in cell phone reception areas, pilots will use the InReach to signal that you are experiencing mechanical, weather, or a non-emergency situation. The Inreach has two way messaging which can be completed by using the unit itself of pairing your cell phone to the unit via bluetooth. The Inreach App must be downloaded on the PIC's cell phone to use the feature. Either by cell phone or via the Inreach unit itself, you would transmit a message to the base as to situation so management could be notified to assist.

In the event that there is a dire emergency, the InReach has a SOS emergency transmission functions. This will send a transmission that will be tracked on the InReach Login with your exact location and will also send a text message and email to NWS/WIA management and schedulers. If this function is used, it will also send a transmission to search and rescue and local authorities will be dispatched. This function will be used only in an emergency, such as an accident of the aircraft, a serious injury, or a life and death emergency. If it is not a life or death emergency, you should use the #1 message to alert your issue such as an injury that would preclude from being able to fly.

---

## MANIFESTS FOR SAN JUAN ISLAND FLIGHTS

NWS will provide manifests for the commuter flights to the San Juan Islands. NWS and West Isle Air utilize the same reservation system, Rezdy. This system provides manifests for flights. NWS will provide manifests for each flight that will have the first and last name of each passenger along with passenger weights and baggage weights.

If there are any changes in manifests, they must be made to the manifest itself such as an add on passenger from the San Juan Islands. Any changes must include the first and last name of the passenger, the passenger weight (plus 10 lbs) and any baggage weight which is used to ensure weight and balance requirements are met. NWS must be notified if there are any changes to the manifest regarding additional passengers or no show passengers prior to departure.