



Pensacola Air Flight School Standard Operating Procedures

Flight School Mission

“Everyone has an invisible sign around their neck that says, “make me feel important.” -Mary Kay

Pensacola Air promotes a healthy and welcoming work environment for all staff and instructors.

Pensacola Air was established to provide excellent customer service. Our sole purpose is to provide a safe and welcoming environment for all our customers.

Open Forum, Open Door

Open Forum, Open Door is a policy that gives independent contractors the freedom to ask questions and have discussions without any judgment due to lack of knowledge, experience or understanding of a subject. All ideas, discussions, and questions are welcome.

Non-discrimination/anti-harassment

Pensacola Air is committed to a work environment in which all individuals are treated with respect and dignity. Therefore, Pensacola Air expects all relationships among people in the office to be business-like and free of explicit bias, prejudice and harassment.

It is the policy of Pensacola Air to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, sexual

orientation, gender identity or expression, age, disability, or any other characteristic



protected by law. Pensacola Air prohibits any such discrimination or harassment of Independent Contractors and customers.

Meetings and Safety Briefings

Meetings and safety briefings are not required for independent contractors but are encouraged to ensure you are up to date with any pertinent school standard operating procedure information and safety discussions.

Arrangements can be made so that if you want to attend a meeting you may virtually.

Meetings are paid at the current Administrative Rate. You must check-in your meeting 'reservation' in Flight Circle so that it is reflected on your reported hours for Payroll.

If you are unable to attend a meeting, please make sure you are briefed by a Senior Flight Instructor.

CFI Insurance

CFI insurance is required for each contractor instructing in Pensacola Air aircraft. The minimum policy limits are as follows: liability insurance \$250,000 and non-owned aircraft hull covered damage limit \$50,000, with Pensacola Air listed as an additional insured.

TSA Security Training

Per Title 49 of the United States Code of Federal Regulations Part 1552 Requirement of each flight instructor/school Independent Contractor. Each flight instructor/school Independent Contractor is responsible for ensuring this is completed annually, signed and uploaded to their Flight Circle account. 49 CFR 1552.3(h).



Instructor Schedule

Instructors are responsible for ensuring their scheduled availability is reflected on Flight Circle a minimum of two weeks out. Please reference section D of the Independent Contractor Flight Instructor Agreement.

Instructors must be up to date with scheduled reservations to ensure student/customer flights are not missed. Updated and accurate instructor availability reflected in Flight Circle is critical for the most efficient scheduling process.

On Time Attendance

As a professional pilot, being timely is important. Communication with the student/customer regarding flights is maintained and initiated by you, the pilot in command and flight instructor.

It is imperative that you arrive on time for discovery flights, ground lessons, and flights. If for some reason you are going to be late or unable to make it to your flight, it must be communicated with management as soon as possible to mitigate any issues with the customer.

The following is a process flow of how the communication should go:

- 1) Contact the customer via text or phone with plenty of notice regarding the flight, and any weather concerns you have with the flight.
 - a) Leave voicemail if by phone.
 - b) Follow up with text if necessary.
- 2) If customer fails to contact you within a reasonable timeframe you must do the following:
 - a) Contact operations or management immediately to advise the situation and this will initiate an "all call" to reach out to the customer.
 - b) If the above methods fail to reach the customer, the flight instructor must make their best efforts to get in touch with them; this may entail showing up to the school to meet the customer to prevent a "no-show" on our end.
 - c) The flight instructor is encouraged to document their best efforts in contacting the customer.



No-Call / No-Show

No-showing a potential or current customer is unacceptable and will result in immediate corrective action. You have the option in Flight Circle to put your flights on your personal cell phone calendar. This is recommended to ensure that appointments are not missed.

If a student no-call/no-show's their scheduled lesson, the school will charge a \$100 cancellation fee for the loss of aircraft time and the instructor may charge the student for 1 hour of ground instruction.

If you need to charge a customer: Edit the reservation and remove the assigned aircraft, then check-in the lesson by adding a Cancellation Fee on the first screen. Last, add one hour of ground and finish the check-in process by charging the customer's card on file. If there is no card on file, let Ops know so we can contact the customer.

