

DCA21FA174

OPERATIONAL FACTORS/HUMAN PERFORMANCE

Attachment 18

Rhoades Aviation, Inc. Administration Manual [Excerpts]

May 4, 2022



Boeing 737-200C

Administration Manual

ADM

Manual Administrator:
Director of Operations

FAA Air Carrier JRAA169N
100 Iolana Place
Honolulu, Hawaii 9681

This manual is issued to:

2.4 Safety Program**2.4.1 Safety Philosophy**

Flight safety is the primary consideration in all flight operations. Each RAI employee and staff contracted by RAI must take all possible precautions to safeguard flight crewmembers and equipment involved in aircraft operations. It is the responsibility of each crewmember to operate in accordance with the provisions of this and manuals within RAI's manual system.

2.4.2 Open Reporting System Purpose

One of the most important facets of the RAI Operations Risk Management System (ORM) is the Open Reporting System. The system is designed to support the RAI ORM and to provide RAI employees and contractors a mechanism to openly report safety issues without fear of retribution in accordance with RAI's non-punitive policy. RAI's Open Reporting System procedures can be found in the SIEM 5.4.

2.4.3 Non-Punitive Reporting Policy

While operational performance and reliability are critically important to RAI, such considerations are secondary to safety. RAI has established a Non-Punitive Safety Reporting Policy to promote and ensure timely cause identification and risk determination. Therefore, individuals that report safety related issues shall not receive disciplinary action or retribution as a result of reporting these issues. Retribution in any form will not be tolerated.

Should an individual feel any form of retribution has occurred as a result of their safety reporting activities they should contact RAI's Director of Safety for assistance and possible corrective action.

2.4.4 Safety Management System

RAI's Safety Management System is designed to promote a positive safety culture dedicated to promoting safe aircraft operations. The Safety and Internal Evaluation Manual (SIEM) covers the scope, intent and implementation of the Safety Management System.

2.5 Drug & Alcohol Programs

14 CFR 120.103, 120.203

2.5.1 Responsibility/Authority

The Director of Operations assigns the responsibility of the execution and oversight of the Alcohol Misuse Prevention Program (AMPP) and Anti-Drug Program (ADP).

2.5.2 Policy

RAI maintains an approved AMPP and ADP program in accordance with RAI Company Policies and Federal Regulations. The AMPP and ADP are provided to each applicable employee during RAI new-hire indoctrination.

