

## **Austin's Very Easy Guide to Part 135 Daily Duties and Responsibilities**

**2010 Revision 2**

THINGS CHANGE OFTEN! CHECK MY WEB SITE PERIODICALLY TO ENSURE THAT YOU ARE USING THE MOST RECENT VERSION.

Volume 3 in the “Austin's Very Easy Guide” (AVEG) series  
Available free at [www.austincollins.com](http://www.austincollins.com)

### **SUPPLEMENTAL COURSEWARE ONLY**

For official information, refer to:

- ▣ **The General Operations Manual**
- ▣ **The Operations Specifications**
- ▣ **The Approved Training Program**
- ▣ **The Federal Aviation Regulations**
- ▣ **The Aircraft POH or AFM**
- ▣ **FAA Handbooks and Advisory Circulars**

The Complete Series:

- **Vol. 1 – Austin's Very Easy Guide to Legal IFR Flight Planning Under Part 135**
- **Vol. 2 – Austin's Very Easy Guide to On-Demand Part 135 Flight/Duty/Rest Rules**
- **Vol. 3 – Austin's Very Easy Guide to Part 135 Daily Duties and Responsibilities**
- **Vol. 4 – Austin's Very Easy Guide to Proper Radio Phraseology and Technique**
- **Vol. 5 – Austin's Very Easy Guide to Winter Operations**
- **Vol. 6 – Austin's Very Easy Guide to Passing Your Part 135 IFR-PIC Checkride**

Although much of the information contained in this series is generic and could potentially apply to many areas of aviation, it is designed specifically for pilots engaged in on-demand Part 135 single-pilot IFR cross-country operations in small reciprocating aircraft.

**INTRODUCTION**

First and foremost, as a courier pilot for Flight Express you must always strive to be *safe and legal*. Secondly, however, and always within the boundaries and constraints of that first priority, you must do everything you can to *get the work delivered on time and in the right place!*

**MUCH OF WHAT WE CARRY AT FLIGHT EXPRESS IS EXTREMELY TIME-CRITICAL AND MAY CONTAIN SENSITIVE CONFIDENTIAL INFORMATION. ALWAYS NOTIFY DISPATCH IMMEDIATELY IF ANY PIECE OF CARGO IS MISSING, DAMAGED OR UNACCOUNTED FOR.**

**ALWAYS MAKE EVERY SAFE, LEGAL AND REASONABLE EFFORT TO GET THE WORK DELIVERED ON TIME AND IN THE RIGHT PLACE. IF THERE ARE ANY PROBLEMS OF ANY KIND OR IF YOU HAVE ANY QUESTIONS OF ANY KIND, CALL DISPATCH IMMEDIATELY.**

There is much more to being a courier pilot than just flying. There are also:

- Professional Relationships (the necessary contact with other people that is part of the job)
- Required Paperwork
- Preflight and Postflight Duties

Some prospective employees say “you should hire me because I’m a great pilot.” Well, of *course* you’re a great pilot! Everyone here is a great pilot. Anyone who isn’t a great pilot won’t even make it past the technical evaluation (sim ride) on the first day. The more pertinent question is “are you going to be a good *employee?*”

This handout will deal mainly with the second and third items above, since the first one is going to be a matter of your own individual personality and your willingness to be *mature, polite, courteous, respectful* and *professional* at all times.

We screen out bad employees during the training process. If a pilot candidate behaves inappropriately during ground school or flight training, management will assume that he or she would also behave inappropriately while at work. After all, most people (at least most sensible people) are on their best behavior during training and evaluation for a new job!

If a pilot candidate acts cocky, arrogant, disrespectful, impatient, uninterested, argumentative, insubordinate or otherwise unprofessional during his or her training then that pilot candidate may simply be terminated. Even if a person is a great pilot, he or she will be nothing but a liability on the line if he or she is always refusing assignments, neglecting to turn in paperwork, forgetting to check his or her voice mail, being rude to ground couriers, abusing airplanes, breaking FARs or otherwise being a whiner, a troublemaker or a prima donna.

Here is the bottom line, in very plain language. Our business is all about **CUSTOMER SERVICE**. The customer does not care whether you’re the world’s most gifted aviator. The customer cares about getting the work delivered on time, in the right place and in good condition. The customer cares about being treated with all due respect and courtesy.

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We expect you to be expeditious and well organized. We expect you to not waste time. We expect you to do your job well, consistently and cheerfully. We expect you to smile and say things like “please,” “thank you,” “have a nice day” and “yes, sir!” – whether you are talking to a fellow employee or anyone else. You are a representative of Flight Express at all times when you are on duty and we demand that you behave appropriately.

Likewise, your appearance should be that of a professional pilot: clean, neat and well-groomed. A ratty old T-shirt and a tattered, frayed, stained pair of cutoffs is neither acceptable nor appropriate, in training or while flying the line. Obscene, profane, offensive or otherwise questionable images or language must obviously be assiduously avoided. Anything that could be viewed as sexist, racist, homophobic or discriminatory is not to be worn, said or displayed in any way. This is a job for grownups: people of maturity, intelligence and good judgment. We simply cannot allow a pilot’s behavior, personality, attitude, personal grooming habits or anything else to alienate couriers, customers, FBO employees or anyone else and give Flight Express a bad reputation – or worse, cause us to lose contracts or lose access to an airport facility.

So don’t think for a minute that just because you are a great pilot we won’t fire you for being a bad employee. Sometimes the best pilots turn out to be the worst employees. If you’re happy to be here then we’re happy to have you. If you’re eager, enthusiastic and motivated then we’re glad you’re a part of the team. But if you think you’re too good for this job and you don’t intend to invest 100% of your effort in doing it well, then we don’t need you or want you and you may as well leave now.

So let’s assume that you are going to be one of the “good guys” and take a look at what your job will entail on a daily basis . . .

**I. The Black Bag and the Can**

You must be thoroughly familiar with how to use the following fourteen documents:

the Pilot Duty Record / Aircraft Record form  
the Monthly Summary Sheet  
the Cockpit Inspection & Overhaul Report  
the VOR Log  
the Operations Specifications (“Op Specs”)  
the Centroid Chart  
the Fuel Dipstick Calibration Table

the Flight Data Transfer form  
the Route Procedure  
the Load Manifest  
the General Operations Manual (GOM)  
the Moment Envelope  
the Weight & Balance Configuration Sheet  
the “Squawk” (maintenance discrepancy) Sheet

Now let’s look at these documents one at a time . . .

