

NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

May 13, 2022

Attachment 10 – AirNet II General Operations Manual [Excerpt]

OPERATIONAL FACTORS

CEN22FA096



FAA AIR CARRIER
CERTIFICATE # 2NEA0280
IDENTIFICATION # 2NEA

THIS
GENERAL OPERATIONS MANUAL

(Note: AKA Air Carrier Operating Manual in all sections approved prior to rev. 7.3)

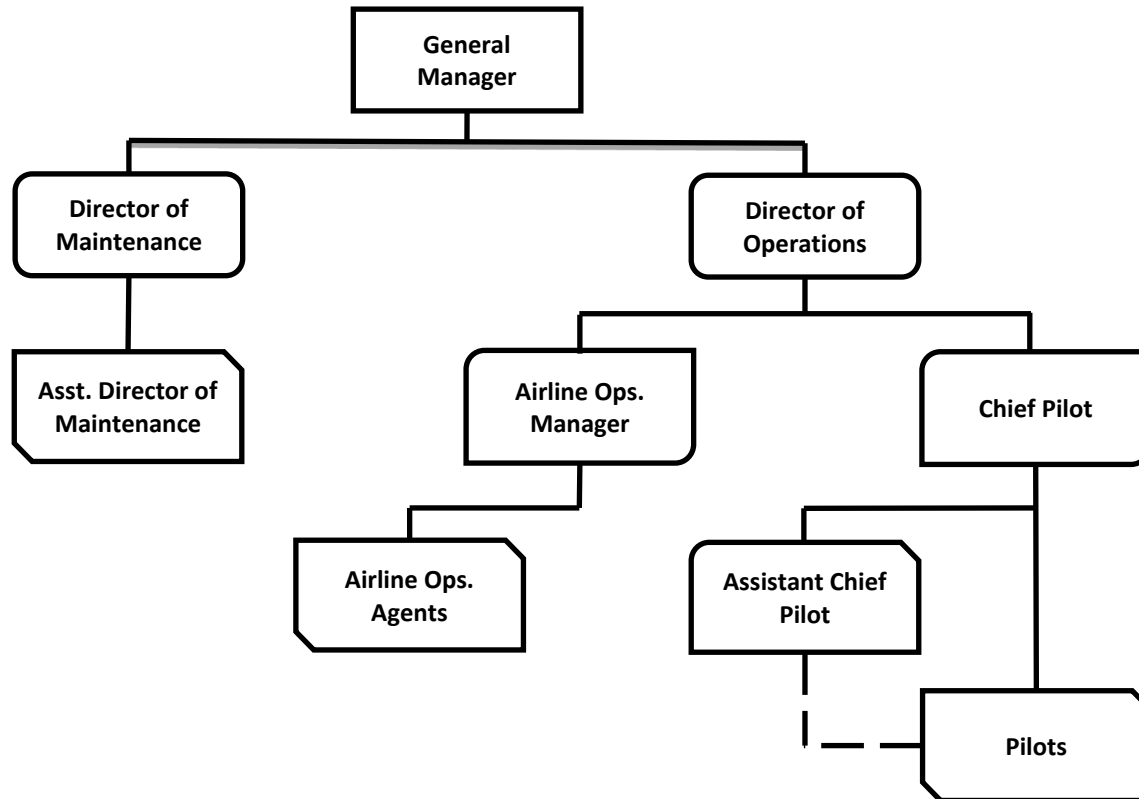
Applies To

AirNet II LLC



REVISION 7.3
September 1st, 2020



**1.1 COMPANY ORGANIZATIONAL CHART****NOTES**

1. General Manager serves as agent of service for the certificate
2. Director of Operations satisfies the requirements of 14 CFR 119.69 (a) (1)
3. Chief Pilot satisfies the requirements of 14 CFR 119.69 (a) (2)
4. Director of Maintenance satisfies the requirements of 14 CFR 119.69 (a) (3)

**1.3 KEY POSITION RESPONSIBILITIES****1.3.1 – 1.3.2 RESERVED****1.3.3 GENERAL MANAGER**

The General Manager is responsible to manage operations in a manner that ensures regulatory compliance with regard to all applicable agencies.