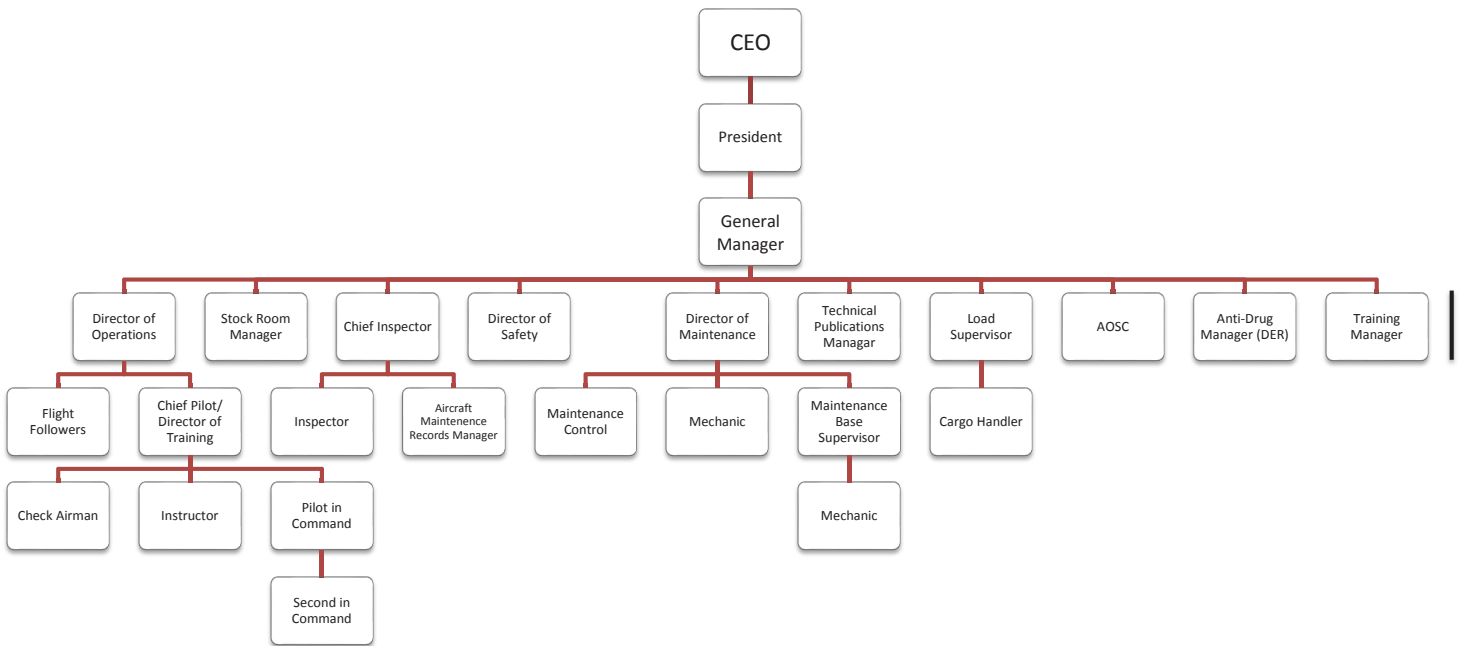
2.5.3 Records

All related paperwork is maintained as required in the individual's file at RAI's Principal Base of Operations in Honolulu.

3.0 Organizational Structure

3.1 Organizational Chart

14 CFR 119.59(b)(1)(ii)



3.6.1 Director of Safety (DS)

3.6.1.1 General

The Director of Safety shall be knowledgeable of all company operations and the functions and responsibilities of each department within the airline. He/she will understand the certificate holder's regulatory responsibilities and pertinent parts of the Federal Aviation Regulation as well as the procedures contained in the Company's Manuals. 14 CFR 119.65(d)(3)

3.6.1.2 Duties, Responsibilities, and Authority

14 CFR 119.65(e)(1), 14 CFR 119.65(d)(2), 14 CFR 119.65(d)(2)(i), 14 CFR 119.65(d)(2)(ii), 14 CFR 119.65(d)(2)(iii), 14 CFR 119.65(d)(2)(iv), 14 CFR 121.133

The Director of Safety is responsible for the conduct of the RAI Safety Program, assuring that all aspects of the company shall coincide with the philosophy that safety comes first, and that no higher priority exists. To that end, the Director of Safety has the authority to establish internal evaluation procedures. They are responsible for performing periodic, spot, and comprehensive evaluation of the entire organization to insure that ongoing evaluation structures within maintenance, operations, and stores are effective.

The Director of Safety is authorized to initiate an internal communication process for employees to convey findings and concerns regarding all matters of safety. The Director of Safety is responsible for coordinating responses to safety issues among the various departments. He/she has the authority to insure all comprehensive fixes and corrective actions are implemented and followed. The DS is responsible and has the authority to modify the program as needed

The Director of Safety shall receive Emergency AD notification, which affects an aircraft type in the company fleet, in accordance with Operations Specifications section A447. Upon receiving an Emergency AD notification he/she shall notify the Director of Maintenance and the Chief Inspector of such information immediately. The Director of Safety shall make a record of the initial notification, the confirmation receipt to the FAA, and any subsequent action taken by the Maintenance and Inspection Departments. In the event an aircraft must be grounded for immediate compliance, the Director of Operations shall be advised of the course of action to be taken.

The Director of Safety shall report directly to the General Manager on all safety related concerns and maintain historical files on issues and resolutions in sufficient detail to allow senior managers to develop policies and procedures as may be required.

1. Additionally, the responsibilities of the DS include but are not limited to, the following:
 - a. Monitor and report to senior management on all air carrier activities that may have an impact on safety;
 - b. Establish a reporting system which provides for a timely and free flow of safety-related information;
 - c. Develop and maintain a database of incident/accident information to monitor and analyze trends;
 - d. Monitor and evaluate the various safety, company record, and malfunction reporting systems to ensure appropriate integration and evaluation of data;
 - e. Investigate and report on incidents/accidents and make recommendations to preclude a recurrence;
 - f. Conduct safety audits and inspections;

- g. Solicit and process safety improvement suggestions;
 - h. Develop and maintain a safety awareness program;
 - i. Review and evaluate the adequacy of the emergency response plan;
 - j. Monitor industry safety concerns that may have an impact on operations;
 - k. Maintain close liaison with the FAA, NTSB, and industry safety organizations and associations;
 - l. Discharge duties to meet applicable legal requirements and to maintain safe operations in accordance with section 14 CFR 119.65. [14 CFR 119.65(d)(3)]
 - m. Maintain currency and knowledge in the following areas with respect to RAI's operation [14 CFR 119.65(d)(2)]:
 - Aviation standards and safe operating practices [14 CFR 119.65(d)(2)(i)];
 - Federal Aviation Regulations [14 CFR 119.65(d)(2)(ii)];
 - RAI operations specifications [14 CFR 119.65(d)(2)(iii)];
 - Appropriate maintenance and airworthiness requirements [14 CFR 119.65(d)(2)(iv)];
 - The RAI manual system [14 CFR 121.133]
2. The DS shall attend a minimum of two industry or government activities per year. [14 CFR 119.65(d)(2)]

