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**Pilot Operations Handbook  
And  
Standard Operating Procedures  
(SOP)**

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# Introduction

This document provides all pilots with a great deal of information about how The Alaskan Bush Company (TABC) virtual airline runs its day to day operations as well as procedures and terms of service for pilots in all circumstances where specific rules or guidelines must be followed. This document is revised on a regular basis as new developments, changes, additions, or removals arise as needed.

This handbook should be read by all Alaskan Bush Company pilots. For new pilots recently hired by TABC, this handbook provides a wealth of information that will help you acclimate quickly, and make your stay with TABC more enjoyable. Refer to this document if you have any questions about how TABC operates. as in most cases the answers can be found on these pages. If not, by all means contact your fellow pilots, FBO Manager, Dispatcher, or post a question on the TABC Discord in either the SABC-General or your assigned FBO Channel.

## Welcome to The Alaskan Bush Company

The Alaskan Bush Company is a fictional company utilizing OnAir and Microsoft Flight Simulator 2020 to run a virtual airline. Our Mission at TABC is to simulate the bush flying in the State of Alaska. TABC is something entirely different from the rest of the virtual airlines within our community. Where other VA's simply "start operations" with aircraft and routes established, TABC's primary focus is not flying established airline routes but operating in a variety of capacities in remote areas, landing on anything from a nice paved runway, to a dirt road in the middle of nowhere, and flying everything from cargo, to passengers and sightseeing missions. The staff members at TABC are committed to your enjoyment of the bush flying experience, and we will strive to provide you with the type of environment you expect. We have multiple members who have the knowledge and background of real life flying. At TABC you can explore the Alaskan bush pilot lifestyle from the comfort and warmth of your own home.

At TABC we follow some very simple CORE (Collaborate, Openness, Respect, Empowerment) values to allow all our members to enjoy their experience and time with us. This means that no matter the level of someone's knowledge, we can all learn from each other, we take responsibility for our actions. Respect your fellow members, and they'll respect you. Where possible we strive to bring out the best in each other. ABC is what you make it, you can make your flying as professional as you can, from flight planning, fuel planning, online environment with ATC or you can fly offline and take it easy, but remember this is a hobby, a place where members come to enjoy themselves. We have one rule: Have Fun! Welcome to The Alaskan Bush Company. A group driven by expertise and passion. A group we hope you enjoy and grow with.

***Capt. Seppi and Staff***

# The Alaskan Bush Company Pilot Career Guide

## Application Guidelines

To expedite the process, prospective pilots should make their application for membership through the Discord Server and contact a TABC Manager.

***TABC does not charge any fees to apply to be a member of the organization. However there is a list of recommended free and paid software/applications that each member must have installed.***

Members are not required to have a current VATSIM ID, but it is highly recommended. We also fly aircraft that are considered to be traditional “bush type” aircraft. As a minimum, members shall be equipped with the following software:

Required Software	Recommended Software/Addons
<ul style="list-style-type: none"><li>● Microsoft Flight Simulator 2020</li><li>● Cessna 208B Grand Caravan</li><li>● OnAir Career Software</li><li>● Discord</li></ul>	<ul style="list-style-type: none"><li>● TABC Custom Liveries</li><li>● Orbx Alaskan Mesh</li><li>● VATSIM Client</li><li>● SWS Quest Kodiak</li><li>● Aerosoft Twin Otter</li><li>● Navigraph</li></ul>

We also recommend any Alaskan scenery addon for airports you frequently fly into, to enhance your experience. There are a variety of both pay and free packages available.

