



Pilot Operations Handbook

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www.phoenixva.org



PREFACE

The staff and management of Phoenix Virtual Airlines (PVA) created this handbook as a resource guide for all pilots and staff members relative to participation, proper conduct and expectations within this virtual airline. Any and all operation or documentation mirroring that of any real-world airline is purely coincidental and is not intended. The use of this handbook is for flight simulation only and may not be used for real-world flying activities.

By joining PVA, all pilots by default acknowledge and agree that the policies and procedures outlined in this handbook are absolute and that deviation from such to the detriment of the VA will be grounds for disciplinary action that may include suspension or termination as a remedy.



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1 WELCOME TO PHOENIX VIRTUAL AIRLINES

Phoenix Virtual Airlines was created by several long time members of the flight simulator community that all shared a common goal that our hobby should be continued in a serious, yet laid back environment. Our staff has years of VA and real-world management experience; our systems are advanced and our aim is to provide a challenging virtual career advancement program befitting the stature we anticipate attaining in the months and years to come.

At PVA, our aim and our strategic plan is to provide a platform on which pilots of all experience levels and interests can come together in the pursuit of this most unique hobby. We are accomplishing this objective by ensuring our people – both in management and in the cockpit – work together in bettering our VA through the free-exchange of ideas. In more specific terms, this means PVA will have an open-door policy, where we can interact always as professionals when it matters most while enjoying the fun that comes with being a part of a global community.

As we continue to grow, you will find more changes to the VA that will only enhance your experience.

Phoenix Virtual Airlines has entered the VA scene with a fresh look, a comprehensive fleet, strong management and a commitment to excellence – at the level for which you feel most comfortable.

1.1 Our Mission

The mission of Phoenix Virtual Airlines (PVA) is to advance and advocate the virtual aviation hobby by providing a platform on which enthusiasts from around the globe may experience the freedom of flight, no matter the virtual pilot's experience or background. This is achieved at PVA through a combination of training, reference materials, a friendly Forums community, a world-class fleet, as well as a state-of-the-art web site.

1.2 Our Vision

As we strive to provide realistic, but varied opportunities for a completely satisfying experience for pilots, some imperatives will be realized, and still others will be initiated. The vision of PVA ensures the strength of the organization through continual self-evaluation and self-improvement as a means to remain dedicated to the pilots and staff members who make-up the heart-and-soul of this VA.

The founders of Phoenix Virtual Airlines strive to provide the best possible experience for our pilots. In order to help ensure a positive experience for all of our members, we ask that you please follow this "Pilot's Code of Conduct". This document covers the basics for how we are expected to interact with each other and addresses the various issues that we may face. Please understand that we cannot anticipate every situation that may arise.

2 THE PILOT'S CODE OF CONDUCT

As a member of Phoenix Virtual Airlines, you must agree to and abide by the terms of this Code of Conduct (CoC). This document is for the use of Phoenix Virtual Airlines members only and is considered to be confidential and is not to be shared with anyone not affiliated with Phoenix Virtual Airlines. It may be changed or amended at any time without prior notice.

- (1) As a member of Phoenix Virtual Airlines (PVA) you agree to maintain a positive and professional manner at all times. In order to have an enjoyable experience at PVA, we ask that all pilots refrain from creating or spreading drama and politics. We will certainly make every attempt to keep things light-hearted and we ask that our members do the same. Making disparaging remarks in any public forum about PVA, its pilots, management, software and/or any intellectual properties of PVA will not be tolerated. This includes but is not limited to: the PVA forum or any other forum, ACARS Chat, any voice communication program such as Team Speak or Ventrilo, or any other manner of communication considered public. Problems arising from membership should be handled in the appropriate manner as outlined in the "Dispute Resolution" section of this Code of Conduct. Pilots found to be in violation of this section are subject to: reprimand, suspension and/or termination at the sole discretion of PVA management.
- (2) The use of the following anywhere within PVA shall be subject to immediate termination without warning: The posting of sexually explicit material, the use of racist language or using racial epithets towards any member of PVA or the promotion of any illegal activities. We must also insist that pilots refrain from derogatory comments regarding other cultures, religions and/or local customs. You must also agree not to recruit for, or promote other VA's to our pilots. Any pilot found to be using or promoting any of these activities may be terminated immediately and shall not be allowed future membership with PVA.
- (3) When communicating via email and on the Forum, please remember that typed words have no context. Something that you type in humor may not be taken that way by another member and could be considered offensive. Choose your words carefully!
- (4) When flying online at either VATSIM or IVAO please remember that you are representing PVA and all of our pilots. Please maintain a professional attitude when flying online. Any pilot suspended from either VATSIM or IVAO shall also be suspended from PVA. Pilots having an issue with an online controller shall take the controllers name, complete their flight and notify PVA management as well as the management of the online service. Never argue with a controller online, it will only get you in trouble.
- (5) We will naturally have members with varying degrees of experience here. All PVA pilots are strongly encouraged to help out others that may be new to flight simulation or VA's in general. Remember, we were all new to this hobby at one point.
- (6) The main goal here is to enjoy your hobby. Please be courteous and respectful to other members, but above all else, HAVE FUN!

