

Air Trek North Operations Manual

INTRODUCTION

OVERVIEW

The purpose of the Flight School Operations Manual (FSOM) is to outline the policies and procedures of Air Trek North Flight School. All aircraft renters and flight school students are expected to read and become familiar with this entire manual. Failure to comply with any section may result in suspension or dismissal from the flight school, revocation of rental privileges, and/or enforcement action by the Federal Aviation Administration (FAA).

In addition to the policies and procedures contained herein, all flight and training operations must be conducted in accordance with applicable Training Course Outlines, Federal Aviation Regulations (FAR), FAA Practical Test Standards (PTS), Aircraft Flight Manuals, Aircraft Checklists, and Aircraft Operations and Maneuvers Manuals.

CUSTOMER SERVICE

The following representatives are available for any questions, concerns, or complaints that anybody may have concerning operations at the Air Trek North Flight School:

Flight School Manager	952-594-1184
Chief Flight Instructor	952-594-1184

FLIGHT SCHOOL STAFF

FLIGHT INSTRUCTORS

Flight Instructors are responsible for conducting ground and flight training in a professional, courteous manner. They are overseen by the Chief Flight Instructor and the Flight School Manager.

CHIEF FLIGHT INSTRUCTOR

The Chief Flight Instructor is responsible for managing all aspects of the flight department, including the strict adherence to all policies, procedures, and regulations. He/she is overseen by the Flight School Manager.

FLIGHT SCHOOL MANAGER

The Flight School Manager is the person responsible for overseeing all operations at the Air Trek North Flight School.

SCHEDULING & DISPATCH

ONLINE SCHEDULE

Air Trek North Flight School provides scheduling through an online system that can be accessed through www.aircraftclubs.com. Registration and approval is required before you are granted scheduling rights. You may register online at <http://www.airtreknorth.com/scheduler-request.html> or speak to a flight school employee. Once you become a registered user, you may schedule lessons and aircraft rentals on your own. However, if you schedule on your own, dual flight lessons must be scheduled at least 24 hours in advance. If you need to schedule on shorter notice, you need to do so with your Flight Instructor also by phone. Aircraft rentals, on the other hand, may be scheduled at

anytime. In order to be fair to other renters and our staff, we ask that you arrive on time for your scheduled aircraft. Update your schedule online if your plans change.

SCHEDULING GUIDELINES

LOCAL FLIGHTS

Please schedule at least 1 hr. blocks. The extra time may be needed to allow for aircraft fueling, preflight, and ATC ground or flight delays.

CROSS-COUNTRY FLIGHTS

All cross-country flights need to be scheduled accordingly. We ask that you schedule enough time to allow for aircraft fueling, preflight, and any possible en-route or ground delays due to weather or ATC.

GROUND LESSONS

Students may schedule ground lessons in 1 hour plus blocks.

EARLY MORNING or LATE DEPARTURES/ARRIVALS

If you schedule prior to 8am or after sunset, our line staff may not be available. It is the customer's responsibility to call and verify line staff will be available.

RENTAL MINIMUMS

Aircraft rentals will be charged a minimum flight time based on the following table:

Flight Time Reserved	Minimum Hours Charged
<4 hours	No minimum
4 - 8 hours	1.5 hours
8 - 12 hours	2 hours
12 - 24 hours	3 hours
24 hours +	3 hours per day

VIP Club Cross Country Rules (Must be a member of the VIP Club)

1. Two long xcountries (up to 10 days each) allowed per year, one of which can be in the summer. No min charged for this.
2. 6 short xcountries allowed (up to 4 days each), 4 of which can be in the summer. No min charged for this.
3. Summer is May1 through Oct 15.

AIRCRAFT AVAILABILITY

If an aircraft is not available at the scheduled time due to routine or unscheduled maintenance, flight delay, or extenuating circumstance, another aircraft may be dispatched in its place. Aircraft maintenance is a required process to maintain safety and adherence to FAA regulations. Required maintenance will take precedence over customer flights. Air Trek North will perform non-airworthy maintenance items around customer flights when possible. It is inevitable that customer flights will be impacted due to required maintenance.