A screenshot of the 'Check In Process' interface. At the top, there are tabs for 'Flight', 'Notes', 'History', and 'Files'. Below the tabs, the user is identified as 'Brian Weeks' with a green checkmark, and the aircraft is listed as 'None'. A light blue box states 'No adjustments applied.' Below this is an 'Adjustment' section with a dropdown menu set to 'Add adjustment', an 'Amount' input field containing '0.00', and an 'Add' button. Another light blue box states 'No resources used.' At the bottom, there is an 'Item' section with a search bar and a list of items. The first item, 'Bike rental (Each)', is highlighted in blue. Other items in the list include 'Bonanza Rental (Each)', 'Bose Headset Rental (Each)', 'Cancellation Fee (Each)', 'CFI Insurance Payback (Each)', 'Chart Plotter (Each)', and 'Collared T-Shirts PA (Each)'. A small 'x' icon is visible next to the 'Item' label.



Aircraft

It is imperative for the longevity of school aircraft that instructors take ownership of the planes and teach students and renters to properly care for the aircraft.

- **Oil:** Phillips 20w50 (blue bottle - located in the silver cabinet in the back of the hangar) ○ If an aircraft has a new engine, the type of oil will be stated on the front of the binder.
- **Fuel:** All fuel is 100LL
- **Ensure that all PPE equipment is securely on the aircraft.** This includes pitot tube, cowl plugs, control lock and cover. Ensure that the cover is snug and there is no movement. If wind picks up it could move the cover and scratch the paint.
- **Do not set items on the wing.** Do not let students set items on the wings. Things placed on the wing can slide off and scratch paint. Be diligent about where you place your items, so this does not occur.
- **Incidents:** Any damage to the aircraft, minor or major, document the incident immediately by sending an email to management.
- **Logbooks:** If you need a logbook for a checkride or to view, you must sign them out and return them promptly. Failure to do this could result in corrective action.
- **Throttle:** movements need to be no less than 4 seconds from idle to max power.
- **Primer:** any checklist item involving primer, CFI must physically and firmly check the security of the primer. Primers can appear to be in and locked although it may not be

Instructors are expected to be good stewards of the company property, and it is expected that instructors will teach and enforce proper pre-flight/post-flight and ground operations of the aircraft.



