

Pacific Airways

ISN'T THE WORLD A SMALL PLACE?

Airline Operations Manual

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TABLE OF CONTENTS

1. About the Airline
2. Membership Requirements
3. Downloading Aircraft
4. Flight Regulations
5. Code Share Flights
6. Pilot Report System (PIREP)
7. VATSIM and Multiplayer Flights
8. Pilot Ranks
9. Contacting our Staff
10. Screenshots
11. Previous VA Hours

About the Airline

Shervin Ahooraei founded Pacific Airways in 1997. We operate primarily in the United States, and also serve Europe and the Pacific Rim with major hubs located in Seattle, WA (SEA), Miami, FL (MIA), Denver, CO (DEN), Chicago, IL (ORD), Los Angeles, CA (LAX), New York, NY (JFK), along with a hub in London, England (LHR). In addition, Pacific's London Hub and AFA Australia operate a joint venture in India with hubs at New Delhi (VIDP) and Mumbai (VABB). Pacific Airways is headquartered in Seattle, WA at the Seattle/Tacoma International Airport.

Also a member of the American Pacific Group, Pacific Airways' sister airline, American Flight Airways, operates domestic hubs in Atlanta, GA (ATL), Dallas, TX (DFW), Detroit, MI (DTW), Phoenix, AZ (PHX), San Francisco, CA (SFO) and Washington, DC (IAD), along with international divisions in Australia and Latin America. AFA is headquartered in Detroit, MI at the Detroit Metropolitan Wayne County Airport.

Membership Requirements

Anyone can become a member of Pacific Airways and the best part is that it's completely free. Flight Simulator 2000, 2002, 2004 or FSX is required for becoming a pilot for Pacific Airways. You should also preferably have some basic piloting skills (i.e.: take-off, landing, etc.). To join the airline simply click on "Join" on the menu at the top of the main page and fill out the new pilot application form. It's that easy. Our automated system will send you a link by e-mail so you can take the exam. Be sure to give a valid e-mail address when you join. Many of the questions come from this Operations Manual so you should take the time to read and familiarize yourself with this manual. You will be given up to 3 opportunities to pass the exam. If, after the third opportunity, you still have not achieved a score of 70% then you will not be allowed to try again for 7 days.

Downloading Aircraft

Pacific Airways has a variety of aircraft ranging from smaller turboprop aircraft to the heavy Boeing 747-400. Our aircraft include both passenger and cargo models as well as special liveries and textures for some pay ware aircraft. Most of our aircraft are available in FS2002, FS2004 and FSX versions. A few are still available in FS2000. Most of our FS2002 aircraft will work in FS2004. You can go immediately to the [Fleet Page](#) to start downloading the aircraft.

Flight Regulations

You may fly any route as long as you follow these restrictions:

Pilots with less than 20 hours... **Can fly category 1 or 2 aircraft routes**

Pilots with 20 hours or more.... **Can fly category 1, 2, 3, or 4 aircraft routes**

Pilots with 40 hours or more.... **Can fly any route**

Maximum Flight Time: A pilot can fly and log a maximum of 17 hours in any 24 hour time period. The only exception to this rule is if a flight is a 2 step flight (meaning it has a planned stop on the way, normally noted by an **a** and **b** after the flight number), is scheduled to be finished in less than 17 hours for both legs and the 2nd leg takes the flight over 17 hours due to conditions beyond the control of the pilot such as extreme headwinds. The conditions that caused the extended time should be noted in the comments section when you log your flight. The only other exception is if the flight has approval from your Regional or Hub Director **prior** to beginning the flight.

Flight Lines: A flight line means a flight to a destination and the returning flight. Every flight you log must connect back to your starting point to complete the flight line. Examples: If your home base is in Seattle, you may fly from Seattle to Denver, then either return back to Seattle to complete the flight line, or fly from Denver over to Los Angeles using Denver flight PAY/360, then from Los Angeles back to Seattle (your starting point) using Los Angeles flight PAY/161 completing the flight line. There are no limits on stops you can make as long as each are designated APG flights (either Pacific or our sister airline, AFA) and you end up back at your starting point to complete the line.

Flight Categories: Flight types are notated on the Flight Tables next to the Aircraft Category as one of three types. An “A” designates a Passenger Flight, “C” is a Cargo Flight and “B” designates both which means that it may be flown as either a Passenger or Cargo Flight. Pilots should download and use the appropriate aircraft for the flight.

