

General Operations Manual (GOM): (135.21, 135.23, 121.131 thru 121.141)

1. The certificate holder shall prepare and keep a current Operations Manual (aka: **General Operating Manual, GOM**, or “**Ops Manual**”), approved by the FAA, setting forth the **policies and procedures** by which the company will **comply with** the **Operations Specifications** issued by the FAA and the current **Federal Regulations**.
2. A copy of the manual must be made **available** to all **ground personnel** and **furnished** to all **flight crewmembers** and is intended to be used by employees for guidance on how to do their jobs.
3. Each **flight crewmember** is required to have their **Operations Manual IN THEIR POSSESSION** any time while operating a company aircraft.
4. **Each employee** to whom a manual is furnished is **responsible** to **keep it up to date** with changes and additions furnished to them.

OPERATIONS MANUAL (GOM) CONTENTS: (135.23, 135.77, 135.179, 119.69, 121.131 thru 121.141)

Each manual shall have the **date of the last revision** on each revised page. The manual must include:

1. The **name**, title, duties and responsibilities of each **management person** (119.69).
2. **Name** and title of **each person** authorized to exercise “**operational control**”[the **authority to launch** an aircraft] (135.77).
3. **Weight & Balance** procedures.
4. Copies or excerpts from the **Operations Specifications** including:
 - a. Area of operation.
 - b. Types of operations.
 - c. Category and class of aircraft.
 - d. Crew complements.
5. **Accident notification** procedures.
6. Procedures for ensuring the Pilot In Command knows that required **airworthiness inspections** have been made.
7. Procedures for reporting **mechanical discrepancies** and determining that the mechanical discrepancies have been corrected whether at home base or on the road.
8. **Minimum Equipment List (MEL)** procedures (135.179).
9. **Refueling** procedures.
10. **Passenger briefing** procedures.
11. **Flight locating** procedures.
12. **Emergency** procedures.
13. **En route qualification** procedures.
14. Approved **Aircraft Inspection Program (AAIP)**, when applicable.
15. **HAZardous MATerials** procedures.
16. **Evacuation** of passengers during an emergency.
17. **Other** procedures and policy instructions regarding operations.



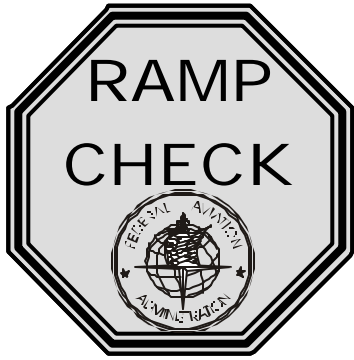
The “**Ops Manual**” is your Bible while working for any Part 135 or Part 121 company. You **must know all the company procedures contained within it**. If you are “**ramp checked**” it will be one of the **first things they ask for**. If you cannot produce it you’ll be in a heap-o-trouble. The FAA feels you cannot fly an airplane without it. **Make sure you can reach it from the cockpit in flight**.

The **manual cannot act contrary to any FAR**. It is not “**approved**” by the POI (Principle Operations Inspector) it is “**accepted**”, which is a lower standard of review. It can include any “guidance” the company wishes to provide. “**Guidance**”, by definition, is **not mandatory but merely informative**.

If an individual fails to comply with a part of the **Operations Manual** that is **made mandatory** by some section of the **FAR’s**, then the individual is in violation of that FAR and **should be cited by the FAA**.

If, on the other hand, an individual violates a company standard or policy not covered by the FAR’s then any action against the individual is purely at the discretion of the company, not the FAA.

Decisions made in 1991 by the FAA Assistant Chief Counsel and Attorney, Office of the Regional Counsel.



The Inspector's Checklist:

1. Airworthiness certificate;
2. Registration;
3. Operating handbook;
4. Weight & Balance information;
5. Flashlight;
6. Charts (currency);
7. VOR check;
8. ELT battery;
9. Seat belts;
10. MEL (if applicable);
11. General airworthiness of the aircraft.

Of course the 1st thing they'll ask for is your pilot certificate and medical.

INSPECTIONS and TESTS — "RAMP CHECK": (135.73, 121.547,121.548)

Each certificate holder and each employee **shall allow** the **Administrator**, at **any time** or **place**, to make **inspections** or **tests** (including **en route inspections**) to determine compliance with the regulations and Operations Specifications.