3 PVA STRUCTURE

This chapter outlines the structure of PVA’s management and of its day to day operations.

3.1 Corporate Structure

The corporate operating structure is designed to keep staffing and management to a minimum, while simultaneously creating a position of focus on flying and not the “politics” that affect many virtual airlines.

Our VA allows for a small and devoted executive team to focus on flight simulation and building this platform for many years of service. As PVA grows, so too shall the staff, as warranted.

The staff structure of PVA is as follows:

Executive Team

- President & Chief Executive Officer
- Executive Vice President --- Chief Operating Officer
- Executive Vice President --- Operations
- Executive Vice President --- VA Development
- Executive Vice President --- Chief Pilot
- Executive Vice President --- Fleet and Scheduling

In the event the Chief Executive Officer is absent or unavailable, interim succession for PVA shall be in the following order:

- Executive Vice President - Chief Operating Officer
- Executive Vice President – Operations

Management Team

- Crew Center Managers – In charge of all Crew Center Operations (One per CC)
- Training Coordinator
- Public Relations Director
- Fleet Director
- Scheduling Director

3.2 Management Philosophy

The executive team and staff members of PVA subscribe to the belief that flight simulation is more for personal challenges and education than entertainment. This VA is not typical of most, where PIREPs are approved without consideration for the long-term benefit and growth of our pilots.

We provide rock-solid management approaches that are derived from real-world experiences in personnel management, operations and technical functionality to ensure as realistic a flight simulation experience as possible.

3.3 Airline Operations Structure

PVA will maintain Crew Centers located throughout the world, additional Crew Centers will be added or deleted as necessary. Pilots may fly any route on the schedule that their rank allows, but the pilot must depart from the airport that they last landed at or be charged a "jumpseat" fee as outlined later in this manual. In the event that there is no flight within your rank category leaving from that airport, the pilot should contact their Crew Center manager immediately. Pilots do not need to begin from their Crew Center; there is no requirement to visit your Crew Center at any time.

PVA will mirror the operations of multiple real world airlines. New airlines will be added regularly and as necessary. Please understand that the real world airlines change their schedules constantly and management will do it's best to keep up with these changes.

Pilots may fly for any airline at any time as long as they do not violate any section of this handbook.

3.4 Crew Centers

Pilots shall be assigned to one of five (5) Crew Centers. While you may request a specific Crew Center, assignments are based on VA need. Management reserves the right to move pilots from one Crew Center to another in order to keep balance.

- **John F Kennedy International Airport (KJFK)**
New York, NY.
- **Lambert – St. Louis International Airport (KSTL)**
St. Louis, MO.
- **Los Angeles International Airport (KLAX)**
Los Angeles, CA.
- **London Heathrow Airport (EGLL)**
London, England
- **Berlin Tegel International Airport (EDDT)**
Berlin, Germany

Future expansion to other cities and countries will be considered as the need arises.

3.5 Crew Center Transfers

Pilots may request a transfer of Crew Centers at certain times of the year. The application windows coincide with the first 7 days of each quarter of the year. Any request must have the approval of the original Crew Center Manager, the new Crew Center Manager, and the HR Department. The final approval comes from the HR department.

4 PILOT CAREER INFORMATION

This chapter deals with all matters pertaining to a Pilot's career at PVA, including activity requirements, leaves of absence and the PVA rank structure.

4.1 New Pilot Information

Phoenix Virtual Airlines is a flight simulation airline and no reference to any real world airline is inferred.

Though not mandatory, flying online through VATSIM or IVAO is highly encouraged. Pilots are encouraged to learn online flying by taking the PVA VATSIM or IVAO course and by reading through the VATSIM or IVAO forums. Plenty of help is available from our staff.

To maximize the online flying experience, PVA also encourages participation in our Fly-In Events program, which can be found under the Events section on the PVA web site and Forum.

VATSIM or IVAO flights will be on the "honor" system, which is to say that flights will be randomly verified by management on a regular basis. If it is found that a pilot has checked "online" in ACARS and the flight(s) cannot be verified, the pilot may be subjected to disciplinary measures, which could include loss of pay, loss of rank, suspension or termination.