Jump Seating: A jump seat, or a dead head, flight is when a pilot rides on a flight as a passenger. This is permitted only between American Pacific Group (APG) hubs. You may make one jump seat flight from your home hub to another APG hub to begin a flight line there. Once your flight line is complete, you may jump seat again back to your home hub to complete your trip. (i.e.: if your home hub was Seattle and you wanted to make a flight line in London, you could jump seat on flight PAY/1808 from Seattle to London, make a complete flight line using London routes, then jump seat again from London back to Seattle on flight PAY/1809). Jump seat flights differ from regular flights in that they are not logged in your logbook and you do not earn any hours for them. Instead, when you log your next regular flight, you should make a note in the comments section to explain the gap in your logbook (i.e.: “Jump Seat flight PAY/1809 EGLL – KSEA”). Special jump seat flights can be approved by your Hub Director to complete charter and

special flights; otherwise jump seating is only allowed once to an APG hub, then once to return to your home base.

Please note that jump seat flights count towards your total flight time for the day even though you didn't actually fly the flight. So, for example if you take a nine-hour jump seat flight, you won't be able to then fly a 12-hour flight yourself that day.

Special/Flyin Flight Category: The Special/Flyin Flight category on the PIREP page is used primarily for an **APG Endorsed** Online Event such as VATSIM Sunday. It may also be used if a pilot is assigned a flight by their Hub Director or Chief Pilot that is not part of a regular flight line or a charter flight. It is not to be used to fly just any flight to just any destination at a pilot's whim.

Another use is if you are flying out of an airport you flew into during an online event that is not a normally serviced airport (no listing on the Flight Table) to an APG hub or another airport that APG services then it would be listed as a Special Flight. In that case, it should be noted in the comment box of the PIREP as, for example, "*VATSIM Sunday flyout of non-serviced airport*" or something similar.

APG Endorsed Online Events PIREP Rules: The American Pacific Group (AFA and Pacific Airways) has relaxed the PIREP rules for all APG Endorsed Online Events to help increase the participation of pilots at such events. This will also include any APG sanctioned events outside the regularly scheduled events and will be notated in the announcement of the event.

Simply stated, this allows you to fly and legally log the flight for an online event regardless of where you are positioned in the world as long as you continue your original flight line after the event. You will not be required to "jump seat" to a location and back in order to participate in the event. When you log the flight notate in the PIREP, under the comments section, that it was an APG Online Event. This way your Hub Director will know why there is a flight line break in your PIREP log.

For example, if you want to fly an event from Salt Lake City to Billings, MT and you are currently in Tokyo, then just fly it and log it like any other special flight. You don't need to fly from Tokyo to Salt Lake to participate. Or if you are in Tokyo and want to fly VATSIM Sunday to Winnipeg, Canada, then you can pick a city to fly into Winnipeg from as long as the departure airport is one that APG services, (for example - Denver to Winnipeg or Boise to Winnipeg). Your next flight after any flyin should then originate out of Tokyo in this example. The only time that would not apply is if you flew 2 flyins in a row, then you might have 2 subsequent breaks in your logbook - like VATSIM Sunday, then a Tuesday event as the next flight you make.

Flight Simulation Time: ALL flights that are logged are to be flown at 1X simulation time only. The only exception to this rule is to catch up to where you were after a computer lockup, or during a special flight approved by your Hub Director. All pilots are encouraged to download and install a freeware program called **autosave.zip** available

from the major flight simulation sites such as Flightsim.com or AVSIM. This program allows you to restart your flight from the point that it was interrupted.

Inactive Policy: Pilots are required to log one flight every 30 days to remain active. After 35 days, you will be automatically marked inactive and be removed from your hub's roster soon thereafter. If you are deleted because of inactivity, you must re-join the airline and you will lose your previous pilot ID number (PID) and logbook. If you should decide to re-join the airline after you have been terminated, we will not be able to restore your logbook or give you credit for your previous hours. If you plan to remain inactive for greater than 30 days, you must request an LOA (Leave of Absence).

L.O.A.'s: A Leave of Absences is automatically approved by hub directors for a maximum period of three (3) months and is requested via the Record Maintenance page. Longer periods are at the discretion of the Hub Director. The Hub Director will automatically approve LOA for military duty for whatever period necessary. After the three-month term, the pilot may contact the hub director and request that the LOA be extended an additional three months if necessary. Any pilot who fails to make contact with their hub staff after the initial three-month period has expired will be changed to inactive status with or without prior notification. After this takes place, the pilot will have 30 days to file a flight report or contact their hub director. In the event that a flight report is not filed in this 30-day period, the pilot runs the risk of being terminated from the airline by the automated Pilot Report (PIREP) system, unless the pilot makes contact with his or her hub director.