3.6.1.3 Expertise

1. Corporate safety culture.
2. The role of the safety director as advisor to senior management officials.
3. Safety philosophy.
4. Safety data collection and analysis programs.
5. Risk management.
6. Incident/accident prevention and investigation.
7. Human factors.

3.6.1.4 Qualifications

The person assigned as Director of Safety should have extensive operational experience and professional qualifications in aviation. These qualifications may be any of the following.

1. A FAA commercial pilot or airline transport certificate.
2. A FAA mechanic certificate.
3. A FAA aircraft dispatcher certificate.
4. Three years' experience in a supervisory position with a part 121 air carrier.
5. Three years' experience in a position comparable to (4) above in US military aviation operations.

6. Three years' experience in a supervisory position with a US Government department, board, or agency that deals directly with aviation matters.

3.6.1.5 Knowledge

The person assigned as the Director of Safety should have understanding of the following materials with respect to the certificate holder's operation.

1. The certificate holder's operation specifications.
2. The manuals required by section 14 CFR 121.133.
3. All appropriate maintenance and airworthiness requirements of 14 CFR chapter 1 (part 1 through 199).
4. The operator's Hazardous Materials (HazMat) program.
5. Transportation Security Administration (TSA) restrictions and policies in regards to RAI's operation.
6. Aviation safety programs.
7. Aviation safety standards.
8. Safety related aviation operating practices.

3.6.1.6 Safety Audit Program

The Director of Safety will conduct safety audits at the intervals listed in SIEM 4.8.3, or at other times as he/she may deem necessary. The findings of the audit shall be forwarded to all required management personnel for appropriate corrective action. Follow-up audits will be conducted to ensure the effectiveness of this program and to verify that corrective action has been taken.

3.6.2 Director of Operations (DO)

3.6.2.1 General

The Director of Operations reports to and assists the General Manager. His/her duties include responsibility for the safe and efficient operation of all aircraft owned and/or operated by the Company. This individual must meet all the requirements of 14 CFR 119.65 and 14 CFR 119.67. [14 CFR 119.65(a)(2)(d)(3), 14 CFR 119.67(a)(1)(2)]

3.6.2.2 Duties, Responsibilities, and Authority

14 CFR 119.65(e)(1)

1. Acts as liaison between the Company and the FAA in all operational matters;
2. Responsible for all contractual operations requirements, provided no conflict exists relative to CFR's;
3. Responsible for surveillance of flight crew records, limitations and qualifications as set forth by the FAA;
4. Maintains master copies of all required Company and the FAA approved Aircraft Manuals, preparing and submitting for approval all necessary revisions;
5. Directs and assists all supervisory personnel under his/ her supervision in all matters pertinent to their duties;
6. Keeps the General Manager informed on a daily basis on matters of importance to him/ her, and assist with the formulation of Company policies;

7. May sign Operations Specifications as authorized in ADM 6.14.4;
8. May designate responsible personnel to act for him/ her; however, this does not lessen his overall responsibility; and
9. Responsible for compliance with the applicable regulations in the transportation of hazardous or dangerous cargo and/or the obtaining of special permits or waivers from 49 CFR part 172 through 178, when required.
10. Has the responsibility and authority for programs listed throughout the GOM where stated.

3.6.2.3 Specific Duties

[14 CFR 121.537, 14 CFR 121.597] [14 CFR 119.65(d)(1)] [14 CFR 119.65(a)(2)] [14 CFR 119.67(a)] [14 CFR 119.67(a)(1)] [14 CFR 119.67(a)(2)] [14 CFR 119.67(a)(3)(i)] [14 CFR 119.67(a)(3)(ii)]