1.3.4 DIRECTOR OF MAINTENANCE (DM)

(FAR 43.2, 43.3, 91.403, 91.415, 119.69, 119.71, 135.413, 135.414, 135.415, 135.417)

The Director of Maintenance (DM) is an FAR required position, and the person assigned to this role is accepted by the FAA based on their experience and qualifications in accordance with the requirements outlined in FAA guidance and regulations. The DM's primary responsibilities are to (1) ensure that Company aircraft remain in an airworthy condition; (2) maintain all aircraft records in current and compliant format; (3) ensure that all maintenance work performed on Company aircraft meets the applicable standards and is done in accordance with all FAA approved maintenance programs and applicable regulatory requirements; and (4) develop, maintain and revise all AirNet FAA accepted maintenance programs to ensure safety, efficiency and regulatory compliance. The DM has full authority to accept or reject any contract work performed on AirNet aircraft. The DM ensures that all necessary forms and paper work pertaining to maintenance are accurate. The DM will continually evaluate all maintenance and management processes and make corrective actions as deemed appropriate. The DM manages the deferred maintenance program and returns aircraft to service after required maintenance. The DM may delegate these required functions and duties when applicable.

1.3.4.1 ASSISTANT DIRECTOR OF MAINTENANCE (ADM)

The Assistant Director of Maintenance reports to the Director of Maintenance. The person assigned to this role is appointed by the DM on a company need. The ADM is directly responsible for tasks as designated by the DM.

The ADM may perform the role and responsibilities of the DM, as designated, but the DM retains responsibility.

1.3.5 DIRECTOR OF OPERATIONS (DO)

(FAR 119.69, 119.71)

The Director of Operations (DO) is an FAR required position, and the person assigned to this role is accepted by the FAA based on their experience and qualifications in accordance with the requirements outlined in FAA guidance and regulations. The Director of Operations is directly responsible for ensuring operational safety and operational control by making certain that the Company's operational systems are adequate. The DO is the principal party on the certificate and acts as liaison between AirNet and the FAA in all matters pertaining to flight operations and this manual. The DO coordinates with the Chief Pilot and Director of Maintenance to ensure aircraft operational safety. The DO will continually evaluate all operations and management processes and make corrective actions as deemed appropriate. The DO may delegate these required functions and duties to the CP when applicable but remains the principal party on the certificate at all times.

**1.3.6 CHIEF PILOT (CP)**

(FAR 119.69, 119.71, 135.95, 135.99, 135.243, 135.245, 135.293, 135.297, 135.299, 135.329, 135.337, 135.338, 135.341)

The Chief Pilot (CP) is an FAR required position, and the person assigned to this role is accepted by the FAA based on their experience and qualifications in accordance with the requirements outlined in FAA guidance and regulations. The CP reports to the DO, manages the flight department and supervises all flight operations. The CP ensures that no person is employed by the Company as a Flight Crew Member (FCM) unless they meet or exceed the proper FAA and company standards. The CP ensures that each pilot employed by AirNet is knowledgeable on the Company's operations manual, policies and procedures and guarantees that they conduct all flights in accordance with the procedures of this manual and the current Federal Aviation Regulations. The CP ensures that prior to assigning any pilot to duty that the pilot (1) qualifies under the applicable portions of 14 CFR Part 135 as appropriate; (2) that all necessary training required by the assignment as outlined in the Company's Pilot Training Manual and the FARs has been completed; and (3) that all required administrative processes required by applicable regulations and Company requirements have been satisfied. The CP ensures that all pilot records are maintained properly and in addition, serves as custodian of the Company records and performs other duties as may be assigned by the DO. The CP may perform the DO functions and duties when the DO is absent or as assigned by the DO.

1.3.7 ASSISTANT CHIEF PILOT (ACP)

Assistant Chief Pilots are appointed based on company need. In the absence of, or as assigned by the CP, an ACP may perform the functions and duties of the Chief Pilot.

1.3.8 FLIGHT TRAINING DEPARTMENT

The Flight Training Department is led by the Chief Pilot. This department is responsible to conduct all ground and flight training to appropriate FAA and Company standards.

1.3.9 COMPANY CHECK AIRMEN (CA)

(FAR 135.337, 135.339)

Company Check Airmen meet all applicable requirements and training as stated in §135.337 and §135.339. Company Check Airmen act as the liaison to the CP for all pilots assigned to be tested. The CA assists in maintaining pilot records in an accurate and legible condition for those pilots assigned to the CA for testing. The CA reports any sub-standard pilot performance to the CP and Instructor Pilot who trained the pilot. The CA also serves to evaluate Company training program effectiveness.