Squawks and Maintenance Discrepancies

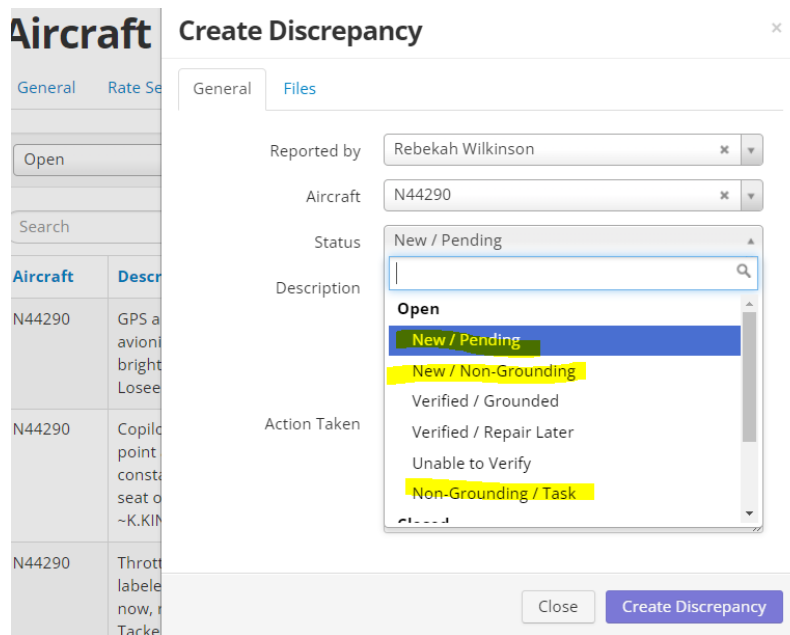
Squawks

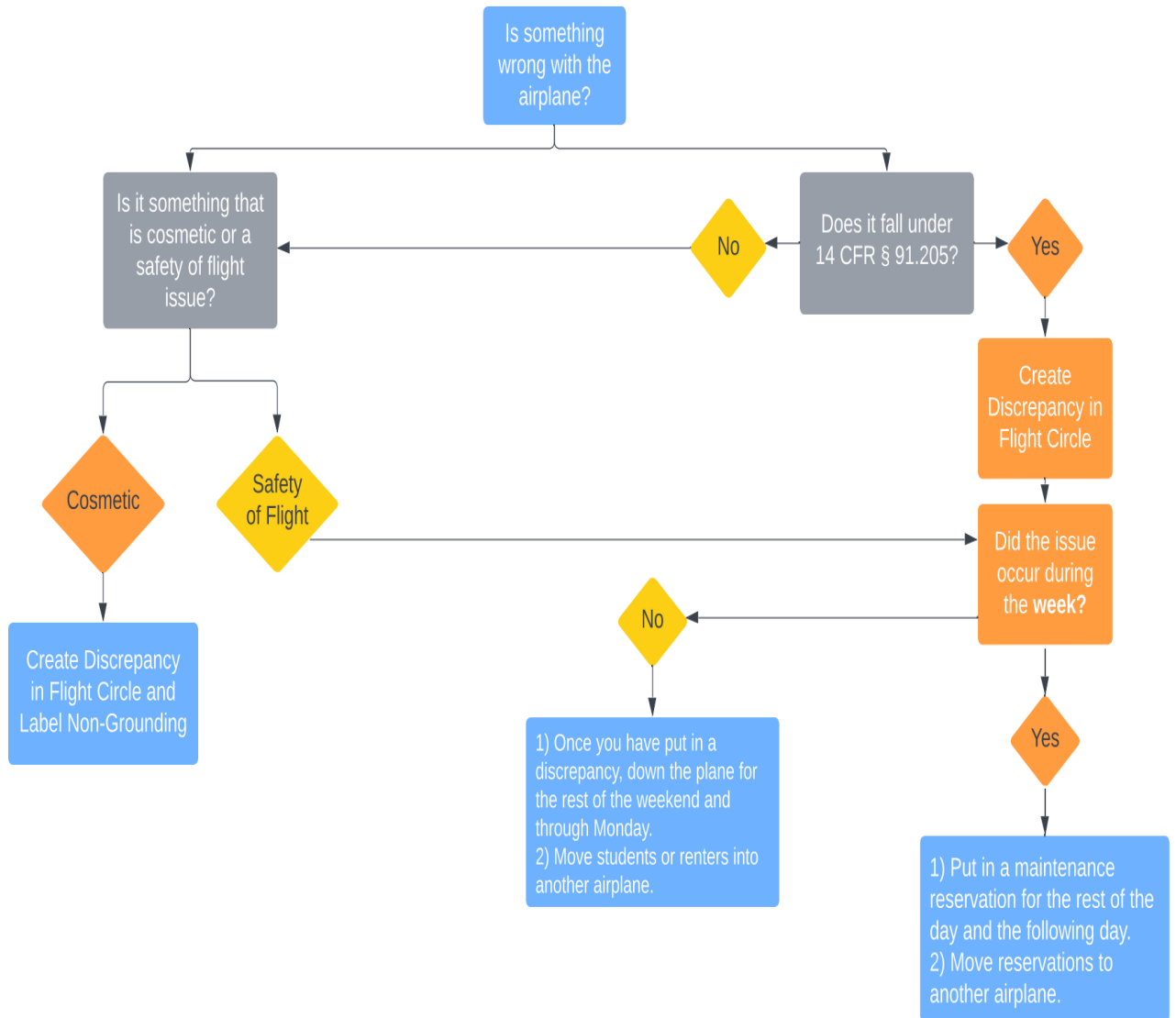
Any issues with the aircraft that inhibit the safety of flight must be immediately documented in Flight Circle by the PIC, and the aircraft will go down for maintenance until the safety of flight issue is thoroughly resolved.

PIC that discovered the issue must adjust future reservations by moving to another aircraft or notifying PIC of down aircraft if unable to move reservation. This must be done with customer service and customer consideration in mind. You may notify the team on GroupMe or other messaging formats but only do so after the appropriate steps have been taken (write-up in Flight Circle).

Maintenance discrepancies:

Cosmetic, avionics, non-emergent (any issues that do NOT fall under 91.205) issues that the aircraft may have will be documented in Flight Circle as a Non-Grounding Task.







Discovery Flights

Discovery flights are booked directly online by customers and are identified as Web Sales on FC reservations. The cost is \$139.99 per person but if someone under 16 wants to fly, an adult can accompany them for no additional charge. Discovery Flights and Meet and Greet sessions are paid at the current Administrative Rate.

Make every effort to keep the flight portion of the event to 45 minutes, the typical route is to the Beach Ball and back, but do not rush the flight should airfield congestion cause departure delays. When checking in the flight, remember to change the rate for the aircraft, flight instruction, and ground instruction to \$0 Discovery Rate!