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Inside each airplane in the Flight Express fleet is a black zippered pouch, often referred to simply as “**the black bag.**”

The black bag contains a metal document holder called “**the can.**”

The black bag also contains a black plastic book called the **Aircraft Maintenance Discrepancy Log.**

**The can** contains:

- the Weight and Balance Configuration Sheet
- the Centroid Chart
- the Moment Envelope
- the Fuel Dipstick Calibration Table
- the VOR Log
- spare forms (if anyone has remembered to refill it)

The **Weight and Balance Configuration Sheet** lists the *empty weight* and *empty moment* of the airplane in four different configurations: with one, two, three or four seats installed. (Most of the time you will operate with only one seat installed.)

The **Centroid Chart** is a time-saving table which gives the moment for any given weight in any given location in the airplane, thus eliminating the need to multiply weight times arm when figuring out weight and balance problems. It is arranged in columns for cargo areas A, B, C and D. It also has columns for the pilot and front seat passenger area and for fuel. Areas A and B are located behind the pilot and are clearly marked in our fleet with placards and tape. Area C is the wheel well. (Since it forms a hump, it is rarely used.) Area D is the baggage compartment aft of the wheel well. This form also lists the maximum structural capacity for each area and provides a diagram which shows where these areas begin and end.

In the L model 210, the maximum structural capacities are:

Area A – **500 lbs.**

Area B – **500 lbs.**

Area C – **50 lbs.**

Area D – **120 lbs.**

Areas C and D combined – **120 lbs.**

Areas A, B, C and D combined – **1,000 lbs.**

Remember that those are *maximum structural capacities only*, and have *nothing to do* with the airplane’s weight and balance status when loaded. You can load the airplane within its maximum structural capacities for each area but still be well outside the moment envelope.

All cargo placed in areas A and B *must* be fully and properly secured using the cargo net and tie-down straps or a seat belt. *Flight Express pilots have been cited by FAA ramp inspectors for failing to correctly secure their cargo.* (See FAR §135.87 for more on the requirements for securing cargo.) Don’t get lazy and let that happen to you!

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The **Moment Envelope** is a graph with the airplane's loaded weight along the vertical axis and its total moment along the horizontal axis. By plotting the point where these two lines intersect, the pilot can determine whether the airplane is legally and safely loaded.

If the point lies within the non-shaded area of the envelope, then the airplane is legal and safe for takeoff and landing, no matter how much fuel is burned during the flight.

If the point lies within the shaded area of the envelope, then the airplane is legal and safe for takeoff, but a second weight and balance problem must be solved to prove that the projected fuel burn will not cause the airplane to wind up loaded outside the moment envelope.

If the point lies outside the envelope, then the airplane is not legal or safe for takeoff.

The **Fuel Dipstick Calibration Table** is used to convert the readings from the fuel dipstick to gallons. Be sure to dip both tanks. Dip at least twice to get a reliable reading. Always dip the tanks if they are less than fully topped off; do *not* trust the fuel gauges.

The fuel dipstick may be found in the black bag or in the pocket behind the pilot's seat.

The **VOR log** provides spaces for the pilot to record the date of the VOR check, the type of check, the indications TO and FROM on the #1 and #2 nav radios, his name and his signature.

On the written test you might see questions similar to these:

“Where can the Weight and Balance Configuration Sheet be found and how is it used?”

“Where can the Centroid Chart be found and how is it used?”

“Where can the Moment Envelope be found and how is it used?”

“Where can the Fuel Dipstick Calibration Table be found and how is it used?”

“Where can the VOR Log be found and how is it used?”

The **Aircraft Maintenance Discrepancy Log** contains:

- the Cockpit Inspection and Overhaul Report
- the Discrepancy (“Squawk”) Sheets

The **Cockpit Inspection and Overhaul Report** is a computer-generated printout produced by the maintenance department every time there is a change in the airplane’s maintenance status. It is the front (first) page of the Aircraft Maintenance Discrepancy Log. It lists all of the periodic maintenance and inspection items which must be accomplished to keep the airplane legal, including FAA Airworthiness Directives. It lists:

- a description of each item
- the date when the item was last accomplished
- the tach time when the item was last accomplished
- the interval at which the item must be accomplished (number of hours, number of months etc.)
- the date when the item will next be due (if applicable)\*
- the tach time when the item will next be due (if applicable)\*

\* Sometimes both.

Every time you discover a mechanical or electronic problem with your airplane you must fill out a **Discrepancy (“Squawk”) Sheet**. This enables the maintenance department to fix the problem.

**BE ADVISED!** If you (as PIC) ever:

- Declare an emergency for any mechanical reason,
- Report an indication of smoke or fire in flight,
- Request priority for any mechanical reason,
- Operate without a functioning two-way radio or Mode C transponder or
- Tell ATC about any malfunctioning communication or navigation equipment as required by §91.183(c) and §91.187(a)

... Then the FAA is *automatically* notified! A letter will be sent within a few days to our Director of Maintenance essentially demanding to know what corrective action was taken and requiring written documentation. (This is true regardless of whether you were operating under Part 91 or Part 135 at the time.)

Let’s say a pilot does one of the things listed above, lands, decides that nothing is wrong and then takes off again to fly another leg. In that case, both the pilot and the company will be in trouble. Our Principal Maintenance Inspector (PMI) will launch an investigation on the maintenance department and our Principal Operations Inspector will launch an investigation on the pilot. Violations and penalties could be forthcoming.

The *right* thing to do is write up a discrepancy, notify Dispatch AND Maintenance and then get it fixed (or switch airplanes) before proceeding.

Remember that a lot of these problems can be easily avoided by **CONDUCTING A THOROUGH PREFLIGHT INSPECTION!**

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When writing up a maintenance squawk, always use *complete* and *specific* detail! Vague, ambiguous writeups are less likely to get properly addressed because the mechanics don't know what they're trying to fix.

**A BAD WRITEUP:**

"Engine rough."

If a mechanic sees that, he has only one course of action: he will taxi the plane out to the runup pad and run it up. If he doesn't note any problems, he will be forced to write "ops check good – cannot duplicate" and then put the plane back out on the line. What else can he do? The pilot did not give him enough information.

**A GOOD WRITEUP:**

"Engine produces a medium-frequency vibration when operated at 24" MP and 2,400 RPM above 5,000 feet. Fuel flow, CHT, oil temp and oil pressure indicating OK but airspeed only showing about 130."