CA – On file with CP

1.3.10 COMPANY INSTRUCTOR PILOT (IP)

(FAR 135.338, 135.340)

Company Instructor Pilots meet all applicable requirements and training as stated in §135.338 and §135.340. Company Instructor Pilots act as the liaison to the CP for all pilots assigned to training. The IP carefully reviews and accurately completes all training records. All errors and issues noted in the records are reported to the CP as soon as possible. Any sub-standard performance noted during the training process by a Flight Crew Member is reported to the CP.

IP – On file with CP



1.3.11 FLIGHT CREWMEMBERS (FCM)

(FAR 61.23, 61.56, 135.67, 135.95, 135.97, 135.99, 135.100, 135.293, 135.343, 135.351)

Flight Crewmembers serve as representatives of AirNet and are expected to maintain the professional standards set by the Company at all times. Flight Crewmembers report to the CP and are qualified for their assignments in accordance with applicable regulations as appropriate to their FCM duty assignment(s). Flight crew composition and duties assigned to crewmembers are consistent with the requirements and limitations in applicable regulations and Company specific policies and procedures. AirNet supplies approved training programs that provide each FCM adequate access to aircraft and facilities to maintain and demonstrate the ability to conduct all operations for which the FCM is authorized. In addition to being required to report potential hazardous meteorological conditions or irregularities in ground communication or navigational facilities in flight (in accordance with Part 135), each FCM is obligated to report any inappropriate and/or unprofessional behavior observed in conjunction with AirNet related activities to the CP. As a Company representative, each FCM is held accountable for maintaining honesty, integrity, trust and respect when interacting with others at all times as a Company representative. Each FCM is challenged to improve their skills as an aviator, improve their overall service to our customers and improve the performance of others with each operation.

Flight Crewmembers are expected to act in the best interest of AirNet, our customers and fellow Team Members at all times as a Company representative. Flight Crewmembers responsibilities include, but are not limited to, the following:

- Safe flight operations;
- Challenge and report any non-standard aircraft operations observed;
- Maintain compliance with all Federal Aviation Regulations, AFM/POH, Company Policy, Company Procedure, applicable Operations Specifications and Company Manual Guidance on all flight operations;
- Maintain all AirNet standard operating procedures as appropriate to the operation and equipment type;
- Maintain professional appearance, conduct and demeanor at all times while representing the Company;
- Maintain efficient and on-schedule aircraft operations;
- Maintain currency of all assigned manuals, charts and other Company required materials;
- Submit all regulatory and Company required paperwork in a timely and legible fashion;
- Alert the CP, or the CP's delegate, and Air Operations of any flight time or duty time problems that could occur due to scheduling;
- Report any unusual occurrences both verbally and in writing to the CP as soon as practical;
- Adhere to all Company security program directives and guidelines;
- Travel and/or overnight as required to complete assignments or training requirements;
- Accurately complete and submit, in a timely fashion, all payroll and expense reporting forms;
- Check-in with Air Operations upon arrival at the assigned airport for assigned duty;
- Utilize Cockpit Resource Management techniques during all flight operations.

**1.3.11 FLIGHT CREWMEMBERS (continued)**

- Check-out with Air Operations to obtain a duty release (each FCM contacts Air Operations for their own personal duty release);
- When contacting Air Operations for duty release, report all flight time as a crewmember for the duty assignment completed (if the crew is completing the 60-1 then one crewmember reports the aircraft's registration number, the ending hobbs time, the total time on the 60-1 for the operational day, when applicable the number of cycles, any mechanical or inspection issues that may preclude the next release for the aircraft and shut-down time);
- Notify the DM, or the DM's delegate, and Air Operations of all mechanical discrepancies;
- Verify for each aircraft assigned, that all Company forms are properly completed and legible, including signatures, identifications and maintenance sign-offs; and
- Verify that aircraft are airworthy and compliant prior to each flight operation.