Be sure to communicate with customers if weather is an issue; contact Ops for assistance getting customer rescheduled if needed.

Walk In Customers

Always acknowledge walk-in customers if you are the only person in the school or they look unsure of where to go. Direct them to Ops or the dispatch desk if a CSR is on duty. If not, ask them to leave their name, phone number, and email address and forward that information to Ops as soon as able.

If you are not with a student and have enough time, offer to speak to the customer. Create a new reservation 30 minute (Meeting) in FC and add the customer. Be sure to change the rate to Meeting when checking in the reservation so the customer is not charged. Notify Ops so the customer can be followed up with!

A screenshot of a web application interface for creating a new reservation. The title is 'New Reservation'. There are tabs for 'Reservation', 'Options', 'Discrepancies' (with a red notification icon), 'Notes', and 'Files'. The 'Reservation' tab is active. A dropdown menu shows 'Meeting' selected. Below this is a search box for users with the text 'Search for a user' and a magnifying glass icon. The search results list three users: 'Rebekah Wilkinson', 'Robert Lambourne', and 'Tara Lynn Opiełowski'. Below the list is a link 'Dr. Create New User' which is highlighted in yellow. At the bottom, there are radio buttons for 'Rules', 'VFR', and 'IFR'.

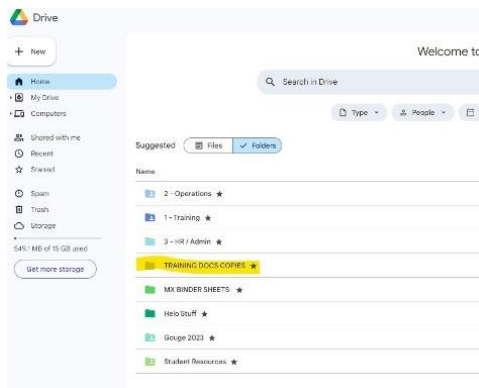


Student Flight Circle Profiles & TSA

Rental Agreement

Rental Agreements are required for every person who come in contact with our aircraft. This is a one-size-fits-all liability document that protects instructors and the school. Instructors must always verify there is a signed RA prior to flight. It is required to have a parent or legal guardian sign for anyone under 18 years of age.

Ops will send a digital version to new customers via Flight Circle; if there is no RA on their Files tab, have the customer sign a paper copy. These are kept in the office as well as in the n the CFI Gmail Drive.



FC Profile

Instructors are responsible for ensuring their student's profile is completed and updated. Utilize the Flight Circle Compliance Worksheet throughout students' training to ensure critical items are not missed. VERIFY documents uploaded by students, specifically insurance and medicals, and update the Currency fields on their Pilot tab. ****Scheduling and Dispatch restrictions are tied to the Currency field expiration dates and not by the information on the Files tab. Remember to update as needed.****

It is the instructor's responsibility to ensure that the student presents a valid, unexpired passport **OR** birth certificate and photo ID prior to the first flight. These documents must be verified and uploaded into Flight Circle. Once you have



uploaded the necessary documents, ensure the TSA Security Clearance has been completed on the Pilot Tab. Instructors are also responsible for ensuring proper TSA endorsements are in the student's logbook.

It is imperative that TSA endorsements as well as proper documentation is presented in the student's file. TSA can audit files at any moment. 49 CFR 1552.3(h).

Students

New student

Within the first few lessons each student must have applied for a student pilot certificate with the assistance of their instructor. Once received, enter the IACRA number on the Pilot tab in Flight Circle. Ensure you are familiar with the IACRA website and process before the lesson.

Emergency procedures sim lesson

All solo students must perform emergency procedures on the sim and be checked out by another instructor prior to solo. Emergency procedure pre-solo checkout sheets are kept on the CFI google drive and paper forms are kept in the sim folder.

Pre-Solo Stage Checks

Prior to a student's first solo, CFI must arrange for another CFI to complete a pre-solo check.

Student solo

Instructors are responsible for ensuring that each student has received their student pilot certificate, sufficient student rental insurance, and medical prior to any solo flight in Pensacola Air airplanes. The expiration dates and FTN information must be entered on the Pilot tab under Currency. ** Renter's Insurance coverage requirements are indicated on the FC Compliance Worksheet. **



Checkrides

To ensure preferred aircraft are available for checkrides, aircraft reservations need to be put on the schedule as soon as the checkride date is given by the DPE. Advise Ops so the conference room can be requested.