Code Sharing Flights

Pacific Airways allows "code share" flights between hubs and airlines within the American Pacific Group (APG). This means you can fly to any other Pacific or AFA hub and make one of their passenger flight lines or fly to a Pacific Superhub and fly one of their passenger or cargo flights. For example a pilot from Seattle could make a flight from Seattle to New York. Then they could choose one of New York's Passenger or Cargo flights and fly to a destination, then back to New York and finally back to their home hub in Seattle. Also, the Seattle pilot could fly from Seattle to AFA's Dallas hub and fly one of their Passenger flights to a destination, return to Dallas and then fly back to Seattle. When flying a code share flight for AFA, that flight is to be done using the appropriate AFA aircraft. Please note that you must still only fly flights and aircraft that you are ranked for when flying code share flights.

Pilot Report System (PIREP)

Pacific Airways requires every pilot to complete a flight report once they have completed the assignment by filling out a flight report (PIREP) form. Flight reports are fully automated and require that you enter information such as the aircraft flown, departure and arrival airports, time enroute (gate to gate), and other information. You can access the flight report form by visiting your hub's web page and clicking on File Flight Report in the Hub Navigation box. Then you will need to login to the system using your Pilot ID (PID) and password. Remember when entering your Pilot ID to use capital letters, for example, **PAY9999**, not **pay9999**.

VATSIM and Multiplayer Flights

Pacific Airways encourages the use of [VATSIM](#) (Virtual Air Traffic Simulation Network). VATSIM provides real time air traffic control over the Internet by real people using a radar simulator program. Pilots communicate with ATC using a program called [Squawkbox](#) which allows a pilot to fly online in real time with other pilots and receive real time ATC.

The Virtual Air Traffic Simulation Network, known as VATSIM.net or "VATSIM", currently made up of over 140,000 members worldwide, was created in 2001 by a group of individuals who came together with a goal of creating an organization which truly served the needs of the flight simulation and online air traffic control community. With an eye towards more than just providing a network of computers for users to log into, VATSIM is an online community where people can learn and, at the same time, enjoy the pastimes of flight simulation and air traffic control simulation all while making new friends from all over the world.

The best part of all of this is that VATSIM brings real people together who share your passion for flight and air traffic control. When you contact a controller, you aren't contacting a computer generated voice or image - you will be communicating with a real person who shares the same interests as you!

While we strongly encourage the use of flying online with VATSIM, you are not required to fly online in order to fly for Pacific Airways.

Pilot Ranks

As a new pilot with Pacific Airways, you will start out as a First Officer. The ranking is based on hours flown, or in other words, experience. For promotions see the chart below:

Rank	Hours
First officer	0-19
Captain	20-39
ATP First Officer	40-79
ATP Captain	80-299
ATP Senior Captain	300 - 599
ATP Commander	600 - 999
ATP Senior Commander	1000 +

Contacting our Staff and Pilots Forum

You can get a listing of the Pacific Airways corporate staff members by visiting our [Corporate Staff](#) page. Here you will also find their e-mail addresses. Please feel free to contact the appropriate staff member if you should need anything. Most answers to general support questions can be found in our Pilot Forums. If you can't find the answer to what you're looking for there, feel free to post your question and another pilot or staff member will usually answer your question within a matter of hours.

Pilots are strongly encouraged to register in the [APG Pilots Forum](#). When you register, make sure to use your first and last name to speed up the activation process. Applications to register may be denied if you do not do so and you will have to register again. The forum is the best source for online events details, aircraft news, route changes, opening of staff positions and other random information.

The APG Pilots Forum is one of the most friendly and informative forums in the virtual airline community. Everything mentioned in the first 2 paragraphs is at your fingertips as well as great flying stories, interactive discussions on any variety of subject and just plain fun stuff to read and link to. The management of APG is committed to retaining a friendly, informative and respectful forum. We will not tolerate any type of disrespect of any member's opinions, disrespectful postings and any type of "flame wars". Failure to comply with this policy can result in anything from deletion of the post or topic, to suspension or even termination from the airline.

Screenshots

Pilots are encouraged to post screenshots of their flights in the Screenshot Gallery of APG. The number of pictures of a flight should not be excessive (2 or 3 at the most is normally sufficient) so as to conserve server space for others to post pictures. Also, the pictures should be cropped, deleting unneeded areas like taskbars and text boxes, so as to present a better quality picture for viewing. The higher quality pictures (as judged by the pilots who view them) will appear on the main Pacific page randomly so strive for the best shots you can and yours may appear also. Maximum size for uploading screenshots is 200kb and must be of an APG aircraft or APG event.

Previous VA Hours

Pacific Airways allows a maximum of 50 hours to be transferred from another established Virtual Airline (VA). This promotes the experienced pilot, who has just joined, to the rank of ATP First Officer if they transfer 40 hours of more and will allow them to fly any route and aircraft without restriction. Transferring less than 40 hours will still subject the pilot to the aircraft restrictions notated in the Flight Regulations section above. Please contact your hub director with a request for credit of previous hours along with a link to somewhere they can be verified.