

Virtual Flight Options

Pilot Handbook

Standard Operating Procedures

Rev. 1-5 04/17/2007

Virtual Flight Options was founded to provide a choice for pilots who have progressed in their virtual career to the level of professional pilot. VFO caters specifically to those virtual pilots who have worked hard to learn the skills of professional simulator pilot. If you are, or aspire to be such a pilot, Virtual Flight Options is the right Company for you.

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Section 1 - Background:

Virtual Flight Options is based on modern, real-world companies providing fractional ownership of aircraft to individuals and corporations who seek the advantages and flexibility of aircraft ownership, at a price that makes economic sense.

Our fleet includes the Beechcraft King Air B200 and numerous executive jets including the Falcon 50, Cessna Citation X, Embraer Legacy, Beechjet 400A and more.

Unique to Virtual Flight Options are the pilot choices for flights. Pilots are not required to fly any specific routes. On the Route page there are four options to assist the pilot in determining a flight: Service Cities, Flight Strings, Charter Scenarios, and Charter Requests. VFO's service area is the United States, Canada, Mexico, and the Caribbean. Virtual Flight Options has four *Domiciles* in the United States including:

KCGF Cuyahoga County Airport Cleveland, Ohio

KTEB Teterboro Airport Teterboro, New Jersey

KPBI Palm Beach International, Florida

KMCC McClellan Airfield Airport Sacramento, California.

Domiciles are where aircraft maintenance and pilot training occur. Pilots are based out of an airport of their choice which is in his Domicile's geographical region.

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Section 2 – Flight Types

Serviced Cities:

Pilots have the choice to fly to and from any destination listed. Serviced airports can be found under "Operations" and then "Airports". Input the ICAO code of the airports you wish to fly to and the system will check to see if they are serviced. If they are not serviced there is the option to add service to that airport. All service requests to add an airport will be reviewed and approved by staff.

Charter Scenarios:

Twenty different scenarios have been designed to make flying with VFO more realistic and fun. They are similar to the flight string option in that they are meant to be flown in order, however, each one has a specific scenario that goes along with it. Departure times, events, passengers and locations to be flown are all listed.

Charter Requests:

VFO has also put together a charter request option that allows pilots to have Flight Operations put together a charter dispatch for them that is specific to their request. A scenario is built around the options chosen by the pilot. The pilot can choose a specific destination or a general region of the US, Canada, Caribbean or Mexico. When choosing just a region, Flight Operations assigns specific destinations, flight times, accompanying scenarios and OCC information in the form of an emailed Charter Dispatch.

The pilot can also add his or her own touch to the request by filling out the comments section. In this section, the pilot can request specific flight times, route lengths, round trips, 2 or 3 stop trips or any other information they need or want included. Again, this type of flight can be structured strictly around a specific destination the pilot chooses along with a custom scenario provided by Flight Ops. Or, Flight Ops can customize the entire trip for you. All you need to do is fill out the form and a Charter Dispatch will be emailed to you within 24 hours.

Events:

Virtual Flight Options holds online events on the VATSIM network. Both weekly events specific to Virtual Flight Options as well as joining VATSIM, VATUSA and other events as published on the VFO website. Pilots participating in VFO approved events will be credited twice the number of hours for their flight time during the event. When an event is flown make sure to select "Event" as the type of flight when filing a PIREP. The PIREP system will automatically calculate the correct amount of hours the pilot is entitled.

Section 3 - Employment Requirements:

Requirements for employment with Virtual Flight Options include:

- The pilot must have a Flight Simulator, at this time VFO supports MSFS only.
- The pilot must be a member of VATSIM.
- The pilot must be age 13 or older.
- The pilot must fly at least once every month (30 days).
- The pilot must submit their real name on the application.
- The pilot must display the highest levels of professionalism while on-line.
- The pilot **may** set up AIM screen name as VFO call sign – example = OPTXXX with the XXX being the numbers in your call sign, if possible.

Section 4 - Pilot Ranks:

- First Officer 0-29 hours
- Captain 30-99 hours
- Senior Captain 100-249 hours
- ATP Captain 250-999 hours
- Senior ATP Capt 1,000+ hours

Because the nature of our operations is unlike any other virtual airline in the world, Virtual Flight Options does not accept the transfer of hours from other Virtual Airlines.