The student must have a complete and successful mock checkride from another instructor prior to taking the practical test.

In addition to having another instructor perform a mock checkride, the student's primary instructor must be present and bill the student for the first 30 minutes or until the checkride begins. This will help assist the student with any issues and answering any DPE questions or concerns.

Coordinate a sit-down with Maintenance (Jason) to audit the aircraft MX logs in order to identify any potential issues. Ensure you do this several days in advance taking into consideration Jason's work schedule (Mon- Thurs only, typically here 0500 – 1430).

Post checkride

After the student passes their checkride, update the Currency field for Last FAA Flight Review with the date. Upload a copy of the temporary certificate, or ask the student to do it then add any aircraft checkouts they are eligible for. ** Send Ops a photo for the Wall of Fame! **

Other Aircraft

Encourage students to stay out of their comfort zone and mix up aircraft usage. If a student relies on one specific aircraft, it can interrupt their training when the aircraft goes down for maintenance.

Group Ground Instruction Rate

If the session involves only one-on-one instruction, the full instructional time period will be billed as normal. If the session involves two or more candidates, each candidate will be billed at 2/3rds of the full instructional time period. All CFI course instruction is billed at the "advanced training" rate of \$55/hr for the instructor.



Renters

A renter will be given rental privileges only after they meet all the below requirements:

1. Completed a satisfactory CFI checkout for each aircraft they will rent.
2. Uploaded a valid pilot's certificate, a driver's license, a valid medical and completed the pilot portion of their profile entirely.
3. Signed and uploaded a Rental Agreement.
4. Completed and uploaded a Ground Review Exam for each aircraft they will rent.
5. Uploaded a certificate of insurance (\$50,000 min in aircraft damage on policy) in FC and included the expiration date in the pilot portion of their profile. The certificate must show the policy period and coverage limits.

Once these steps have been completed, instructors will email the SFI team and copy Ops to request the customer's checkout privileges are assigned on the Pilot tab of their profile.

Many customers are opting for short term renter insurance policies and therefore may not have a policy in place at checkout time. Advise the customer that they cannot reserve aircraft for rent until a policy has been purchased and provided to Ops so their checkouts are added in FC.

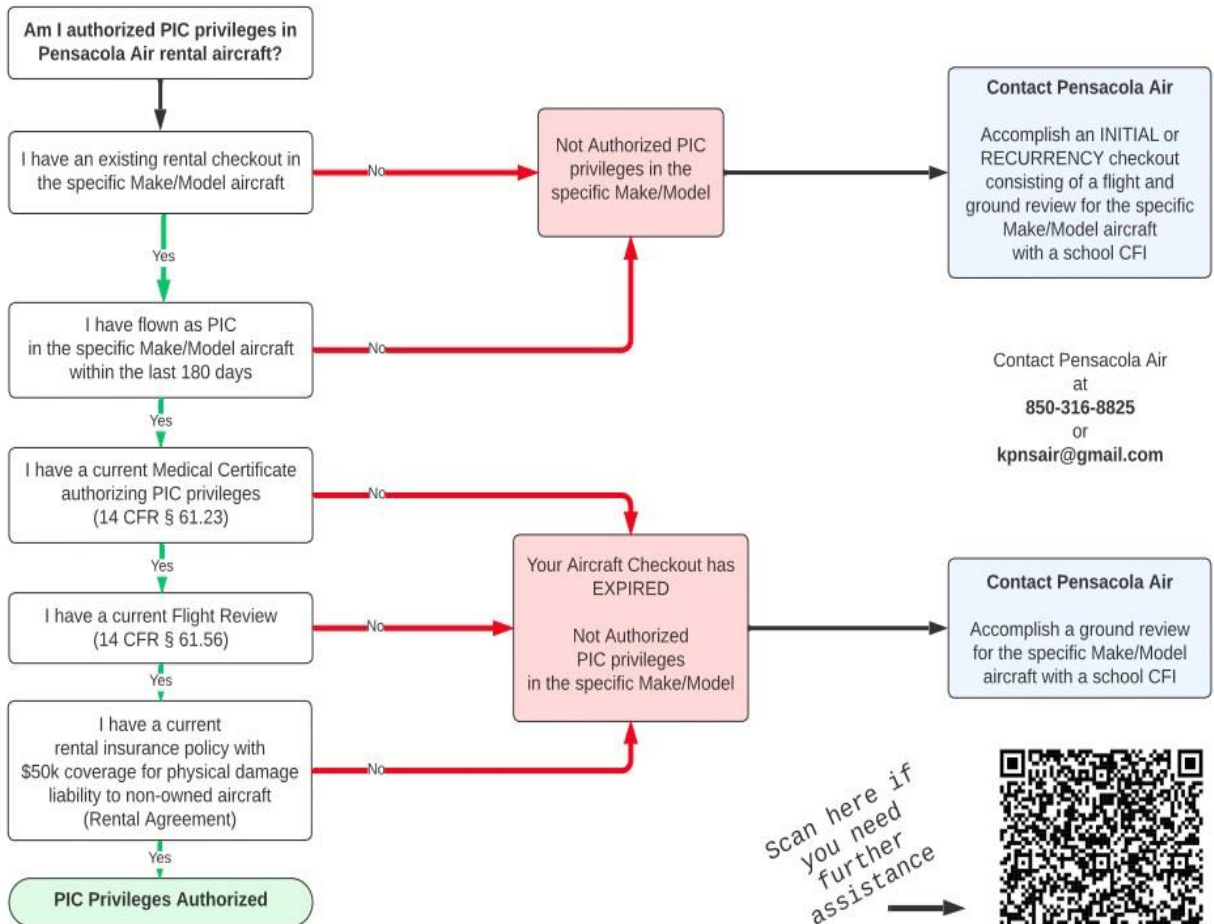
SFI's will assign an expiration date for the checkout based on the earliest due date of either 180 day make/model currency or expiration of a flight review/medical/insurance policy. See below examples and flowchart for clarity.