Now the mechanic knows what he's trying to fix. There is a much greater chance that the problem will be found and taken care of because the pilot did his job. The same applies triple for avionics squawks . . .

**A BAD WRITEUP:**

"Nav 2 inop."

When the avionics technician sees that, he will generate a test signal using his shop equipment. If he gets a normal audio identifier and a normal needle deflection he will have no choice but to write "ops check good – cannot duplicate" and then put the plane back out on the line.

**A GOOD WRITEUP:**

"When I was 15 NM to the NW of the Orlando VOR (112.2 MHz), I received a normal audio identifier but the CDI needle did not move no matter where I positioned the OBS. Once within 5 NM, however, the CDI deflected normally."

**USE ONE SQUAWK SHEET PER SQUAWK!  
If you have three squawks, use three squawk sheets.**

This is because A&Ps have to clear *each squawk individually in writing*. So if you write three squawks on a single squawk sheet that will force someone to re-copy everything you wrote . . . three times. This will not make you popular.

**COMMUNICATE!** Talk to a mechanic – in person, if possible – about the problem. The issue is much more likely to be correctly identified, understood, diagnosed and solved if the pilot is able to explain, clearly, specifically and in detail, what's wrong. Some pilots seem reluctant to write up squawks (because of laziness?) but eager to complain about the poor condition of an airplane. *If you don't write it up, it won't get fixed!* You have no reasonable justification for griping about it if you don't make an effort to see it rectified.

Any time you "down" an airplane, always follow these three important steps:  
The "Austin's Very Easy Guide" (AVEG) series – available free at [www.austincollins.com](http://www.austincollins.com)

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- First, fully fill out the discrepancy sheet, including your name, the date, the airplane’s N number, the tach time and a good description of the problem as previously discussed.
- Second, call the principal maintenance base in Orlando. Talk to a mechanic or to the maintenance coordinator and explain exactly what the trouble is. *If the maintenance department is closed, leave a detailed voice message.* (The extension to use for this is **622**.) If you are based at an airport such as CPS (St. Louis Downtown) where there is a satellite maintenance facility, and you are at a different airport with a mechanical problem, be sure to inform someone there (such as the shift leader) in addition to contacting Orlando. The maintenance department will figure out how to fix the airplane. This could involve obtaining a ferry permit, flying a mechanic out to the location where the airplane is stuck, contracting with a repair station on the field or just repositioning the airplane under Part 91 if legally possible.
- And third, call Dispatch. Do not assume that just because maintenance knows about it, Dispatch knows about it . . . or vice versa! Tell them both separately. If Dispatch doesn’t know that an airplane is “down” for mechanical reasons, they will assign it to someone else because they do not know any better. Obviously that causes a lot of people a lot of inconvenience!

*Always* check the Aircraft Maintenance Discrepancy Log and the VOR Log prior to *every* flight! Ensure that the airplane is legally airworthy and that it will remain so for the duration of the flight.

Finally, remember that the Aircraft Maintenance Discrepancy Log is *not* the same thing as the Aircraft Maintenance Log. The Aircraft Maintenance Log is the FAA’s official source of all maintenance information for the aircraft. It proves that the airplane is legal. The Aircraft Maintenance Discrepancy Log, however, only contains the Cockpit Inspection and Overhaul Report and Squawk Sheets (including recent cleared writeups).

**FAR §135.179**

FAR §135.179 clearly states that no person may take off in an airplane that has *any* inoperative instruments or equipment unless the company has been authorized to use an approved Minimum Equipment List (which makes it legal to fly without certain things functioning).

**Flight Express, Inc. does *not* use a Minimum Equipment List!**

This means that *any* maintenance squawk — no matter how apparently “minor” and regardless of whether the pilot in command considers the item “necessary” for a particular flight — immediately renders the airplane legally unairworthy.

The airplane *may not be flown under Part 135* until the discrepancy has been cleared and properly signed off by a qualified technician.

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Under Part 91, however, the airplane may be flown with something not working IF:

1) the inoperative instrument or equipment is *not* required by §91.205 for day, night, VFR or IFR operations, as applicable

**AND** (*not* or)

2) the inoperative instrument or equipment is either removed from the airplane or placarded “inoperative.”

Flying an airplane with an open squawk when it is not legal to do so is a very serious violation of federal law and the FAA tends to prosecute these cases very harshly. Be warned: YOUR COMMERCIAL PILOT OR ATP CERTIFICATE COULD BE SUSPENDED OR REVOKED OVER THIS. They really aren’t fooling around, so it would be prudent to take this issue as seriously as they do!

It is the pilot’s responsibility to check the maintenance discrepancy log prior to *every* flight.

The last five to ten cleared writeups will generally be left in the airplane by the maintenance department for review by the latest pilot. This gives the pilot a general sense of the airplane’s recent maintenance history and helps him to monitor trends.

**What's Legally Necessary?  
What's Not Legally Necessary?**

There seems to be a lot of confusion floating around out there on this issue, so I'd like to offer what I hope will be some helpful clarification.

- All applicable periodic inspections (such as the ELT and pitot-static system check) are **MANDATORY**. There is no grace provision. You may not exceed (overfly) them.
- All applicable airworthiness directives (ADs) are **MANDATORY**. There is no grace provision. You may not exceed (overfly) them, regardless of whether you are operating under Part 91 or part 135 of the FARs on a particular flight leg. Moving the airplane with an expired AD requires a day VFR ferry permit from the FAA.
- The annual inspection is **MANDATORY**. There is no grace provision. You may not fly even one minute past midnight on the last day of the last month the annual is current, regardless of whether you are operating under Part 91 or part 135 of the FARs on a particular flight leg. Moving the airplane with an expired annual requires a day VFR ferry permit from the FAA.
- The factory TBOs (times between overhauls) on the engine(s), propeller(s) and governor(s) are **MANDATORY** for Part 135 operations **ONLY**. There is no grace provision under Part 135. You *can*, however, overfly the TBOs by an unlimited amount when operating under Part 91 – repositioning, training, checkrides etc.
- The 90-hour phase check is **VOLUNTARY**.
- The 300-hour gear check is **VOLUNTARY**.
- The suggested service life of the vacuum (or pressure) pump(s) and alternator(s) are recommendations only. None of these things is actually required by any regulation or company policy.
- The 100-hour inspection on the engine(s) and propeller(s) are **MANDATORY** for Part 135 operations **ONLY**. There is no grace provision under Part 135. You *can*, however, overfly the engine/prop 100-hour inspection by an unlimited amount when operating under Part 91 – repositioning, training, checkrides etc.