Pilots may transfer previously logged virtual airline hours – as shown on the initial application – provided the hours can be verified through VATAWARE and/or through your previous virtual airline(s). Regardless of the total number of hours accumulated and verified from previous VAs, PVA will only accept up to One Hundred Fifty (150) transfer hours, thereby placing the new-hire at the rank of Captain. In order to be credited with transfer hours, the pilot must supply a direct link to their pilot page, including their login information. We will not search for your hours!

Once hired, new pilots must file their first PIREP within fourteen (14) calendar days for review and approval, or the pilot's account will be terminated and the pilot not eligible to re-apply for employment for sixty (60) days.

Pilots may make their first flight from any airport listed in the PVA schedule. You are NOT required to start from your Crew Center. When creating your flight itinerary, take care to ensure that you will not be "stuck" at an airport that has no outbound flights in your category.

4.2 Pilot Requirements

PVA welcomes pilots of all experience levels and backgrounds. From real-world airline pilots to the flight simulation beginner, there are plenty of opportunities here for you to learn, grow and advance within the VA. We are happy to welcome new members to the organization and completing the application for employment is the first-step to becoming a PVA pilot.

In order to be hired by PVA, it is imperative that applicants understand that we strive to maintain a fun, light and rewarding environment, while – at the same time - ensuring a level of professionalism and proper conduct befitting a top-flight virtual airline.

Our hiring requirements are as follows:

- You must be at least 16 years-old and certify that you comply with all laws and regulations regarding minors participating in online organizations
- You must use your real name on the PVA application
- Previous VA experience is not necessary
- You must have and maintain a valid e-mail address at all times during your PVA tenure
- You must have a legal, valid copy of either Microsoft Flight Simulator 2004 or FSX – X Plane is NOT supported at this time.
- By completing the application for virtual airline employment, you certify by your application that you have read and understand the PVA policy statements and procedures as outlined in the Pilot Operations Handbook.

Once on-board with PVA, pilots are required to:

- Remain an active participant by flying and filing at least one (1) PIREP every 30 days
- Take part in the development and operations of the Virtual Airline
- Share information, talents or comments on our Forums
- Remember your actions speak volumes of your virtual airline
- Follow the PVA policies and procedures, as outlined herein

PVA has established high standards for conduct within the VA. Pilots flying online and participating in PVA community activities (such as the Forums) will avail themselves to ensure proper, mature and professional conduct AT ALL TIMES. Any disruption or abuse reported from a VA member, VATSIM, IVAO management or other source shall be investigated and dealt with swiftly. PVA management reserves the right to terminate any member at any time.

4.3 Memberships in Multiple Virtual Airlines

PVA pilots are allowed to maintain relationships with other virtual airlines in addition to PVA, so long as the requirements for active membership within this VA are met on a monthly basis. At no time shall a pilot flying a PVA flight file a simultaneous PIREP with another VA for the same flight.

For reasons related to conflicts of interest, staff members and executives are also allowed to maintain relationships with other virtual airlines, but only in a pilot capacity. The exception to this policy is if the staff member in question is on staff with a partner airline and has the approval of the Executive team.

Violation of this policy is grounds for immediate termination from PVA. Any pilot that is terminated for violations of these rules shall not be eligible for reinstatement.

4.4 Minimum Flight Requirement

PVA recognizes that real-world pursuits are diversified and that participation in this VA is a voluntary measure. In this respect, PVA maintains a flexible flight requirement of one (1) flight every thirty (30) days, though you are encouraged to fly as often as your schedule will permit.

Pilots who do not complete at least one (1) flight within thirty (30) days of their last flight shall be automatically placed in retired status, unless the pilot is on LOA or has communicated their intentions to a member of the management team.

4.5 PVA Pilot Rank Structure

The PVA fleet is organized into seven categories, which are based on aircraft complexity, flight characteristics, and network deployment. Generally, they are categorized such that a pilot in one type of aircraft has enough knowledge to safely handle another aircraft in the category without any significant lack in operational proficiency.

Pilots are ranked based on their experience in flight simulation, and more specifically by their experience flying the aircraft in our fleet. With each promotion, you have access to larger and more complex aircraft.

To be eligible for promotion, a pilot must have logged the minimum number of hours.

