



# **Company Standard Operating Procedures Manual**

**Revision 0, 1 August 2017**

**Epix Services LLC dba Epix Aviation  
Chesapeake Regional Airport  
Chesapeake, Virginia  
757-421-4973**

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## **Chapter 1- General Information**

### **A. Company Goals**

Epix Aviation is committed to providing the safest, most fulfilling aviation experience possible for its customers and its employees. To achieve this Epix will, first and foremost, provide and expect the highest level of safety and professionalism from all participants.

Epix Aviation provides its clients with a modern and dynamic fleet, highly experienced instructors, and professionally organized training programs. The policies and procedures in this manual are designed to deliver on that promise to create a safe, quality, and enjoyable experience for our customers. All employees must focus on the fact that we are operating a business which depends upon customer confidence in our abilities; your professionalism is the most outward symbol of that commitment. All customers must be treated with respect at all times; they are the reason we are here.

### **B. Purpose**

This manual is to provide you, the employee, with our ethics, values, and expectations when participating in the Epix adventure. You are expected to not only be familiar with and use procedures contained in this document, but to embrace them as your personal philosophy of aviation while with us. If revisions are needed for any reason, please inform the General Manager.

### **C. Company Values and Philosophy**

Epix strives to provide quality service to all customers and follow fair business practices. Employees at Epix are committed to improving the company and routinely go beyond what is required of them. This professionalism and level of competence is paramount and what sets Epix apart from other FBOs in this region.

We follow these principles to guide us to our goal

- Trust, but verify; most people know their jobs; allow them to do them
- People should be judged by their actions, not just their words
- Promises should be kept. If you can't deliver it, don't promise it
- Expediency never trumps Integrity
- Distrust grows in a vacuum – keep people informed

The effective leader is a mentor, providing guidance and support where needed, encouraging employees to take responsibility for their actions and to make decisions within their allotted scope. The effective leader provides the vision, the resources, the opportunities, and the boundaries so that employees are empowered.

### **D. Proprietary Information**

In the course of performing their duties, Epix personnel may have access to personal information regarding the company, customers, and other employees. All such information is considered sensitive and shall not be provided to others unless expressly required by law, regulation, or specific release authorization from management.

**E. Zero-Tolerance Policy**

Safety is the number one priority of Epix Aviation. We instill safety in everything we do. If any instructor, employee, representative, or customer is suspected of deliberately maintaining or operating an aircraft in an unsafe manner, that person will be immediately grounded and/or suspended from participating with us until such time as the matter can be satisfactorily resolved.

**F. Distribution**

This document is property of Epix Aviation and a copy will be furnished to all employees. However, upon completion of employment, all Epix Aviation property must be returned promptly. No part of this document may be reproduced, stored electronically, or transmitted in any form without prior, written permission from an authorized representative of Epix Aviation.

**G. General Responsibilities**

All Epix Aviation personnel are responsible for knowing and following procedures in this document and encouraging others to do the same. The General Manager's door is always open for any issues which you feel should be raised.

**H. Revision Procedures**

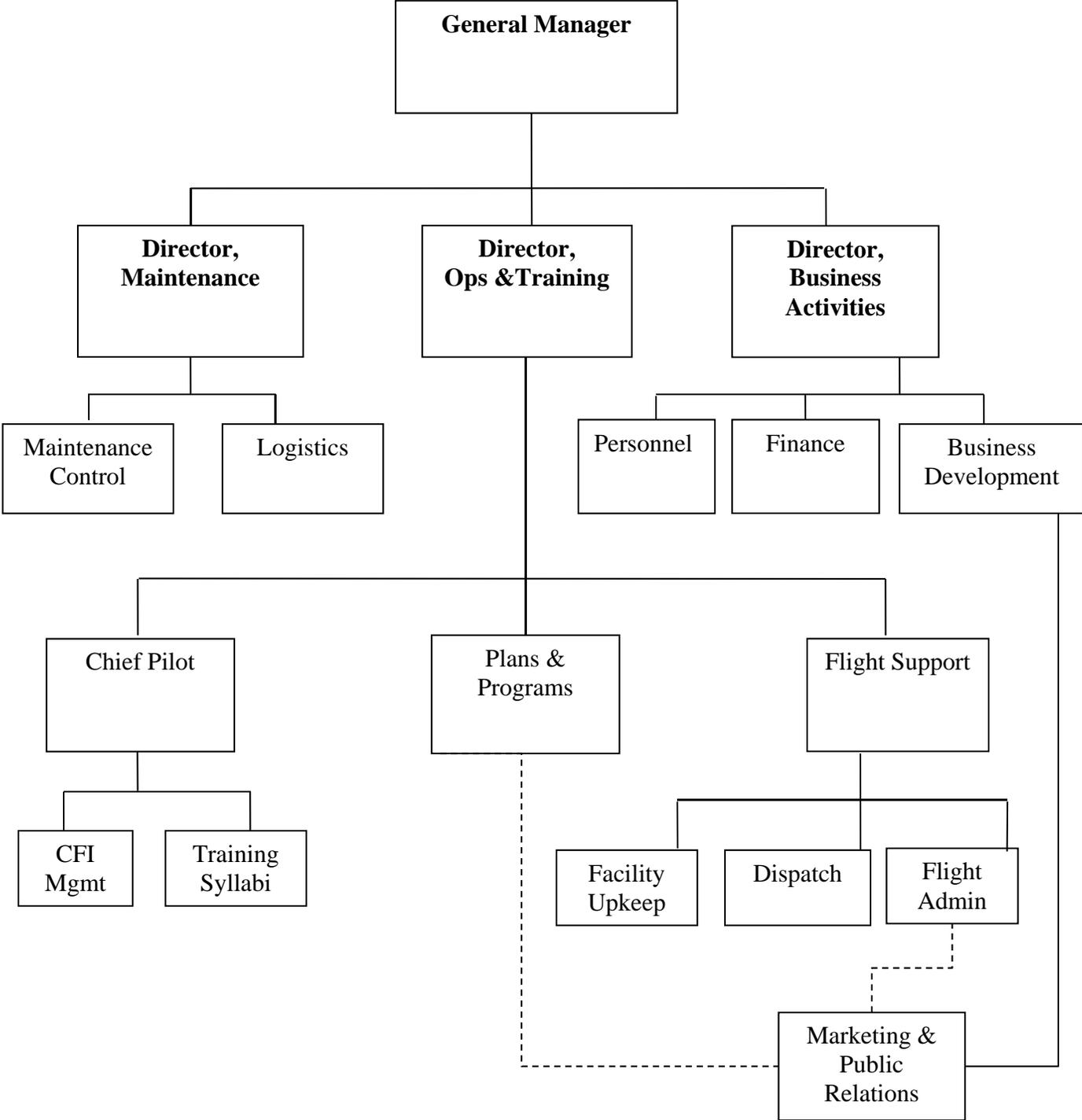
Revisions will be issued in paper by the General Manager with all changes clearly marked. All personnel must update their copy within 5 days of the release of the revision.

**I. Normal Business Hours**

Normal business hours for Epix Aviation are 8:00 AM to generally 6:00 PM daily, sunset, or until the last flight is received at dispatch. Operations outside those times must be by specific arrangement with the General Manager or Director of Operations.

Full time employees are expected to be present at the facility during their entire shifts. Should any employee wish to absent him/herself during regular business hours, he/she must notify a supervisor of the absence before departing the facility. While part time employees do not have shifts, they should notify supervision that they are leaving the facility so that management has SA on who is available.

# FUNCTIONAL ORGANIZATION



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## **Chapter 2 – Duties and Responsibilities**

### **A. General**

Many first impressions are based on appearance (rightly or wrongly), so we at Epix will always strive to make a good first impression. This includes dress as well as conduct. Office personnel and instructors should always be dressed with a collared shirt, closed toed shoes, and neat bottoms such as jeans, cargo pants, shorts, or a skirt. Maintenance personnel must have and use the appropriate personal protective equipment required for the job at hand.

All employees must make the effort to keep their work areas neat and free from trash and other accumulations. Put things away where you found them.

The primary duties for each position are described below. However, all employees are on the same team and we do what has to be done to get the job done. At times, this may require you to work outside your area during daily operations.

### **B. General Manager**

1. Supervise all personnel
2. Ensure business is managed in a professional manner in accordance with these policies
3. Coordinate the activities of Training, Operations, and Maintenance
4. Schedule and lead regular management meetings
5. Unless otherwise delegated in writing, approve all purchases and payments made on behalf of the company
6. Final approval for the hiring, training, and termination of all personnel.
7. Approval responsibility for strategy development and marketing activities.
8. Represent the company to outside organizations, or may delegate this responsibility on a case by case basis.