That last one seems to be the source of the greatest confusion, so please permit me to further elucidate. The 100-hour inspection required by §91.409 is familiar to many of our pilots from previous jobs as flight instructors or charter pilots. **THIS REQUIREMENT IS ONLY FOR PASSENGER-CARRYING OPERATIONS FOR HIRE AND DOES NOT APPLY TO US!** 100-hour inspection required by §91.409 is essentially an annual inspection – all the same stuff must be checked. The only difference is in who can sign it off. Any A&P can sign off a 100-hour, whereas only an IA (an A&P with Inspection Authorization) can sign off an annual. The engine/prop 100-hour inspection that we are required to do, as explained above, is a Part 135 requirement similar in principle to a TBO. They are two different, unrelated things! Thus, the often-quoted provision from §91.409(b) that says, “the 100-hour limitation may be exceeded by not more than 10 hours while en route to reach a place where the inspection can be done” **IS NOT APPLICABLE TO US!**

**According to our General Operations Manual, Section XIV, Page 4, Revision 12, dated 04-20-09, when an aircraft is observed to be within 10 hours or one calendar day of ANY required inspection, Dispatch will note that aircraft with a red puck. Pilots will be warned to double-check times and dates to ensure that no required inspection interval will be exceeded. If there is any reason to believe that we will be cutting it close, the airplane should neither be assigned by Dispatch nor accepted by the pilot!**

Note the red magnetic puck next to N9073M below. Dispatch *must* advise the pilot that this airplane is starting to get close to a legally required inspection. If the pilot thinks there is a reasonable chance that he or she might overfly the inspection interval, he or she should refuse that airplane.



### III. Daily Paperwork

Each day that you work for Flight Express as a line pilot you will complete three important pieces of paperwork:

- the Pilot Duty Record / Aircraft Record form
- the Flight Data Transfer Form
- the Load Manifest

Let's look at each one of these documents.

#### 1. *the Pilot Duty Record / Aircraft Record form*

(Pull out an example of this document and refer to it as you read the following information.)

When you go on duty, you must write down your name, your ID code, your on-duty time and the current date on the Pilot Duty Record portion of your Pilot Duty Record / Aircraft Record form. (Leave the “Duty Sequence #” block and the “Office Use Only” blocks blank.)

You must also call Dispatch and let them know that you are on duty at that time.

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We have TWO DIFFERENT COMPUTER PROGRAMS that we use at Flight Express to keep track of flight data:

- OSPREY is a DOS-based program that we use for recording loaded times, arrival times, departure times, uploads, downloads, piece counts, weights, volumes, customers, couriers and so forth. This information is for our sales department and for our customers. OSPREY is also used for tracking aircraft maintenance.
  - We are **contractually obligated** to provide all of this information to our customers in a timely and accurate manner. All of these times will be called in using local time, meaning the time zone in which the run *normally* originates and terminates.
  - The maintenance department also needs this information (specifically, tach times) in order to keep our aircraft legally airworthy: i.e., when to move an airplane to a maintenance base.
- We also use a Web-based, Windows-based program that we call “Payton” (after the programmer who developed it for us) to track our flight/duty/rest time compliance for the FAA.
  - We are **legally obligated** to provide all of this information upon request to the FSDO in a timely and accurate manner for their inspection and review.
  - Violations will be immediately obvious.
  - On-duty, off-duty, departure and arrival times will be called in and recorded in Zulu.

So you will actually call in two sets of data – one for OSPREY and the other for our flight/duty/rest time tracking system. The dispatcher will guide you through the process the first few times.

**It is CRITICAL that you call in any outside commercial flying so that dispatcher can log it into the Payton program. Otherwise, the program will not “know” to provide an alert that a proposed assignment may be in violation of §135.267(a) or (b)!**

**Eastern Time Zone**

**Standard**

**Current time + 5 = Zulu**

**Daylight Savings**

**Current time + 4 = Zulu**

**Central Time Zone**

**Standard**

**Current time + 6 = Zulu**

**Daylight Savings**

**Current time + 5 = Zulu**

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When you are issued an airplane, you must fill out the Aircraft Record portion of the Pilot Duty Record / Aircraft Record form.

There are five aircraft blocks on the Aircraft Record portion of the Pilot Duty Record / Aircraft Record form. You must fill out one of these blocks *per airplane that you fly during your duty period*. (It does not matter how many legs you fly in that airplane, nor does it matter whether they are Part 91 or Part 135 legs.)

NOTE: Your starting Hobbs or tach time *comes only from the airplane itself*. You will not find it on any piece of paper. If you see it written somewhere, it is almost always obsolete information. Always look at the tachometer first. If the engine time numbers are visible, write them down. That is your starting time. If the engine time numbers have been covered up with a placard, however, *then* look at the Hobbs meter and write those numbers down – *that* is your starting time. Only use Hobbs time if the tach time is not visible. (In either case, we call it “tach time” when you call in your numbers.)

When flying a 210, you may disregard the “Reweigh Due” block (which applies only to the Baron) as well as the right-side prop, engine and governor blocks (which also apply only to the Baron). Either leave them blank or put a dash or the letters N/A in them.

The Aircraft Record portion of the Pilot Duty Record / Aircraft Record form will need to be filled out with the due times and/or due dates for the following items:

ELT Battery (*grounding item!*)

Phase Check

Annual Inspection (*grounding item!*)

Pitot-Static System Check (*grounding item!*)

Transponder Check (*grounding item!*)

VOR Check (*grounding item for IFR!*)

Propeller Overhaul (*grounding item for 135!*)

Governor Overhaul (*grounding item for 135!*)

Engine Overhaul (*grounding item for 135!*)

Note 1: the ADs are also grounding items.

Note 2: other entries found on the Cockpit Inspection and Overhaul Report, such as the suggested service life of the alternator or vacuum pump, are *not* grounding items.

Some of these items, such as the ELT, annual, pitot-static, transponder and VOR checks may be familiar to you from your previous Part 91 flying. You have probably not encountered the phase check or the overhauls before as part of your preflight review, however, because the phase check is a company item and the overhauls are only required when you fly under Part 135.

NOTE: The phase check is *voluntary*. It is *not mandatory*. We do *not* have to do it. We do it *when and if we get the chance* every 90 hours. If we don't get to it, no problem – the airplane is still legal. You are required to write down when the phase check is next due, but if it is overdue that does *not* change the airplane's legal airworthiness status (unlike the other items, which do).