1. The management of all flight operations personnel;
2. Ensure that crewmembers are familiar with the Company Operations Manual, Company Flight Manuals, CFR's, and Operating Specifications and that all flights are conducted in accordance with the provisions of those manuals and regulations;
3. Determining what Federal Aviation Regulations are applicable to operations for the company and ensure that the company is kept apprised of amendments or additions thereto;
4. Reporting any accident involving company aircraft to the appropriate Federal agency;
5. Securing subscription service to all necessary applicable Federal Aviation Regulations, charts for navigation, and runway analysis for all company aircraft.
6. Those activities which pertain to training qualification and general supervision of flight crewmember to include maintenance of current records of each airman, such records are to contain information concerning qualifications as are necessary to comply with the pertinent regulations of the Federal Aviation Administration;
7. The operational control of a flight. These functions include the initiation, continuation, diversion and termination of a flight. This function may be delegated, but the responsibility remains with the Director of Operations;
8. Ensure that a flight is monitored with respect to at least the following;
 - A. Departure of the flight from the place of origin and arrival at the place of destination, including intermediate stops and any diversions.
 - B. Maintenance and mechanical delays encountered at places of origin, destination and intermediate stops.
 - C. Any known conditions that may adversely affect the safety of flight.
 - D. Joint responsibility with the Pilot-in-Command for the initiation, continuation, diversion and termination of a flight in compliance with CFR's and the Operations Specification.
9. All Company training. He/ she may delegate the duties of this position to the Chief Pilot but the responsibility remains with the Director of Operations.

10. The timely submission of all required Company operations reports to the Federal Aviation Administration.
11. Ensure compliance with RAI safety policies in all operations departments, and plan for operations manpower and equipment needs.
12. Execute an engineering program for an effective analysis of operations functions, and responsible for new aircraft specifications and modifications of current equipment. Establish and modify policies, procedures, instructions, and information for the Aircraft Performance Operating Limitations process.
13. Establish rules and policies for the development and control of the operations department.

3.6.3 Chief Pilot / Director of Training (CP)

[14 CFR 119.65, 14 CFR 119.67]

3.6.3.1 General

The Chief Pilot is listed as the Chief Pilot in the Operations Specifications and reports to the Director of Operations. He/she is responsible for and is in complete charge of all flight crewmembers employed by this Company and manages all flight crew training in accordance with RAI's Aircrew Training Manual (ATM). He/she acts as liaison between the pilots and the Director of Operations. He/she works closely with the Director of Operations and in the absence of the Director of Operations, assumes his general duties (This delegation must be in writing and the FAA notified by certified mail). The Chief Pilot assists in formulating the planning of future flights, routes, contracts, operations and new equipment. In addition, the Chief Pilot is charged with the following specific duties and responsibilities. This individual must meet all the requirements of 14 CFR 119.65, 14 CFR 119.67. [14 CFR 119.65(d)(3)] [14 CFR 119.65(d)(1)] [14 CFR 119.65(a)(3)] [14 CFR 119.67(b)] [14 CFR 119.67(b)(1), 14 CFR 119.67(b)(2)]

3.6.3.2 Duties, Responsibilities, and Authority

1. Remain current and qualified in a Company aircraft in accordance with the requirements of a regular line captain.
2. Stay available and serve as line PIC on a normal basis, unless restricted by the rest requirements of the Federal Aviation regulations.
3. Coordinate with the Director of Operations to provide enough line pilots for each type aircraft the company operates.
4. Responsible for the selection of flight personnel for advancement and upgrading in accordance with Company policy and FAA requirements.
5. May sign Operations Specifications as authorized in ADM 6.14.4;
6. Serve as a pilot of a normal line crew, adhering to all the provisions and regulations applicable to a Pilot-in-Command.
7. Supervise, assist, and standardize all line pilots in accordance with applicable company policies and federal regulations.
8. Responsible for test flight of aircraft when required.
9. Responsible for advising the Director of Operations concerning request for the transportation of questionable cargo.
10. Responsible for the selection and maintaining standardization of all check airmen for each aircraft type operated.

11. Responsible for the hiring of all flight personnel.
12. Assist and coordinate with the Director of Safety on all matters of safety concerning the operation of the airline.
13. Establish methods for selection and usage of specific aircraft checklist and operational procedures. Provide interface within the Aircraft Performance Operating Limitations process and flight crew operational procedures.
14. Coordinate with the Director of Operations to ensure standardization of pilot training.
15. Establish ground and flight training programs for all flight crew members which meet the requirements of the FAA.
16. Prepare and issue revisions and information regarding ground and flight training. He/she is authorized to modify and change the ground and flight training program.
17. Ensure that all training is accomplished in accordance with the FAA Approved Flight Crew Member Training Program and is properly recorded in pilot records.
18. Schedule required FAA checks for all flight crew members to ensure all qualifications are current; submit a report annually to the POI that summarizes all flight checks given and the results of each check. Report is due by September 30th each year.
19. Ascertain that each crew member has completed all required training prior to being released for flight assignments.
20. Advise the Director of Operations as soon as possible when crew member proficiency is unsatisfactory.
21. Coordinate all contract training and is responsible for arranging for all training conducted in facilities not operated by Rhoades Aviation when required.
22. Chairman of the MEL Committee, and as such is responsible for maintaining the company aircraft MEL's current as to the Master MEL and equipment changes.
23. Has the responsibility and authority for programs listed throughout the GOM where stated.