### **C. Director of Maintenance**

1. Reports to the General Manager
2. Responsible for identifying, scheduling, and accomplishment of all aircraft inspections, repairs, and airworthiness requirements.
3. Direct and assist the licensed mechanic in the performance of timely identification, analysis, and completion of all inspection, modification, and repair work
4. Keep all assigned aircraft logbooks and records up to date
5. Order parts, equipment, and outside services as required. Ensures any purchases over \$500 are approved in writing by the GM prior to ordering.
6. Manage maintenance operation efficiently and effectively. Promote open relationships with clients.
7. Coordinate with dispatch and Chief Flight Instructor to ensure that aircraft are properly removed from and returned to service with a minimum of disruption to the flying schedule.
8. Ensure aircraft status is kept current and that Operations is aware of any issues in a timely manner.

**D. Maintenance Control Supervisor**

1. Take priorities from the Director of Maintenance
2. Allocate resources in the maintenance department
3. Ensure task completion in accordance with established standards of safety and quality
4. Responsible for line service operations in collaboration with dispatch. Includes daily service checks of all operationally ready aircraft prior to first flight of the day

**E. Director of Operations & Training**

1. Reports to the General Manager
2. Through the Chief Flight Instructor, impose standardization and quality control on CFIs and the training program.
3. Ensure flight operations are conducted in a safe and professional manner
4. Coordinate with Maintenance for the timely correction of aircraft mechanical discrepancies
5. Ensure syllabus and instructor standardization
6. Responsible for all TSA and CPK Airport security compliance
7. Monitor the flight schedule and makes reservations and changes as necessary
8. Respond to or assign responsibility to respond to inquiries from prospective customers
9. When requested by GM, represent EPIX to outside activities
10. Approve all syllabi, including tests, and any changes thereto.
11. Oversee Marketing and customer outreach.
12. Initiate, monitor, and develop all training programs and business lines, including 141, Contract, and Government

**D. Chief Flight Instructor**

1. Supervise assigned CFIs/SMEs and coordinate their activities
2. Conduct stage checks as required
3. Propose, interview, and select hiring of instructors to the Director of Ops & Training
4. Schedule instructional meetings as necessary and reports training status at regular management meetings
5. Responsible for student training records and aircraft SOP compliance. Review them daily.
6. Approve instructor work schedules
7. Approve all variations to normal training order of the syllabus

**E. Flight Support (Dispatch) Supervisor**

1. Report to the Director of Operations & Training
2. Primary responsibility for answering all telephone calls during normal business hours. Ensure all calls are answered no later than the third ring.
3. Check e-mail accounts at least twice daily and respond to these and other prospective customers, or assign them to the GM or Chief CFI.
4. Actively manage the flight schedule on behalf of the Director of Operations; coordinate schedule issues as required
5. Ensure all aircraft are properly dispatched and received both for flight and maintenance
6. Verify with maintenance that all aircraft on the day's schedule are operationally ready

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7. Manage customer files (other than flight training folders). Review customer file prior to dispatch to ensure required currency
8. Enter and manage data in My FBO, Quick Books, and other electronic formats as required
9. Responsible for completing customer invoice, posting, and collecting payments
10. Manage the inventory of all pilot supplies and printed document
11. Keep the facility, including kitchen and classrooms, in a clean, professional condition and preside over the lobby during normal business hours.
12. Assist management to actively market the company to prospective customers

### **F. Flight Instructors / Subject Matter Experts (SME)**

1. Report to the Chief Flight Instructor
2. Perform those flight instructor duties authorized by FAA regulations and in accordance with the EPIX approved syllabus
3. Request approval from the Chief Flight Instructor for any deviations to the EPIX syllabus
4. Participate in regularly scheduled instructor meetings and present status reports on students' progress, lack of progress, or training deficiencies
5. Responsible for accurately maintaining assigned student training records and student logbooks in accordance with company procedures
6. Report any safety issues or any situation which may affect safety of flight to the Chief Flight Instructor.
7. Ensure dispatch paperwork is ready and available prior to flight. Assist in the dispatch of flights as needed
8. Assist dispatch to complete forms, sales invoices, and payments as may be required.
9. Monitor the airworthiness condition of aircraft and report anomalies to the Chief Flight Instructor or Maintenance Control Supervisor
10. Maintain a professional appearance and attitude
11. Help to maintain the EPIX facility in a neat and orderly condition
12. Responsible for maintaining his/her currency with all applicable FARs. Any areas of non-compliance should be brought to the attention of the Chief Flight Instructor immediately.
13. Provide the Chief Flight Instructor with monthly availability for scheduling purposes.
14. Monitor the flight schedule and makes recommendations for changes to the Chief Flight Instructor.
15. When assigned duty as a Subject Matter Expert (SME), within assigned subject area:
  - a. Develop syllabus lesson plans and testing material to be submitted to the Director of Operations for approval
  - b. Keep all training materials in that area current
  - c. Recommend changes in subject area to the Chief Flight Instructor and post changes as approved.
  - d. Keep other CFIs apprised of all changes in the subject area and, if necessary, asks the Chief Flight Instructor to convene a meeting to present these changes.
  - e. Research and answer questions relative to the subject area
16. Be available to all students. Assigned instructor or designated alternate should be present for all student solos, as a minimum up to the cross country phase. It is the responsibility of the assigned instructor to find an approved alternate.
17. Be devoted and loyal to your students, you are the start of their aviation lives; build a confident, knowledgeable, and safe pilot to share our skies with. To do this developing Aeronautical Decision Making in the student is paramount. Remain loyal by following the syllabus to ensure the student stays on track and does not spend an unnecessary amount of time and money burning holes in the sky without productive learning.

## **Chapter 3-Operation of Aircraft**

### **A. Responsibility**

It is always the responsibility of the Pilot-in-Command to ensure the safe operations of the aircraft. All instructors, students, and renters are responsible for operating the aircraft in accordance with the Airplane Flight Manual and Federal Aviation Regulations at all times.

### **B. Use of Checklists**

Epix Aviation considers this an important safety of flight requirement and a mandate from the FAA. All Instructors, students, and renters must use approved checklists for all operations. Approved checklists are those shown in the appropriate POH/AFM or the official Epix checklist, no other checklists are authorized. Checklists need not be “do lists.” In other words, the proper actions can be accomplished, and then the checklist used to quickly ensure all necessary tasks or actions have been completed. Emphasis is on the “check” in checklist.

### **C. Aircraft-Type Specific Company Policies**

These policies are for specific aircraft types (make and model) owned and/or operated by Epix Aviation. They are in addition to the Federal Aviation Regulations and limitations/procedures in the Airplane Flight Manual or other requirements in this manual. Standardization enhances the flight experience by allowing customers to review procedures at home and have the identical procedure reinforced each time they fly. It also increases safety by obliging all pilots to follow “agreed-upon” best practices and suggest changes when necessary. These Aircraft Standards are available to Epix registered users on our website.

### **D. Safety and Emergency Management**

#### Section I – Safety Policies

- The provisions of Section II, Safety, of the Epix Private Pilot TCO are applicable to all aircraft operations at Epix. Be familiar with them.
- Personal Protective Equipment (PPE) is advised when operating in environments which may cause injury or damage to personnel e.g. high noise, flying particles, toxic substances, falling. The Director of Maintenance is charged with ensuring compliance for its assigned personnel; the Director of Operations for all others.
- Wear clothing that is unlikely to provoke an accident/incident. When working in the shop or in or around aircraft, ensure that you do not have any items that dangle from your person and might get hung up. Wear clothing appropriate to the weather on the ground should you be forced down.

#### Section II – Emergency Policies

- The Epix Emergency Response Book is to be followed when notifying, tracking, and responding to various emergency scenarios. Emergency Points of Contact include local emergency services and Epix management.
- In case of media questions related to an emergency incident do not answer any questions or volunteer information; instead forward all questioners to Epix management.

### **E. Dispatch Procedures**

The aircraft must be properly dispatched for every flight before granting anyone access to the aircraft for the purpose of flight. Proper dispatching ensures the documentation is complete and on-file and that the airplane is operationally ready. The dispatching function in My FBO will be used for this purpose. If any checks do not pass during the process, review the accuracy of the record and correct all items before allowing the flight.

The Epix Aviation Flight Log book is a maintenance form book, which is kept at the dispatch desk in the lobby of Epix Aviation facility while the aircraft is not currently dispatched. It is used by Maintenance personnel, pilots and office staff to record flight time and aircraft maintenance discrepancies. The Epix Aviation Flight Log book will be given to the PIC of each flight by the dispatcher when the aircraft is dispatched for each flight or the mechanic performing maintenance when the aircraft is dispatched for maintenance to be performed. The Flight Log Book is checked during the dispatch and pre-flight inspection for any discrepancies carried over from the previous flight. A flight dispatch sheet will be inserted in the Flight Log Book at the time of dispatch. The dispatch sheet contains current Hobbs times which are used by dispatch and customers for billing and FAA currency requirements and contains Tachometer times which are used for maintenance tracking. The dispatch sheet also contains inspection status for FAA required inspections and checks. Before each flight the PIC shall verify the times recorded on the dispatch sheet with the aircrafts actual times to ensure validity and that the aircraft meets all inspection criteria to ensure aircraft airworthiness.