When flying for Flight Express under Part 135, anything officially *recommended* by the manufacturer becomes *required*. This means that for any Part 135 flight (leg), all the TBOs (times between overhauls) must be current. While it may be legal to fly a 210 with an overdue prop, engine or governor under Part 91, that same airplane would not be legal for a Part 135 run.

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Use the Cockpit Inspection and Overhaul Report to fill in the rest of the Aircraft Record portion of the Pilot Duty Record / Aircraft Record form.

If the Cockpit Inspection and Overhaul Report lists both a date *and* a tach time when an item is next due, then you must write them *both* down on your Aircraft Record.

**Note that not every single item that appears on the Cockpit Inspection and Overhaul Report has a corresponding block on the Aircraft Record. It's up to you (the PIC) to check everything!**

At the bottom of each block is a blank where you can sign your name. Next to the blank is this sentence: “I certify that I have reviewed all inspections and checks required by Parts 135 and 91 and found this aircraft to be airworthy.” Once you sign your name in that blank, you assume full responsibility for your actions. The FAA will hold you personally accountable for any legal/maintenance issues that may arise.

At the end of your duty period you must write down the ending tach time for your airplane on the Aircraft Record portion and your off-duty time on the Pilot Duty Record portion. **You must call in your times at the end of each duty period!** The Pilot Duty Record / Aircraft Record form itself must be received by Dispatch within three days after the end of your duty period. It will remain on file with all your other paperwork at our Principal Operations Base in Orlando for a period of not less than twelve calendar months, during which time the FAA can and often will audit any pilot records that we keep. (Each base has its own procedure for sending documents to Orlando.)

## 2. *the Flight Data Transfer Form*

(Pull out an example of this document and refer to it as you read the following information.)

The Flight Data Transfer Form is a “telephone script” which you will use to call in your information regarding your times, weights, volumes, uploads, downloads etc. to Dispatch.

This is similar to the manner in which you use a Flight Plan Form as a “telephone script” to call in a flight plan to an FAA Flight Service Station.

Each form has room for four legs on it – two on the front and two on the back.

At the top is room to write the date (which may be different from one leg to another, since many runs go overnight), the aircraft N number for that leg, the flight and leg number and the name (or ID code) of the pilot.

If a pilot is based in Orlando and wishes to simply physically give his Flight Data Transfer Form to Dispatch when he is finished rather than call in the information pertaining to his last leg or last couple of legs, then he should fill out the entire form completely and legibly. In most cases, however, the Flight Data Transfer Form should be used, as previously described, as a telephone script. Shorthand notes are adequate in such cases (as long as you understand them).

**You are expected and required to call Dispatch to check in every time you are on the ground long enough to conveniently get to a telephone.** (So for a five-minute quick-turn, no; for a thirty-minute layover, yes.) **You are also expected and required to call Dispatch to check in when you first go on duty and when you go off duty at the end of the assignment.** This is absolutely mandatory! All of the information you provide, including your flight times, duty times, loaded times, uploads, downloads, weights, volumes, piece counts, courier initials and so on goes straight into the computer database. We are contractually obligated to provide this information to our customers and legally obligated to provide this information to the FAA. All computer reports WILL be given to the FAA for their review. You are not allowed to go off duty until you have called all of this information in. You may not fax it. You may not wait until the following day. You must actually call everything in before you go off duty. This is because Dispatch needs an opportunity to ask questions, get clarifications or maybe change your assignment and give you new instructions.

The Flight Data Transfer Form calls for the following information:

Fuel – This is the amount of fuel that you *add* to the airplane, not the total amount on board when you take off. If you call the fuel truck and have 25 gallons put in, for example, then you would write “25” in this blank.

Oil – The same rule applies. If you add one quart, write “1.”

Passengers – This number will be zero most of the time.

Loaded Time – In the parentheses, write your *scheduled* loaded time. (Get this from your Route Procedure.) Later, in the blanks that follow, you can write your *actual* loaded time. (Your loaded time is defined as the time at which you put the last piece of work on board your airplane and secure it.)

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Cargo Weight – This is the *total* weight of *all* cargo on board the airplane at the time that the airplane takes off, including what was uploaded on that leg as well as what remains on the airplane from previous legs. For example, if on your first leg you upload 100 pounds, on your second leg you also upload 100 pounds and on your third leg you upload another 100 pounds (with no downloads), then you would write “300” in this blank for your third leg.

Percent – This refers to the percentage of space in the airplane that is taken up by the cargo. This will be an “eyeball estimate” of the total volume of the cargo. If the airplane appears to be half full, for instance, then you would write “50” in this blank.

NOTE: Bear in mind that the weight and volume of the cargo may be very different. For example, if you were hauling rolls of toilet paper, the volume would be high and the weight would be low; you might be 100% full in terms of volume yet only be carrying 50 pounds! If you were hauling lead plates, on the other hand, the volume would be low and the weight would be high; you might only be 20% full yet be carrying 1,000 pounds!

### **WHY DO WE NEED THIS INFORMATION?**

The sales department at Flight Express sells the same run to multiple clients – a practice known as “piggybacking.”

Let’s say a run is created to meet the needs of Client A. It goes from Townsville to Placeburg. Each morning the pilot meets one ground courier, who brings work from one customer – client A. The pilot records on his Flight Data Transfer Form (and subsequently reports to Dispatch) that he is carrying 100 pounds of cargo and is 10% full in terms of volume.

So, knowing that there is still space and weight available on the airplane, the sales department approaches other potential clients (in many cases offering a price discount in accordance with their reduced priority).

A week or two later the pilot finds that his route procedure has changed: now he is meeting two ground couriers, bringing him work for two different customers, Clients A and B. The pilot records on his Flight Data Transfer Form (and subsequently reports to Dispatch) that he is carrying 200 pounds of cargo and is 20% full in terms of volume.

So the sales department sells the run again.

Now the pilot is meeting three ground couriers, bringing him work for three different customers, Clients A, B and C. The pilot records on his Flight Data Transfer Form (and subsequently reports to Dispatch) that he is carrying 300 pounds of cargo and is 30% full in terms of volume.

So the sales department sells the run again . . . and so on.

Eventually the pilot is meeting nine ground couriers, bringing him work for nine different customers. The pilot records on his Flight Data Transfer Form (and subsequently reports to Dispatch) that he is carrying 900 pounds of cargo and is 90% full in terms of volume. The run will not be sold again if there is a high likelihood of an overload unless there is an overload contingency plan involving a second airplane.