Section 5 - Downloading Aircraft:

All approved Virtual Flight Options aircraft are downloadable from the VFO website.

Certain aircraft repaints are available only to Virtual Flight Options members and can be found in the members download area.

Section 6 - Flying On-line:

All Virtual Flight Options flights are to be conducted on the VATSIM network.

Pilots should be prepared to file an appropriate flight plan with SIDs and STARs included.

Pilots who do not have the necessary charts can go to ww.myairplane.com or www.airnav.com and find all necessary information on the Internet.

Pilots should insure that their flight plan does not cause them to enter or fly through a Restricted Area or Military Operations Area.

Pilots should know appropriate procedures to communicate with on-line ATC.

Pilots shall cooperate with all ATC instructions keeping in mind that the Pilot in Command makes the final decision regarding the safety of his/her aircraft.

Pilots may use AOL Instant Messenger, Teamspeak, built in chat (Squawkbox or FSInn), or any other similar messenger program to communicate between VFO aircraft and with the Operations Control Center.

Section 7 - Pilot Reports:

Virtual Flight Options requires every pilot complete a pilot report (PIREP) upon completion of his or her flight. This is done on the VFO website by going to "File a Pirep" and entering your PID number and password.

Follow the PIREP form and enter the departure city, arrival city, aircraft used, time en-route, and any comments you may have.

Pilot logs will be reviewed periodically by the Human Resources Department to prevent incorrect or false PIREPs. Any pilot found to falsify pilot reports will be suspended from VFO for a period to be determined by the Board of Directors. Virtual Flight Options stores all hours in a decimal format, though pilots are not required to input hours in that format. The PIREP system will automatically calculate the correct amount of hours from a given departure and arrival time.

Section 8 - Leave of Absence Policy:

Those pilots not flying at least once per 30 days and who have not filed a Leave of Absence request will be placed on inactive status. After 10 days, if there is no change, pilots will be removed from the roster. A Leave of Absence shall not exceed 90 days except with permission of the Board of Directors. Once a Leave of Absence exceeds 90 days without permission of the Board the pilot will be removed from the roster.

Section 9 - New Pilot Training Information:

Training at Virtual Flight Options (VFO) is an integral part of our organization. At VFO, our main focus is to not only provide flight options to our pilots, but training options as well.

Training is not limited to how to fly an airplane, but it also includes all of the facets that make a pilot a professional pilot. That is why we offer training on how to read charts, interpret METARs, communicate with online ATC, build flight plans and work with our Operation Control Center (OCC). All of these items are an integral part of being a professional pilot with VFO.

A lot of other VA's have rigorous and extensive training programs that can sometimes frustrate pilots. Check rides, videos and restricted training locations can cause pilots to leave and terminate their employment with that VA. At VFO, we make our training optional.

Pilots who are new to VATSIM, or are uncomfortable with ATC procedure and communication are required to fly with an instructor or staff member before being cleared to fly flights with VFO. I

Most of all, we want all VFO pilots to have fun and enjoy their experience while flying for VFO. However, we strongly suggest that the pilot go through a training program regarding flight operations so that he will be able to properly pilot his aircraft on VATSIM, communicate with OCC and understand how our charter system works.

Section 10 - Operations Control Center:

Another unique feature of Virtual Flight Options is the Operations Control Center. The OCC can provide the pilot with a flight plan, current weather, and a passenger briefing. This information is known as a release package. For regular operations a pilot must request a release package 15 minutes before expected departure time. For any special event or fly-in a pilot must request this information at least 2 hours before flight time. The OCC also monitors each VFO flight from departure to arrival and provides weather advisories along the way.

Operations Control Center (OCC)

Standard Operating Procedures Handbook

For Pilots and Dispatchers

Section 1 - The VFO Operations Control Center

Section 2 - Dispatcher Requirements

Section 3 - Duties of an OCC Dispatcher

Section 4 – OCC Dispatcher Ranks

Section 5/5a - Pilot's Interaction with OCC

Section 6 – OCC Reports

Section 1 - The VFO Operations Control Center

The primary duty of Virtual Flight Options Operations Control Center (OCC) is to monitor every facet of Virtual Flight Options flight operations on online. The OCC tracks and manages all VFO flights. All details regarding VFO flights are coordinated through the OCC regardless of destination. The OCC watches every trip leg to ensure safety for all VFO flights. OCC dispatchers evaluate the weather conditions at the departure airport, en-route, and at the destination airport. Conditions that may affect the safety of flight are immediately relayed to the pilots for further evaluation. OCC operators not only watch for weather, but also monitor heavy airport/airspace traffic to inform pilots of possible delays and provide alternate routing to pilots to keep VFO flights on time!