INSPECTORS ADMISSION to PILOTS' COMPARTMENT — "RAMP CHECK" — EN ROUTE CHECK — FORWARD OBSERVER'S SEAT: (135.75, 121.547, 121.548)

1. Whenever, in performing the duties of conducting an inspection, an FAA inspector presents an Aviation Safety Inspector credential (FAA Form 110A) to a Pilot In Command of an aircraft operated by the certificate holder, the **inspector must be given free and uninterrupted access to the pilot compartment**. However, this **does not limit** the **emergency authority** of the PIC **to exclude any person** from the pilot compartment in the **interest** of **safety**.
2. A **forward observer's seat** on the flight deck, or forward passenger seat **with headset** or **speaker must be provided** for use by the Administrator while conducting an en route inspection.

"RAMP CHECK" — INFO FROM the FAA INSPECTOR'S HANDBOOK:

[FAA order 8700.1, Volume 2, Ch 56, Sec 1, para 5(B)]

1. The inspector shall always have identification available.
2. An inspector must not board any aircraft without the knowledge of the crew or operator (inspectors cannot board an aircraft without the permission of the captain). Some operators may prefer to have a company representative present to answer questions.
3. If the surveillance will delay a flight, the inspector should use prudent judgment whether or not to continue. {NOTE: An **inspector** is **NOT authorized** to **detain** you **if it means missing** an **engagement** or a flight. They **can only keep you long enough to check** the appropriate **paperwork**.}
4. The inspector should also bear in mind that he or she may not be able to complete all items on every ramp inspection.

RAMP CHECK ADVICE

1. **ALWAYS** remain **FRIENDLY** and **COURTEOUS**.
2. **ALWAYS** address the inspector by his (or her) **FIRST NAME**, it has the affect of keeping things at the human level — they're doing their job, you're doing your job. A little **humor** and a **super-friendly attitude** go a long way to break the ice if you can do so without acting like an idiot. See if you can **get them** to **SMILE**. **Ask THEM questions**. See if you can get a dialogue going about something other than the ramp check. FAA people usually love to talk, and usually don't have a whole lot of time. If you can keep him distracted with chitchat — eventually his time will run out — and **everyone will go home happy**. If you give him enough time to dig, he **WILL find something wrong**, in which case **HE** will go home **happy** and **YOU** will go to the motel **unhappy**.
3. Graciously comply with a request to see your license/medical and the aircraft's airworthiness certificate and registration.
4. Beyond that, if you wish to end the inspection [are those batteries in your flashlight still good?], **VERY POLITELY**, tell him you have an important commitment and a schedule you've **GOT** to keep.... Then go grab some lunch, take in a movie, throw a few balls at the local bowling alley, or crank-up and takeoff — but get away from the airport if you wish to end the inspection.

“SPECIAL FLIGHT PERMIT” or “FERRY PERMIT”: [91.213(e), 21.197, 21.199]

