

**CHAPTER 6
OPERATIONS**

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CHAPTER 6 OPERATIONS

6000. **GENERAL.** The Procedures and Policies in this chapter cover all unit aviation and ground operations. Additional guidance is provided in Tour Program Policy in Chapter 8.

6001. **OPERATIONS OFFICER RESPONSIBILITY.** Operations Officer will comply with CAFR 60-1, know the requirements, and be familiar with the Aircraft Sponsorship Program (Section 6 of the CAF Unit Manual) and CAFR 55-7 Request for Airshow/Events approvals.

1. **Pilot Selection / Training.** Responsible for the selection, training and currency of ABAZ pilots.
2. **ABAZ Tour Program.** Responsible for the ABAZ Tour Program scheduling and execution.
3. **ABAZ Annual Ground School.** Responsible for the Annual Ground School scheduling and execution.

6002. **PILOT REQUIREMENTS.** All pilots are required to comply with the CAF Training Requirements as outlined in CAFR 60-1 Flight Operations. Pilots will forward all certificates, and any additional updates to Operations Administration at pilotrecords@azcaf.org, as described in the following paragraph.

1. **Currency Requirements.** Each Pilot is responsible to remain maintain currency with all CAF Training Requirements. Pilots falling out of currency will be taken **OFF** flight status until training is completed and information forwarded to Operations Administration.
 - a. **Annual Training.** Pilots are required to attend the ABAZ Annual Ground School. If a Pilot can't attend the annual training, they must coordinate with the Operations Officer schedule the required training.
 - b. **Tour Program.** B-17/B-25 pilots are required to support the Tour Program with Two (2) weekends each summer per aircraft qualified in.

6003. **OPERATIONS ADMINISTRATION.** Operations Administration tracks all pilot documentation and maintains both electronic and hard copy files. Supports the Tour Program by notifying FSDO offices for each tour stop and for each aircraft.

1. **Pilot Records.** Pilots will provide email with attached documents to pilotrecords@azcaf.org within 48 hours of any changes. Pilot Files include the following information:
 - a. Current Medical Certificate
 - b. Current FAA License
 - c. 60-1, 60-2, LHFE Documents
 - d. Proficiency / Qualification Checks
 - e. Transition / Approval Letters
 - f. Current Hold Harmless
 - g. FAST Card
2. **Operations Officer Annual Pilot Records Review.** The Operations Officer will review pilot records annually to ensure compliance with FAA and CAF requirements.
3. **Flight Service District Office (FSDO) Notification.**
 - a. Normal notifications are sent two (2) weeks in advance of the arrival of aircraft. Last minute tour stop schedule changes may reduce the notifications to one (1) week prior to arrival.
 - b. Multiple Aircraft: Single document sent to appropriate FSDO including information for each aircraft
 - c. Single Aircraft: Document sent for one specific aircraft.

6004. **AIRCRAFT APPROVED USAGE.** Revenue generating aircraft assigned to ABAZ are to be used solely for the benefit and mission of the Airbase. The following approved uses are defined:

1. **Maintenance Flights.** Maintenance flights required by the FAA or those requested by the maintenance officer have priority over all other flights. Aircraft operating costs for maintenance flights are borne by ABAZ. Only Essential Crew Members are authorized to fly on maintenance flights.
2. **Revenue Flights.** Revenue Flights (Flights for hire) are the primary mission of ABAZ aircraft. Revenue flights have precedence over all other flight types except maintenance flights. Aircraft operating costs for revenue flights are borne by ABAZ and are covered by the price paid for each passenger seat.
3. **Appearance & Event Flights.** Airbase aircraft are occasionally requested for both flying events and static display, these events may occur at ABAZ or at an off-site location. The following event types are defined below:
 - a. **Airbase Sponsored.** Flights typically are either revenue flights, flyovers, or special purpose flights directed by Operations. Aircraft operation costs for these flights are borne by ABAZ.
 - b. **Contracted.** Corporations, Groups or individuals may request that one or more of our aircraft appear at an event not part of tour. The events may include airshows, flyovers, revenue flights and static displays away from the airbase. Aircraft operation costs are borne by the event host/sponsor through contracted fees. The fees for events are negotiated by Operations Rides or Tour Director and may include:
 - i. Aircraft repositioning costs
 - ii. Appearance Fees (Typically for Airshows)
 - iii. Fuel / Oil Donations
 - iv. Flyover Fees
 - v. Crew Expenses (Lodging/Ground Transportation)
4. **Pilot Training / Currency / Proficiency Flights.** Training, currency and proficiency flights are vital to maintaining a team of qualified pilots. These flights are requested by a pilot or as directed by the Operations Officer. Aircraft operating costs of these flights are borne by the requesting pilot using the current "Wet Rate", or by the Airbase for the B-17, B-25, and C-47 aircraft.
 - a. **ABAZ Members.** Current PICs are authorized to fly non-crew ABAZ members as passengers if appropriate, normal manifest procedures are required.
 - b. **Non-ABAZ Members in Single-Piloted Aircraft.** Current PICs are authorized to fly "Immediate Family" members on proficiency flights, PICs must request Operations Officer approval for "other" non-ABAZ personnel, normal manifest procedures are required.