**N.B. Refer to Appendix 1 of this SOP for detailed procedures and tutorials on the Dispatch function.**

### **F. Discrepancy Reporting**

Any observed discrepancies that affect airworthiness shall be written on the appropriate section of the technical log, to include a description of the defect and the date of observation. Before entering the write-up in the form, PICs shall consult the Master Minimum Equipment List (MEL) for the aircraft involved and confirm their decision with an Epix CFI before proceeding or entering the write-up. If the question cannot be answered using the MMEL, the CFI shall refer the issue to maintenance. If the discrepancy can be verified as due merely to a previous switch error or similar oversight, the CFI may clear the item. The discrepancy is placed in the upper two rings of the log book to demonstrate that the aircraft has a discrepancy which must be appropriately examined by the proper personnel. Once a discrepancy is recorded in the Flight Log book the aircraft is grounded until it is deemed airworthy by an FAA certified maintenance technician and the appropriate entries are made in the aircraft's maintenance records and the Epix Aviation, LLC Flight Log book.

The Pilot in Command (PIC) is solely responsible for the airworthiness of the aircraft. Student pilots on solo missions are the PIC and have the responsibility to determine the airworthiness of the airplane; questions and/or uncertainties should be directed to the dispatcher on duty who will relay them to the appropriate people.

### **G. Servicing**

It is the PIC's responsibility to determine the amount of fuel required for the intended flight. Epix will not refuel any aircraft unless specifically requested by the PIC. The dispatcher will provide the prospective PIC with the approximate fuel load as reported by the previous pilot where available. Instructors will always visually confirm that students have sufficient fuel and oil available for their intended flight plus regulatory and Epix reserves.

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Dispatcher will issue oil when needed by a customer and keep a log of such issuance. Maintenance will ensure that there is a placard inside the oil access door on the aircraft showing the oil level required and type to be added.

## **H. Additional Winter Preflight Procedures**

It is the PIC's responsibility to ensure that the aircraft is completely free from snow, ice, and/or frost before flight. De-ice equipment is available from maintenance. Aircraft will not be dispatched until it has been verified that the aircraft is ice/frost free. If the ambient temperature is below 32° F, preheat the engine with an appropriate heater. Alternatively, the airplane may be hangared the night before to accomplish this. Consult with dispatch to arrange it.

## **I. Weather Minima**

The allowable VFR weather minimum for all Epix aircraft, regardless of the airspace class in which they are operating, is 3 SM visibility, 1000' above, 500' below, and 2000' horizontally from clouds. Special VFR is not permitted in Epix aircraft. VFR operations in company aircraft should not be conducted if the weather for the route of flight is forecast to be below these minima.

## **J. Ground Operations**

Aircraft will not be taxied any faster than a brisk walk in congested areas and, in other areas, at a speed that will allow full control. Do not attempt to taxi an aircraft between two others tied down on the ramp. Instead, taxi to the front of the designated spot and use the tow bar to back the aircraft into the selected spot. Avoid pushing or pulling on propellers, spinners, or tail cones when moving aircraft. When moving fabric covered aircraft, do not grab or push against fabric surfaces; instead, use the palm of the hand against a structural member to move the aircraft.

When severe weather is forecast for the KCPK area, every effort will be made to bring the maximum number of Epix operated aircraft into the main hangar. All hands may be required to assist.

## **K. Securing Aircraft**

1. It is always the responsibility of the Pilot-in-Command (PIC) to properly secure the airplane. When dual flight training is performed, the CFI will visually verify that the aircraft is properly secured. Aircraft will be secured after every flight, regardless of the turnaround time, unless the aircraft is stored in the hangar.
2. All aircraft must be chocked or tied down when not occupied. Chocks may be obtained from the chock rack or from maintenance.
3. Do not ever leave an airplane for any amount of time (even minutes) without completely closing the canopy, doors, and ventilation windows.
4. Use securing checklist and emphasize its use with customers.
5. Always use the control lock (if equipped) when leaving the aircraft unattended.
6. Ensure all doors, window, canopies are secured and locked before leaving aircraft.
7. Use the canvas cover on the Arrows, the DA20, or DA40 if aircraft is being tied down outside overnight.
8. Avoid placing the canvas cover on the ground and use caution when replacing to prevent gravel or loose debris from scratching the canopy.
9. If the cover is wet, leave it out to dry on the chock rack instead of placing it in the baggage compartment for flights returning to CPK for the night.

## **Chapter 4 Flight Admin**

### **A. Customer Documentation Requirements**

Each customer that participates in flight operations with Epix Aviation must meet all documentation requirements for the particular type of operation. Generally, operations fall into one of six basic categories, as follows:

#### **1. Pilot Services Operations-Epix Aviation Owned/Operated Aircraft**

Includes: City Tours, Photo/Scenic Flights, and Introductory Training Flights

- Customer Information Form-Completed and Signed
- Copy of Driver's License

#### **2. Recurrent Training Operations-Epix Aviation Owned/Operated Aircraft**

Includes: Biennial Flight Review, Instrument Proficiency Check, and Aircraft Checkouts

- Customer Information Form-Completed and Signed
- Aircraft Rental Agreement- Signed
- Copy of Driver's License
- Copy of FAA Medical Certificate or Basic Med documentation-Current
- Copy of Pilot's License(s)

#### **3. Flight Training Operations-Epix Aviation Owned/Operated Aircraft**

Includes: Flight Training towards any Certificate, Rating, or Endorsement

- Customer Information Form-Completed and Signed
- Aircraft Rental Agreement-Initialed and Signed
- Copy of Driver's License
- Proof of US Citizenship-Copy of Birth Certificate or U.S. Passport
- TSA clearance if not a US citizen
- Copy of FAA Medical Certificate or Basic Med documentation -Current

#### **4. Student Solo Operations-Epix Aviation Owned/Operated Aircraft**

- All items required for Flight Training Operations (See Number 3 above)
- Copy of Student Pilot Certificate-Endorsed (if applicable) & Current
- Pre-solo Written Knowledge Test- Administered and corrected prior to Endorsement
- Instructor's written authorization to make the flight plus all required endorsements

#### **5. Aircraft Rental Operations- Epix Aviation Owned/Operated Aircraft**

Includes: All flights, other than Student Solo Operations, without a Epix Aviation Instructor as Pilot-in-Command (PIC)

- Customer Information Form-Completed and Signed
- Aircraft Rental Agreement-Initialed and Signed
- Copy of Driver's License
- Copy of FAA Medical Certificate or Basic Med documentation -Current
- Copy of Airmen Certificate(s)-Front & Back
- Appropriate Aircraft Checkout Form(s) Or Copy of Endorsement for Practical Test from Epix Aviation CFI
- Copy of Biennial Flight Review (Logbook Endorsement) or Equivalent-Current

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- Proof of having met Epix minimum time requirements for specific aircraft e.g. retractable gear, tailwheel
- Proof of training and aerobatic sign off from Epix for aerobatic flights
- Tailwheel, complex, or high performance endorsement if required for aircraft
- Sign off from Epix Flight Instructor to rent specific aircraft Make and Model.

### 6. Pilot Services Operations-Non-Epix Aviation Owned/Operated Aircraft

- Proof of Insurance Coverage for CFI-Copy of Appropriate Page(s) of Insurance Policy
- Copy of Driver's License
- Customer Information Form-Completed and Signed
- Proof of US Citizenship-Copy of Birth Certificate of US Passport (If training is for a Certificate and/or Rating)
- Copy of FAA Medical Certificate-Current. **N.B. Basic Med cannot be used for compensated pilot services**
- Copy of Airmen Certificate(s)-Front & Back
- Copy of Biennial Flight Review-Current (Not Required if Training is for a Biennial Flight Review)
- Documentation sufficient to establish the airworthiness of the aircraft to be used

### B. Currency Requirements

In addition to the currency requirements of the FARs, Epix maintains the following currency requirements for all renters:

- Simple, Complex, and High Performance by make and model - 60 days
- Tailwheel – 45 days
- Aerobatics – 30 days

Renters must maintain currency in accordance with the FARs and Epix currency requirements. Unless a renter has flown the intended aircraft within the timeframe shown above they will be required to demonstrate proficiency with an Epix Instructor. The proficiency check shall consist of at least three (3) approaches and landings. For aerobatic currency the checkout will be a sampling of representative maneuvers appropriate to the renter IAC skill level.