AIRCRAFT EXTENSIONS

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It is the pilot's responsibility to return the aircraft by the scheduled due-back time. If an extension is either necessary or requested for any reason, you must call the Flight School at 952-594-1184. Otherwise, the aircraft is expected to be back on time for the next rental or lesson.

CANCELLATION POLICY

Aircraft rentals and dual lessons may be cancelled for any reason without charge if there is a minimum of 12 hours notice given. If there is less than 12 hours notice given and weather or illness is not a factor, the student/renter will be charged a no-show flat fee equal to at least an hour of flight time and instructor time. If cancellation becomes habitual, scheduling access rights will be removed.

Consideration will be given for extenuating circumstances. Cancellations for weather will be at the discretion of the instructor.

NO-SHOW POLICY

If a student or a renter is more than 15 minutes late, and no prior notice is given, it is considered a "no-show" and the student/renter will be charged a no-show flat fee equal to at least an hour of flight time and instructor time. Consideration will be given for extenuating circumstances.

RENTER QUALIFICATIONS

Anyone who rents an aircraft from Air Trek North Flight School, including students, must satisfy the following requirements:

- 1) Hold appropriate certificates and/or ratings for the specific aircraft to be rented with a copy provided.
- 2) Hold a current medical certificate with a copy provided.
- 3) Complete a Pilot Information Form.
- 4) Provide a state or government photo I.D. to be copied.
- 5) Sign an Air Trek North Flight School Rental Insurance Disclosure.
- 6) Sign an Air Trek North Flight School Liability Waiver.
- 7) Pass a flight check in the specific aircraft to be rented with an Air Trek North Flight School Instructor, unless already approved through training.
- 8) Maintain 90 day rental currency in the specific aircraft.
- 9) Maintain 90 day landing currency to carry passengers required by FAR 61.57.
- 10) Meet the flight review requirements of FAR 61.56.
- 11) Hold an Instrument Rating and maintain instrument currency required by FAR 61.57 if the aircraft is to be flown under instrument flight rules.

AIRCRAFT AIRWORTHINESS

MINIMUM REQUIREMENTS

In order for an Air Trek North aircraft to be flown it must meet the following criteria:

- 1) Be within the aircraft's annual inspection time period
- 2) Be within the aircraft's 100 hour inspection time period if one is required.
- 3) Have a current altimeter/pitot static system check.
- 4) Have a current transponder check.
- 5) Have a current ELT battery check.
- 6) Have a 30 day VOR check if the aircraft is flown under instrument flight rules. Pilots may perform this check and record it on the Hobbs sheet prior to flight if necessary.

AIRCRAFT DISCREPANCIES

The Aircraft Discrepancy Log should be checked prior to flight. All issues should be logged no matter how small, even if logged previously.

RECORDING DISCREPANCIES

If a discrepancy is found before, during, or after a flight, the discrepancy needs to be properly recorded in the Hobbs sheet. Please notify the Flight School of the discrepancy upon returning the aircraft paperwork.

INSTRUMENTS & EQUIPMENT

No person may operate an Air Trek North aircraft with inoperative instruments that are required and/or equipment listed in FAR 91.205.

MAINTENANCE STATUS SHEET

All pilots are required to check the required inspections prior to flight. If the scheduled flight is to exceed the tach times listed, or the date is past due, the aircraft is not to be flown and the Flight School should be notified immediately.

WEATHER MINIMUMS

The following minimums apply to all Air Trek North aircraft. They are not a substitute for any FAR minimums or the pilot's personal minimums. All minimums assume that terrain and VFR cloud clearances are followed according to FAR 91.119 and FAR 91.155.

VFR RENTALS

- 1) 2000' ceiling & 6+ statute mile visibility.
- 2) Maximum wind not to exceed 25 knots.
- 3) Crosswind limits not to exceed aircraft's maximum demonstrated crosswind component.

DUAL VFR LOCAL

- 1) 1500' ceiling & 5 statute mile visibility.
- 2) Maximum wind not to exceed 25 knots.
- 3) Crosswind limits not to exceed aircraft's maximum demonstrated crosswind component.