3.6.4 Director of Maintenance (DOM)

This individual must meet all the requirements of 14 CFR 119.65, 14 CFR 119.67.

[14 CFR 119.67] [14 CFR 119.65(e)(1)] [14 CFR 119.65(d)(3)] [14 CFR 119.65(d)(1)] [14 CFR 119.65(a)(4)] [14 CFR 119.67(c)(1)] [14 CFR 119.67(c)(2)] [14 CFR 119.67(c)(3)] [14 CFR 119.67(c)(4)] [14 CFR 119.67(c)(4)(i)] [14 CFR 119.67(c)(4)(ii)]

3.6.4.1 General

The DOM reports to the General Manager.

3.6.4.2 Duties, Responsibilities, and Authority

1. Responsible for all maintenance personnel and signing of Part D and Part E of the Operations Specifications (see ADM 6.14.4).
2. Responsible for ensuring all company aircraft are maintained in an airworthy condition and exercises full operational control authority for all maintenance functions. He/she may delegate authority to other qualified persons for the aircraft airworthiness process, but not the responsibility for that process. In the case of designating acting DOM, the designation shall be by letter.

3. Ensures that all inspections, repairs, and component changes are accomplished in accordance with manufacturers or FAA approved procedures.
4. Ensures compliance with maintenance procedures, airworthiness directives, service bulletins, service letters, and applicable Federal Aviation Regulations.
5. Ensures all maintenance technicians are trained and current on the types of aircraft for which approved (OpSpec D085).
6. Ensures that all maintenance technicians are certified and supervised according to the requirements specified in the Federal Aviation Regulations.
7. Coordinates with maintenance contracting agencies when maintenance activities are being performed on company aircraft.
8. Provides the Director of Operations with the current airworthiness status of the aircraft and the forecast down times to facilitate maintenance scheduling and insure timely deferral or correction of aircraft discrepancies.
9. Maintains a close liaison with the Inspection Department regarding manufacturer's representatives, parts supply houses, repair facilities and the FAA.
10. Makes available to maintenance personnel the necessary overhaul manuals, service bulletins, service letters, airworthiness directives, applicable sections of this manual, and any other required technical data.
11. Maintains all necessary work records and logbooks, including certification in the aircraft permanent maintenance records that the aircraft is approved for return to service.
12. Conducts periodic aircraft weighing of all aircraft.
13. Submits information concerning the required MRR and MIS reports to the Chief Inspector when appropriate/as required.
14. As a member of the MEL review committee will coordinate and assist the Chief Pilot in the review and revision of all company Aircraft MEL's as required.
15. Responsible for the quality and has the authority to establish and modify maintenance procedures and instructions for the Special Flight Permits process. He/she shall coordinate changes to such process with the Chief Inspector
16. Has the responsibility and authority for programs listed throughout the GMM where stated.

3.6.5 Chief Inspector (CI)

3.6.5.1 General

The Chief Inspector is under the direction of the General Manager and shall report to him/her on all matters pertaining to the inspection department. This individual must meet all the requirements of 14 CFR 119.65, 14 CFR 119.67. [14 CFR 119.65(d)(3), 14 CFR 119.65(e)(1), 14 CFR 119.65(d)(1), 14 CFR 119.65(a)(5)] [14 CFR 119.67(d)] [14 CFR 119.67(d)(1)] [14 CFR 119.67(d)(2), 14 CFR 119.67(d)(3)]

3.6.5.2 Duties, Responsibilities, and Authority

The Chief Inspector is responsible for the quality of the Aircraft Airworthiness process. He/she has the authority to establish and modify the policies, procedures, instructions, and information for the Aircraft Airworthiness, and Airworthiness Release/Logbook Entry process.

1. The Chief Inspector is responsible for the quality of the AD management process. He/she has the authority to establish and modify Rhoades Aviation, Inc.'s policies, procedures, instructions and information for the AD management process.
2. He/she is responsible for the inspections of all work performed by the Maintenance Department and the record keeping thereof. He must approve each item as to workmanship, methods, materials, etc., at the Maintenance Base.
3. The Chief Inspector is responsible for the RII process, and is authorized to make appropriate changes to that process as may be required, I/A/W the General Maintenance Manual (GMM).
4. May sign Operations Specifications as authorized in ADM 6.14.4;
5. In the absence of the Chief Inspector a mechanic with RII authority shall be delegated the authority of the Chief Inspector (See ADM 3.3).