6005. **Single Pilot Aircraft Wet Rates.** The following ABAZ wet rates by type are as follows:

1. **C-45 Expeditor.** \$302.00 per Hour
2. **SNJ/T-6 Texan.** \$190.00 per Hour
3. **SN2-3 Stearman.** \$ 113.00 per Hour

6006. **AIRCRAFT RESTRICTIONS & LIMITATIONS.** The following restrictions & limitations include:

1. **Bomb Door Activation.** Bombers shall not open bomb-bay doors during passenger revenue flights.
2. **Max Sorties.** ABAZ aircraft shall not fly more than Five (5) events in a single day. If a situation arises where additional flights may/can be scheduled the PIC must call the Operations Officer and obtain approval for additional flights.

6007. **ABAZ RIDES SYSTEM & RIDE COORDINATOR PROCEDURES.** Per Chapter 4 the ABAZ Rides System is used by customers/passengers to select and purchase seats on ABAZ aircraft and is utilized by Operations Rides and Unit/Tour Ride Coordinators (RC) to schedule and track all ABAZ flights. The following RC procedures apply:

1. **Ongoing until 24 Hours Prior to Flight.**
 - a. **Flight Status:** Monitor aircraft, aircrew and weather concerns that may affect flight. If aircraft becomes unavailable, cancel or reschedule any active passenger bookings as required.
 - b. **ABAZ Crew:** Enter crew into Ride System
 - c. **Booking Changes:** Manage booking changes/cancellations initiated by passengers
2. **24 Hours Prior to Flight.** Make preliminary Go/No-Go decision based on revenue minimum requirements, and aircraft/aircrew availability and weather.
 - a. **Flight is a Go:**
 - i. Send Passengers Final confirmation email via Rides System
 - ii. Notify Crew
 - iii. Prepare Flight Documents: Manifest, Supporting Member Agreement, Minor Hold-Harmless If Required and Ride Certificates
 - b. **Flight is a No-Go:**
 - i. Notify Passengers via email/phone and document calls/emails in the customers booking
 - ii. Notify Crew
 - iii. Cancel Flight in Ride System
 - iv. Reschedule / Refund Passengers (See below procedure)
3. **Day of Flight.** Make final Go/No-Go decision based on Weather/Maintenance Status
 - a. **Flight is a Go**
 - i. Check-In Passengers as they arrive, have them sign Manifest & enter Emergency Contact information, sign Supporting Member Form, sign Minor Hold Harmless Form (If Required). Completion of the flight documents is the responsibility of the FLM for B-17, B-25 and C-47.
 - ii. Passenger Flight Suits. Provide passengers option to wear ABAZ provided Flight Suit, passengers arriving in shorts are **required** to wear a flight suit
 - iii. In coordination with PIC/FLM ensure Manifest is complete, Manifest is maintained by Rides or Tour RC
 - iv. Execute Flight
 - v. Post-Flight: Select flight completed in Ride System, in coordination with FLM issue Flight Certificate(s) and ensure passenger flight suits are returned. Forward manifest and associated paperwork to Finance Department
 - b. **Flight is a No/Go**
 - i. Reschedule / Refund passengers
 - ii. Cancel Flight in Ride System
4. **Refund / Reschedule Procedures.** Flight cancelled for Weather, Maintenance, or Revenue Minimums not met use the following procedures:
 - a. **Reschedule Flight.** Offer to reschedule passenger on a future flight