DUAL VFR CROSS-COUNTRY

- 1) 1500' ceiling (Day), 2500' ceiling (Night) & 5 statute mile visibility.
- 2) Maximum wind not to exceed 25 knots.
- 3) Crosswind limits not to exceed aircraft's maximum demonstrated crosswind component.

DUAL IFR LOCAL

- 1) Ceiling and visibility that allow for takeoff, approach and landing above minimums plus 500ft.

DUAL IFR CROSS-COUNTRY

- 1) Ceiling and visibility that allow for takeoff, approach and landing above minimums.

STUDENT SOLO LOCAL

- 1) Traffic pattern: 2000' ceiling & 8 statute mile visibility.
- 2) Practice area: 3000' ceiling & 10 statute mile visibility.
- 3) Maximum wind not to exceed 20 knots. Crosswind component not to exceed 10 knots.

STUDENT SOLO CROSS-COUNTRY

- 1) 3000' ceiling & 10 statute mile visibility.
- 2) Maximum wind not to exceed 20 knots. Crosswind component not to exceed 10 knots.

GROUND OPERATIONS

RAMP AREA

The ramp area is potentially hazardous and safety must be the prime consideration when conducting activities in this area. People walking on the ramp are strongly advised to walk behind propeller aircraft and in front of jet aircraft to prevent injury from unexpected engine starts. Always be aware of all activities around you while on the ramp and try to make eye contact with cockpit crews and equipment operators to acknowledge their awareness of your presence.

HAND PROPPING

All students and renters are prohibited from hand propping any Air Trek North aircraft. If there is a problem in starting an aircraft, please notify the Flight School immediately.

AIRCRAFT DE-ICING

If an aircraft is in need of de-icing due to snow, ice, or frost, please contact the Flight School. Aircraft are not to be flown unless they are free from all contaminants.

AIRCRAFT PRE-HEATING

Aircraft engines are sensitive to freezing temperatures and starting a cold engine can be damaging. If the ambient temperature is below 40 degrees F and the aircraft was not recently flown or pulled from a heated hangar, an engine pre-heat is required. Please contact the Flight School for assistance.

AIRCRAFT TEMP MINS: If the temperature is less than -5degF, aircraft will be grounded. No stalls performed below 0degF

FUELING PROCEDURES

In order to save time when preparing an aircraft for a flight, the fuel quantity and oil should be checked immediately upon reaching the aircraft.

Fueling operations are potentially dangerous and pilots are asked to verify that all aircraft electrical switches, including the ignition, are off prior to fueling. When fueling operations are being conducted, pilots and passengers are prohibited from being onboard the aircraft.

SMOKING & TOBACCO PRODUCTS

Smoking and tobacco products are strictly prohibited in Air Trek North Flight School aircraft.

OBJECTS ON DASHBOARD

Please do not put aircraft paperwork or headsets on the dashboard. Scratches on the windscreen obscure vision, especially at night, and are difficult to repair.

ENGINE STARTING

Before starting any engine on the ramp, all pilots must verify that the propeller area is clear, including the propeller blast area behind the aircraft. Immediately before starting, pilots are asked to announce "clear" in a loud voice, preferably out the side vent window. Additionally, if an aircraft is being fueled in the immediate area, engine start should be delayed until line service has completed the operation.

BOARDING & DEPLANING

Because of the inherent danger associated with spinning propellers, no one will approach, board, or deplane from an Air Trek North Flight School aircraft with the engine running.

SECURING AIRCRAFT DOORS

During starting and ground operations the aircraft doors are susceptible to damage if they are not properly secured. In order to prevent damage to the door stop mechanism, we ask that you close the door completely before engine start and during ground operations. If however, ventilation is required within the cabin during start-up and taxi, we ask that you manually support the door with your hand.

TAXI PROCEDURES

The speed limit of a safe taxi operation always depends on the environment. In congested areas, such as the ramp, the appropriate speed should be comparable to a brisk walk. In less congested areas, the appropriate taxi speed is that which gives the pilot safe, positive control at all times. Only conversation pertaining to flight operations should be conducted during taxi. An Airport Taxi Diagram should be referenced at all times to prevent incursions.