1.3.12 PILOT IN COMMAND (PIC)

(FAR 61.31, 61.57, 61.58, 91.5, 135.109, 135.243, 135.247, 135.297, 135.299)

A Pilot in Command (PIC) is assigned by the CP to each flight, and remains PIC for the duration of the flight and meets all applicable company and regulatory requirements as appropriate to the aircraft and operation. In addition to the responsibilities and duties listed in paragraph 1.3.11, the PIC duties and responsibilities include, but are not limited to the following:

- Accurately completing and submitting all required forms/paperwork at the completion of each duty assignment;
- Maintaining compliance with all maintenance inspection requirements during the course of all aircraft operations;
- When repositioning an aircraft that requires maintenance away from a Company operated maintenance facility, coordinating with the DM to ensure that all required logs, records, forms, manuals, etc. arrive with the aircraft;
- Verifying that all information in the aircraft's traveling log is complete, all discrepancies cleared (or deferred as appropriate) and that all maintenance information is complete and legible;
- When assigned to a multi-crewmember operation, continually evaluating SIC performance and decision making abilities, while acting as a mentor to the SIC; and
- Communicating with Air Operations if unable to contact any assigned and required flight crewmember for an operation at least one hour prior to flight and to coordinate all aircraft operations so as to ensure proper exercise of operational control.



1.3.13 SECOND IN COMMAND (SIC)

(FAR 1.531, 135.99, 135.101, 135.105, 135.109, 135.147, 135.245)

A Second in Command (SIC) is assigned to a flight operation by the CP as required by aircraft type and/or operation in accordance with applicable regulations and/or company exemptions. In addition to the responsibilities and duties listed in paragraph 1.3.11, the SIC duties and responsibilities include, but are not limited to the following:

- Communicate with Air Operations if unable to contact the assigned PIC at least one hour prior to flight;
- Coordinate with the PIC on assignment duties;
- Work on acquiring the skills necessary to progress to PIC;
- Participate fully as a crewmember when assigned to an aircraft operation; and
- Accept guidance from assigned PIC when provided.

1.3.14 AIR OPERATIONS AGENTS (AOA)

Air Operation's basic functions are coordination and communication for all operations. Air Operations Agents are familiar with and comply with all applicable sections and procedures in this manual. Persons designated as an Air Operations Agent are authorized by the Director of Operations to exercise operational control provided that they have been trained and tested on operational control. Prior to releasing any flight an AOA ensures that all the requirements of this manual are satisfied. Under no circumstance may anyone release a flight if the aircraft, crew or conditions do not meet the requirements as outlined in this manual and the AirNet Operations Specifications. Air Operations is the central communication channel between all departments and pilots while flight operations are being conducted. All FCMs communicate with Air Operations a minimum of one hour prior to flight operation in order to coordinate any changes and ensure Air Operations that the flight crew has the latest information about the flight and is in position for the scheduled departure. When a flight plan is not filed with the FAA, Air Operations is the flight following mechanism as outlined in Section 2 of this manual. Air Operations Agents communicate with the Chief Pilot as to the availability of pilots and the type aircraft they are authorized to operate.

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SECTION 4

WEIGHT & BALANCE PROCEDURES

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4.1 GENERAL WEIGHT & BALANCE PROCEDURE

It is the PIC's responsibility to ensure that the aircraft has been loaded properly in accordance with the Aircraft Flight Manual Limitations prior to departure. An American Aeronautics Load Program chart is provided in each aircraft to aid in this determination. The following procedures are used to guarantee accurate and safe loading of the aircraft:

Supervision of loading

The PIC is responsible for the accurate loading of the aircraft and may delegate the supervision and loading of cargo to another competent person provided the PIC verifies that the aircraft is loaded not to exceed the maximum allowable takeoff weight and is within center of gravity limits.

Compartment/Zone limits

The aircraft is loaded so as to comply with specific cargo compartment or zone limitations or placards.

4.2 PASSENGER AND/OR CARGO WEIGHTS

NOTE: *These procedures apply to all operations including cargo, passenger and air ambulance.*

Actual passenger, carry on, and baggage weight will be determined by scale weight. A scale certified, per the standards established by the Division of Weights and Measures, will be available to the crew at each pickup location. Passenger weights may also be determined by asking each passenger his or her weight and adding ten pounds to the response. Additional weight may be added for required clothing or understated passenger weights as deemed by the PIC. The actual cargo weight will be provided from the air bills or cargo manifest. In the event a cargo weight is not provided, weight may be determined planeside through certified scale weighing.