- b. **Gift Certificate.** If Passenger can't reschedule, offer a gift certificate good for 18 months with a value equivalent to the price of the seat. The passenger can use the certificate to reschedule at their convenience. If the passenger chooses this option, create the certificate in the Rides System and mark the booking as "Cancelled-No Refund" with a note that a certificate was issued. (Include the certificate code in the note)
- c. **Refund.** If none of the above options are accepted, notify passenger that ABAZ will refund the full seat price. RC sends email to Finance Department who will apply refund to passenger credit card. Note: Bookings/transactions over six (6) months old are refunded by check to the flight purchaser.

6008. **AIRCRAFT & CREW SCHEDULING.** Operations Rides is responsible for scheduling all flights. Rides maintains a master flight calendar and enters flights into the ABAZ Rides System. See Chapter 9 for Summer Tour procedures. The following procedures are directed per type flight requested:

1. **Maintenance Flights.** Requested by Maintenance Officer using the below procedures:
 - a. Maintenance sends email to Operations Officer and Operations Rides requesting flight
 - b. Operations Officer assigns Pilots and Date, informing Maintenance & Rides
 - c. Lead Flight Crew Chief will assign FCC (If required)
 - d. Rides will assign Flight Load Master (If required)
 - e. Rides enters flight into Aircraft Calendar and Rides System
 - f. PIC/FLM generates Manifest and ensures all crew member signatures
 - g. Hard Copy manifest remains in Rides Section, upon flight completion manifest is forwarded to Finance Department.
2. **Single-Pilot (N2S, SNJ, C-45) Revenue Flights.** Operations Rides with Operations & Maintenance approval schedules flight(s) and follows the below procedures:
 - a. Rides emails proposed flight(s) to all qualified pilot requesting that each pilot select one or more days they are available to fly. N2S, SNJ, C-45 flights are not published to the ABAZ website (Public View) until pilot availability is confirmed.
 - b. Rides assigns a pilot(s) to one or more scheduled days
 - c. Pilots are assigned a day and are notified by email.
 - d. Once all flights have been assigned, Rides sends an email to all pilots to inform them that all flight(s) have been crewed.
 - e. Rides generates manifest, gives safety brief, has passenger sign manifest, provides flight suit option
 - f. PIC signs manifest and gives passenger briefing
 - g. Rides provides passenger assistance for cockpit entry and strapping in. Passengers must be physically able to enter/exit the aircraft without any assistance.
 - h. Upon flight completion Rides assists passenger cockpit exit, presents passenger with Flight Certificate, ensures flight suit is turned-in and forwards manifest to Finance Department
3. **Multi-Piloted Aircraft (B-17, B-25, C-47) Revenue Flights.** Operations Rides with Operations & Maintenance approval, schedules flight(s) following the below procedures:
 - a. Prior to scheduling flights, Rides will coordinate with Operations Officer to ensure PIC and SIC availability
 - b. Operations Officer assigns PIC and SIC and notifies Rides
 - c. FCC Lead assigns Flight Crew Chief
 - d. Rides assigns Flight Load Master using the following procedure:
 - i. Rides sends email to applicable aircraft FLMs requesting availability
 - ii. FLMs respond if they are available to take flight

- iii. Rides assigns FLM based on availability, length of time since last flight and any special circumstance
- iv. Rides sends email to all FLMs informing they the flight has been crewed
- e. Rides prepares flight documentation and provides flight suit option to passengers
- f. Passengers must be physically able to enter/exit the aircraft without assistance.
- g. FLM gives passenger Safety Brief and ensures all flight documentation is completed prior to boarding aircraft.
- h. PIC gives flight brief, FLM/FCC support passenger aircraft entry and seating
- i. Upon flight completion Rides may assist the FLM when presenting passenger with Flight Certificates.
Rides ensures passengers flight suits are returned and forwards manifest to Finance Department.

6009. **POINT TO POINT FLIGHT PROCEDURES.** The following procedures apply for both Regional and Tour Program operations.

