

## **WESTERN SHORE AVIATION STANDARD OPERATING PROCEDURES**

**General:** These operating procedures identify responsibilities, requirements, prohibitions and liabilities associated with instruction in or rental of **Western Shore Aviation**-owned or leased aircraft. They are designed to provide a safe, consistent level of service. Violation of these procedures may result in suspension or revocation of flight privileges.

### **Western Shore Aviation, Inc. Responsibilities:**

- Shall, consistent with availability, schedule aircraft and/or instruction in response to customer desires.
- Shall promptly notify customers of schedule changes due to non-availability of aircraft and/or instructors.
- Shall dispatch rental and instruction flight through the Total FBO system.
- Shall ensure aircraft are airworthy, clean and properly serviced at the time of dispatch.
- Shall conduct all instruction in accordance with the appropriate approved syllabus, e.g., private, instrument, commercial, or multi-engine.
- Shall endorse each student's pilot logbook with authorized wind velocity and crosswind limitations while on solo operations.
- Shall accurately bill customers at the conclusion of a flight and/or instruction.
- Customers will be reimbursed for any fuel purchases at actual cost per gallon, or the current Western Shore Aviation cash price per gallon, whichever is lower.
- Shall assist in scheduling practical flight examinations.
- Shall suspend all flight operations if the ambient temperature is below 0°F

### **Customer Responsibilities:**

- Shall at all times exhibit safe flight operations and good judgment while flying Western Shore Aviation, Inc. aircraft.
- Shall complete and maintain currency of the **Western Shore Aviation** pilot information card.
- Shall be present at the time of their scheduled aircraft rental and/or instruction or shall cancel their scheduled aircraft rental and/or instruction in advance.
- Unless an emergency, cancellations are to be made the previous day prior to the scheduled appointment.
- Failure to meet scheduled rental and/or instruction appointments may result in "no-show" charges.
- Shall complete any cross-country flight planning prior to the aircraft rental time.
- Shall sign the aircraft rental sheet prior to flight.
- Shall provide contact information for any overnight or extended aircraft rental and/or instruction.
- Shall conduct all flight operations (pre-flight inspection through post-flight inspection) in accordance with the aircraft pilot-operating handbook (POH).
- Shall report any aircraft discrepancies discovered during pre- or post-flight inspection or arising during aircraft operation.
- Discrepancies will be recorded on the maintenance squawk sheet.

**Customer Responsibilities Continued:**

- Shall pay for any aircraft damage, minimum deductible, possibly up to total cost of damage occurred (insurance company may seek repayment).
- Shall chock, tie down, install cowl plugs and/or connect power cords to engine heaters upon completion of flight when appropriate.
- Shall return the aircraft renter book and ignition key to the **Western Shore Aviation** desk attendant upon completion of post-flight inspection.
- Shall complete entries on the aircraft rental sheet upon return of the aircraft renter book.
- Shall promptly pay their bills.
- If an aircraft is rented for an entire business day, the rate is the actual number of hours flown(Hobbs meter) or three hours, whichever is more. If the renter departs with the aircraft the afternoon of day one and returns with it before noon of day two, actual hours flown or three hours will be charged, whichever is more. If the renter departs before noon of day one and returns the afternoon of day two, the actual hours flown or six hours will be charged, whichever is more. Daily rental rate principles apply to multiple, consecutive days of rental as well. *Employees are subject to the minimum daily rental rate.*
- Shall schedule their medical examinations and written examinations.

**Renter / Pilot Requirements:**

- All flight shall conform to current Federal Aviation Regulations (FARs).
- All rental clients must complete the equivalent of a Bi-annual Flight Review every 24 calendar months.

- Canadian operations are allowed with preapproval from FBO management and special training from a Western Shore Aviation, Inc. flight instructor.
- Renters shall maintain flight currency.
- For tail wheel rental aircraft, flight currency is defined as three take-offs and landings to a full stop each 30-days.
- For all other rental aircraft, flight currency is defined as three take-offs and landings to a full stop each 90-days.
- For night flight with passengers, flight currency is defined as three take-offs and landings to a full stop each 90-days.
- At least a private pilot rating with 100 hours total time and 10 hours nighttime or be accompanied by a Western Shore Aviation instructor to operate Western Shore Aviation owned/leased aircraft for **Night** operations.
- Twice the required aircraft take-off distance must be available before any stop-n-go or touch-n-go landings.
- Cross-country flight in excess of 50 miles from the Sheboygan County Memorial Airport (SBM) requires a filed flight plan.
- Renters / pilots must multiply all flight limitations by 1.5 such as landing and takeoff distances, to ensure safe operations. (I.E. 2000 foot runway needed multiplied by 1.5 equals a minimum of a 3000 foot runway to determine a go/no go decision.)

**Student Pilot Requirements:**

- Student pilots shall practice flight maneuvers only in prescribed

practice areas and only during daylight hours unless otherwise authorized by an instructor.

### **Student Pilot Responsibilities**

#### **Continued:**

- Student pilot solo flight weather minimums:
- Traffic pattern: minimum ceiling 2000'AGL and 5 miles visibility.

To leave the traffic pattern: minimum ceiling 5000' AGL and ten miles visibility.

#### **OR AUTHORIZED BY THE FLIGHT INSTRUCTOR**

- Student cross-country flight is only allowed to airports with a minimum of two hard-surfaced runways and a fixed base operator (FBO) with airframe service.
- Cloud ceiling shall be no less than 5,000 feet above ground level (AGL) and visibility shall be no less than 10 statute miles across the entire route for any student solo cross-country flight, or approved by a flight instructor.
- Ceiling and visibility minimums must be forecast across the entire student solo cross-country route from an hour before take-off to an hour after return to either the Sheboygan County Memorial Airport (SBM)
- Student solo flight is not authorized when ambient temperatures are below 0°F (-18°C)

#### **Flight Prohibitions:**

- Aircraft equipped with starters may not be hand propped.
- Smoking, eating or drinking are not permitted in **Western Shore Aviation**-owned or leased aircraft.

- Spins and/or aerobatic maneuvers are not allowed in **Western Shore Aviation**-owned or leased aircraft.
- Formation flight is not allowed.
- Landings, takeoffs or flight operations are not allowed at non-published airports/airfields, or grass strips.
- Students/renters may operate on grass strips only when accompanied by a Western Shore Aviation instructor for the sole purpose of instruction of soft field takeoff and landings.
- Students are not authorized to conduct solo flights without the prior permission from their instructor.
- The engine may not be shut down in any single engine aircraft during flight.
- Students or Renters/Pilots are not allowed to fly over Lake Michigan in a single engine aircraft, or fly over mountainous terrain with Western Shore Aviation, Inc. aircraft.

#### **Liability Insurance:**

- Under Western Shore Aviation's policy, the single- or multi-engine land (SEL/MEL) hull (aircraft) is insured to replacement value. It is accompanied by a deductible amount of \$2500 for not-in-motion and \$5000 for in-motion.
- The liability coverage for Western Shore Aviation is \$1,000,000 combined single limit for bodily injury and property damage with a \$100,000 sub-limit per passenger.
- In WSA's new insurance policy, the subrogation clause has been changed to prevent the insurance company from pursuing the renter for recovery of damages to the aircraft.