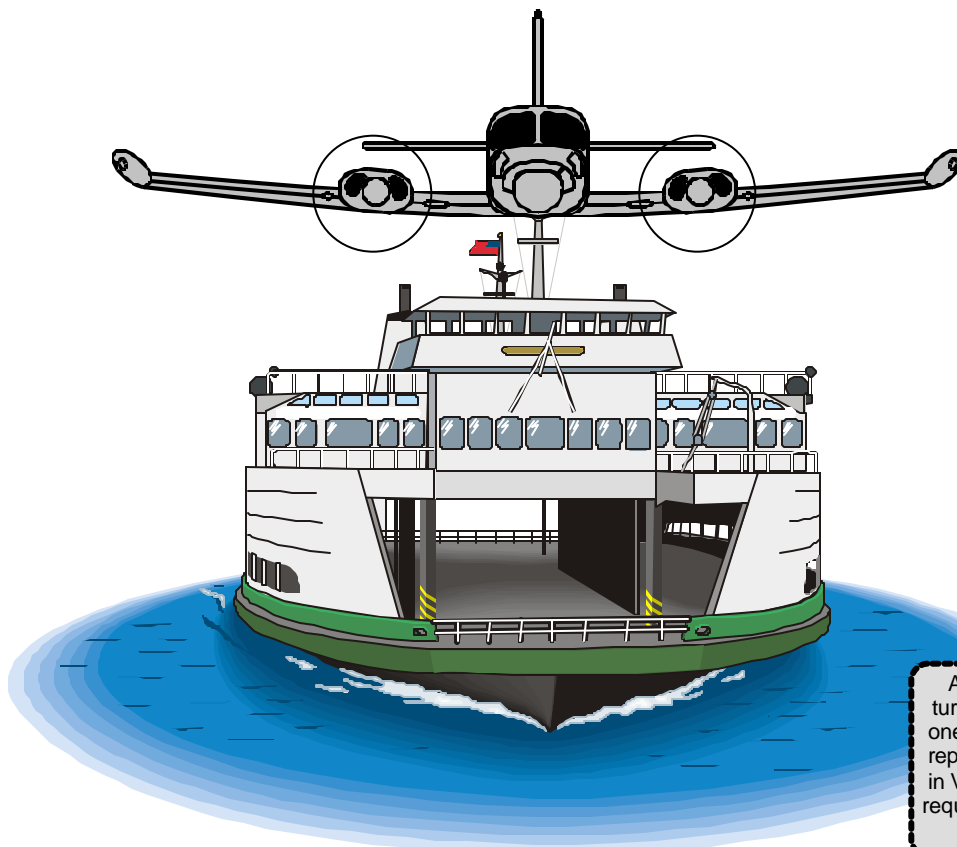
1. Notwithstanding any other provision of this section (91.213), an aircraft with inoperable instruments or equipment may be operated under a special flight permit issued in accordance with Secs. 21.197 and 21.199.
2. A “special flight permit” aka “ferry permit” may be issued by the **Flight Standards District Office** (FAA Form **8130-6**) for an aircraft that may not currently meet airworthiness requirements but is capable of safe flight.
3. Normally an authorized mechanic makes the determination as to the safety of the aircraft.
4. A **“ferry permit”** is typically issued for:
 - a. **Repositioning** an aircraft to a place where repairs or **maintenance** is to be performed or to a place of storage.
 - b. Flight-testing or delivery of aircraft.
 - c. Customer demonstration flights for new production aircraft.
 - d. Evacuating aircraft from an area of impending danger.
 - e. Operating an aircraft at a weight in excess of maximum gross weight for a long-range flight such as crossing the Atlantic.
5. A **“Special Airworthiness Certificate”** (FAA form **8130-7**) is also required if the aircraft is **“out of annual”**.

OPERABLE CONDITION means that the instruments and equipment required to comply with the airworthiness requirements under which the airplane is type-certificated shall be in a condition so as to operate efficiently and in the **manner intended** by the **manufacturer**.

UNITED STATES OF AMERICA DEPARTMENT OF TRANSPORTATION - FEDERAL AVIATION ADMINISTRATION SPECIAL AIRWORTHINESS CERTIFICATE			
A CATEGORY/DESIGNATION		SPECIAL FLIGHT PERMIT	
B PURPOSE		MAINTENANCE	
C MANUFACTURER	NAME	N/A	
	ADDRESS	N/A	
D FLIGHT	FROM	SHAWNEE, OKLAHOMA	
	TO	DOWNTOWN AIRPARK, OKLAHOMA CITY, OK	
E N-42565	BUILDER	CESBMA	SERIAL NO. 182-582612
	MODEL	C-182L	
DATE OF ISSUANCE		03-22-99	EXPIRY 04-01-99
OPERATING LIMITATIONS DATED 03-22-99 ARE A PART OF THIS CERTIFICATE			
SIGNATURE OF FAA REPRESENTATIVE		DESIGNATION OR OFFICE NO.	
P. A. HOLLARI		89-18500-002	

Any alteration, reproduction or misuse of this certificate may be punishable by a fine not exceeding \$1,000 or imprisonment not exceeding 3 years, or both. THIS CERTIFICATE MUST BE DISPLAYED IN THE AIRCRAFT IN ACCORDANCE WITH APPLICABLE FEDERAL AVIATION REGULATIONS.

FAA Form 8130-7 (1982) REVERSE SIDE OF APPLICATION OF AIRWORTHINESS CERTIFICATE



A ferry flight of a 3 or 4 turbine engine aircraft with one engine inoperative to a repair station may be made in VFR conditions with only required flight crewmembers on board. (91.611)