1. **Flights Originating from ABAZ.** Operations Rides will maintain original hard copy of flight manifest, copy of manifest will be carried by PIC/FLM.
2. **Flights returning to ABAZ.** FLM will send digital picture of Signed Manifest to operations@azcaf.org. Copies of manifest will be carried by PIC/FLM.
3. **Point to Point Flights between Tour Stops.** FLM will send digital picture of Signed Manifest to operations@azcaf.org. Copies of manifest will be carried by PIC/FLM.
4. **Passengers.** Only CAF members are authorized to fly point-to-point. Non-CAF Members are **NOT** authorized to fly point-to-point unless approved by Airbase Leader, Executive Officer or Operations Officer.

6010. **FLIGHT LOADMASTER PROGRAM POLICY.**

1. **Purpose:** This policy defines the responsibilities of the Flight Loadmaster (FLM), qualification requirements, certification process, currency requirements, and decertification procedure. The FLM Program is administered under the Operations Department in coordination with the FLM leads for the B-17, B-25 and C-47 aircraft. The assigned FLM Leads work directly for the ABAZ Ride Coordinator Lead within the Operations Rides Section.
2. **FLM Responsibilities:** The FLM is an **Essential Crew Member** for the B-17, B-25 and C-47 aircraft. FLMs are responsible for the following Ground and Flight Operations.
 - a. **Ground Operations.**
 - i. Reports to assigned Ground Operations Coordinator (GOC) during Summer Tour and off-site events and reports to ABAZ Operations (Rides) for Mesa local area flights.
 - ii. Coordinates with Tour or ABAZ Ride Coordinator (RC), ensures Flight Manifest, Supporting Member Form, Minor Hold Harmless (if required) are properly completed, signed and returned to RC
 - iii. Coordinates with Flight Crew Chief (FCC) and PIC for departure and loading times
 - iv. Conduct preflight of aircraft per FLM Checklist
 - v. Conduct passenger flight safety briefing per FLM Checklist
 - vi. Issue passenger Ride Certificates post-landing
 - vii. Sends Point to Point manifest via smart phone digital photo to operations@azcaf.org
 - b. **Flight Operations.**
 - i. Manage passenger movement for aircraft loading and assign seating
 - ii. Escort B-17 / B-25 Nose/Jump Seat passengers to FCC
 - iii. Point out all emergency exits and their operation

- iv. Ensure all passengers have seat belt secured
 - v. Coordinate with PIC / FCC during engine start and airborne operations
 - vi. Manage passenger movement while airborne
 - vii. Monitor interior / exterior aircraft conditions and report any anomalies to PIC / FCC
 - viii. In case of emergencies, refer to the FLM Checklist "In-Flight Emergency" instructions
 - ix. Manage passenger aircraft exit post landing
3. **Qualification Requirements:** FLM's must possess the following qualifications:
- a. **CAF Member.** Must be a current member of ABAZ
 - b. **Physically Able.** Must be physically able to perform the required duties, key safety issues include:
 - i. B-17: Ability to Exit Forward and Enter/Exit Rear Passenger door without ladders attached. Demonstrate ability to open/remove all emergency hatches.
 - ii. B-25: Ability to crawl to the Bombardier and Tail Gun Positions, ability to open/remove all emergency hatches
 - iii. C-47: Ability to close and lock the Main Passenger door from the inside
 - c. **Public Relations.** Must be willing and able to work with the public professionally and cordially
 - d. **Unit & Aircraft Knowledge.** Knowledgeable about the CAF Mission and Aircraft history and performance
 - e. **Flight Currency.** Must have completed the certification process outlined below and must be current on each aircraft
 - f. **C-47 only:** Must be assigned and current in the ABAZ Drug and Alcohol Program
4. **Certification Process:** The following are the prerequisites required for FLM certification. See Appendix (xx)
- a. **Ground School** - All FLMs and FLM candidates shall attend annual ABAZ Ground School held each spring in Mesa, Arizona. Successful completion of ground school is a prerequisite for all subsequent steps.
 - b. **FLM Orientation** – All FLM candidates must complete an FLM Orientation with an experienced FLM that will consist of the following items:
 - i. Shadow FLM through the pre-flight of the aircraft
 - ii. Shadow FLM through completion of all required paperwork (manifest, supporting member, minor hold harmless forms)
 - iii. Observe FLM passenger safety briefing
 - iv. Observe PIC crew briefing and passenger loading
 - v. Flying as an observer as part of the FLM Orientation is desirable but not required. If possible, the candidate should wear a headset to experience the communication between the Flight Deck and FLM.
 - vi. Obtain FLM sign-off of FLM Competency Form