NOTE: Inspection Organization and Procedures are outlined within the Company General Maintenance Manual.

6. He/she shall assist in the routing of all aircraft into maintenance as required for Periodic Checks, Inspections, repairs and overhauls.

It is his/her responsibility to ascertain that all aircraft going out on schedule are airworthy and that all inspections and checks have been completed. If such work assigned is not completed, he shall give decisions as to whether or not it can be held over until the next check period.
7. He/she shall maintain liaison with the Federal Aviation Administration.
8. He/she shall be responsible for the work performed by the Inspectors under his/her supervision.
9. He/she shall maintain the Maintenance Manuals and all required revisions thereof.
10. He/she shall review all reports prepared by maintenance and submit them to the Federal Aviation Administration.
11. Assists the Director of Maintenance with maintaining all Company Mechanic, Inspector and Vendor Training records and Audits.
12. Maintains close liaison with manufacture representatives, parts supply houses, and repair facilities.
13. Completes the required MRR and MIS reports and submits them to the Director of Operation for forwarding to the FAA.
14. Manages the Weight and Balance records of all appropriate Company aircraft.
15. He/she shall settle all controversies between other Maintenance Departments and Inspection and give final answers and decisions on all such controversies insofar as the Inspection Department is concerned.
16. Has the responsibility and authority for programs listed throughout the GMM where stated.

3.7 Key Personnel Positions

The duties and responsibilities of crewmembers, appropriate members of the ground organization and management personnel are outlined in this section of the ADM manual. However, if more specific duties and responsibilities are applicable to the processes

5. Serving as a normal line crewmember when so assigned and adhering to applicable provisions for the assigned position.
6. Performing other duties that may be required or assigned by the Director of Operations or the Chief Pilot / Director of Training

3.7.9 Check Pilot

[14 CFR 121.411, 14 CFR 121.413]

Check Pilot are responsible to the Chief Pilot / Director of Training.

3.7.9.1 Duties, Responsibilities, and Authority

1. Conducting checks specified by the Chief Pilot / Director of Training and ensuring that the proper checking documents are completed and forwarded to the Chief Pilot / Director of Training;
2. Conducting training in accordance with Rhoades Aviation, Inc.'s, FAA approved, Aircrew Training Manual (ATM);
3. Suggesting corrections to any procedure not in accordance with this Operations Manual;
4. Familiarizing crewmembers with the latest operational and training memos;
5. Serving as a normal line crewmember when so assigned and adhering to applicable provisions for the assigned position.
6. Performing other duties that may be required or assigned by the Director of Operations or the Chief Pilot / Director of Training.

3.7.10 Pilot in Command (PIC)

[14 CFR 121.315, 14 CFR 121.433-14 CFR 121.445, 14 CFR 121.537, 14 CFR 121.542, 14 CFR 121.550, 14 CFR 121.553, 14 CFR 121.561-14 CFR 121.567, 14 CFR 121.576, 14 CFR 121.579, 14 CFR 121.583, 14 CFR 121.597, 14 CFR 121.599, 14 CFR 121.603, 14 CFR 121.605, 14 CFR 121.609-14 CFR 121.617, 14 CFR 121.623-14 CFR 121.631, 14 CFR 121.643, 14 CFR 121.647, 14 CFR 121.651-14 CFR 121.659, 14 CFR 121.665-14 CFR 121.667, 14 CFR 121.689, 14 CFR 121.697, 14 CFR 121.701]

PICs report to the Chief Pilot.

3.7.10.1 Duties, Responsibilities, and Authority

The Captain (Pilot-in-Command) is responsible to the Chief Pilot and jointly responsible with the Director of Operations for the initiation, continuation, diversion and termination of a flight in compliance with the FAR's, Operations Specifications, and Company Operating Policies. He/she is the direct representative of the Company from departure until return to his/her crew base. When assigned to a flight, the Captain is in total command of the aircraft and crew.

Each Pilot-in-Command of an aircraft is, from block out to block in, responsible for the safety of any persons including crewmembers, cargo and the aircraft. The Pilot-in-Command has full control and authority in the operation of the aircraft, without limitation, over other crewmembers and their duties during flight time.