The first client paid for the flight; any subsequent clients are mostly profit. This is how we make money. Moreover, what’s good for the company is ultimately good for the employees – profit means additional airplanes, better maintenance, more benefits, new runs and bases etc.

Obviously, accurate and timely information from the pilot is extremely important for this system to work.

The client who paid for the run gets top priority – each subsequent client gets reduced priority but also a reduced rate. The pilot may or may not know who has priority, which means that the pilot may not make decisions about whether or not to wait for a late courier. So when in doubt, *don’t guess!* Call Dispatch and find out.

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Departure Time – This is your block-out time: when the airplane first moves under its own power for the purpose of flight. As with the loaded time before, write your *scheduled* block-out time in the parentheses. (Get this from your Route Procedure.) In the blanks that follow, write your *actual* block-out time.

Arrival Time – This is your block-in time: when the airplane comes to rest at a complete stop at its final destination for that leg. In the parentheses, write your *scheduled* block-in time. (Get this from your Route Procedure.) In the blanks that follow, write your *actual* block-in time.

If your reported arrival time is more than ten minutes after your scheduled arrival time, the dispatcher who takes your numbers will ask you why. He or she isn't doing this to give you a hard time; he or she is doing it because the computer is popping up a warning message and an explanation must be entered. Be sure to provide all reasons why you were late, along with the amount of time associated with each delay. If, for example, you lost 5 minutes due to a late ground courier, then had another 5-minute setback as a result of ATC sequencing and separation and finally a third 5-minute holdup because of unfavorable winds aloft, tell the dispatcher *all three* of those reasons. Customers frequently call to complain or inquire about the status of their time-critical cargo; Dispatch needs to have access to accurate information.

Below that you will find a space to write the three-letter identifier for the departure airport. Write down the identifier for the airport from which you are planning to take off.

Next you will find a series of lines for recording your **upload**, or what you put in the airplane.

The columns are for the customer, destination, courier, pieces, weight, volume, time and courier initials.

Customer – Write the three-letter or four-letter code for the name of the customer. Wachovia, for example, is WACH. Colonial Bank is COLB. (The codes which apply to your run will be printed on your Route Procedure.)

Destination – Write the airport identifier for the final destination of the cargo, which is *not* always the same as your own destination on this leg. For example, you might be taking a box to Fort Lauderdale that is ultimately destined for Opa-Locka. A different flight is going to take it from Fort Lauderdale to Opa-Locka. In that case, you list your destination as Fort Lauderdale but the destination of the work as Opa-Locka. For another example, you might upload work in Orlando that is going to Tallahassee, Panama City and Pensacola. You will fly from Orlando to Tallahassee, Tallahassee to Panama City and Panama City to Pensacola. Your destination on leg 1 will be listed as Tallahassee; the destinations of the work that you upload on leg 1 will be listed as Tallahassee, Panama City or Pensacola as appropriate. (Again, this information will be printed on your Route Procedure.)

Courier – Write the three-letter or four-letter code for the name of the courier company which brought you the work. (The codes which apply to your run will be printed on your Route Procedure.)

Pieces – Write the number of pieces of work which that courier brought you. For example, let's say the ground courier brought you 13 blue Cordura pouches full of cancelled checks. You would write "13" in this blank.

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Weight – Write the total weight of that group of pieces from that customer and courier. For example, let's say that the 13 pouches above weighed a total of 127 pounds. You would write "127" in this blank.

Volume – Write the *estimated* total volume of that group of pieces from that customer and courier. For example, let's say that those same 13 pouches took up about three-fourths of the space available in the airplane. You would write "75" in this blank . . . as in 75 percent of the cargo area.

Time – Write the time when you finished loading those 13 pouches onto your airplane.

Courier Initials – Ask the courier what his initials are and write them down here. He does not have to actually sign anything unless your Route Procedure requires it. Dispatch just needs a way to identify a courier in case there is a question or a problem later.

Below that you will find a space to write the identifier for the arrival airport.

. . . And below *that* you will find a series of lines for recording your **download**, or what you took off the airplane.

The download columns are for the customer, courier, pieces, time and courier initials.

Let's say that you arrive at your destination and download those 13 pouches to a ground courier.

Customer – Write the customer code for that group of pieces. ("MINB" for Midwest National Bank, for example.)

Courier – Write the code for the ground courier company to whom you are giving the work. ("JALT" for Jackson-Lancaster Logistics, for example.)

Pieces – Write the number of pouches ("13" in this case) you gave to that courier for that customer.

Time – Write the time you finished downloading that group of pieces. (0545, for example.)

Courier Initials – Ask the courier what his initials are and write them down here. (H.M., for example. He does not have to actually sign anything unless your Route Procedure requires it.)

#### 4. *the Load Manifest*

(Pull out an example of this document and refer to it as you read the following information.)

You must complete a Load Manifest *for each Part 135 flight leg*. You can throw it away after your flight is over, but don't do this until all danger of a ramp inspection has passed! Don't get caught without a fully and correctly filled out Load Manifest if you are on a Part 135 flight leg.

If you are on a Part 91 leg there is no regulation that requires you to fill out any particular company weight and balance form. You are still required by §91.103, however, to ensure that the airplane is within its weight and balance limits.

Use the Weight and Balance Configuration Sheet to find the airplane's empty weight and empty moment depending on the number of seats installed.

Use the Centroid Chart to determine moments for the fuel, the pilot and the cargo.

Fill out the Load Manifest as fully as possible *before your couriers arrive* to save time. This can include:

- Writing the empty weight and empty moment.
- Writing the pilot weight and moment.
- Writing the fuel weight and moment.
- Adding them up to derive a subtotal.
- Subtracting this subtotal from your maximum gross takeoff weight (3,800 lbs. for most of our 210s) to derive a useful load.

You can also fill in:

- the pilot name
- aircraft N number
- the current date
- departure airport
- arrival airport
- run and leg number

. . . And you can do all of this before your first courier arrives.

**YOU MUST ACTUALLY WEIGH EACH AND EVERY ITEM OF CARGO WHICH YOU LOAD ONTO YOUR AIRPLANE.** You may not guess or estimate or use averages. The FARs do not permit this. If an FAA inspector catches you not weighing your work you could get in big trouble.

After you are finished loading your airplane and filling out the Load Manifest, refer to the Moment Envelope (which was discussed in detail earlier) to verify that you will be safe and legal for the flight.