Section 2 - Dispatcher Requirements

To operate OCC as a dispatcher, an applicant must meet the following requirements:

Must be a VFO pilot with rank of Captain

Must be a VATSIM ATC with level S-3 and voice endorsement, or higher, or certified by the Vice President/Director of Operations, the Director of Flight Operations, and/or Director of OCC.

Section 3 - Duties of an OCC Dispatcher

Sign on to AOL instant messenger or onto Teamspeak, or both with your OCC screen name. Next log onto The OCC section of the website, if you are using AOL instant messenger, please input your AOL screen name so that other pilots know how to contact you. Only one dispatcher is allowed to log onto the OCC system

Prior to the start of shift the dispatcher should familiarize them selves with current weather conditions through out the entire VFO system. The dispatcher should also check all NOTAM's both company-wide and FAA and be familiar with any restrictions that my effect the operation.

Provide each departing flight with a flight release and weather briefing. All flights will be released in accordance with FAR part 121 flight dispatch regulations.

During the dispatch tour of duty the dispatcher will monitor the progress of all VFO flights using the VATSIM with Whazzup or Servinfo.

Dispatchers will also field requests and reports from our flights thru out the system. OCC will provide weather updates, airport information, and general company communications.

The OCC Dispatcher shall report any incidents involving VFO aircraft to the appropriate company officials as soon as possible.

Section 5 - Pilot's Interaction with OCC

Below is a dialogue of how pilot and OCC operators are to interact.

OPT218: OCC this is OPT218 at KCGF filing a (n) IFR/VFR flight plan (with ATC) to KDAY. Aircraft type FA50. 3 crew onboard and 5 passengers. Expected cruise altitude FL220. Expected ground speed 400 knots. Expected Departure time is 2010 EDT.

OCC: OPT218 OCC Roger, give us a call when you have your release! (Once the pilot pulls from the gate or ramp it has a release)

OPT218: OCC OPT218 we have our release!

OCC: OPT218 thank you, have a good flight!

The OCC operator now tracks OPT218's flight until landing. During the flight the pilot can contact OCC for advisories. OCC will provide the info to the flight when requested.

OPT218: OCC OPT218 has landed KDAY!

OCC: OPT218 thank you, have a good day!

Section 5a- Required Reports and Format

All flights are required to provide OCC with an OOOI report. The report needs to be kept on paper, and then filed via the OOOI form on the OCC page. Please fill the form out in its entirety when submitting a OOOI report, and as accurately as possible.

All other communications with OCC should contain the Flight ID# so that OCC can identify the calling flight.

Short descriptions of the OOOI form:

Flight ID – The Pilots VFO ID (e.g. OPT218)

Out Time – Time of pushback, and or engine start

Off Time – Time the aircraft is airborne

On Time – Time the aircraft touches down

In Time – Time the aircraft is parked and engine shutdown is started

Total Fuel Burn – Weight, in pounds (lbs) of the total fuel burn

Section 6 – OCC Log Reports

The OCC system will automatically calculate the hours that you have been logged into the system and then file the OCC log report when you log out of the system. This will also add that amount of hours to your total pilot hours.

OCC/Crew Operational Advisory

Each Crew member is required to have the necessary charts and manuals required to complete the flight prior to engine start. Chart information may be obtained at <http://www.clearanceunlimited.com> if needed.

Sterile Cockpit procedures will be in effect during all critical phases of flight. Critical phases are identified as: Taxi, Takeoff, Climb, Descent, Landing and any other operation conducted below 10, 000 feet.

The use of checklists are mandatory for all aircraft operations. Captains with fewer than 20 hours of logged flight time will be considered a High Minimum Captain. FAR 121.652 states that 100 feet and ½ mile will be added to the lowest applicable approach minimums but under no circumstance may the landing minimums be less than 300 and 1.