Our Pilot Rank Structure is as follows:

Rank	Category	Type	Hours	Aircraft
Probationary First Officer	A	Prop	0	S340 Dash 8, etc.
First Officer	B	Regional	20	ERJ, CRJ, DC9, 717, etc
Captain	C	Short-Mid Range	100	717, 727, 737, A32X, etc
Senior Captain	D	Mid-Long Range	250	757, A300, A310, etc
Chief Captain	E	Long Range	500	777, 767, A330, Heavy Tri Jets
Executive Captain	F	Jumbo Jet	800	747, A340
Fleet Captain	G	Super Jumbo Jet	1250	A380, 747-8
Executive Fleet Captain	All	All	1750	All Aircraft and Specials

To be eligible for promotion to the rank of Executive Captain and above, the candidate must:

- Be an active, positive participant in the PVA Forums and TeamSpeak communities
- Have demonstrated proficiency in the handling and safety of all aircraft
- Have a demonstrated willingness to counsel and mentor lesser experienced pilots
- Have a performance record free of disciplinary action in the previous twelve (12) months
- Have not had documented activity issues (e.g. inactive without LOA request) in the previous twelve (12) months.

4.6 Leave of Absence

If it becomes necessary for a pilot to be inactive for more than thirty (30) days, the pilot may request up to a three (3) month Leave of Absence (LOA) in writing from any staff member. LOA requests are not to be communicated in the Forums.

Once the LOA is approved, the pilot shall remain on the active pilot roster with the designation LOA. During the LOA, pilots may not post to the Forums, submit application for promotion, participate on TeamSpeak or otherwise enjoy the full benefits of PVA membership.

Further, once on a LOA with PVA, if you are found to be flying regular flights with another virtual airline, your LOA will be rescinded and your name removed from our roster, if your period of inactivity exceeds thirty (30) days.

4.7 Retirement

In a natural progression, there will reach a point where a PVA pilot wishes to retire from service. In these cases, pilots are permitted to retire from PVA, provided the pilot has attained the rank of Senior Captain or higher and has logged at least 500 flight hours with PVA.

To retire from PVA, the pilot shall submit to the COO a written retirement request. Once reviewed and approved, the pilot's status shall be changed from Active to Retired. The pilot's name shall be placed permanently on the Retired Pilots list.

Pilots with a demonstrated productive career at PVA may request to retire to our "Retirement Center"

This status will accord PVA to remain in touch with the retired pilot and give back to those pilots that have made a significant contribution to the VA. Pilots at the retirement center will retain their rank and hours, shall be permitted to participate in the Forums and TeamSpeak, and shall be permitted to fly without any consideration of flight requirements. Retired pilots, however, may not hold a management position within the VA or may not participate in any programs or contests, unless the retired pilot requests and is approved for re-instatement to Active status.

4.8 Resignation

Pilots and staff members who resign in good standing with PVA (which is only defined by having provided notice of their intent to resign) shall have the option at any point in the future to return to PVA at a later date with all previously accumulated hours, virtual pay and hours restored.

Resignation notices must be submitted to any staff member via e-mail or private message, but are not to be posted in the Forums. Pilots who post their resignation notices in the Forums shall be immediately terminated; their post deleted; and the member permanently banned from future employment with PVA.

4.9 Suspension and Termination

Any PVA pilot or staff member who willfully fails to abide by the policies and procedures set forth in this Pilot Operations Handbook, relevant policies and procedures of VATSIM, directives or posted information in the Forums, or is insubordinate to any staff member, executive or board member shall be suspended for a period of not less than fifteen (15) days and no more than thirty (30) days.

The executive staff and staff managers shall warn pilots of inappropriate behavior or actions, when presented.

Any pilot who is suspended may appeal their disciplinary action by submitting a formal letter to the COO. The determination of the COO, in consultation with the relevant staff members, shall be considered final and not subject to further appeal.

Pilots and staff members who are terminated from PVA for any disciplinary action are prohibited from rejoining the airline at any future time.

Pilots and staff members who are terminated for failure to meet minimum requirements, such as minimum flight requirements, or failure to maintain an active email account may have their membership with PVA reinstated as if they were a new pilot. Legacy hours within PVA shall not be reinstated.

5 FLIGHT OPERATIONS

This chapter deals with all matters concerning flight operations at PVA, such as filing pilot reports (PIREPs) and the various standards pilots are required to meet in order for their PIREP to be accepted. Online flying is covered in a separate chapter.

5.1 PIREPs

After you complete your flight, you are required to immediately submit your ACARS, FS Flight Keeper, or FS Passengers PIREP (Pilot Report) for review, validation, approval and credit. The use of manually-filed reports shall be limited only to rare circumstances, with the prior approval of the EVP of Operations or COO. The only acceptable means for filing flight reports are as follows: PVA ACARS, FS Passengers and FS Flight Keeper. Manual reports are only to be filed under extreme circumstances and must have prior authorization from a member of the management team. In the event of an ACARS crash the following information must be provided: 1) A screenshot of the ACARS error, 2) The JIT Debugging code supplied by ACARS and 3) You must post your issue in the PVA ACARS Support Forum.