4.3 APPROVED CREW WEIGHT

Approved crew weights for the LR35 aircraft only will be established by a survey conducted every three years and approved in OpSpec A096. The approved survey result will be established by an average of each crewmembers solicited weight including flight bag plus ten pounds.

(Total of crew weights including bag + 10lbs each) / (Total Number of Crewmembers)

4.4 EMPTY WEIGHT & CENTER OF GRAVITY – CURRENCY REQUIREMENTS

(FAR 135.185)

No multi-engine aircraft may be operated under FAR 135, unless within the preceding 36 calendar months, that aircraft has been scale weighed, and a current empty weight and center of gravity of the aircraft has been established. However, this does not apply to an aircraft that has an original airworthiness certificate issued within the preceding 36 calendar months.

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4.5 LOAD MANIFEST / TRIP SHEET (FORM 40-1)

The Load Manifest (form 40-1) must be prepared neatly and accurately before each takeoff. The PIC carries a copy of the load manifest until the completion of the flight. Trip sheets may be transferred between PICs. When a transfer occurs it is essential that the pilot handing off the trip sheet verify that all information is completed prior to the hand-off. Only properly and accurately completed trip sheets can be submitted. Each PIC submitting a trip sheet maintains a copy of the trip sheet for 90 days. Trip sheets are faxed to LCK (888-999-2374) after completing an adequate aircraft post-flight and prior to calling Airline Operations in accordance with the check-out procedure (see section 1). The white (top) copy of the completed load manifest is sent through COMAT to LCK where a copy is kept on file for at least thirty days. Properly completed load manifests contain all the items required in FAR 135.63.

PLEASE, PRINT NEATLY, except for required signatures.

4.6 CARRIAGE OF CARGO INCLUDING CARRY-ON BAGGAGE

(FAR 135.87, 135.122)

No person may carry cargo, including carry-on baggage, in or on any aircraft unless:

- 1) It is carried in an approved cargo rack, bin, or compartment installed in or on the aircraft;
- 2) It is secured by an approved means; or
- 3) It is carried in accordance with each of the following:
 - a) *For cargo*, it is properly secured by a safety belt or other tie down having enough strength to eliminate the possibility of shifting under all normally anticipated flight and ground conditions, or for carry-on baggage, it is restrained so as to prevent its movement during air turbulence.
 - b) It is packaged or covered to avoid possible injury to occupants.
 - c) It does not impose any load on seats or on the floor structure that exceeds the load limitation for those components.
 - d) It is not located in a position that obstructs the access to, or use of, any required emergency or regular exit, or the use of the aisle between the crew and the passenger compartment, or located in a position that obscures any passenger's view of the "seat belt" sign, "no smoking" sign, or any required exit sign, unless an auxiliary sign or other approved means for proper notification of the passengers is provided.
 - e) It is not carried directly above seated occupants.
 - f) It is stowed in compliance with this section for takeoff and landing.
 - g) For cargo only operations, item (3)(d) of this section does not apply if the cargo is loaded so that at least one emergency or regular exit is available to provide all occupants of the aircraft a means of unobstructed exit from the aircraft if an emergency occurs.

Additionally:

- 4) Each passenger seat under which baggage is stowed is fitted with a means to prevent articles of baggage stowed under it from sliding under crash impacts severe enough to induce the ultimate inertia forces specified in the emergency landing condition regulations under which the aircraft was type certificated.

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- 5) When cargo is carried in cargo compartments that are designed to require the physical entry of a crewmember to extinguish any fire that may occur during flight, the cargo must be loaded so as to allow a crewmember to effectively reach all parts of the compartment with the contents of a hand fire extinguisher.
- 6) Aircraft cannot taxi, take-off or land when any food, beverage or tableware furnished by AirNet is located at any passenger seat, when any food, beverage tray table, or seat back is not stored and in an upright position.

4.7 CARGO COMPARTMENT AND ACCESS DOOR - SECURING

The PIC is responsible to make certain prior to flight that all cargo compartments are properly loaded, cabin cargo restrained for anticipated flight conditions, and all cabin and compartment doors securely latched.

NOTE: *When not required to be open for transferring shipments, all cargo doors and cargo compartment doors should remain closed in windy conditions, when precipitation is falling or when there is a threat of precipitation.*

4.8 Reserved

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4.9 WEIGHT & BALANCE GRAPH PROCEDURE

A graph based weight and balance computation method is provided for each aircraft to determine that aircraft loading is within load and center of gravity limits. The information below is provided to describe proper use of the graph method.