Prior to engine start a qualified flight deck crewmember must make an exterior inspection of the aircraft.

The captain will brief our customers or flight attendant of any anticipated delays or en route weather conditions that pertain to the safe operation of the flight.

Low Visibility Operations may be expected when the reported visibility is less than 1200 RVR. At certain airports a low visibility taxi chart (if available) will depict the necessary taxi information.

Standard takeoff visibility minimums for all Virtual Flight Options aircraft are 5000 RVR or 1 statute mile. Visibility may be reduced to a minimum of 600 RVR provided that the departure runway has runway centerline markings and operational runway center line lighting.

FAR 121.617 states that if the visibility at the departure airport is below the authorized landing minimums for that airport then a departure alternate must be planned in the event of an engine failure on takeoff. The distance can be no more than one hour from the departure airport.

Authorized landing minimums for Virtual Flight Options flights may not be lower than 200 feet for ceiling and ½ mile for visibility. (Standard Category I) Noise abatement procedures must be followed during effective times or as advised by ATC.

FAR 121.619 states that an alternate airport for landing must be planned if the weather is expected to be below 2000 feet for ceiling and/or 3 miles visibility from one hour before to one hour after the estimated arrival time. When an alternate airport is listed the forecasted weather for the alternate airport must not be below 400 feet for ceiling and 1 mile for visibility for the planned arrival time.

Visual approaches may be accepted at captain's discretion.

Upon reaching the Decision Height on approach pilots may continue only if the aircraft is in a position from which a normal landing can be made and the approach

lighting system the "Airport Environment" is distinctly visible.

Flights may be periodically assigned with MEL or CDL items that may affect the operation or performance of the aircraft.

MEL-Minimum Equipment List -The MEL permits the operation of the aircraft with certain inoperative items of equipment. Any restrictions to flight will be noted on your release by Dispatch.

Example- MEL 49-1 APU inop. No restrictions apply.

MEL 27-4-1 Leading Edge Flap/Slat light Forward and Overhead.

Speed Restricted to Mach .65 above FL200

CDL-Configuration Deviation List -The CDL permits operation of the aircraft with certain parts missing such as small access doors. Any restriction to flight will be noted on your release by Dispatch.

Example- CDL 52-1 Waste water access door missing. No restrictions apply.

Weather

Flight Crews must be thoroughly familiar with all weather conditions expected during the flight prior to engine start. Complete Weather Briefings may be obtained online from the Airline Dispatchers Federation site at <http://www.dispatcher.org> or from the Aviation Weather Center Homepage at <http://www.aviationweather.noaa.gov>

Operations with the following conditions are prohibited: More than ½ inch of standing water on the runway, Braking action reported as NIL, takeoff and landing in moderate or greater freezing rain, takeoff and landing with a tailwind component of more than 10 knots.

Flights will not be planned through areas in which turbulence of more than moderate intensity is forecast or known to exist.

When more than scattered thunderstorms are forecast or known to exist flights will be planned to circumnavigate the area, or the maximum takeoff weight of the aircraft will be limited as to allow a climb to an altitude higher than that of the expected thunderstorm activity.

If thunderstorms are active within 5 Nautical Miles of the airport pilots will consider a 30 minute delay if thunderstorms are increasing, 15 minute delay if thunderstorms are dissipating, or any other action deemed necessary by the captain.

High altitude clear air turbulence (CAT) may be expected in conjunction with the

upper level jet streams and near the tropopause.

Windshear may be defined as a change of wind speed and/or direction over a short distance. It can exist in a horizontal or vertical direction and occasionally in both. Pilots should be alert for any meteorological condition that could produce windshear. Presence of windshear may be indicated by: Thunderstorm activity, Virga, Low Level Windshear Advisory System

(LLWAS) warnings and from PIREPS of other crews operating in the area.

Icing conditions may be expected at the surface when the temperature is 10 C or below and there is visible moisture in any form present, such as Clouds, Fog with visibility less than one mile, rain, snow, etc.

Virtual Flight Options crews will follow the "clean aircraft" concept when operating in conditions where icing may exist. **DO NOT** attempt to take off with snow, frost, or ice adhering to the wings or control surfaces.