5.2 Held PIREPs

At times a PIREP may be HELD. A HELD PIREP means that the staff is looking at it. This does not mean that it will be rejected. It only means that the PIREP is under review. If a comment is requested by a staff member than please use the comment section of the PIREP to answer the concerns of the staff member. A full and complete answer will speed the approval process. If no comments are noted just be patient. The HELD PIREP will be reviewed as soon as possible.

5.3 PIREP Rejection Policy

PIREPs may be rejected depending on certain conditions. A rejection does not mean the flight did not take place, only that the hours flown will not be added to the pilot's total hours. The pilot may not re-fly a rejected PIREP except under very special conditions.

A PIREP that has been rejected may be appealed by contacting your hub manager through email or private message on the Forums and explaining the reason for the violation. If your hub manager decides that the PIREP will stay rejected you may appeal with one of the Founders by email or private message on the Forums. The decision of a Founder is final. At no time will a rejected PIREP be discussed on the Forums.

Examples of reasons that a PIREP may be rejected are:

- Using the wrong aircraft type;
- Departing or landing at an airport that was not part of the flight plan;
- Failure to acknowledge the Away From Keyboard check for a total of sixty (60) minutes or more over the course of a flight, note that this refers to the cumulative time spent AFK, even if distributed across multiple periods;
- Use of slew mode;
- Using time-acceleration;
- Excessive overspeeds lasting several minutes without attempts to rectify and reduce speed;
- Making flights outside CAT range without a CAT waiver;
- If a complaint of disrespect or disregard for controllers/pilots while flying on VatSim or IVAO is received and verified as valid;
- Disrespect to a Founder, Hub manger, or fellow PVA pilot on PVACARS chat or comment left on PIREP

This list is not all inclusive. If you know a PIREP will be rejected you do not need to submit it. If you do not submit the flight it will remain in your bid and you will have the opportunity to fly it over. If you are unsure that a PiRep will be rejected contact any manager or Founder on PVACARS chat, private message in PVACARS, or by private message on the Forums BEFORE submitting the PIREP. If the manager or Founder you contacted tells you to submit the PIREP be sure to mention that person's name in a comment with the PIREP. Comments are your best means of getting a questionable PIREP approved. All hub managers read comments and take them into serious consideration when reviewing PIREP.

When in doubt leave a comment!

5.4 Rejected PIREPs

If at any time a pilot believes that a PIREP was rejected in error, that pilot may appeal the decision in the following way:

1. PM or email the staff member who rejected the PIREP. (This information can be found in the comments section of the PIREP in question)
2. If the pilot is still not satisfied then that pilot can take it up with another staff member (PM or email)
3. At this point that staff member has final say over the PIREP. Whatever the outcome of the second dispute will be final.

At no time should a disputed PIREP be referenced in the forum.

5.5 Pilot Report Times

In order to maintain consistency with the PVA timetable and routes, all times reported shall be in Zulu Time. Zulu time is Eastern Standard Time plus five (5) hours. In other words, if it is 9 p.m. in the eastern Global States, Zulu time would be 0100Z (or 1 a.m.)

Flight times shall be reported in actual flight time (wheels-up to wheels down).

5.6 Jumpseat Policy

It is the recommended policy at PVA that all pilots must depart from the last destination that they landed at. In the event that there is no flight within your rank category leaving from that airport, the pilot should immediately contact their Crew Center manager.

We want pilots to make every effort to depart from their last location, but sometimes a pilot may want or need to go to another city, country or continent. In these cases, the pilot will have to pay the following "fee", in accumulated pilot account flight hours, based on the length of the jump seat in miles:

1-100 miles = 1 hr

101-1000 miles = 2 hrs

1001-2000 miles = 3 hrs

2001-3000 miles = 4 hrs

3000+ miles = 5 hrs

Pilots are welcome to Jumpseat as often as you wish, but keep in mind that if your hours drop below your current rank, you will be demoted. A pilot may not use a Jumpseat if it would leave them with a negative number of hours. Jumpseat fees will be waived for official PVA events and any pilot using one of these sanctioned jumpseats must return to their last location prior to the event. Failure to do so will result in the pilot being charged a Jumpseat fee.

5.7 Bonus Time

As a general rule, PVA uses other avenues to reward pilots for special events or honors. While not prohibited, the rewarding of time multipliers for actual flight time or virtual dollars is permitted only following a consultation between members of the staff and executive teams.