Example 1: Jim Bob checks out in the Archer and has a 30 day insurance policy with a valid medical/FR thru the next 12 months. His rental checkout will only be current for 30 days, the duration of his insurance policy. Jim Bob just needs to contact Ops for a renewal checkout in FC which will consist of a simple FC profile review with his new policy.

Example 2: Jane Doe hasn't flown the 140 for 9 months. She wants to do some IFR currency this weekend. Before she can fly PIC with us she must get a recurrency checkout with a school CFI because her checkout expired 3 months ago (180 day currency required).



Aircraft Rental Currency Checker



v24.7

Dispatching Flights

All flights must be dispatched. Flight Circle dispatch settings are configured to flag missing information or files that protect the instructor, school, and customer.

Confirm Dispatch ✕

Aircraft: Cherokee 24N (TAA)		Depart: 09/17/24 @ 07:30
Hobbs Out		2591.30
Tach Out		2251.45
Maintenance	🔍	1
OPEN DISCREPANCIES	🔍	2

ENSURE #S MATCH
 BINDER HOBBS
 SHEET AND METERS

Dave McCormack, CFII		
Expiration date(s)		Pass

Austin King, CFII 🇺🇸	Medical: Class 1	Commercial
Balance:		\$0.00
TSA verified?		Pass
Expiration date(s)	🔍	Warning
Required file in User Photo for User and Instructor		Pass
Required file in Rental Agreement for User and Instructor		Fail
Last DUAL Checkin:	Piper PA28-140 TAA N8724N - 🕒 383 days	
Rental Agreement signed and necessary renter's insurance has been verified?		<input type="checkbox"/>

Cancel
 Print
Dispatch



Dispatching is a critical step to verify Hobbs/Tach numbers are accurate; FC matches the numbers in the aircraft binder, and the binder numbers match the actual meters. If you find a discrepancy with the Hobbs sheet, call operations or text a photo with correct numbers so the error can be corrected WHILE you are flying.

A reservation that did not occur, for any reason, must be canceled in Flight Circle by the end of the business day. Instructors are expected to make every effort to reschedule, but all canceled flights must be removed from the schedule and documented accordingly.

If weather conditions are not conducive for a flight, offer a ground lesson! If the customer declines, ensure you get the lesson rescheduled versus cancelling. If you cannot reschedule, include a simple reference to weather, indicate ground was offered, and attempt was made to reschedule. Here are a couple of examples.

"Weather cancellation, student declined ground, next lesson is scheduled."

"High winds and MVFR conditions, student declined ground, work sched unknown."

This information helps the school collect accurate cancellation figures. Please make every effort to reschedule versus cancelling flights.