The following links are provided to guide new members in acquiring the above software:

- [OnAir Career Software](#) (a free 7 day trial is available)
- [OrbxDirect](#)
- [Aerosoft \(Twin Otter\)](#)
- [SimWorksStudios Quest Kodiak](#) (Also available at other retailers)
- [VATSIM](#)
- [Navigraph](#) (Charts)

## Hub Assignments

Initially, pilots will be assigned to a hub based on operational needs. Pilots are welcome to transfer to any hub they choose (as hubs are developed), provided that they remain at each hub for a minimum of thirty (30) calendar days. Pilots are expected to become familiar with the area they are operating out of, including airports, terrain, key points of interest, and navigation aids

## Pilot Ranking and Pay Rates

All new hires begin their careers with the rank of a Second Officer (SO). The Alaskan Bush Company's Fleet consists of turboprop aircraft. All new hires must have a SETL endorsement in OnAir as a condition of initial employment. During your career progression with us, you will be given the opportunity to gain your multi-engine and seaplane ratings, and additional aircraft will become available to you.

A SO will only have initial access to the Cessna 208 Grand Caravan. Once the SO has completed a few initial flights, and they have been reviewed by the Hub Manager additional aircraft will become available, such as the Quest Kodiak. Some aircraft in our fleet are more complex than others and pilots should be able to demonstrate that they have mastered the rugged lifestyle of an Alaskan bush pilot. Capable pilots should expect the following timetable for advancement.

### Rank Structure and Anticipated Promotion Schedule

Rank	Pay Scale	Promotion Timeline
Rampie	25%	Initial Hire/Trainee
Second Officer	25%	After 1 successful mission.
First Officer	30%	After 25 successful completed missions
Captain	35%	After 100 successful completed missions
Sr. Captain	40%	After 250 successful completed missions**
Chief Pilot *	45%	500+ successful completed missions required

*\*The Chief Pilot rank is an appointed rank, There will be a Chief Pilot position available at each Hub/FBO which acts as the FBOs instructor pilot, and can backup Managers and Dispatchers. Chief Pilots must be completely familiar with their entire operational area, all company aircraft, and all Hub/FBO Operations.*

*\*\*For missions to be counted as successful at this level, there must be no negative reputation notes in the history of the last 50 missions.*

## Minimum Flight Requirements

First and Foremost, we have ONE PRIORITY: **Have Fun!** We don't want flying to be a chore for any of our pilots. That being said, we do have a few recommendations to ensure that flying and participating in TABC is fun for every pilot. To accomplish that we need to have a few simple guidelines to ensure no single pilot gets overburdened, and we all share some responsibility.

All new hires must complete their first flight within Seven (7) days of hire. Thereafter, each pilot should maintain a level of involvement they feel comfortable with. We encourage our pilots to fly at least 2 or 3 missions a week (or more if you really want to), and check OnAir on a regular basis. The reason for this is that our Hub Managers and Dispatchers work very hard to provide jobs for their pilots. All jobs have time completion requirements, please do your best to ensure jobs don't run out of time, as they incur penalties. Pilots may request as many jobs as they feel comfortable with, and in some cases certain types of jobs from their Hub Manager/Dispatcher. Special requests will be granted if we can accommodate them. Aircraft have a weekly maintenance fee. If aircraft are not being utilized, TABC still pays for them with insurance and other fees on a weekly basis. Let's keep those planes flying!

Unless advanced notice is provided, pilots who have not completed a flight in 30 days will be removed from the active roster and placed into inactive status. Pilots who wish to return to active status must contact their Hub/FBO Manager. Returning pilots that did not provide advanced notice of their absence will lose all rank seniority. To ensure the operation of the airline continues to move forward, pilots who hold management or dispatch positions will have their position re-assigned.

Our rosters are periodically purged of inactive accounts. If your account becomes inactive, you will be contacted by e-mail or discord by one of our managers for an explanation. If you fail to respond to this email within 5 days, your account will be revoked and your membership with TABC will be terminated. Should a member wish to return, they will be subject to the entire rehire process.

## Pilot Actions and Standard Operating Procedures

### Aircraft Use Policy

The entire TABC fleet is available to all qualified pilots. No Aircraft are to remain idle away from its home Hub/FBO for more than 48 hours. Just like a shopping cart, a pilot is expected to return an aircraft to its assigned Hub/FBO within that timeframe so other pilots can have access to the aircraft after you complete your missions.

