

DCA24FA017

OPERATIONAL FACTORS/HUMAN PERFORMANCE

Attachment 17

DuPage Aerospace Corporation General Operations Manual [Excerpts]

January 24, 2025

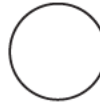
DUPAGE AEROSPACE CORPORATION

GENERAL OPERATIONS MANUAL

CERTIFICATE NO. 


DuPage Airport
West Chicago, IL
60185

Manual #



COMPANY ORGANIZATION

9. Seating of persons who may need assistance of another person to move rapidly to an exit in an emergency as prescribed by this manual.

CABIN ATTENDANT

A cabin attendant may be assigned to a flight based on the customer's needs, such as catering demands, baggage handling, childcare, etc. This position does not constitute a customer request for, or the regulatory requirement of, a qualified flight attendant. The primary duties of the cabin attendant will be to act as a customer service representative of DuPage Aerospace Corporation and help with passenger logistics.

The cabin attendant will not assume any required safety duties to include safety briefings, exit openings, operation of emergency equipment, etc., unless under the direction of a qualified crewmember during an actual emergency.

The load manifest will show the cabin attendant as an additional passenger and not as an additional crewmember however, under the provisions of 135.85(a) the cabin attendant, as an employee of DuPage Aerospace Corporation may be carried aboard an aircraft without

PIC OPERATIONAL CONTROL

Each Pilot in Command of a company aircraft assumes operational control of that flight pursuant to that described under FAR 91.3, *responsibility and authority of the pilot in command*.

Management's assignment of a flight crew for a flight authorizes the Pilot in Command to exercise operational control of that flight, to include the departure, arrival, and any planned intermediate stops. This authorization does not prohibit the PIC from exercising his authority to deviate as necessary from the flight release to ensure the safety of that flight or managements operational control authority to deviate or terminate a flight for safety or security reasons. Any diversion and landing at other than the originally planned destination requires that the PIC notify the company as soon as practical of the location of the aircraft and crew and the reason for the diversion.

PIC RESPONSIBILITY and COMMAND AUTHORITY

Responsibility: The assigned PIC of the flight, as designated on the flight paperwork, will remain the PIC for the entire flight and is responsible for the safe conduct of that flight. In the case when two captains are assigned to the same flight, the PIC may occupy either pilot seat provided he has received seat dependency training. The PIC may be the pilot not flying. A SIC will not occupy the left seat unless meeting operating experience requirements of a new PIC in which case the person occupying the right seat would be the PIC serving as an approved check captain.

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The PIC's responsibility for the aircraft, its occupants, and its cargo, commences when the aircraft is released to him by the Company, and remains in force until the termination of the flight. The aircraft will be operated in accordance with all applicable regulations, OpSpecs, and company policies and procedures. This does not preclude the PIC from deviating from any regulation or operating practice during an emergency to ensure the safety of the flight. The PIC's responsibility for the aircraft terminates when the aircraft and associated flight documentation for that specific flight is completed at the end of the assigned flight.

The exception to the PIC's command authority and responsibility is if the PIC becomes incapacitated during flight. In this case, the SIC would assume command authority and responsibility for the flight. In the event the Pilot in Command becomes incapacitated, the SIC will as soon as practical and by the most expeditious means, notify the Company as to the nature of the emergency and the actions taken.

Command Authority: The PIC assumes command authority over the aircraft, passengers, cargo, and all flight crewmembers from the time the aircraft is released to him, including all intermediate stops, until such time as that PIC relinquishes command authority back to company after completion of the flight assignment. The PIC will be responsible for the crewmember logistics when away from the principal operations base to include the duty report times.

PILOTS - GENERAL

It is the intent of this section to list specific duties and responsibilities for both the PIC and SIC. The PIC has final authority in the execution of these duties and may at his discretion make changes as necessary to assure the safe and efficient conduct of the flight.

DuPage Aerospace Corporation will designate, for each assigned trip, a PIC and when applicable an SIC. This designation will be noted on the load manifest and on the flight log.

This designation will be valid for the entire assigned trip regardless of the number of flight legs. If a change in crewmember status becomes necessary during the course of a multiple day or multiple flight leg assignment the Charter Coordinator on duty must be made aware of that fact and the appropriate notations made on the load manifest and flight log.

The PIC has the ultimate responsibility and therefore the authority for the conduct of the assigned flight. In the case of a two-person crew, the PIC authority should not be interpreted as unchallengeable, should the SIC feel that proper procedures are not being followed for the safe and efficient conduct of the flight.

When two pilots are assigned, guidelines have been established for job assignments. These guidelines are provided as an orderly and efficient means to accomplish tasks required in the preparation, conduct, and completion of the flight.

During the Preflight, Inflight, and Postflight phases, some tasks must be accomplished by the PIC while those tasks not specifically required to be accomplished by the PIC may be delegated to the SIC.