### C. Renter Check-out Policy

All renters must be checked out in the make and model aircraft to be rented. Separate checkouts are required for Day VFR, Night VFR, and IFR rental privileges. The prospective pilot/renter must satisfactorily demonstrate proficiency in all the activities outlined below and complete the appropriate Pre-Rental Aircraft Knowledge Test.

#### **Competency Areas for Aircraft Checkout**

- Dispatch and check-in procedures
- Aircraft maintenance logs
- Local area orientation
- Fuel and oil replenishment
- Pre-flight procedures
- Aircraft systems
- Landings

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- Installed navigation systems operation
- Takeoffs
- Steep turns
- Slow Flight
- Stall series
- Simulated engine failure

### **D. Extended Rentals**

Rental flights extending for more than one day must be approved by the General Manager. Minimum utilization requirements are 2 hours per day during the week, 3 hours per day on weekends, or actual hours flown, whichever is greater.

### **E. After Hours Rental**

For customers renting an aircraft after normal business hours, arrangements to pick up and drop off the aircraft binder and keys must be made during normal business hours. Only customers in good standing may use this option.

### **F. Fuel Reimbursement**

Rental rates include fuel unless specifically excepted. Epix will cover fuel purchases up to the per gallon price of the same fuel type at Chesapeake airport (KCPK). The customer is liable for any fuel cost that exceeds that amount. All other charges (i.e. user, landing, ramp, parking, tie-down fees or maintenance performed without prior approval) are at the customer's expense.

### **G. Stranded Aircraft**

There may be occasions when an Epix aircraft is unable to return to KCPK due to weather, maintenance, or regulatory reasons. Should this occur, the PIC should contact the Epix Dispatcher, the Operations Director, or the General Manager, in that order. For maintenance issues, Epix may opt to deploy and resolve the discrepancy itself, or it may authorize the PIC to commit to local maintenance at the site of the diversion. Should the cause of the diversion be attributable to the PIC, Epix, at its sole discretion, may charge the PIC for all costs associated with recovering the aircraft and occupants to KCPK.

#### **Landing off airport:**

1. The flight is immediately terminated. Never try to take off from an unimproved location.
2. Ensure your safety and the safety of others on board as your first priority
3. As the situation allows, secure the aircraft
4. Contact Epix for further instructions

#### **Landing as a result of mechanical or medical emergencies:**

1. The flight is immediately terminated.
2. Secure the aircraft as best you can.
3. Contact Epix for further instructions.

#### **Landing as a result of inclement weather**

1. Secure the aircraft
2. Contact Epix and relay the circumstances of the weather abort.

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3. Discuss the weather forecast with the Chief Pilot or his/her designated representative and determine when/if further flight will commence.
4. Depending upon input from the Chief Pilot or his/her representative:
  - a. Wait for pickup by another aircraft;
  - b. Prepare the aircraft for departure and continue the previously planned flight; or
  - c. Prepare the aircraft for departure and return to home base

#### **H. Calculating Fees**

Rental fees for the aircraft are based on the aircraft Hobbs meter reading and are the same for local and cross-country flights. For operations in aircraft not owned and/or operated by Epix Aviation without a Hobbs meter, and arrangement will be made with the customer to use a stop watch, clock, etc.

Damage found on any aircraft post flight will be attributed to the pilot of record for that flight and insurance deductibles may be assessed. Pilots are cautioned to perform a thorough pre-flight to avoid fees caused by others.

Fees may be assessed against renters for actions attributable to the renter, such as late or no-show fees, aircraft recovery fees for incidents/accidents, damage to aircraft. etc. The General Manger will determine what, if any, fees are to be assessed.

## **Chapter 5 –Aircraft Maintenance**

### **A. Inspections**

The My FBO dispatch function is the primary method of tracking maintenance status for each aircraft. The purpose of the maintenance status page on each dispatch sheet is to help ensure all aircraft are in compliance by making the information readily available to flight instructors and customers. It is the primary responsibility of Maintenance Control to schedule maintenance as necessary and keep the airplanes in compliance. However, each flight instructor must be aware of the status of the aircraft they operate and report issues when necessary.

### **B. Discrepancy (“Squawks”)**

The aircraft is dispatched to the Pilot-in-Command (PIC) and that person is responsible for reporting any discrepancies detected before, during, or after each flight. Discrepancies must be documented on the aircraft dispatch form in sufficient detail. If the airworthiness of the airplane is in question, notify the Chief Flight Instructor or Dispatcher immediately and leave the airplane’s dispatch binder and keys with them. They will resolve the problem.

If after hours, place a note in the front cover of the binder, describe the discrepancy and secure the keys in the designated area to ensure that the plane is flagged. After completing these tasks, notify the Director of Maintenance or Director of Operations via cell phone.

The Director of Maintenance will be responsible for determining the appropriate action and scheduling maintenance with a mechanic, taking the aircraft off the schedule, and notifying any customers displaced from the schedule. Moving customers to another aircraft without notifying them is only acceptable if the other aircraft is identically equipped.

For resolution of minor aircraft issues refer to the procedures shown in paragraph 3.F of this Manual. More serious issues will require maintenance approval. Under no circumstance will an aircraft be released for flight following a serious ground or in-flight malfunction until the malfunction has been brought to the attention of the Director of Maintenance and they have determined that the aircraft is in an airworthy condition and is safe for return to service.

### **C. Off-Field Maintenance**

All off-field maintenance requires prior approval from the GM or Director of Maintenance.

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**Chapter 6-Aircraft and Instructor Scheduling**

**A. General**

All flight operations are dependent upon proper and efficient use of the flight schedule. Therefore, an accurate and properly used schedule is essential. It is everyone's job to properly utilize My FBO as outlined in this Chapter. However, during normal business hours, the Dispatcher will monitor and actively manage the schedule to maximize safety and the productivity of all company resources.

**B. Appointments**

All flight training and aircraft rental operations must be scheduled via My FBO. All "repeat" customers (customers participating in Operation types 2, 3, 4, 5, and 6) as described in Chapter 4, Section A) must be registered. This ensures proper dispatch procedures and the availability of contact information from any computer with internet. Unless the appointment is for aircraft rental only, ensure that both an aircraft and a flight instructor are booked as necessary. Scheduling can be done via internet, by phone, or in person but all appointments must be properly booked in My FBO using appropriate reservation types and booking times. Reservations cannot be booked on line within 24 hours of departure.

**1. Reservation Types/Minimum Booking Times**

The 3 different reservation types currently setup in My FBO are:

1. Introductory/Discovery Flight
2. Standard
3. Maintenance

The appropriate reservation type and minimum booking times for different operations are:

1. Introductory Flights
  - Reservation Type- Introductory Flight
  - Aircraft Minimum Booking Time-1 Hour
  - Instructor Minimum Booking Time-1 Hour
2. Rental / Instruction Flights (Typical Lesson)
  - Reservation Type-Standard
  - Aircraft Minimum Booking Time-2.0 Hours
  - Instructor Minimum Booking Time-2.0 Hours
3. Other Operations
  - Reservation Type-Standard
  - Aircraft Minimum Booking Time-As Appropriate\*
  - Instructor Minimum Booking Time-As Appropriate\*

\*Always be certain the appointment can be completed in the booked time, while attempting to maximize aircraft and/or instructor availability.

**My FBO System Settings**

My FBO specifies the setting of minimum and default reservation times for pilot/renter customers. The default reservation time is automatically populated in the new appointment screen but can be changed by the user. The minimum time is enforced by the system and can only be overridden by users with admin

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privileges. Only the Director of Operations, Chief Flight Instructor, and General Manager are authorized admin privileges.

The default and minimum reservation times for each reservation type are:

1. Introductory Flight-1 hour default/1 hour minimum
2. Standard -2.0 hour default/2.0 hour minimum
3. Maintenance-None

My FBO also allows the setting of minimum cancellation times and lockout periods. Current settings require cancellations, scheduling changes, and new reservations to be made at least 3 hours in advance. These minimum cancellation times and lockout periods can only be overridden by users with admin privileges. Only the GM, the Chief Flight Instructor and Dispatch Supervisor are authorized for admin privileges.

### **C. Aircraft Scheduling Guidelines**

1. Epix Aviation aircraft and flight instructors are available to customers on a first-come, first serve basis.
2. When scheduling, the remarks section must state destination of flight if outside of local area. If with a CFI, must include lesson number or type of flight (eg Flight Review, Discovery Flight).
3. Practical Tests have priority over all other operations with the exception of certain aircraft rental operations.
4. When scheduling appointments, be sure a contact phone number is available in My FBO to notify the customer if cancellation/postponement becomes necessary. Include the contact number in the Comments section of My FBO if the customer is not a registered user.
5. The aircraft must be parked, and the dispatch book and log returned by the end of the reservation time, unless a prior arrangement has been made with the next user.
6. Aircraft owner use of their airplane takes priority over all other uses except check rides.