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Your **Route Procedure** is the set of “instructions” or “directions” for how to conduct your flight assignment each day (or night). You will be issued a Route Procedure when you are assigned a run.

(Pull out an example of this document and refer to it as you read the following information.)

Among other things, your Route Procedure includes:

- the flight and leg number \*
- the IFR flight plan which has been filed for you
- which airports have FBOs that have active fuel accounts with Flight Express
- all the aeronautical charts which are required to fly the route
- your scheduled on-duty time
- your scheduled loaded time \*
- your scheduled departure time \*
- your scheduled arrival time \*
- the customers and couriers for your upload (using a 3- or 4-letter code) \*
- the customers and couriers for your download (using a 3- or 4-letter code) \*

You can use your Route Procedure to *partially* fill out your Flight Data Transfer form *before your couriers even begin to show up*. As you can imagine, this saves a lot of time on paperwork. The items above marked with an asterisk \* are the ones which you will need to put on your Flight Data Transfer form prior to your couriers arriving. Then you only have to fill in the details. Having your Flight Data Transfer form fully and properly filled out in advance helps to keep you organized and on schedule.

## **V. Daily Paperwork Checklist**

Step 1.

Pull out the following blank documents from your Spare Forms Kit or your base's station box:

- A Pilot Duty Record / Aircraft Record
- A Flight Data Transfer Form
- A Load Manifest

Step 2.

Use the Cockpit Inspection and Overhaul Report to fill out the Aircraft Record with these entries:

Aircraft registration number  
ELT battery due  
Phase check due  
Annual inspection due  
Pitot-static / altimeter check due  
Transponder due  
VOR check last done  
Prop due  
Governor due  
Engine due

NOTE 1: There is one and ONLY ONE place where you will find the "starting tach / Hobbs time," *and that is in the airplane itself.* You will not find it written on any document. Ergo, leave this blank for now.

NOTE 2: Leave "Aircraft Sequence #" blank. This is for multi-engine aircraft only.

NOTE 3: Leave "Reweigh Due" blank. This is also for multi-engine aircraft only.

NOTE 4: Since you are flying an airplane with only one prop, governor and engine, only use the left three boxes for these items. Leave the right three blank.

NOTE 5: The prop will have both a tach time AND a date when it is due for overhaul. Write them both in the box. (That's what the slash is for.)

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Step 3.

Use the weight and balance configuration sheet and the centroid chart to fill out the Load Manifest with these entries:

Today's date

Your name

The N number of the plane you are flying

The run number

The leg number

The number of passengers – assuming none, which is normal

The point of departure

The intended destination

The airplane's empty weight and moment, depending upon the number of seats installed

The fuel weight and moment

The pilot weight and moment

The subtotal (empty weight + fuel + pilot)

The maximum gross takeoff weight (MGTOW)

The useful load – subtract the subtotal from the MGTOW

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Step 4.

Use the Route Procedure to fill out the Flight Data Transfer Form with these entries:

Today's date

The airplane N number

The flight and leg number

Your name

The number of gallons of fuel that you **ADDED** to the airplane prior to commencing this leg

The number of quarts of oil that you **ADDED** to the airplane prior to commencing this leg

The number of passengers, if any

Your *scheduled* loaded time

Your *scheduled* departure time

Your *scheduled* arrival time

Your departure airport

The names of (codes for) the customers whose work you will be uploading

The names of (codes for) the ground couriers who will be bringing you the work

The ultimate destinations of each set of pieces

Your arrival airport

The names of (codes for) the customers whose work you will be downloading

The names of (codes for) the ground couriers to whom you will be giving the work

NOTE 1: Each page of a Route Procedure typically contains information for one flight leg.

NOTE 2: Only fill out what you know! Leave empty those lines which call for information you do not yet have, such as the actual numbers of pieces, the actual loaded times etc.

NOTE 3: Leave the sequence # line blank.

Now take a moment to consider how much you have accomplished.

Think about how much of these forms have been filled out in preparation for flying the line. *And your first couriers haven't even arrived yet!* Imagine how much time and effort you have saved. This is the key to efficiency when flying cargo in a single-pilot environment, especially when you have to weigh, load and secure the cargo yourself.

## **V. Preflight and Postflight Duties**

At the beginning of each duty period you must:

- Check in with Dispatch (either over the phone or in person) and advise them that you are on duty. (NOTE: wait until you are at the airport to make this call. Don't call from home. You aren't on duty until you arrive at the airport.) You should not check in early because this can cause the computer to show you as being in violation of §135.267. You should also not check in late. As a guideline, the FAA wants to see a pilot on duty no less than one hour before that pilot's scheduled departure time and no less than fifteen minutes after that pilot's reported arrival time.
- Preflight whatever airplane you are assigned. Use the Pre/Post-Flight Procedures sheet which you downloaded from the Internet. Follow it closely and carefully. NOTE: Take the airplane you are assigned! If you cannot take that airplane (because it is legally or mechanically unairworthy, for example) then you must advise Dispatch and allow them to assign you a different airplane.

At the end of each duty period you must:

- Postflight the airplane, again using the same Pre/Post-Flight Procedure sheet. Be sure to *fully* secure it: install the prop lock, throttle lock, control lock, pitot cover and engine air inlet covers (if available). Tie it down at all three points (if possible) and lock all the doors.
- Write up any maintenance discrepancies, following the procedure described on pages 8 and 9 of this handout.
- Call in your starting and ending tach times (for *all* airplanes that you flew during your duty period).
- Call in the information on your Flight Data Transfer Form for any flight legs that you did not call in earlier.
- Call in your flight and duty times (in Zulu!) to be entered into the computer tracking system.
- Request fuel if needed and restock the supply of spare forms in the can and/or in the Flight Express lockbox, as applicable, if possible.
- After Dispatch confirms that they have all of your information, they will release you to go off duty. Be sure to accurately record this off-duty time on your Pilot Duty Record. **YOU ABSOLUTELY MAY NOT, CANNOT AND SHALL NOT GO OFF DUTY UNTIL THEY HAVE THIS INFORMATION AND RELEASE YOU!** If your duty assignment remains "open" because you did not call in your times, the computer will show you as being in violation of §135.267!

Remember that all of this is part of your job. It's what you get paid for. If it means you have to stay later than usual, just be sure to bring that to the attention of Dispatch if there are any potential duty/rest time issues. You will be paid for whatever extra time you were on duty as long as you remember to fill out and promptly submit a Special Pay Request.