In conjunction with or in addition to responsibilities mentioned elsewhere in this manual, the Captain's specific duties and responsibilities shall include;

1. Staying current and certificated in all respects with regard to the requirements of 14 CFR 121 and the Company;
2. Exercising command authority and command responsibility;

3. Ascertaining that he/she and his /her crew are in proper uniform and in possession of the required licenses, certificates and documents required for the appropriate flight to be performed;
4. Ascertaining that all of his/her crew and any/ all jump seaters are properly briefed on emergency equipment, procedures and evacuation prior to flight departure;
5. Assigning duties to individual crewmembers if circumstances necessitate deviation from those indicated herein;
6. Approving all flight paperwork, forms and reports required by the FAA and Company to ensure accuracy and proper routing;
7. Ascertaining that the aircraft has been properly closed and is secure for flight;
8. Acting as the Inflight Security Coordinator, and the Ground Security Coordinator when required.
9. Ascertaining that the flight kit, proper equipment, appropriate and current charts, maps, en route and approach manuals, flash light in good working order, etc., are aboard the aircraft prior to departure. Delegation of this duty to the copilot does not relieve the Captain of the responsibility;
10. Conducting a proper preflight weather check for the route(s) about to be flown. If unsatisfactory conditions exist or are forecast, he/she shall inform the Director of Operations or delegated authority of a mutually agreeable alternate route or appropriate action;
11. Securing a flight release from the Director of Operations or delegated authority prior to departure setting forth the conditions of release, and completing a flight release and log form in accordance with flight following procedures. Preflight release information shall include a thorough discussion and review of the route to be flown and all other information pertinent to the flight, including ETD, ETE, ETA, etc.;
12. Familiarizing himself/herself and complying with all procedures, limitations, advisories, NOTAMs, adverse weather phenomena, etc., to ensure the overall safe, efficient and appropriate conduct of the flight;
13. Operating the aircraft within prescribed limits and weight requirements at all times. The PIC also ascertains that the correct and sufficient amount of fuel is aboard according to the fuel gauges, before each departure , and ensure that the Weight and Balance paperwork is accurately prepared and signed;
14. Assure that, through following the approved company procedures in the RAI Aircrew Training Manual (ATM), the aircraft does not operate in a careless or reckless manner so as to endanger life or property during flight or while on the ground;
15. Logging all discrepancies encountered in flight in the aircraft maintenance log;
16. Checking to see that all maintenance log entries have been cleared or deferred before further flight;
17. Exercising proper use of all aircraft checklist at all times;
18. During a flight, he/she should obtain any additional available information of meteorological conditions and irregularities of facilities and services that may affect the safety of the flight if significant changes from the weather information provided with the flight release are suspected. The flight crew may get weather information from any or all of the following; En route Flight Advisory Service (EFAS), Flight

Service, ATIS, ASOS, AWOS, or RAI Flight Following on the company frequency of 129.75 when within range of the PHNL ground facility.

19. Briefing other crewmembers as to radio handling, communication responsibilities, minimums, instrument approach procedures, etc., prior to commencing an instrument approach;
20. Keeping the Company and other contractors constantly informed of the flight progress or delays via Flight Following;
21. Determining that all required crewmembers are present one hour prior to departure. If a crewmember is absent one hour prior to departure, the Captain shall report the crewmembers(s) absence prior to 45 minutes before the scheduled departure;
22. Submitting requested reports and recommendations concerning performance, conduct, and upgrading possibilities of crewmembers;
23. Performing such duties that may be required or assigned by the Chief Pilot or the Director of Operations;
24. Resolve questions or conflicts among crewmembers with the Chief Pilot.

3.7.11 Second in Command (SIC)

[14 CFR 121.383, 14 CFR 121.433-14 CFR 121.445]

The First Officer (Second-in-Command) is administratively responsible to the Chief Pilot and functionally responsible to the Captain of the flight to which he/she is assigned. The First Officer will perform all duties called out in the appropriate aircraft Operations manuals and any other duties assigned by the Captain. Unless directed otherwise by the Captain, the First Officer's duties and responsibilities shall include:

3.7.11.1 Duties, Responsibilities, and Authority

1. Staying current and certificated in all respects relating to the flight(s) to be performed;
2. Responsible for wearing the proper uniform and having the required licenses, certificates and documents in his/her possession for the appropriate flight(s) to be performed;
3. Assisting the Captain in the preparation and completion of the flight in accordance with the FAR's and Company policies;
4. Supervising the flight deck in the absence of the Captain to make certain all assigned duties are accomplished in an expedient and efficient manner;
5. Assuming the duties and responsibilities of the Captain (PIC) until the aircraft arrives at the next point of landing in the event the Captain becomes disabled in flight;
6. Prepare and maintain all required forms; including flight logs, charts, reports, etc., as required by the Captain. Upon completion of these forms, they will be given to the Captain for audit.
7. Advise the Captain of any deviation from standard operating procedure or of any impending action that would result in a diminished margin of safety;
8. Determining that the Captain is present one hour prior to departure. If the Captain is absent one hour prior to departure, the First Officer shall report the Captain's absence prior to 45 minutes before the scheduled departure.