Note: The maximum time between FLM Orientation and FLM Check Ride is 60 Days.
 - c. **FLM Check Ride.** The final step is for the FLM candidate to perform a check ride observed by an experienced FLM.
 - i. FLM candidate will perform all FLM functions during check ride
 - ii. FLM Check Ride must be accomplished on a passenger revenue flight
 - iii. FLM will observe the candidate, at the completion of the flight, the FLM determines if the candidate has performed all the FLM duties successfully.
 - iv. If FLM passes the candidate, FLM will complete and sign the FLM Competency Form along with the GOC (Tour) or Operations Rides and forward to Operations Rides for records.
 - v. Once the FLM Competency Form has been signed, the FLM candidate is certified for the appropriate aircraft.

5. **Currency Requirements.** All FLMs must maintain the following currency:
 - a. **Attend ABAZ Ground School.** FLMs must have successfully completed the most recent annual ground school.
 - b. **Flight Currency.** FLMs must have flown at least one flight as an FLM essential crew during the previous 24 calendar months.
 - c. **Updating Currency.** For Certified FLM's, currency can be updated as a FLM essential crew member on any revenue flight, point to point flight, training flight, maintenance flight or any special mission flight.
 - d. **Currency Lapse.** FLM not maintaining currency is no longer certified for that specific aircraft. The FLM may regain certification by successfully performing a Check Ride as outlined above.
6. **FLM Decertification Procedure (Performance Related).** If it is determined that a FLM has not adequately performed required duties and responsibilities, the FLM may be decertified. Such disqualifying deficiencies include but are not limited to: **Inadequate or improper execution of flight duties and or Unsuitable Performance when dealing with the public.**
 - a. **Decertification Process.** Deficiencies will be reported in writing using the FLM Feedback Form (Appendix xx) which will be forwarded to the Operations Officer via Operations Rides. This form may be submitted by the PIC, FCC or GOC (on tour). Decertification is the purview of the Operations Officer. A FLM decertified for cause must repeat the full training procedures as enumerated above.
7. **Policy Implementation.** The FLM program will be implemented within Operations Rides with support from the assigned FLM leads for the B-17, B-25 and C-47 aircraft. Program implementation includes:
 - a. **FLM Records** – FLM Competency Forms and FLM master list will be maintained by Operations Rides. The master list tracks all qualified FLMs and the date(s) of their last flight for currency determination. The FLM list will be provided to Tour Scheduling for summer tour assignments.
 - b. **FLM Lead**– A FLM Lead will be designated for each aircraft (B17, B-25, C-47). The FLM Leads are responsible for maintaining FLM checklists for their aircraft and recommending updates as required. FLM Leads report to the ABAZ Ride Coordinator Lead within Operations Rides and helps support tracking FLM currency.
 - c. **FLM Scheduling** – Operations Rides is tasked with providing extra crew positions for FLM Orientation and FLM Check Rides during the winter season at ABAZ. During summer tour, GOCs, in association with the on-site ride coordinators, will perform the same function. Crew training will take precedence over all other non-revenue seats.
8. **FLM EQUIPMENT.**
 - a. **Flight Suit Type.** FLMs shall wear a TAN (Desert) NOMEX Flight Suit while performing essential crew FLM duties on the B-17, B-25 and C-47. This requirement includes the FLM Check Ride.
 - b. **Flight Suit Description.** GI CWUK27P Flyers Nomex Coveralls Flight Suit (Tan)
 - c. **Flying Gloves** – FLM's shall wear Flying Gloves (Fire Resistant) when performing essential FLM duties on the B-17, B-25 and C-47. Flying Gloves can be purchased in the ABAZ PX.