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PIC PREFLIGHT

Preflight is all inclusive of those tasks that must be completed prior to flight. Cargo loading and fueling are generally handled by line service personnel however this does not relieve the PIC of the responsibility for these tasks. The PIC will not takeoff an aircraft when it is overdue of any required inspection, or will be overdue of any required inspection, as a result of the proposed flight (either by date or hours), and unless all mechanical irregularities are properly deferred or repaired, and the aircraft returned to service according to the procedures established by the maintenance department and outlined in this GOM.

The following are normal preflight duties required to be accomplished by the PIC. They may not be all inclusive depending on the assignment.

1. Verification of the Aircraft Airworthiness Status to include inspections, maintenance deferrals, and open discrepancies. This includes:
 - a. Aircraft inspection status (hourly and calendar).
 - b. Fire Extinguisher 30-day check.
 - c. VOR 30-day check.
 - d. Aircraft discrepancy/MEL status.
 - e. Inspection of required emergency equipment (i.e. life vests, life rafts, pyrotechnic devices).
2. Determining the required fuel load and verification that the aircraft was so fueled, taking into consideration weather, alternate airport requirements, and aircraft performance.
3. A review of both the current and forecast weather for the planned flight to include the synoptic outlook.
4. A review of all pertinent notams effecting the departure, enroute, destination, and alternate segments of the flight.
5. A review of the weight and balance data to include the load manifest for accuracy and correctness.
6. Ensures that when hazardous materials are on board, they are accepted materials as outlined in this GOM.
7. Obtains arrival and departure reservations as required.
8. Shall maintain an intimate knowledge of the GOM, applicable Regulations, Operations Specifications, AFM, and any other information pertinent to assigned duties.

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9. Will operate the aircraft at favorable altitudes taking into account turbulence, oxygen requirements, passenger comfort, fuel consumption, enroute times, and weather.
10. Will notify the Director of Operations should the flight be operated in non-compliance with ATC instructions, AFM, OpSpecs, regulations, or company policies or procedures.
11. He will not accept duties as a flight crewmember unless he has successfully completed the appropriate training and holds a current Airman Competency/Proficiency Report (FAA Form 8410-3), for the aircraft assignment, and is current for the operation for which he is assigned.
12. Supervises the SIC, to ensure that his actions are in compliance with ATC instructions, applicable regulations, the Aircraft Flight Manual, OpSpecs, and company policies and procedures.
13. Ensures that the following items are available:
 - a. Appropriate IFR Terminal and Enroute charts.
 - b. Flashlight (2 'D' cell or equivalent).
 - c. Pyrotechnic signaling device (when applicable).
 - d. Floatation devices (when applicable).
 - e. AC-U-KWIK, J-Aid, Airport Facility Directory, or similar publications or the pertinent information for the flight that is found in these publications.
14. Ensures that both he and the assigned SIC, are in proper dress.
15. Ensures that both he and the assigned SIC, meet the applicable flight, duty, and rest time requirements.
16. Assigns a crewmember or passenger, prior to enplaning, to assist any handicapped person during the conduct of the flight to include emergency evacuation.
17. Will not conduct flights above 10,000ft cabin pressure altitude while passengers with respiratory ailments are on board or if animals are on board.
18. Will brief, or assign the SIC the duty of briefing the passengers, prior to the taxi and during any other times as deemed necessary as outlined in the passenger briefing section of this GOM.
19. Responsible for the security of the aircraft at all times.

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20. For international flights, ensures that all pertinent permits, permissions, and licenses have been obtained and that all required flight information publications are current, reviewed, and on board.
21. In concert with scheduling, arranging of hotel rooms for the crew.
22. In concert with scheduling, arranging of ground transportation as needed.

SIC PREFLIGHT

The following are normal preflight duties required to be accomplished by the SIC. They may not be all inclusive depending on the assignment.

1. Procurement and review of pertinent weather data to include current, forecast, and synoptic weather for the assigned flight.
2. Procurement and review of available NOTAM's to include instrument approach and departure procedure changes, departure and destination airport information, enroute Navaid outages and limitations, ground communication notices, and any special ATC procedures that may be in use for the assigned flight.
3. Make copies of "Airport Diagrams" for each planned destination. This will enable both pilots' immediate access to this information.
4. Loading of the aircraft in compliance with AFM limitations, and in accordance with the weight and balance procedures established in this GOM to include the preparation of the approved load manifest.
5. Monitoring of the fueling of the aircraft in accordance with the procedures established in this GOM.
6. Preparation of the passenger convenience items which may include; beverages, ice, catering, periodicals, lavatory, etc
7. Physical walk around inspection of the aircraft.
8. Review of the dispatch status of the aircraft to include; mechanical discrepancies, VOR and Fire Extinguisher checks, floatation and pyrotechnic devices (when required), inspection status, MEL status, and aircraft documents.
9. In the case of cargo; that the shippers air-waybill is on board and that the weight listed is properly recorded on the load manifest and that the description matches that of the cargo and is not considered hazardous material as described in this GOM.
10. In concert with scheduling, arranging of catering.