### **D. Missed Appointments**

If a student is more than 20 minutes late for an appointment and there is insufficient room on the schedule to extend the reservation, the appointment is considered canceled and both the aircraft and instructor will be available for other appointments. During this 20 minute 'grace' period, a phone call must be made to notify the customer of the cancellation and to reschedule.

Other appointments, scheduled maintenance, and scheduled instructor time-off constitute insufficient room on the schedule and justify cancellation. Please notify the Chief Flight Instructor or Dispatcher if a customer repeatedly arrives late for appointments, so that a remedy can be found.

### **E. Cancellation Policy**

Customers that find that they cannot make a scheduled flight should advise Epix at the earliest possible time to allow other customers to use the aircraft. Generally speaking, cancellations should be made a minimum of three hours prior to departure. Late notifications and no-shows may be liable for a cancellation fee, normally a minimum of one hour of instructor time. Instructors will not cancel flights directly with students. All cancellations shall be made through the Chief Flight Instructor or the Dispatcher. As a rule, students will only be cancelled by the company if the aircraft becomes unairworthy, weather is unsuitable for the mission, or the instructor has an emergency. Should an instructor have to cancel, he will arrange through the Chief Flight Instructor to provide another instructor, should the student desire.

## **Chapter 7-Flight Training**

Epix Aviation is focused on creating and nurturing pilots who fly for sport. This is no way is intended to imply a laissez faire approach to training, but rather to emphasize contact flying and sensitivity to the airplane before developing more “hard” skills required for professional flying.

### **A. Use of Training Syllabi**

All training shall be in accordance with published syllabi, as appropriate, and the Epix “*Standard Flight Training Procedures*”, Appendix 2 to this manual. All Private Pilot training, unless specifically excepted by the Chief Flight Instructor, shall be accomplished using the Epix Private Pilot TCO, whether or not the student is in a Part 141 program. The assigned CFI will work with the student and consult with the Chief Pilot regarding what extra lessons, if any, will be required to complete the program under Part 61.

Check outs, endorsements, and other required training shall be by syllabus and ACS as appropriate. Strict use of these syllabi is required for all Flight Training and Solo Operations. This includes flight training in owner’s aircraft. Certain exceptions are allowed for “finish-up” students with approval from the Chief Flight Instructor. “Strict use” does not eliminate flexibility.

The bottom line is that each flight should be aimed at completing some portion of the syllabus within the current stage and each flight should be documented and logged as such. It should be clear to any instructor with access to a customer’s records, their progress in the syllabus and what should be completed next.

### **B. Use of Aircraft Standard Operating Procedures**

Epix has developed a standardized Flight Training Supplement for each aircraft in its fleet. Standardization enhances the flight training experience for the customer by allowing them to review procedures at home and have the identical procedure reinforced each time they fly, regardless of the instructor. It also increases safety by obliging all instructors to follow “agreed-upon” best practices and suggest changes when necessary. CFIs are encouraged to draw from these procedures when instructing in that aircraft. CFIs should not use procedures that are directly contrary to the provisions of the supplement without the approval from the Chief Flight Instructor.

### **C. Limitations and Special Requirements**

1. All students will be assigned a primary instructor (mentor) and an alternate instructor. These names will be recorded in MyFBO. The Chief Flight Instructor will ensure that students are scheduled to the maximum extent possible with their Primary CFI. If this cannot be accomplished for any given flight, the Alternate may be substituted after a hand-off from the Primary. The use of any other CFI will be by specific permission of the Chief Flight Instructor.
2. All training shall be done in conformance with appropriate published Airman Certification Standards (ACS) and any applicable Epix TCOs.
3. All training given shall be documented. The CFI will review the student’s training record prior to every Lesson to identify areas requiring remediation or emphasis on the proposed flight. During the flight debrief, the CFI will complete the student’s training record with the student. Training records are to be retained at the Dispatch desk. If you need to use one, sign it out. See paragraph 7.G of this manual for grading criteria.

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4. Students are expected to arrive at the flight briefing prepared for the mission. The instructor may briefly answer questions from the student's readings, but is not expected to provide a ground lesson in lieu of study prior to flight. If the student has not prepared, the instructor may offer to provide additional ground training at the normal rate. Standard, non-chargeable, briefings/debriefings should normally not last longer than 15 minutes each if the student has come prepared.
5. No spin training in Cessna 172 aircraft will be performed without the express written approval of the Chief Flight Instructor.
6. CFIs shall incorporate an introduction to unusual attitude training in the early lessons on stall and spin awareness. If the student desires, this lesson may be given in one of Epix aerobatic aircraft.

### **D. Student Solo Operations**

Epix Aviation company policy places additional restriction on student solo operations that must be complied with at all times. The restrictions listed in this section are to be applied in addition to current Federal Aviation Regulations. See Epix Private Pilot TCO for details on these restrictions.

1. For all student solo flights, the student must arrive with a completed Flight Planning and Performance Sheet including a weight and balance calculation. MyFBO provides a digit W&B calculator should the student desire to use it. The student may use the internet or call Flight Service to complete a weather brief. For solo cross-country flight, the student must also complete the flight planning portion (front side) of the Flight Planner form. If the student arrives with incomplete flight planning, the briefing instructor should provide additional training to complete the planning if the schedule permits and allow the flight if time permits and they are confident the flight can be completed safely. The briefing instructor must also annotate the deficiency in the grade folder.
2. The assigned Primary CFI or designated alternate will be present for all student solos. CFIs will review the student's flight planning and authorize the solo flight in writing. Time spent directly supervising students is a billable expense.
3. Once in the Cross Country phase, the Primary CFI may authorize repeated solo flights either locally or over a route previously approved.

### **E. Stage Checks**

Stage checks measure the student's accomplishments during each stage of training and allow the Chief Instructor to check the effectiveness and standardization of the instructors. All training syllabi used as Epix Aviation include stage checks throughout the course of training. Each stage check must be accomplished by the either Chief Flight Instructor or Assistant as per the syllabus.

The primary instructor must ensure the Pre-Solo test and all lessons prior to Lesson 11 are complete before Private Pilot Stage One. Epix has chosen to administer the Stage One check prior to the first student solo, rather than after. Before the final stage for each certificate, the primary instructor must ensure all required hours for the Practical Test are complete and the appropriate Knowledge Test is complete. Ideally the student should be taking their Practical Test within a week or two of their final stage. Exceptions to required hours or tests before the stage may be granted by the Lead Flight Instructor.

The Check Flight Instructor will conduct stage checks with a relaxed style, to keep undue nervousness from interfering with the student's performance. Per the syllabus, it will be an evaluation of the student's abilities but remedial instruction can and should be given, as necessary, after the student exhibits a weak area. During the post flight briefing, strong performance areas should be commended for reinforcement and constructive (and tactful) criticism should be given on weak areas.

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The Check Flight Instructor will provide the primary instructor with a list of items that were not completed to standards. The instructor will re-perform those areas of the stage check with the student and ensure those times are completed to standards before the student progress to the next stage.

If the pilot taking the stage check is a student of the Chief Flight Instructor, then the Stage Check will be performed by the Assistant Chief Flight Instructor or a CFI delegated by him/her.

### **F. Practical Tests**

Students and instructors must review the Applicant’s Practical Test Checklist to ensure the student arrives with all the proper documentation and equipment necessary for the practical test. In the event a student fails the Practical Test, additional training must be given by the “original” endorsing instructor or Chief Flight Instructor. Additionally, the student must receive another Stage Check from the Chief Flight Instructor prior to the retest. Once the student has been endorsed for the check ride, either the endorsing CFI or the Chief Instructor will arrange the check ride with the best available Examiner. For CFI Students, the Examiner is chosen by the FSDO. A request for the CFI Practical must be emailed to the Richmond FSDO, within a few days the FSDO will notify the Primary Instructor and the Student the name and contact information for the assigned examiner.

### **G. Student Records**

CFIs will ensure that the student is debriefed after every training flight and a grade sheet completed in the student’s presence. Student training folders shall be maintained at the Dispatch desk. All customer logbooks must be filled out in compliance with Federal Aviation Regulations and standard company procedures.

CFIs will grade each lesson on the appropriate Gleim grade sheet blocks according to the following format:

- E** Item was **Explained** to the student, but was not flown by the student. This includes demos by the CFI
- A** Student performed the maneuver, but CFI **Assisted** to complete it safely, either physically or verbally.
- P** Student **Performed** the maneuver without CFI help or advice. The level of performance is graded from 1 to 4:
  - 1 – Repeat
  - 2 – Marginal
  - 3 – Standard
  - 4 – Above Standard

**H. Subject Matter Experts for Training**

Epix Aviation offers a variety of training programs for pilots at all levels. To better manage these programs and ensure that they are always up to date, we have assigned Subject Matter Experts (SME) to each program. The SME shall be responsible for creating and keeping his/her assigned programs up to date with regulatory and procedural changes, recommending to the Chief Pilot amendments to Epix training publications and procedures.