PARKING & SECURING AIRCRAFT

When parking aircraft, pilots should exercise extreme caution to ensure adequate clearance between aircraft and vehicles. After shutdown, pilots must properly secure the aircraft with chocks and/or tie downs. All electrical switches should be turned off, all trash and personal items should be removed from the aircraft.

DRY TIME

Instructors occasionally allow students to practice aircraft cockpit procedures in aircraft parked on the ramp. This exercise is called "dry time". The purpose is to reinforce learning through recognition and repetition of in-flight procedures. The following dry time procedures are mandatory:

- 1) The aircraft must remain tied down or chocked.
- 2) All procedures will be simulated.
- 3) Do not turn on any electrical switches, adjust the mixture, throttle control, propeller, or manipulate the gear handle.
- 4) When practice is complete, the student shall verify that the aircraft is properly secured.
- 5) Dry time can only be used if no other person is looking to schedule the plane for a flight.

FLIGHT OPERATIONS

AIRPORT REQUIREMENTS

- 1) All destination airports must be listed in the Chart Supplement (formerly called the Airport Facilities Directory).
- 2) Night operations: All destination airports must have sufficient field lighting.

PREFLIGHT ACTIONS

Pilots are encouraged to follow all procedures listed in FAR 91.103. Special attention should be given to Temporary Flight Restrictions (TFR's) and Notices to Airmen (NOTAMS). Various sources are available online, or you can call a Flight Service Station briefer at 1-800-WX-BRIEF.

FUEL RESERVES

Air Trek North aircraft are required to have the following minimum fuel reserves at all times, assuming normal cruising speeds:

- 1) VFR: Enough fuel to arrive at your destination plus 30 minutes fuel reserve for day operations, and 45 minutes fuel reserve for night operations (FAR 91.151).
- 2) IFR: Enough fuel to fly to your destination, plus your alternate airport if one required, plus 45 minutes fuel reserve (FAR 91.167).

NOISE ABATEMENT PROCEDURES

Certain airports have noise abatement procedures to minimize disturbances in developed areas. Pilots are advised to follow all published noise abatement procedures. KFCM, KLVN, KSGS, and nearby KSYN airports all have Noise Abatement procedures.

MINIMUM SAFE ALTITUDES

No Air Trek North Flight School aircraft is to be flown below 500' feet above ground level (agl) at any time, unless it is taking off or landing. Minimum enroute safe altitudes, as stated in FAR 91.119, are to be strictly adhered to at all times. A minimum altitude of 2000' agl should be used for all maneuvers, unless another altitude is specified in an Air Trek North Flight School Training Course Outline or in the FAA Practical Test Standard (PTS). Failure to comply with minimum altitudes may result in FAA violations and/or revocation of rental privileges.

SIMULATED ENGINE FAILURES

Simulated engine failures are only to be practiced with Air Trek North Flight School Flight Instructors onboard. All simulated engine failures in single-engine aircraft shall be simulated by retarding the throttle. Turning off the fuel selector and/or mixture control is strictly prohibited. Off field simulated engine failures must be recovered prior to 500ft AGL.

Prolonged descents are only to be made over designated airports, or unpopulated areas to an altitude no lower than 500' agl. Simulated engine failures are prohibited during departures and climb outs below 500' agl.

FORMATION FLYING

Formation flying is prohibited in Air Trek North Flight School aircraft unless approved by the Flight School Manager or Chief Flight Instructor.

SPINS

Spins are prohibited in Air Trek North aircraft unless an Air Trek North Flight School Flight Instructor is providing spin training for a Flight Instructor Certificate in an approved aircraft.

AEROBATICS

Aerobatics are prohibited in Air Trek North aircraft.

OVER WATER OPERATIONS

No Air Trek North aircraft shall be operated over water unless the aircraft is within gliding distance of land.

FLIGHT INTO KNOWN ICING

No Air Trek North aircraft shall be operated into known or forecast icing conditions.