FUELING PROCEDURES

GENERAL

Fueling will be made from aviation fuel sources using adequate filtering. There will be no fueling with any engine running with the exception of single point fueling with the APU operating.

- A. The PIC will not operate an aircraft unless it carries enough fuel, considering weather reports and forecasts, to complete the flight to the first airport of intended landing and thereafter;
 - 1. Fly from that airport to the alternate airport (if an alternate is required); and
 - 2. Fly after that for 45 minutes at normal cruising speed.
- B. JET A fuel will be used in the turbine powered airplanes, or any approved substituted jet fuel as stated in the AFM. The use of a substitute jet fuel may require additional limitations on the operation of the aircraft. The Director of Maintenance, or his designee, must be contacted prior to using a substitute jet fuel.
- C. Auto gas is not an approved fuel and cannot be used.
- D. The JET A fuel additive Prist will be used when recommended by the AFM. The AFM outlines the procedures for its use to include the additive to fuel ratio.
- E. Each fuel filler opening on the aircraft must be clearly marked and easily identifiable to the fueler and crew as to the type of fuel to be used and the capacity of the tank.
- F. The aircraft will be grounded to the fuel truck prior to and during all fueling operations. The grounding cable from the fuel truck will be connected to the grounding point on the aircraft as specified in the AFM.
- G. No fueling is to take place during thunderstorm activity when lightning is observed in close proximity to the airport.
- H. The aircraft will not be fueled while inside a hangar.
- I. For those aircraft with Single-Point refueling capabilities, fueling may take place with passengers on board provided the fueling procedures outlined in the AFM are followed and a pilot crewmember is present at the aircraft to assist in passenger egress should a fuel spill occur.
- J. Verify that all aircraft electrical switches are placed in the off position prior to fueling and remain so for the duration of the fueling procedure, unless otherwise required for the fueling operation or operation of the APU.

FUELING PROCEDURES

- K. Verify that an adequate and operable fire extinguisher is available in the immediate vicinity.
- L. Ensure that no person smokes and that there is no lighted flame or spark within 50 feet of the aircraft.
- M. The PIC or SIC will take fuel samples from each sump, on the first flight of the day checking for contamination and proper fuel type and grade. In addition, the procedures for draining the sumps, as outlined in each specific AFM, will be followed.
- N. Secure all caps and their access doors following service.
- O. The PIC or SIC will monitor the fueling procedure to ensure that the procedures in this chapter are adhered to.
- P. In the event of a fuel spill, the aircraft must be moved away from the spill if the APU is operating and prior to starting the engines.
- Q. On the HS125 series aircraft, a grounding cable will be connected between the fueling nozzle and the grounding post located next to the filler cap prior to fueling.
- R. On the Learjet series aircraft, a grounding cable will be connected between the fueling nozzle and the grounding point on the tip tank prior to fueling.

CRV and TAWS PREFLIGHT TESTING

If either a CRV (Cockpit Voice Recorder) or a TAWS (Terrain Awareness Warning System) is installed in the aircraft, it will be Preflight Tested as per the original AFM or its supplements prior to each take-off.

ADDITION of AIRCRAFT PROCEDURES

The addition of any aircraft to the approved fleet, whether as a new type of aircraft to be listed in OpSpecs A003-1, or simply the addition of a like aircraft to a type presently approved in OpSpecs A003-1, will be addressed in the following manner:

The aircraft must:

- 1) Be registered as a civil aircraft of the US
- 2) Carry an appropriate current airworthiness certificate
- 3) Be an airworthy aircraft
- 4) Meet the applicable airworthiness requirements of 14 CFR Part 135, including those relating to identification and equipment.

Prior to submitting the “Addition of FAA Part 135 Aircraft Form” to the FAA the following will be accomplished by the Director of Maintenance and/or the Director of Operations:

- “Risk Assessment” (as per DuPage Aerospace’s Safety Management System Manual) will be completed.
- Communication with the FAA Inspectors (Ops, Maintenance, and Avionics) to discuss time table, concerns and questions with the proposed addition.
- Maintenance technician training scheduled (for aircraft with 10 or more passenger seats).
- Perform a conformity inspection and fix any discrepancies (aircraft conformity is the responsibility of operator).

At Time of Request to the FAA the following will be submitted:

- Written request to the FAA for the addition of the aircraft.
- AAIP program
- Completed Addition of FAA Part 135 Aircraft Form (chapter 7-19 thru 7-31)
- Avionics Check scheduled.
- Training Manual Revision (if required)
- MEL addition or revision (if required)
- Addition of Check Airman paperwork (if required)
- GOM Revision (if applicable)

A check list for the above-mentioned paperwork is furnished on page Chapter 7-18.