<b><u>Program</u></b>	<b><u>Primary SME</u></b>	<b><u>Alternate SME</u></b>	<b><u>Backup SME</u></b>
Private Pilot (PP)	Cory Baber	Renee Brilhante	Lou Radwanick
Instrument Rating (IR)	Cory Baber	Lou Radwanick	Josh Lissner
Commercial Pilot (CP)	Renee Brilhante	Cory Baber	Lou Radwanick
CFI	Amy Bielkowski	Renee Brilhante	Lou Radwanick
Aerobatics	Greg Loughran	Lou Radwanick	Renee Brilhante
Rusty Pilot	Renee Brilhante	Lou Radwanick	Cory Baber
Military Transition	Renee Brilhante	Greg Loughran	Lou Radwanick
Flight Reviews (BFR)	Cory Baber	Renee Brilhante	Greg Loughran
Aircraft Specific Training	Cory Baber	Renee Brilhante	
Publications and Records	Kristina Morgan	Victoria Hodges	
Maintenance procedures	Jim Parkman	Shirleen Bergren	

## **Chapter 8-Pilot Services**

### **A. Pilot Services: Non-Epix Aviation Owner/Operated Aircraft**

Epix Aviation can provide flight instructors and/or pilots for persons owning their own aircraft. Aircraft must be in compliance with all inspection requirements and proof of insurance must be on file with Epix Aviation.

The instructor must meet the open pilot warranty or Epix Aviation must be named on the insurance policy prior to participating in flight operations. Additionally, the instructor must verify current airworthiness prior to the start of flight operations. See Chapter 4, Paragraph A.6 for details.

### **B. Aerial Photography/City Tours**

Requests for these flights will be scheduled in the same manner as a training flight. Documentation requirements for these customers are listed in Chapter 4, Section A.1. Any aerial tours given must conform to Parts 119 and 136 of the FARs.

**NOTE:** Customers shall not be “dropped off” at an airport other than the airport from which the flight originated. This is carrying persons or property for compensation or hire and is illegal under Part 91, even if the primary purpose of the flight is aerial photography or a city tour.

## **Chapter 9 – Customer Relations**

### **A. General**

The first impression prospective customers receive from Epix Aviation makes a considerable impact on their decision to fly and or/train with us. Therefore, all phone calls, walk-ins, and emails must be handled professionally and responsibly. It is the responsibility of all employees to develop and maintain new prospects for flight training, pilot services, and maintenance. However, checking phone messages, emails to the [dispatch@Epixaviation.com](mailto:dispatch@Epixaviation.com) account, and responding to these prospective customers is primarily the responsibility of the Duty Dispatcher and Chief Flight Instructor.

Epix is here to provide a service to our customers and gainful employment to our people. Employees are expected to treat all customers with respect and, to the extent possible within the constraints of safety, cost, and schedule, to do what is necessary to meet their needs. If you are not sure, ask a manager.

Employees should always be poised to de-escalate disputes either between each other or with customers. As often happens in our business, the customer may not always be right, and we must be prepared to handle these differences of opinion diplomatically. If you cannot resolve the issue reasonably, raise it up to management before it gets out of hand.

### **B. Phone Calls**

How we conduct ourselves on the phone is often used by prospective clients to assess our professionalism. A phone that rings endlessly makes a very negative statement about our ability to get the job done. Hence, it is our maxim that all phone calls be answered after no more than three rings in a professional manner. Normally, the Dispatcher will answer the phone. Any employee who becomes aware that the phone has rung three times shall answer it immediately. Answer the phone by stating: “Epix Aviation, this is *your name*.” If the caller is a new prospective customer, record as much information as possible. At a minimum, the caller’s first name, last name, and phone number should be obtained (Note: The prospective customer’s email address is also very helpful). Attempt to answer the caller’s questions to the best of your knowledge and ability. If you are unable to sufficiently answer the caller’s questions, don’t try to bluff your way through; instead hand the call off to the Chief Flight Instructor or Director of Operations. During or upon completion of the call, take appropriate action as necessary such as scheduling an appointment (visit to facility, introductory flight, etc.) or noting additional information to be delivered. Prospective customer information should be recorded in ink on the Customer Contact Log located at the reception desk.

### **C. Walk-In Customers**

It is common for prospective customers to walk into the lobby to inquire about flight training and/or aircraft rental. These individuals should be treated as a priority to the maximum extent possible. Attempt to answer their questions to the best of your knowledge and ability. If interested, also provide them with a facility tour. If you are busy with another customer the current customer has priority, tactfully try to find an Epix Aviation representative who is not with a current customer to take over. If none are available, ask the customer to please wait for you; if not, offer to schedule an appointment with yourself or another instructor so they may have dedicated time to tour the facility and have all of their questions answered. Prospective customer information should be recorded in ink on the Customer Contact Log located at the reception desk.

## **D. Emails**

Many Epix Aviation customers initiate contact via email. Only respond to emails if you have time to answer all their questions accurately. If unable to accurately answer the email, bring it to the attention of the Chief Flight Instructor or General Manager. Prospective customer information should be recorded in ink on the Customer Contact Log located at the reception desk.

## **E. Assignment of Students**

The Chief Flight Instructor will assign a primary instructor and an alternate to each new student on the basis of compatibility and availability. The student or the instructor may indicate a preference to the Chief Instructor. If, in the opinion of the Chief Instructor, a student is not progressing at an acceptable rate, the Chief Instructor may assign a different instructor on a temporary or permanent basis. Any conflicts between student and CFI should be brought to the attention of the Chief CFI before matters get out of hand.

## **E. Follow-Up Procedures (Prospective or Lapsed Customers)**

After initial contact has been made by a potential customer it is critical that a follow-up attempt be made by phone or email. (Preferably by the same method they made contact-via phone or email.) Two attempts should be made to contact the prospective customer within 48 hours of the initial contact. If no contact is made on the first two attempts, then a final follow up should be made between 7 and 10 days after the initial contact. All follow up calls and/or emails made to a prospective customer must be recorded in the Customer Contact Log. CFIs are expected to periodically contact lapsed customers, either their own or others, in an attempt to re-engage the student.

## **F. Introductory Flights**

An introductory flight is an excellent way to introduce a new customer to flying. The process allows customers to see our facilities, meet our personnel, and fly one of our aircraft. Not only does it build enthusiasm but it demonstrates what they can expect from Epix Aviation. The customer should see the entire process of aircraft dispatching, preflight, and post flight without overwhelming them with excessive information.

As with all other operations at Epix Aviation, safety is first priority. Before giving an introductory flight, an instructor must account for special weather considerations. The flight should feel safe and enjoyable to a first time flyer. If the CFI perceives that the flight may be uncomfortable due to excessive heat or turbulence, they should reschedule the flight for a better time. During the flight, consider the thoughts of the student. Some may feel they are incapable of learning to fly because of all the activities taking place in the air. Emphasize the stability of the airplane and how easy the aircraft control aspect is and that flying, like any new skill, requires practice to master.

The time goal of the standard introductory flight is 30 minutes (start up to engine shut down). Unless the customer has something specific in mind, a flight over the practice area is ideal. CFIs should have a specific profile prepared so as not to overfly the 30 minute window. Anything over 30 minutes Hobbs time is an unreimbursed expense to the company. Some customers opt for a one hour Discovery Flight, so CFIs and Dispatchers must be aware when dispatching the flight.

## **G. Facility Tour**

A facility tour is a great first step for a prospective customer. It allows them to see our operation and converse with Epix Aviation personnel before committing to anything. The tour should include, but is not limited to, a tour of the lobby and briefing rooms, a showing of available aircraft, and an introduction to all company personnel who are not working with other customers. Upon completion of the facility tour, take appropriate action as necessary such as scheduling an introductory flight or offering the sale of study materials to begin training. Do not use “over-bearing” or “pushy” sales techniques. In many cases, the customer wants to visit other flight schools before deciding anything. We encourage this. It is good for our business and the flight training industry as a whole. Ensure that the customer is provided with all appropriate documents and a business card to aid their decision.

## **Appendix 1 DISPATCHER PROCEDURES**

“My FBO” is the primary program dispatch uses. Through “My FBO” dispatchers can see the flight schedules, customer information, and quickly calculate weight and balance for aircraft. The main tabs at the top of the page include FrontDesk, Schedules, and Review. FrontDesk allows customers to be selected and tickets to be opened. Schedules allows the flight schedule for the current day and any day in the future to be examined and reservations made. Review shows recent use of the aircraft and incomplete receipts and flights in progress. See Tab 1 of this Appendix for a tutorial on using MyFBO.