STUDENT PILOTS

GENERAL POLICIES

- 1) All Students must be released by an Air Trek North Flight School Instructor prior to any solo flights.
- 2) The instructor shall verify that the student has received all required training and endorsements prior to each flight.
- 3) The instructor shall verify that the student has a current medical certificate.
- 4) At least one instructor must be present at the flight school during all solo flight operations.
- 5) Students are encouraged to file a VFR Flight Plan or use Flight Following for all cross-country flights.
- 6) The instructor who releases the student for solo flight is responsible for that student unless another instructor knowingly and willingly takes over responsibility.
- 7) Slow flight, stalls, unusual attitudes, or other maneuvers not specifically required by an Air Trek North Flight School Flight Training Syllabus are prohibited at night.

STUDENT CHECK-IN POLICY

All students that have a dual lesson scheduled are asked to check in at the flight school 15 minutes prior to the scheduled lesson time. If this dual lesson is to be a cross-country flight, the student will have all flight planning, weather acquisition and documentation complete before the lesson start time.

MANDATORY ENDORSEMENTS

All student pilots need to satisfy the following minimum requirements in order to engage in any solo flight operations:

- 1) Complete a Pre-solo Aeronautical Knowledge Exam for the make & model of aircraft to be flown.
- 2) Receive a Pre-solo Flight Training logbook endorsement.
- 3) Receive a Student Pilot Certificate endorsement with make & model of approved aircraft to be flown.
- 4) Maintain a 90-day Solo logbook endorsement.

ADDITIONAL ENDORSEMENTS

The following is a list of endorsements that are required for additional flight operations:

- 1) Landing at airports other than KLVN within 25 nautical miles.
- 2) Night operations.
- 3) Class B airspace operations.
- 4) Cross-country flight operations including specific airports of intended landing.
- 5) Any endorsement required by FA AC 61-65 current revision

PASSENGERS ON TRAINING FLIGHTS

Air Trek North Flight School allows passengers on training flights if certain conditions are met. The passenger can be another Flight School student, potential student, Flight School employee, immediate family member of the student, or someone specifically approved by the Chief Flight Instructor or Flight School Manager. Under no circumstances will a person under the age of 18 be allowed on dual training flights without written consent from that person's parent or legal guardian.

PASSENGERS ON SOLO FLIGHTS

Passengers are not allowed on student solo flights.

SAFETY PROGRAM

INTRODUCTION

This section outlines the approved Safety Program that is currently in use at Air Trek North Flight School. It describes standard methods of operation that are consistent with generally accepted and established industry practices and procedures. The company is committed to the concept that safety is an integral part of the Flight School and strict adherence to this program is considered mandatory.

The Safety Program is applied to, but is not limited to, the following areas:

- 1.) Training Course Outlines (TCO)
- 2.) Aircraft Operation and Maneuver Manuals
- 3.) Flight Standards and Training Methods
- 4.) Flight Instructor Training Standards
- 5.) Instructor Evaluations
- 6.) Student Evaluations
- 7.) Recurrent and Remedial Training Programs
- 8.) Aircraft Dispatch Procedures
- 9.) Aircraft Maintenance

AUTHORITY & RESPONSIBILITY

The Chief Flight Instructor and the Flight School Manager have the following authority:

- 1) To define Air Trek North Flight School's investigative and reporting procedures for accidents, incidents, and hazards.
- 2) To develop the necessary forms and instructions for implementing the Flight School's Safety Program.
- 3) To define and require the reporting of any safety related event.
- 4) To conduct an investigation of any safety related event.
- 5) To request the grounding of any Flight School student, aircraft renter, or Flight Instructor involved in a safety related event which is under investigation by the Air Trek North Flight School
- 6) To represent the Air Trek North Flight School regarding aviation safety matters in dealing with government agencies and professional organizations.
- 7) To promote established aviation safety practices and procedures.
- 8) To distribute aviation safety related information when it becomes available.
- 9) To conduct meetings with Flight School staff to address any safety related issues.

REPORTING ACCIDENTS & INCIDENTS

Accidents and incidents are defined in the FAR/AIM and are to be reported as follows:

ACCIDENTS

Aircraft accidents will be reported as soon as possible, but no later than 30 minutes after the accident took place.