For example, you accept a job from PANC (Anchorage) to PACD (Cold Bay) at a distance of ~520 nm. This mission takes you 3.5 hours to fly.

1. You may choose to fly to Cold Bay, unload, and reload and fly back to Anchorage for a total of ~7 hours flight time, at which time the aircraft is considered to be returned to its home base for others to use immediately, or;
2. You may choose to log out after you land in Cold Bay and unload your cargo. Making the aircraft unavailable to pilots until you return it to Anchorage. However, you log back in tomorrow and take a mission to Juneau, and repeat this process. The aircraft is considered in constant use, and this is acceptable, or;
3. You may choose to log out after you land in Cold Bay and unload your cargo. Making the aircraft unavailable to pilots until you return it to Anchorage. However, in this scenario you do not log back on for 3 days. The aircraft is not available for other pilots for an extended time, and this is UNACCEPTABLE.


We request that no aircraft remain idle away from its assigned Hub/FBO for more than 48 hours. Under this guideline, you may fly from Point A to Point B, and log out. But you must log back in and fly a subsequent mission within 48 hours. If an aircraft is not being flown, and is away from its assigned Hub/FBO for over 48 hours, a Hub/FBO Manager will ferry the aircraft back to its home Hub/FBO. The pilot will be left at the remote airport, and is responsible for transferring themselves back to the Hub/FBO when they log back in. Only Hub/FBO Managers are permitted to move/relocate/ferry idle aircraft, unless permitted to do so by the pilot that flew the aircraft to begin with, or instructed to do so by a Company Manager.

Aircraft will be available to pilots based on Rank, Pilot Rating, and Competence Level.

TABC is able and willing to lease aircraft for appropriately certified and skilled pilots, provided you commit to keeping the aircraft flying to cover the amount of the lease payments and other associated operating and ongoing costs. Contact your Hub/FBO manager for more information.

## Selecting an Available Job

There are several methods available to select jobs. The preferred method is to open OnAir and navigate to My Company then:

1. Have MSFS Loaded and the aircraft you will be flying on appropriate starting location per our guidelines and be “Cold and Dark”
2. Select Aircraft or (Alt-A).
3. Under the Manage column click the place taking off icon 
4. This opens the Preparation Menu and a list of available jobs is displayed in the Payload at {Airport ICAO}.
5. Review the missions and choose the one you want to fly and check the box to the far right.

6. Verify that the cargo or passengers have been added in the middle "Weight" table.
7. Adjust your fuel to the required quantity. The recommended quantity is the amount required to reach your destination and still have 30 minutes of reserve.
8. Enter the destination airport ICAO code in the Destination field (or import your flight plan from Simbrief. The alternate airport will automatically populate.
9. When you are satisfied click "Validate Fuel and Payload"
10. Once validated you will be presented with a Fly Now button on the bottom right. Adjust your time offset to the desired time shift and click the Fly Now button.
11. Return to the Simulator and you will be ready to perform your start up procedures and depart.
12. After you arrive be sure to completely shut down the aircraft and then click the appropriate buttons to complete your mission so you get credit.

## Airport Parking

All HUBs/FBOs at TABC have dedicated parking areas. Our team has gone through and identified these areas for you to make it easier for you all and to have information on where you need to taxi to for the controller. Also, pilots who repeatedly park in the same areas become more familiar with the airports, taxiways, runways, and general ground movement procedures. Please take time to access our Discord page for the FBO you are assigned to learn about the parking areas if you have any questions.

PANC FBO:

- Park at North Terminal, Gates: (small) N1, N7 (medium) N3, N5, (large/cargo) R12, R13, R14

## Aircraft Callsigns

In OnAir each of our aircraft have unique callsigns. When flying TABC missions with TABC aircraft, Pilots are requested to use the callsign that is assigned to that aircraft. Pilots will need to adjust the settings in MSFS2020 and VATSIM to reflect the proper callsign for the aircraft you are flying.