“BASYSpro.net” is utilized to actually bill customers credit/debit cards. When finishing a transaction through “My FBO” you must go to “BASYSpro.net” to actually run the card, copy the transaction information, and then paste it into the “My FBO” transaction.

It is every dispatcher's duty to properly fill out and fax Pilot Finance forms. Pilot Finance is becoming a larger and larger portion of our customer's payment methods, and we need to ensure we make the process easy for everyone involved so that we can continue to use them. They represent the reason that some people are able to go forward with their flying, which benefits everyone.

Dispatchers have access to substantial information on customers and will not provide said information to others unless authorized by the Dispatch Manager or by Ownership.

Dispatch is responsible for ensuring the public areas of the building are presentable and that all trashcans are emptied regularly. This includes vacuuming, counter cleaning, and bathroom upkeep.

Visitors are only allowed on the flight-line or in the hangar if escorted by an employee. Visitors accompanied by customers may be escorted by customers onto the flight-line.

Dispatcher interaction with the Federal Aviation Administration and the National Transportation and Safety Board should be limited. If contacted by a Federal or State authority, immediately refer them to the Director of Operations or the General Manager. If neither is present take a message and call management immediately.

### **OPENING AND CLOSING**

#### **Section I – Opening**

- Open the building and clock in.
- Check the schedule for last minute changes
- Check the dispatcher pass down log for any important notes left from the previous shift, and listen to any messages on the phone.
- Check customers for the day to ensure they comply with all currency requirements.
- Check for unsigned discrepancies in the aircraft key books. Also check to assure the keys for all aircraft are accounted for.
- Verify that all aircraft on the schedule for that day have been service checked by Maintenance and are operationally ready.
- De-ice aircraft as required
- Ensure windscreens are clean for the first flight of the day.

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- Check floors, counters, kitchen, and bathrooms for cleanliness and to ensure they are presentable for the customers.
- Verify the utilization report is discrepancy-free (Unless otherwise noted in the pass down log) and that there are no flights in progress or not checked in.
- Check the Drop Box, if required

### **Section II – Closing**

- Check utilization report for any discrepancies and resolve as required.
- Confirm there are no incomplete receipts. If there are any receipts you cannot resolve and must leave for the next shift, record them in the pass down log for the next dispatcher.
- Walk the flight-line to verify windows and doors are closed and that all aircraft are securely tied Down, covered if applicable, and have installed gust locks.
- Check aircraft binders to ensure all keys are accounted for.
- Log any notes in the pass down log for the next shift as required.
- Ensure Cleanliness of the workplace. Sweep all floors (vacuum if needed), wipe down counters and kitchen table, turn off and wash out coffee pot, and empty trashcans.
- Close and lock building, 3 outside doors in hangar and 2 in office
- If there is a flight after hours, contact the customer or staff before the FBO closes to ensure the aircraft has the requested amount of fuel. If no Epix Staff is able to be present during dispatch, work out a plan with the customer to ensure needed headsets, keys, oil, and aircraft binder are available to the customer. Remind the customer of the drop box for the binder and keys is their return is after hours as well.

### **Section III – Hangar Responsibilities**

- Maintenance is responsible for towing aircraft into and out of the hangar as required for flights or storage. However, Dispatch may be required to assist in towing and must be familiar with the procedures. Each dispatcher is required to be checked out on towing all light general aviation aircraft that Epix has on line, and must be aware that turn limits vary from aircraft to aircraft and to not exceed said limits.
- Dispatchers must be aware of low temperature weather conditions that could impact early operations. Aircraft that leave early in the morning must be brought into the hangar the night prior or the morning of; or, if unable to find room, must have the leading edges sprayed with de-ice fluid (see Maintenance for details). Aircraft will not be dispatched until it has been verified that the aircraft is ice/frost free.

### **DISPATCHING ACTIONS**

- The CFI checkout block in MyFBO can only be authorized by the General Manager or the Director of Operations.
- Customers in arrears shall not be dispatched without authorization from the General Manager.

For an in-depth tutorial on how to use MyFBO to accomplish the dispatching tasks, please refer to the *Epix Sbs Guide* dated June 2017.

## **APPENDIX 2**

### **STANDARD FLIGHT TRAINING PROCEDURES**

This appendix is supplemental to the Epix Aviation Procedures Manual dated 15 June 2017. All flight training given at Epix Aviation shall use the procedures of this manual for both Part 61 and Part 141 flight training. The procedures in this appendix provide general training guidance; for airplane specific procedures, please refer to the Flight Training Supplement appropriate to the aircraft being used. Direct any questions, comments, or proposed amendments to the Chief Flight Instructor.

#### **A. SCHEDULING**

1. Dispatch will ensure that students are scheduled with their assigned mentor or alternate. The assignment of any other instructor will require the approval of the Chief Flight Instructor.
2. Aircraft will not be confirmed on the flight schedule for the intended day until a service check has been performed by line maintenance and the aircraft noted as operationally ready. Dispatcher will positively confirm that aircraft is OR, to include a clean windscreen at the start of each day.

#### **B. BRIEFING**

1. Students are expected to arrive at the flight briefing prepared for the mission. The instructor may briefly answer questions from the student's readings, but is not expected to provide a ground lesson prior to flight. If the student has not prepared, the instructor may offer to provide additional ground training at the normal rate or cancel the flight.
2. The PIC will check with the dispatcher for NOTAMS prior to every flight
3. The PIC will obtain weather information before every VFR flight. For flights outside the KCPK local area and all IFR flights, the PIC will obtain a full weather briefing.
4. CFIs will remind students of the effects of density altitude when planning operations with temperatures above 75°F. Ensure student is mindful of the effect on climb rates and the ability to safely round out in the flare when operating at high D.A.s.

#### **C. PRE-FLIGHT**

1. The instructor will accompany all students on the pre and post flight walk-arounds at least until the Cross Country phase begins, and thereafter as required to ensure that the student is performing these checks properly.
2. Sumped fuel will be returned to the aircraft fuel tanks only if the sample was performed with a GATTS type jar. Otherwise sumped fuel will be disposed of in the fuel bowser located next to the hangar door. Under no circumstances is sumped fuel to be thrown on the ramp.
3. Check with the dispatcher for NOTAMS prior to every flight

#### **D. GROUND OPERATIONS**

1. CFIs will emphasize student wind awareness from the first lesson, both on the ground and in the air.
2. Pilots will select the appropriate runway based on the observed wind direction. Pilots should be aware that the 3 wind socks may display differently due to their respective locations. For dual flights, CFIs will determine if the student can safely use the runway currently in use by other traffic. For tailwheel airplanes, all takeoffs and landings will be done into the wind.
3. Starters shall not be engaged for longer than 10 seconds at a time, with a 20 second cooling off period between, or as published in the respective POH.

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4. Do not attempt to taxi an aircraft between two others tied down on the ramp. Instead, taxi to the front of the designated spot and use the tow bar to back the aircraft into the selected spot. Avoid pushing or pulling on propellers and spinners when moving aircraft. When moving fabric covered aircraft, do not grab or push against fabric surfaces; instead, use the palm of the hand against a structural member to move the aircraft.

### **E. COMMS**

1. Pilots will announce their intentions over the CTAF frequency in a concise manner
2. Pilots will confirm their location in the pattern when there is a possibility of conflict with other aircraft either in, or entering, the pattern.
3. Pilots will say the direction of traffic when calling out their location in the pattern, e.g. “*Cessna 1234 is **right** downwind for 23, Chesapeake*”
4. Use 2 digits to refer to runways e.g. 05 (zero five)
5. Teach student to report altitudes and frequencies in individual digits.
6. Before turning final, pilots should advise traffic in the pattern of the type of landing to be made, e.g. full stop, stop and go, etc., so that other pilots may plan their patterns.
7. Pilots shall confirm that they have, *or do not have*, other pattern traffic in sight.
8. For maneuvers performed in the KCPK local practice areas, pilots will monitor the KCPK CTAF frequency of 123.075 or a specific Epix frequency when one becomes available..

### **F. MANEUVERS**

1. Maneuvers taught should conform to the Epix Flight Training Supplement (FTS) for the aircraft in question wherever practical. If an FTS does not exist for a particular aircraft, the CFI shall use best judgment in designing a profile based on the appropriate ACS and submit to the Chief Instructor for distribution to other CFIs.
2. A minimum of two x 90° clearing turns shall be performed prior to each sequence of maneuvers. A sequence is defined as a series of the same maneuver performed multiple times back to back. Between individual maneuvers in a sequence pilots will visually clear the area prior to beginning the next maneuver.
3. CFIs will teach to the ACS regarding stall training. Students are to be reminded that, for testing purposes in slow flight, they are not to allow a continual stall warning to occur. Occasional transient stall warnings may be acceptable as long as the student takes immediate action to correct it.
4. All changes of control between student and instructor shall be by challenge and response, with positive confirmation. Example: “*CFI - I have the controls; Student - You have the controls; CFI - Roger, I have the controls.*” Additionally, a shake of the yoke should be used to confirm.
5. CFIs should consider giving students an opportunity to experience upset and recovery procedures via a lesson in one of Epix aerobatic aircraft.