Post Flight

Fill aircraft to the tabs after each flight. Fuel can be topped off by letting the Innisfree front desk staff know, or by calling Innisfree at **850-436-4500**. If you need a top off for a morning flight, you should call to make the request the night before (line guys top off trucks in the mornings so you could face a delay).

Buckle all seatbelts, remove trash, account for keys, aircraft orange notebook and log the correct hobbs and tach times in the orange notebook. Ensure covers are on properly and snug and verify that pitot heat, cowl plugs and gust lock are on. Remember to return any borrowed headsets.



Quick Reference Guide

Discovery Flights

- Verify RA on file and flight is prepaid (some pay in person)
- If pax under 16, a parent/guardian can ride for free
- REMEMBER to change the rate when checking in flight to Discovery to avoid charging the customer for the flight.
- Keep flight time as close to 45 minutes as able
- Contact customer to reschedule if WX is an issue

Flight Circle

Dispatching

- Verify Hobbs sheet times match FC PRIOR to flight
- Verify Hobbs sheet times match the actual Hobbs meter in acft PRIOR to switching on Master
- Text photo of Hobbs and info to RW to correct BEFORE switching on and flying

Checking in Flights

- Verify Rate is correct (does not always default to correct rate)
- Pay Later / On Acct ONLY applied for those with money on account; everyone else pays at check in
- NO TAX for students (including solo flights)
- VERIFY cash and check payments are accurate: must either add payment to profile prior to checking in or choose Pay Later and then go into profile to add payment. (FC doesn't let you enter a custom amount at check in)

Reservations

- Edit pre/post times if needed: defaults are set for each type of reservation
- Edit: History tab will show you reservation edits
- Don't double book ~ if you get the error message, pick another acft
- If you can't save a student's resv: verify they are enrolled, have a green Student tag (next to profile pic), and there is a Lesson # assigned in the resv.

Hobbs Time

- Cust is responsible for Hobbs time regardless of circumstances; it is in the RA
- Recommend discussing this with stud if WX is questionable
- Speak w/ RW privately if you feel there are extenuating circumstances that should be considered



Fuel

- Call ahead to Innisfree for fuel if you need more than “tabs” filled and you are flying early. They fuel the trucks in the morning so you may be delayed otherwise

Maintenance

- Weekends & after hours: Advise RW if you down an acft and there are flights that need to be moved.
- Ops will move your flights if able: your flights will be moved to SIM if no backup bird is available
- CALL your stud and reschedule if the SIM isn't viable for your lesson or plan a ground and watch for any cancellations that open up something you can use.

Pre-payment Discounts

- If anyone gives you \$\$ to put on account: please ensure they are aware of the school's refund policy

Document Copies

- Documents are kept in a Folder on the CFI Google Drive if you need something
- Most info available on our website: insurance requirements, GREs, checklists, prices, etc

No-Shows / Cancellations

- Discuss w/ new students so they know the school's policy
- Cancellations less than 6 hours (or a no-show) are charged \$100 acft fee plus 1 hr ground
 - Edit resv, delete ACFT, check in ground and ADD Cancellation fee (1st screen that pops up)
- Charge the card on file to clear the balance.
- Remember to cancel your flights in FC if you're not going (or remove acft if you're only doing ground)

New Students

- Ops sends emails to new students and copies CFI
- First lesson is Primary (Orange) on the schedule; this indicates a new student
- Verify RA on file as well as other required items per the FC Compliance worksheet
- Enroll in Training Suite (we cannot sched Training Type w/out being enrolled)



CFI Schedule

- Ensure your availability is updated for a minimum of 2 weeks out
- Ops will courtesy call when we book you less than 24hrs in advance ~ make sure your sched accurately reflects availability
- Recommend giving customers options for times to match 3 hour blocks

Badging

- NEVER access the ramp/hangar without being escorted while you are not yet badged
- Get escort from Innisfree staff (call them if no one is at the desk)
- NEVER give the code to anyone once you are badged

Uploading Student Files

- Ensure you add a Category
- Ensure you enter expiration date if applicable
- You must also add Renter's Insurance and Medical exp dates on the Pilot tab under Currency as well as uploading to Files



First One In and Last One Out Checklist

Instructors are expected to be good stewards of the company property. Follow the first one/last one out checklists. Please clean up after yourselves at the desks and in the conference room.

Advise Ops if you notice any housekeeping items that need to be addressed. If the restroom needs attention, please let Ops know right away.