5.8 Simulation Rates

PVA provides and promotes a realistic environment for its pilots. As such, all pilots must fly their flights at the normal simulation rate (1X) for the entire duration. There is to be no use of the time-acceleration or slew features in Flight Simulator, even if approved by a VATSIM controller when crossing a large body of water.

5.9 In-Flight Emergencies & Diversions

At this time a pilot is required to fly the scheduled route. At no time should a pilot divert to an unscheduled airport during a flight. PIREPs that do not start at the scheduled departure airport or finish at the scheduled arrival airport will be rejected. If a flight is being flown on VatSim or IVAO and a diversion is required for any reason the pilot will need to disconnect from the network and land the plane at the scheduled airport offline.

5.10 Aircraft Fueling Policy

All PVA flights MUST depart from the airport with the proper amount of fuel. Mid Air Refueling is not allowed. PIREPs that display a Mid Air Refuel will be rejected. All pilots should strive to keep fuel usage to a minimum and not load excessive fuel for a flight.

5.11 Landing Rates

Due to the ability to track landing rates among all of our flight reporting clients, a maximum landing rate of -1000 feet per minute has been established. Any landing exceeding -1000 fpm is subject to immediate rejection.

5.12 Official Aircraft Substitution List

Since PVA does not supply aircraft for you to use, you must find your own aircraft to fly at PVA. We have supplied a comprehensive list of freeware aircraft and published it in this thread on the PVA Forum: <http://www.phoenixva.org/forums/index.php?/topic/573-fleet-links/>

You may use any aircraft within your rank and you do not have to be livery specific, only type specific. In other words, you may use a Delta livery to fly a United flight, but you may not use a 737 on a route calling for an A319. A pilot may substitute an aircraft in the same group for any other aircraft in that same group (Example - a B737 can be substituted for a B733 | an A320 can NOT be substituted for an A319)

Substitution Chart Link <http://www.phoenixva.org/index.php/typerating/showsubchart/>

The Aircraft Substitution chart has been created by the founders of PVA. These groups are not negotiable.

5.13 Flight “Sandbagging” or AFK (Away From Keyboard)

“Sandbagging” a flight means being away from your virtual cockpit for longer than a reasonable period of time. PVACARS will occasionally “check” to make sure that you’re at the computer. You must acknowledge the AFK signal by clicking on the pop-up window that PVACARS generates. Any flight in which you are AFK for more than 60 minutes total will be rejected. Note that this is the cumulative AFK time, so a pirep that shows an AFK period lasting 40 minutes and another lasting 30 minutes would be rejected, as the total AFK time is 70 minutes. If you need to step away from your flight, make sure that you pause PVACARS and MSFS and/or come back later when you have more time to fly.

6 PVA ONLINE FLYING POLICY

Phoenix Virtual Airlines is officially affiliated with VATSIM, which offers live ATC and a realistic flight environment. Because of this affiliation, PVA pilots are highly encouraged to participate in online flights as much as possible. Conducting yourself with the highest regard for professional integrity, behavior and courtesy while flying on VATSIM or IVAO is imperative.

For the virtual pilot, nothing beats flying online with qualified ATC. Through the use of either SquawkBox (www.squawkbox.ca) or FSInn (link via: <http://forums.vatsim.net/viewtopic.php?f=43&t=20466>) with your flight simulation software, you can connect to the VATSIM or IVAO network and fly online with other pilots from around the globe for the most realistic flight simulation experience possible.

6.1 Flight Route

When flying online, the route used must be acceptable to ATC. In many cases flying a direct GPS route is not a good choice. In North America www.flightaware.com is a good source of routes. For other parts of the world the freeware program vRoute (www.vroute.net) is a good solution. There are more options available. Pilots who would like help with route planning are encouraged to use the forum.

6.2 Callsign

Our ICAO identifier on VATSIM and IVAO is PVA. For example, if your pilot ID number is PVA1225, when you log into VATSIM or IVAO, you should use PVA 1225 as your call sign. Controllers with whom you have contact will refer to you as “Phoenix 1225” over the radio. Alternatively you may use a callsign appropriate to the flight you are performing. In either case you should add www.phoenixva.org in the comments section of your flightplan to help promote PVA.

6.3 Online Flying – Training

For pilots that are novices to VATSIM or IVAO, PVA has many experienced pilots willing to help get you online, as well as an online training class that requires the use of TeamSpeak.