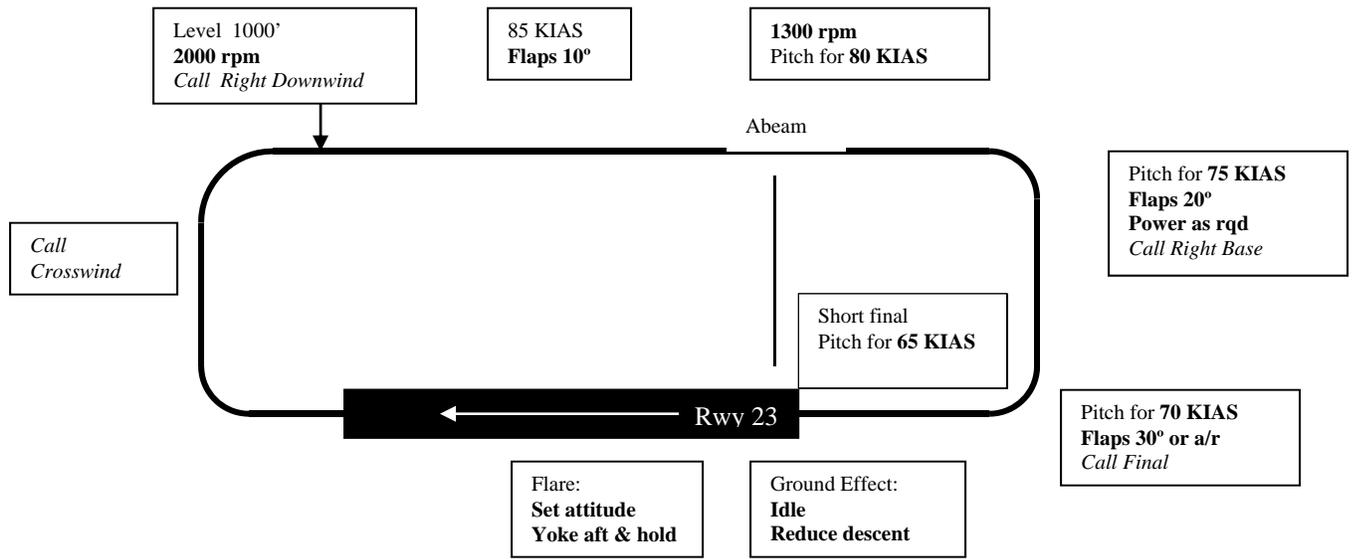
### **G. PATTERNS**

1. CFIs will ensure that all students are initially taught the “Epix Standard Traffic Pattern”. See Tab 1 to this Appendix for a graphic depiction of this pattern
2. To the maximum extent possible given traffic, patterns will be flown so that the airplane is always within glide distance of the runway. Long, dragged in approaches (except straight-ins) are to be avoided in the interests of safety.
3. CFIs will stress student wind awareness at all times and how to correct for wind in the pattern. Get the student to think ahead about wind effects.
4. Landing light(s) will be used when within 5 NM of an airport of intended landing and kept on until clear of the runway.

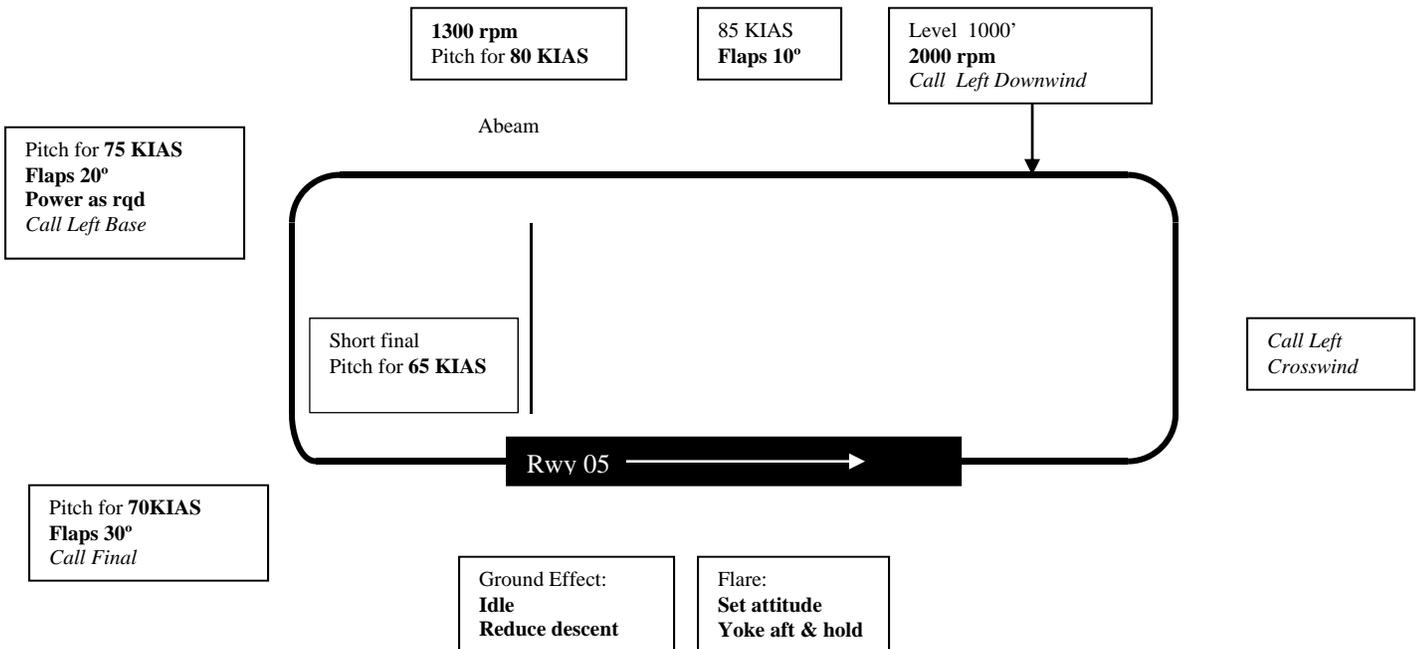
## **H. LANDINGS**

1. CFIs will emphasize to students the necessity to mentally switch gears to "Landing Mode" through a procedure, the most obvious of which is to religiously perform the "Before Landing" checklist. Other options could be a physical action such as sitting upright and putting the head back when turning final.
2. CFIs will emphasize power off landings where practical to remain within glide distance of the runway.
3. Private Pilot students will not do Touch and Go landings while solo until at least the Cross Country phase of training, and then only with Primary CFI written approval. Touch and Goes will only be done at Chesapeake Regional (KCPK).
4. After landing checks will not be accomplished until the aircraft is clear of the runway and across the runway hold line.

TAB 1 - EPIX AVIATION STANDARD PATTERN, C-172 TYPE AIRCRAFT



**No wind; no traffic. Apply wind correction as appropriate**



The airspace around Chesapeake Regional is a medium density flight training area. Epix shares the local airspace with Horizon Aviation. From observed experience, Horizon tends to use two main practice areas: (1) The Big Field and (2) Lake Drummond. Due to its proximity to the airport, the Big Field tends to be the area of first choice for most training flights. Epix Aviation is also a main user of this area. Contrary to Horizon's preference for working over Lake Drummond, Epix does not recommend this training area due to the fact that it lies in and under the main airway to Norfolk Airport and because a mechanical problem over the Dismal Swamp creates an unacceptable risk for Epix aircraft. The Epix recommended training areas are:

1. **The Big Field**, located due south of KCPK. Use caution when operating in the western edge of this area as it impinges on the instrument approach path to runway 05. Be aware of the 1015 foot tower just to the south. The Big Field is ideal for ground reference maneuvers due to its grid layout.
2. **The Radome (or donut)** lies just to the east of the Big Field and is also a popular training area for both FBOs. Just to the north is the traffic pattern for NAF Fentress; just off the southern edge, the 1015 foot tower. The radome can be used for airwork or ground reference.
3. **Back Bay** lies over the Northwest River and Back Bay. Be mindful of the wildlife areas underneath. Back Bay is principally for airwork.
4. **Blackwater** area is over the Academi facility and the large fields just to the south. To the north are housing areas, so ground reference maneuvers are discouraged in this sector. Blackwater is the preferred location for aerobatics as well as ground reference due to its grid layout.
5. **South Mills** is a backup area when others are occupied.



**APPENDIX 3**  
**STANDARD MAINTENANCE PROCEDURES**