6011. PASSENGER FLIGHT SUIT POLICY.

1. **Passenger Option.** All passengers will be afforded the **OPTION** of wearing a Flame-Resistant NOMEX Sage Green flight suit during Falcon Field, regional events and tour program operations.
 - a. **Passengers wearing Shorts.** In all cases, passengers wearing shorts **SHALL** wear a flight suit.
 - b. **Addition Clothing Restrictions.** ABAZ Website will define passenger restrictions from wearing open-toed shoe and dresses/skirts, and the recommendation to wear full length pants.
 - c. **Passenger Physical Ability:** Passengers must be able to walk and negotiate short access ladders without assistance. Passengers dependent on wheelchairs and walkers will not be permitted to board.
2. **Flight Suit Distribution and Care.**
 - a. **Falcon Field Operations.**
 - i. Operations Rides will provide sage green flight suit option to all passengers flying in either single engine or multi-engine AZCAF aircraft.
 - ii. **Flight Suit Care.** Rides shall wash flight suits on an as needed basis.
 - b. **Tour Operations.**
 - i. **Tour Trailers.** B-25 and B-17 Trailers will deploy with 20 sage green flight suits each. Flight Suits will be stored in plastic totes for travel between stops. During flight operations the flight suits will be hung on a portable rolling collapsible rack. Multiple flight suit sizes will be provided to support two flights at a time, (airborne and next flight preparation).
 - ii. **Passenger Options.** GOC and Ground Support Staff will ensure all passengers are offered the option to wear a flight suit. All passengers wearing shorts are **REQUIRED** to wear a flight suit.
 - iii. **Flight Suit Turn-In.** All passengers **shall** return their flight suit at the trailer prior to receiving their Flight Certificate.
 - iv. **Flight Suit Care.** Flight suits shall be washed weekly upon arrival at next tour stop. Use of a laundry service is approved if available or hotel laundry as required by location.
3. **Annual Training:** Flight Suit requirements will be briefed during Pilot, FLM and GOC annual training.

6012. **ANNUAL GROUND SCHOOL.** ABAZ holds Annual Ground School in the January/February timeframe. The ground school addresses Pilot, Flight Crew Chief, Ground Support Staff, Flight Loadmaster and Ground Operations Coordinator specific training requirements. School dates, sign-up and attendance requirements are forwarded to members approximately 60 days prior to scheduled dates. The training focus is outlined below:

1. **Pilot / Flight Crew Chief GROUND School.** CAFR 60-1 Flight Operations Manual addresses specific pilot annual training requirements, specifics include:
 - a. **Training & Open Book Test** on Specific Aircraft Systems & Limitations
 - b. **Closed Book Test** on Emergency Memory Items
 - c. **CRM/ORM** review and discussion
 - d. **CAFR 60-1/CAF SMS** required online test
 - e. **LHFE Exemption 6802** required online test
 - f. **ABAZ additional training includes:**
 - i. Review of previous Summer Tour Lessons Learned
 - ii. Review Unit Manual / Summer Tour Policy Changes
 - iii. Review of Aircraft Checklists
 - iv. Crew Emergency Evacuation Drills

2. **Ground Support Staff / Flight Load Master.** Ground School focus is the safe operation of local/tour program ground and flight operations. Specifics include:
 - a. **New Unit Members/Members who HAVE NOT completed Summer Tour.** Items covered include:
 - i. ABAZ Mission / History
 - ii. New Member Roles
 - iii. Summer Tour Weekly Flow
 - iv. Pre-Tour Requirements
 - v. ABAZ Drug & Alcohol Program Description
 - vi. FLM Policy / Training Requirements
 - b. **GSS Members / FLM Members who HAVE completed Summer Tour.** Items covered include:
 - i. Review previous Summer Tour Lessons Learned
 - ii. Review of Unit Manual / Tour Program Policy Changes
 - iii. FLM test for each aircraft qualified on
 - iv. FLM Checklists review
 - v. Safety & First Aid Review
 - vi. Specific Aircraft Emergency Hatch review and ability to demonstrate
 - vii. Crew Emergency Evacuation Drills
3. **Ground Operations Coordinators Course.** Areas covered include:
 - a. Review of previous Summer Tour Lessons Learned
 - b. Review of GOC Specific items
 - i. Tour Program Policy
 - ii. GOC Checklist / Documents
 - iii. Finance Updates
 - iv. Rides System Updates
 - v. PX Inventory Updates