3.7.12 Flight Followers

14 CFR 121.125, 14 CFR 121.127, 14 CFR 121.135, 14 CFR 121.537, 14 CFR 121.559, 14 CFR 121.597, 14 CFR 121.609

Flight Followers report to the Director of Operations. Personnel assigned as Flight Followers must have satisfactorily completed the company training program found in the ATM prior to serving.

3.7.12.1 Duties, Responsibilities, and Authority

1. Ensure the proper monitoring of the progress of each flight with respect to its departure at the point of origin and arrival at its destination, including intermediate stops and diversions therefrom, and maintenance or mechanical delays encountered at those points or stops. This will be done through calls, emails, and/or text messages to the flight crew, and monitoring online flight tracking programs.
2. Provide the pilot in command all available current reports or information on airport conditions and irregularities of navigation facilities that may affect the safety of the flight.
3. Release the flight only after ensuring that the appropriate communication and navigation facilities to be utilized along the flight are in working condition via NOTAM's.
4. Before beginning a flight, provide the pilot in command with all available weather reports and forecasts of weather phenomena that may affect the safety of flight, including adverse weather phenomena, such as clear air turbulence, thunderstorms, and low altitude wind shear, for each route to be flown and each airport to be used.
5. Maintain the necessary knowledge of Rhoades Aviation, Inc. procedures for the proper conduct of operational control and flight following. This will be accomplished through the study of RAI manuals and Operations Specifications, appropriate FAR's concerning en route flight, navigation, and communication procedures; including procedures for the release or continuance of flight if any item of aircraft equipment required for the particular type of operation becomes inoperative or unserviceable while en route;
6. In the absence of the Director of Operations or his/her designee, advising the PIC via phone call or the company Flight Following VHF frequency, 129.75, of emergencies and the determination and recording of his/her decisions; the declaration of an emergency and appropriate action if communication with the PIC is not possible;
7. Release flights only after authorized by the Director of Operations;
8. Preparing a flight release setting forth the conditions under which the flight will be conducted. This may require coordination with the PIC of the flight;
9. Recording flight times and crew duty times after the end of every flight day into RAI's computer based tracking program;
10. By reviewing the duty time sheets, ensure that flight crewmembers have not exceeded any duty times, and proper rest periods have been scheduled prior to assignment of flight; and

11. Coordinating with the Director of Operations to assure that all flight crewmembers are properly qualified prior to assignment.
12. Coordinate with the Load Supervisor on duty at each station prior to departure or arrival to ensure proper reception of company aircraft.

3.7.12.2 Authorized Flight Followers

The following employees are authorized by the Director of Operations to perform the duties of Operational Control and release Rhoades Aviation, Inc.'s aircraft.

Victor Antonov	Kainoa Thomas
Erwin Matsuura	
Evan Kunieda	
Leiabeth Rabanal	

3.7.13 Aircraft Maintenance Records Manager (ARM)

The Aircraft Maintenance Records Manager is primarily responsible to the Chief Inspector but must coordinate his/her activities with the Director of Maintenance and other Company Departments as necessary.

Qualifications: The Maintenance Records Manager shall be competent in computer operations, highly knowledgeable in computerized and manual aviation record keeping systems and understand the Federal Aviation Regulations pertaining to aircraft maintenance record keeping requirements. He/she should be familiar with Rhoades Aviation, Inc.'s flight and maintenance operations and the documents and manuals pertaining to those activities.

Basic Function: Maintain all Rhoades Aviation, Inc. maintenance records in accordance with company policies, procedures and the applicable Federal Aviation Regulations. Supervise the activities and training of other personnel assigned to the department.

3.7.13.1 Duties, Responsibilities, and Authority

1. Maintain aircraft master flight/maintenance log sheets;
2. Maintain all aircraft maintenance records (current and archival) including Cardex file;
3. Maintain a current status report for each aircraft that includes at least the following;
 - a. Time change items.
 - b. Inspection limitation items.
 - c. Life limited component times. (engine status)
4. Process component changes and aircraft inspection updates;
5. Backup office computers weekly to prevent any loss of data should hardware problems arise.
6. Prepare monthly Aircraft/Engine Utilization report;
7. Serve as CASS secretary and publish/distribute monthly report;
8. Prepare and distribute maintenance manual revisions;
9. Maintains GMM and Other Maintenance Manuals assignments and revision logs;
10. Supervise and train other personnel assigned to the department;