First one in:

- Turn on both sets of lights
- Unlock exterior door and open front door leading to the conference room
- Turn on monitor with Ops Notes

Last one out:

- Turn off both sets of lights
- Lock exterior door and close the front door
- Clean up after yourself: pick up any trash left by you or your student, take trash out, clean, organize desks, push in chairs.

Google Drive

Shared access to gmail account and google drive:

A shared email/drive for instructors to share lesson plans, checklists, etc.

Some Flight Circle help videos may be uploaded to this drive.

Email: pensacolaaircfi@gmail.com

Password: Pensacola4343!

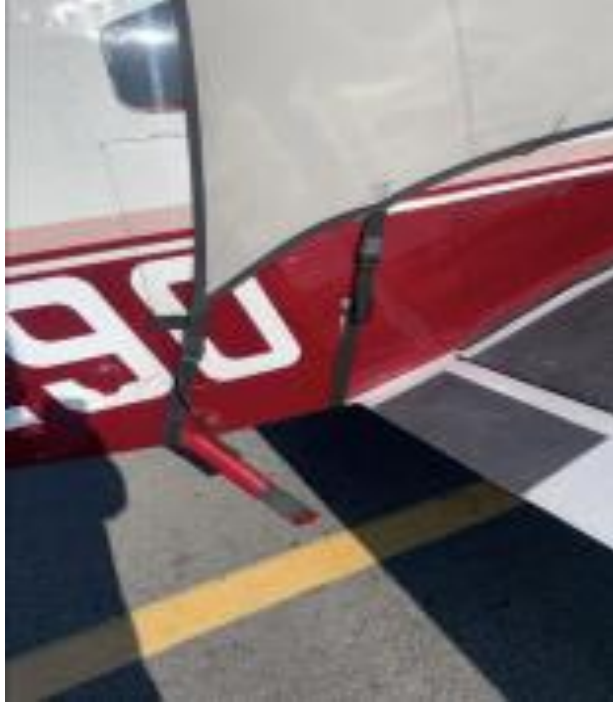
Aircraft Covers, Chocks, and Tie downs

Ensure that aircraft covers are tight on the aircraft. Teach each student and renter how to properly secure the cover.

Chocks must be in place if leaving the aircraft unattended.



DO NOT leave an aircraft with loosely knotted tie downs. All three must be secure and in place. Rear cover straps need to be behind the aircraft step as shown in the picture below.



AIRCRAFT RATES FOR RENTAL FOR INDEPENDENT CONTRACTORS

- Cherokee TAA - \$140/hr + fuel surcharge
- Archer - \$150/hr + fuel surcharge
- Warrior - \$130/hr + fuel surcharge
 - Fuel surcharge applies to employees until further notice



Overwater Flights

Overwater flight, beyond glide distance, is an unnecessary risk and provides no training value. For this reason, overwater flights will be restricted to glide distance from land. Life preservers are in the hangar, if needed.

Letter of Agreement/Midway Practice Area

Letter of agreement for this area must be read and adhered to at all times.

Please refer to the LETTER OF AGREEMENT - MIDWAY PRACTICE AREA section of the Independent Contractor binder for more information.

Altitudes of Maneuvers in Midway/Beach Practice Area

The CFR states for fixed wing aircraft that, "over any congested area of a city, town, or settlement, or over any open-air assembly of persons, an altitude of 1,000 feet above the highest obstacle within a horizontal radius of 2,000 feet of the aircraft".

The areas the FAA considered to be populated are easily identifiable on the sectional chart by yellow shading indicating an area of population that is significant enough to be outlined. The FAA may declare an area to be congested at its own discretion at any time. Some areas that have been declared congested also include public beaches, busy roads, and parks with large gatherings.

Additionally, the Gulf Island National Seashore is a protected wildlife area. It is



“recommended” that you maintain 2000 ft above these areas by the FAA. The reason for this recommendation is to protect the wildlife and you. These areas are known to have congregations of birds that are hazardous to aircraft. Operating an aircraft over these areas can also be hazardous to the wildlife that live there due to noise pollution.

It is recommended by the FAA and management for everyone to avoid overflying these areas below 2,000 ft AGL unless absolutely necessary.

Ground reference maneuvers and simulated emergencies must not be conducted at altitudes below 1000 ft. AGL within 2000 ft of congested areas in accordance with the CFR 91.119 in the Midway Practice Area.