6.4 Sandbagging

Because PVA supports the VATSIM and IVAO policy stating: “A member is not permitted to leave his or her connection unattended for a period in excess of thirty (30) minutes. If a member is unable to comply with this requirement, then he or she must log off of the VATSIM or IVAO network. A member who is found to be unresponsive for more than thirty (30) minutes is subject to immediate removal from the network.” PVA reserves

the right to randomly check its pilots while they are flying on VATSIM or IVAO. Any pilot found to be “sandbagging” a flight will be notified their PIREP will not be approved.

6.5 Rules for Online Flying

Pilots flying on VATSIM or IVAO must adhere to the following at all times:

- Never connect to VATSIM while sitting on a runway; always be at a gate
- Have your flight plan filed correctly with the proper SID, route, altitude and STAR
- Keep a pencil and paper handy to copy ATC clearance information
- Have latest charts, files and NOTAM’s for your departure/arrival airports
- Set your transponder to Standby until ready for taxi or told to squawk Mode C by a controller
- Be patient with ATC, servers experience heavy traffic often causing slow responses
- Never argue with controllers
- Always follow ATC instructions; if you don’t understand an instruction, ask for clarification
- Do not “slew” or pause your aircraft unless you have permission from ATC
- Always have your SID and STAR readily available
- Never forget to visit the ARTCC sites for specific departure and arrival procedures

The above are just common sense, basic procedures to follow when flying online. The VATSIM or IVAO website includes many training aids to help you along with tutorials. Please check it for more information on online flying. Once logged online, you must file a flight plan with ATC. Be sure to check the airports FIR web page for recent NOTAM’s and procedures.

Without a proper flight plan, ATC will not allow you to continue with your flight.

7 MEANS OF COMMUNICATION

This chapter discusses the various means of communication that exist within PVA.

7.1 PVA Forums

Phoenix Virtual Airlines has two sources for the dissemination of information. One is the News Center on the homepage, which will be updated fairly frequently. The other, much more accessible method is to use the VA's forums.

The forums are a password-protected online communication environment accessible by members to review and add content. In order to do this, you must provide a username and password. Your username and password must correspond to your account identification, which will be assigned when you join PVA. The only acceptable format for a Forum username is as follows: Your Pilot Number followed by your first and last names. Ex. PVA9999 John Smith. Any other username will be edited or deleted

It is very important that you make a forum account, because most of the information regarding the operation of PVA will be posted there. There is also a general discussions topic there, as well as several other topics, so checking it frequently will ensure that you are apprised of important news and announcements.

Posting privileges for the forums are available to all registered members. PVA's forums are grouped by subject, so when posting, be certain to select the correct topic. Posts involving the following subject matter are strictly prohibited:

- Offensive language directed at staff or other pilots
- Pornographic links or material
- Advertising of other Virtual Airlines (unless authorized by staff team members)
- Any debates or remarks which may offend international pilots regarding religious issues and local customs
- References to links for illegal software
- Posts considered as non-contributory to the general well being and morale of PVA
- Any posts that are of a political nature

Any member, no matter their position within PVA, found posting a message or image in the forums which violates this rule, will be terminated and will be permanently banned from PVA.

Questions regarding the forums should be directed to the EVP of Operations or the COO in the absence of the EVP of Operations.

All members are required to register on our forums. Pilots are reminded that foul and obscene language is not tolerated in any way, and pilots are not to engage in offensive slanging matches. Pilots who are unable to conduct themselves in an appropriate manner should not post items on the forum. The forums are moderated by all staff team members.

7.2 TeamSpeak

TeamSpeak is a free, downloadable software platform that allows PVA pilots to communicate verbally with one another over the internet. In order to utilize TeamSpeak, you must have a working headset (microphone & earphones) or a desktop speaker/microphone combination.

You can obtain TeamSpeak by visiting www.teamspeak.com on the internet.

TeamSpeak serves many useful purposes, not the least of which is to allow you to meet other PVA members online for conversations, flight information or general chit-chat. The TeamSpeak server is also used when PVA hosts its own events and holds staff meetings in password-protected “rooms.”

In order to use PVA TeamSpeak, you must be a PVA member in good-standing that has registered to use TeamSpeak. Without fail, all pilots must register when connecting as follows:

NICKNAME: PVAxxxx – Pilot’s First Name and Last Name

LOG-IN: PVAxxxx – Pilot’s First Name and Last Name

Staff team members can be identified on TeamSpeak as they have (SA) next to their name.

The use of TeamSpeak, while mandatory, is not a forum for disruptive behavior, abusive language, the sharing of political views or advertising other virtual airlines. Such behaviors are not acceptable and fall within the guidelines of PVA’s zero-tolerance policy, which means any such behavior shall be grounds for disciplinary action. In the event a staff member learns of such behavior and it can be verified, your IP address will be banned until such time as a review of the situation can take place.