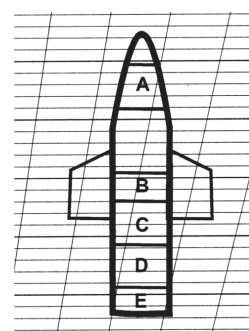
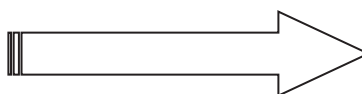
NOTE: Compliance with weight and balance requirements may also be accomplished using the AFM approved methods and data for each aircraft.

NOTE: The example applies to the BE58 graph only. The other graph(s) are provided for reference. The methodology for using ALL of the graphs is identical.

EXAMPLE PROBLEM – (Utilize the BE58 Graph for this example)

Loading information:

Empty Weight	3,640	
Crew Weight	260	
Flight Bag (B)	80	
Fuel	600	(100 gallons)
Cargo C	220	
Cargo D	230	
Nose Compartment (A)	190	
Total Weight	5,220	



NOTE: Each graph contains a pictorial representation of the cabin to aid in mapping weights to the appropriate line on the graph (see picture to the left above).

- 1) First, add up the total weights – Aircraft, Crew, Flight bag(s), Fuel, Cargo, etc. Next, starting at the Aircraft Empty Weight and C.G. position on the chart (marked by the bottom of the **Fuel** line), follow the **Fuel** line up until reaching the correct fuel load (total fuel in both tanks). In the “Sample”, starting at 3,640 lbs. and 76.95 inches, follow the fuel line up to 100 gallons. This corresponds to 600 lbs. total fuel.
- 2) Parallel the **Crew** line for the weight of the pilot and occupant of the co-pilot seat. The “Sample” shows 260 lbs. for the crew, bringing the total weight to 4,500 lbs.
- 3) Parallel the **Cargo B** line to account for the flight bag placed in Cargo Area B (just behind the pilot seats). In our sample problem this weight is 80 pounds, bringing the weight up to 4,580 pounds.
- 4) Next is cargo loaded in Cargo Area C. The “Sample” shows 220 lbs. parallel the **Cargo C** line up 220 lbs. for a new total weight of 4,800 lbs.
- 5) Now parallel the **Cargo D** line up 230 lbs. for a total weight of 5,030 lbs.
- 6) In this example 190 pounds is loaded into the nose compartment, so parallel the **Cargo A** line up 190 lbs. for a total weight of 5,220 lbs.

7.1. EMERGENCY AUTHORITY

In an in-flight emergency involving the safety of people or property, requiring immediate action, the PIC may deviate from any company policy, procedure or FAR to the extent necessary to meet the emergency. The overriding concern during all flight operations is for the safety of all people associated with the flight or who may come in contact with the flight operation, either intentionally or unintentionally. The secondary concern is for the safety of all property, both company and non-company. The PIC is responsible to continually evaluate all flight operation factors, to exercise good judgment, and to respond appropriately anytime an emergency situation arises to protect all people and property at all times.

Reporting Requirements

- 1) A PIC who diverts from an ATC clearance or instruction in response to an emergency, reports the deviation to ATC as soon as possible;
- 2) A PIC who experiences an emergency but does not deviate from FAA regulations in making corrective or preventive actions, reports verbally, and if requested in writing as soon as practical, to the CP or DO (the report includes the event, where it occurred, when it occurred, and the corrective action taken);
- 3) A PIC who experiences an emergency that requires a corrective or preventive action that does deviate from FAA regulations reports the incident verbally as soon as practical to the CP or DO, submits a written report on the deviation within three days to the CP or DO and submits a written report within ten days to the controlling FSDO.

NOTE: See also FAR 91.3, FAR 91.123 and FAR 135.19

7.2 AIRCRAFT EMERGENCIES

All aircraft emergencies are cared for in the manner prescribed in the Aircraft Flight Manual (AFM) or checklists which are carried on board the aircraft when in flight. Should a situation arise for which no AFM or checklist guidance is provided, all necessary steps are taken to ensure that operational safety is not compromised. If time permits, attempt to contact the Flight Department staff for advice through Airline Operations, Company Aircraft, ATC, or Unicom's. In any event the PIC is the final authority as to the corrective or preventive action taken.