### Current Aircraft Callsigns

- N15CS - Kodiak 100 (6 First Class Seats Configuration - Non-VA AC - Capt. Seppi)
- N16CS - Cessna 208B Grand Caravan (9 First Class Seats Configuration)
- N17CS - Kodiak 100 (6 First Class Seats Configuration)
- N18CS - Cessna 208B Grand Caravan (12 Economy Class Seats Configuration)
- N25CS - Beechcraft King Air 350i (10 First Class Seats Configuration)



## Guidelines for Flying

We do not require that flights are flown online with the VATSIM network; however we encourage our pilots to use this free service providing access to a world of live ATC and other real traffic, enhancing your piloting experience. If using VATSIM pilots may not use time accelerations during their flights. If no VATSIM controller is online, tune COM1 to 122.800 and announce your intentions as appropriate. For group communications while flying, head over to Discord in the UNICOM Voice Channel. Most times you will find others there to chat with.

When possible we request that pilots utilize Live Weather, with the following exception:

We understand there will be many weather patterns that would prohibit flying in the great State of Alaska when using Live Weather. There is a saying, “if you don’t like the weather in Alaska, just wait an hour”, and it is true. When possible also use Real Time, however, we do suggest that you adjust the time and weather to conditions that allow you to have a successful flight, and especially when learning the area. When you are comfortable with your surroundings, adjust the weather and time back to the Real and Live settings. We recommend Clear Skies as the preferred weather setting until you have fully adjusted to your aircraft and are familiar with the area, area airports, and all area procedures. Adjust as necessary, and at your discretion.

While we are here to have fun, All pilots should strive to take extreme care of their cargo, passengers or otherwise. Penalties, in the form of company and personal reputation loss can be significant. For example, a stall, a bank greater than 45 degrees, not arriving with at least a 30 minute reserve in fuel, or even forgetting to turn on off lights in the proper order can result in as much as a -1.5% reputation loss. It will typically take several perfect passenger jobs, with no errors to regain a single mistake, as reputation gains slower to gain. Reputation affects the quality and payout of missions.

## Virtual Airline Settings

The Alaskan Bush Company can be found on the Thunder World and we are using the Challenging difficulty level. You can find us by using the 5 letter code “CSABC” (Capt Seppi’s Alaskan Bush Company). We do not operate on any other server.

# Conduct and Terms of Usage

## Safe Haven

TABC is considered to be an adult environment. If we were to give ourselves an MPAA rating it would be PG-13. TABC is also a safe haven and is inclusive of everyone, period. We have a zero tolerance for any abusive behavior directed to any member. If you feel unsafe or uncomfortable, we encourage you to contact an Admin immediately and let them know. We will address all concerns and will attempt to make your time with us fun and enjoyable.

## Piracy

TABC does not condone the use of pirated software or material of any kind and takes seriously the use or transfer of pirated software and/or information, including serial numbers/passwords, through any channels presented by TABC including Discord or over Voice Communications. If a member is found to be in breach of this policy the member will be terminated, and the details of the piracy transaction communicated to the developer and/or reseller.

## Conduct on VATSIM

Pilots that wish to fly online using VATSIM agree to abide by the rules set out in this document and VATSIM policies. When flying online using a TABC callsign you are representing TABC and as such you must behave in a professional, mature, and appropriate manner. Any disruption or abuse reported by VATSIM will be dealt with accordingly. Even if you are not representing TABC at the time.

## Social Media & Socializing

At TABC we provide our members with several platforms to socialize with fellow pilots. It is encouraged that pilots use as many of these platforms as possible as it will enhance your experience at TABC and enable you to keep up to date with all the latest news. They also provide a platform for assistance should you have any questions or encounter any problems. Usually the fastest way to get a response is by asking your fellow members on one of the many platforms offered. We primarily use Discord which is a fantastic tool for sharing stories, top tips, photos, and hanging just out with your fellow pilots.