Other actions on TeamSpeak that are not acceptable include:

- Abusive text messages
- Purposely talking overtop of people
- Deliberately interrupting members who are chatting or busy
- Attempting to hack into the servers
- Entering or attempting to enter rooms for which you have no authorization
- Any behavior which a SA (Server Admin / Staff Team Member) deems inappropriate

7.3 Communication with Staff

Any pilot has the right to communicate any issue to any staff member of PVA. All issues should follow the PVA chain of command. The first stop for any issues should be with a pilot's Crew Center Manager. When communicating with a staff member by email, the pilot should always reference his/her pilot ID number. This reduces the time required to address the pilot's issue.

All communication to staff members should be done either through email and/or a PM on the forum. At no time should a message be posted in the general forum.

A complete list of Staff emails can be found here <http://www.phoenixva.org/index.php/staff>

7.4 Piracy

PVA 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 PVA, its Forums and TeamSpeak. If a member is found to be in breach of this policy, the member will be placed on administrative leave and the details of the piracy transaction communicated to the software developer and/or reseller.

8 DISPUTE RESOLUTION

When a dispute arises, please remember that there are always two sides to every story. The way that one person sees things is not always the way that someone else will see the same situation. Please do not escalate a dispute through name calling or negative Forum posts please take all disputes to management. If your dispute is with a member of management, take it to that manager's immediate up line manager. Management reserves the right to mediate any dispute between pilots and the decisions rendered are considered to be final. Members found to be "flaming" other members are subject to suspension and/or termination from PVA. Please use proper channels to address any dispute.

9 PRIVACY STATEMENT

PVA has instituted a privacy policy for the VA that is simple: We will not collect any personal information about our pilots for use by third-party entities. In submitting an application for PVA, pilots must use their real names and advise us of your real age. The information we collect will be used specifically for the purpose of the hiring and membership process. All information collected will be used for that purpose.

PVA will store demographics information collected from our pilot applications, so that we may provide pilots with the best programs. PVA does not collect personal information for any other purposes. Some information provided from pilot applications (name, join date and country of residence) may be displayed on the password-protected pages of the PVA web site.

When your account is approved, PVA will use your real name, e-mail address, country, password, age and VATSIM or IVAO ID for internal purposes only. This personal information will be stored on our web servers, and can only be viewed by the PVA staff.

Any and all information provided is not given to any private organizations or private persons, in accordance with the Data Protection Act 1988.

9.1 Links to Other Sites

Because the PVA web site contains links to other sites, please be aware that PVA is not responsible for the privacy practices of such other sites. PVA encourages its users to be aware when they leave our site to read the privacy statements of each and every web site that collects personally identifiable information. This privacy statement applies solely to information collected by this web site.

10 SUGGESTIONS

Flight simulation is both entertainment and a serious hobby. The staff here at PVA strives to bring you the absolute best Virtual Airline we can. If there is anything that you would like to suggest or recommend to make PVA even better, please contact one of our Staff members or drop by the Forums and make yourself heard.

11 CHANGES TO THE PILOT OPERATIONS HANDBOOK

The POH is subject to change by the Executive Staff and/or the Board of Directors at anytime and without notice. Any changes will be posted in the “Announcements from Staff” section of the PVA Forum first and added to the POH at its next revision. Policy changes posted in the NOTAMs will supersede that section of the POH until the next POH revision is published.

PILOT OPERATIONS HANDBOOK UPDATE RECORD

V1.0.6 01/2012

- Added Chapter structure
- Removed note that Teamspeak is mandatory
- Section of Flight Routes when flying online rewritten
- Section on IFR/VFR flight removed
- Clarified maximum AFK time is based on the cumulative AFK time.

V1.0.5 12/2011

- Addition of Held Pireps
- Addition of Pirep rejection policy
- Removal of A/C sub chart
- Added A/C Fueling Requirements
- Added Emergency Procedures

V.1.0.4 11/2010

- Added official aircraft substitution list
- Added AFK (away from Keyboard) requirements

V. 1.0.3, 06/2010

- Added updated rank/hours structure
- Added new Jumpseat policy
- Updated current VA Crew Centers
- Adjusted Transfer Hours

V. 1.0.2, 04/2010:

- Added Flight reporting software requirement
- Established Maximum Landing Rate
- Established Crew Center(s) and removed references to Hubs
- Requirements regarding an ACARS crash

V. 1.0.1, 03/2010:

- Added Jumpseat policy
- Added aircraft type to rank table
- Added POH Update section