## THE TEN COMMANDMENTS OF A COURIER PILOT

As a courier pilot, your primary job is *to get the work delivered on time and in the right place*. You may be the best pilot in the world, but if you consistently fail to get the work delivered on time for various reasons then you are essentially useless to the company. Occasionally we hire pilots who are cocky and arrogant about their flying skills but just don't have the right attitude for courier work. So remember that being an expert aviator is only part of the equation.

You must think of yourself as *a courier who just happens to be using an airplane instead of a truck* (as opposed to a pilot who just happens to be in the courier business). Have you ever watched a delivery driver for UPS or FedEx? Have you seen how fast they run? How quickly they load and unload their vans? That is what you will be doing, except that you will be doing it using a 210.

We will never knowingly ask you to do anything unsafe or illegal. We do expect you to be a proficient pilot, however, capable of shooting any kind of (authorized) approach down to minimums, day or night. We expect you to be able to safely make weather decisions as well as safely handle minor equipment problems, doing whatever it takes to remain legal. We may ask you to fly extra legs, report for duty early, cover a run for someone else, accept a temporary duty assignment at a base other than your domicile or switch airplanes several times during your duty period. Flight Express depends upon the flexibility of its employees in order to remain responsive to the needs of its customers.

**I. Thou shalt never assume anything.** If there is ever any doubt *whatsoever* regarding what you are supposed to be doing, call Dispatch and *ask*. Don't *ever* assume. You will be held accountable if you guess wrong! If you normally meet a courier who brings you ten red bags but today the courier brings you five blue bags, for instance, don't just assume that the run must have changed. Call and find out for sure! Maybe somebody made a mistake.

### **IF ANY PIECE OF CARGO IS LOST, MISSING OR DAMAGED, NOTIFY DISPATCH IMMEDIATELY!**

**II. Thou shalt count thy pieces and double check thy airplane.** After uploading *and* downloading, verify that you have not forgotten anything or left anything behind. A single piece of work overlooked or dropped off in the wrong place can have extreme and far-reaching consequences. Again: **COUNT YOUR PIECES!** Do **not** – *ever* – assume that the ground courier's count was correct. That is *not* a safe assumption!

**III. Thou shalt protect thy cargo.** Cargo is in your custody until it is given to a ground courier or placed in a secured lockbox. Never leave it unattended or vulnerable to theft or damage. Obviously, don't drop cargo in puddles or throw it around.

**IV. Thou shalt call Dispatch often.** *Every time you are on the ground long enough to get to a telephone conveniently*, call and check in to see if there are any changes, messages or special instructions for you. Suppose you normally meet five ground couriers. Today, however, only four are coming. Dispatch knows that; you don't. If you call to check in like you're supposed to, then Dispatch will pass this information along to you. Then, after you meet your fourth courier, you can depart – no problem. If you don't call, you'll be out there on the ramp tapping your toe and looking at your watch until you finally go inside the FBO, pick up the phone and check in with Dispatch. Then they'll say, "we wanted to tell you – you're only meeting four couriers today. You could have left ten minutes ago!" Dispatch can try various means to reach a pilot, including cell phones (IF there is coverage at that airport, IF the pilot has turned his phone on and IF Dispatch has the number), asking FBO line crew to find a pilot or even, in extreme cases, asking ATC to relay a message. It is *much* easier, though, if the pilot simply checks in as often as possible.

**V. Thou shalt keep thy Route Procedure current.** It is imperative to inform Dispatch any time there is even a minor change in what you do each day. This is a courtesy to the next pilot who flies your run. If your Route Procedure says to meet your ground couriers at the north end of the cargo ramp, but a new procedure implemented by airport management mandates that you must now meet your ground couriers at the south end of the cargo ramp instead, tell Dispatch so that they can update your Route Procedure accordingly. Otherwise, the next pilot who flies the run will taxi to the wrong place.

**VI. Thou shalt keep ground vehicles away from thy airplane.** Do not allow ground couriers to back their trucks or vans up to your airplane or under your wing without you standing there to guide and assist them. Be vigilant for structural damage caused by this behavior. (It's called "courier rash.")

**VII. Thou shalt watch what thou sayeth to couriers, customers, dispatchers and air traffic controllers.** Never be rude, disrespectful, discourteous or otherwise unprofessional to anyone while acting in your capacity as a line pilot. Angry, immature outbursts and/or uncooperative behavior will not be tolerated.

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**VIII. Thou shalt be present at thy aircraft BEFORE thy couriers arrive.** If a ground courier is standing on the ramp looking at his watch while you are in the FBO having a cup of coffee, *people will hear about it!*

**IX. Thou shalt stay ahead of schedule whenever it is possible.** If you are ready to go early, go early. Do not use the “extra” time to relax. It might turn out that you needed that “extra” time! Many runs are scheduled very optimistically.

**X. Thou shalt follow instructions.** Listen carefully; write things down if necessary. Do EXACTLY what you are told – no more, no less – unless you are forced to do otherwise. When in doubt, call and ask. If unable to comply, advise Dispatch immediately.

**The following five “DROP-DEAD QUESTIONS” will appear on the next stage test. The answers are provided below in italics.**

**Supply these exact same answers using the exact same words shown and you will receive 100% credit for these five questions. (Could it get any easier than that?)**

**DROP-DEAD QUESTION #1:**

How often must you call Dispatch to check for messages or special instructions and also to call in your times, weights, piece counts etc.?

*WHENEVER YOU ARE ON THE GROUND LONG ENOUGH TO GET CONVENIENTLY TO A TELEPHONE.*

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**DROP-DEAD QUESTION #2:**

What three steps must you follow when you “down” an airplane for a maintenance issue?

*(1) WRITE UP ONE SQUAWK SHEET PER SQUAWK, (2) CALL DISPATCH AND (3) CALL MAINTENANCE.*

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**DROP-DEAD QUESTION #3:**

How do you determine how many pieces of work you have uploaded or downloaded?

*COUNT THEM!*

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**DROP-DEAD QUESTION #4:**

When are you considered “on duty”? (This is when you make your first call to Dispatch to check in.)

*WHEN YOU ARRIVE AT THE AIRPORT AT YOUR SCHEDULED REPORT TIME.*

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**DROP-DEAD QUESTION #5:**

How do you determine your “block-out” and “block-in” times for departure and arrival?

*LOOK AT YOUR WATCH OR A CLOCK WHEN YOU START TAXIING BEFORE THE FLIGHT AND AGAIN WHEN YOU STOP TAXIING AFTER THE FLIGHT.*

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