INCIDENTS

All incidents must be reported as soon as possible, but no later than 6 hours after the incident took place.

NOTIFICATION PROCEDURE

When an accident or incident occurs, the following information needs to be relayed to the Flight School Manager or Chief Flight Instructor:

- 1) Pilot's name and passenger information.
- 2) Summary of any reported or observed injuries.
- 3) Extent of any aircraft or property damage.
- 4) Aircraft location, type and tail number.
- 5) Approximate time the occurrence took place.
- 6) Emergency services and/or government agencies present.
- 7) Whether or not any additional services are needed.

Please note: Pilots should withhold any comments regarding the accident or incident until Air Trek North Flight School officials have been notified.

Air Trek North Flight School contacts are as follows:

- 1) Randy Schoephoerster 952-594-1184

MISCELLANEOUS EVENTS

The following events may or may not be classified as an accident or incident and should be reported in a timely manner:

- 1) When a system defect occurs in flight which adversely affects the handling characteristics of the aircraft, or renders it unsafe to fly.
- 2) When there is a total or partial loss of engine power during any ground or flight operations.
- 3) When there is fire or smoke coming from any part of the aircraft.
- 4) When there is an emergency declared for any reason.
- 5) When safety equipment is found to be defective or inadequate.
- 6) When any part of the aircraft inadvertently leaves the paved surface of any airport during taxi, take-off, or landing.
- 7) When a runway incursion occurs.
- 8) When an unsafe gear indication occurs or the landing gear fails to extend or retract for any reason.
- 9) Anytime the pilot becomes lost or disoriented during a flight.
- 10) Whenever an aircraft limitation is exceeded.
- 11) If a landing takes place on the wrong runway.
- 12) When a loss of braking occurs during landing or ground operations.
- 13) When the aircraft lands with less than required fuel reserves.
- 14) When a near miss, ATC incident, or wake turbulence event occurs.
- 15) When significant turbulence, wind shear, or other severe weather is unexpectedly encountered during flight operations.
- 16) Whenever alcohol or drug use is suspected of a pilot.
- 17) When the aircraft strikes any wildlife or foreign objects.
- 18) Any event where safety standards may have been compromised.

SUSPICIOUS ACTIVITIES

Any student or renter who observes any suspicious activity is encouraged to report it to the Flight School Manager or Chief Flight Instructor as soon as possible.

GENERAL POLICIES

AIRCRAFT INSURANCE

Details may be referenced in the Rental Insurance Disclosure Notification. All students and renters are encouraged to purchase Aircraft Renters Insurance.

FUEL REIMBURSEMENT

Air Trek North Flight School will reimburse students and renters for all fuel and oil purchased away from airplane's home base of KLVN, KSGS or KFCM at the KLVN, KSGS or KFCM fuel rate. However, there will be no reimbursement for ramp fees, landing fees, parking fees, or additional fuel surcharges and/or taxes.

UNAUTHORIZED INSTRUCTION

Flight Instruction in Air Trek North Flight School aircraft is strictly prohibited by Flight Instructors who are not listed on the Air Trek North Insurance binder unless approved by the Flight School Manager. Independent Flight Instructors are required to have their own CFI/Renter's insurance with a hull value of \$80,000 or more. Failure to comply will result in revocation of rental privileges.

MAINTENANCE AWAY FROM KLVN

If an Air Trek North Flight School aircraft experiences mechanical difficulties while away from KLVN, the pilot should contact the Flight School Manager or Chief Flight Instructor immediately. Contacts are as follows:

Randy Schoephoerster 952-594-1184

RIGHT TO REFUSE SERVICES

The Air Trek North Flight School reserves the right to refuse services to students and renters. Normal reasons to refuse services would include:

- 1) Financial - Accounts with past due balances.
- 2) Medical - Pilot does not have a current medical.
- 3) Operational - Student or renter pilot was found to be in violation of an FAR and/or a policy set forth in the Air Trek North FSOM.
- 4) Administrative - At the discretion of Flight School Manager or Chief Flight Instructor, the student or renter was deemed to be a liability for the Air Trek North Flight School based on his/her present and/or past conduct.