



Pilot Operating Handbook

Version 1.0

All content within this document is designated for the crews of Virtual American, and should not be used for real world aviation in any form, or for any other virtual organization. All crews should be advised that this document is effective as of January 1, 2014.

Written by the Virtual American staff.

Virtual American is a VIRTUAL AIRLINE! We are not affiliated with any part of American Airlines or its subsidiaries and/or subsidiaries. All logos and names remain property of their respective owners.

Introduction

Dear Fellow Pilots,

Welcome to Virtual American. The staff at Virtual American is dedicated to enhancing the realism and enjoyment of flight simulation by providing a realistic and enjoyable experience for all.

We feel that we have created a truly unique virtual airline that exemplifies what a virtual airline should be; a stress-free environment where each pilot can choose his or her flights based on a unique system created from the ground up. We strive to maintain a virtual airline that is professional, relaxed, fun, and enjoyable all at the same time.

Our primary goal is for our members to enjoy flying and have fun, period. We want our members to be comfortable, no matter what their experience level may be.

In the coming weeks and months, we will be rolling out various new programs to expand the culture of Virtual American. It is our intention to offer something unique and enjoyable for everyone in the community, so that they can expand their wings.

Thank you for taking the time to read this welcome message. The staff and I hope you have an enjoyable and rewarding career with us.

Sincerely,

AAL1001 Jonathan Lamb – CEO

Mission Statement

The mission of Virtual American is to provide for the simulation pilot an environment in which:

1. The pilot can experience the realism and professionalism of daily flight operations, all in an enjoyable and fun environment.
2. The individual can access information such as weather, charts, and briefings to advance their realism for a more rewarding experience.
3. The individual can have their progress tracked with respect to flight hours and rank.
4. The individual can feel as part of a flight simulation enthusiast community with individuals who share like-minded goals.

About Virtual American

Virtual American was founded in December of 2013 by both real world pilots and flight enthusiasts. Each staff member strives daily for realism and fun like no other. Teamwork has always been a part of our philosophy. We strive to create an environment in which any pilot can feel comfortable among people with the same hobby and interest.

At Virtual American, we will continue to improve the experience for all of our pilots. With enhanced ACARS capabilities, flight schedules that reflect the real American Airlines and its One World partners, and an event staff that will constantly schedule events on the Vatsim network, Virtual American strives to be the number one Virtual Airline in the community.

Staff Positions

Staff positions are meant to help maintain the virtual airline and keep operations as smooth as possible. Being staff at any virtual airline is a challenging yet rewarding opportunity. Staff Positions are open to pilots who **MEET THE REQUIREMENTS:**

- Willingness to help any pilot
- Must be at least 16 years of age
- The ability to fly at least once per week
- No previous suspensions or terminations in the past 12 months from Virtual American or on VATSIM

Staff positions are open to any **ELGIBLE** pilot (must meet the requirements). Members can only apply for an open position, and there is no limit to how many different positions you may apply to. However, we will tell you when a position is open, most likely via a mass email to all pilots. Please do not email current staff members requesting a staff position. There will be a formal hiring process when such openings occur.

Organization and Management

Organization and Management

Chief Executive Officer

The CEO is the head of the entire virtual airline. He is responsible for staff allocated under him, etc. and the day to day operations of the airline. The CEO reports to the pilots of Virtual American.

Chief Operating Officer

The COO is responsible for the overall operation of the Virtual American hubs. He reports directly to the CEO. The COO is appointed by the CEO and only upon resignation of the existing COO will a new COO be appointed.

Director of Human Resources

The director of Human Resources is in charge of all pilot operations. The director and his staff are in charge of dealing with new pilot applications, hour transfers, and if needed, will suggest suspensions and/or terminations to the CEO and COO. Any member service problems will be sent to the HR department. The Director of Human Resources reports directly to the COO.

Director of Technology

The Director of Technology is responsible for the entire tech team. The technology department will be in charge of website improvements as well as the ACARS program. The Director of Technology reports directly with the COO.

Director of Training

The Director of Training is tasked with creating and maintaining the training department. The Training Department ensures that training programs are in place and that pilots receive proper training. This will include a flight academy used to obtain P1 and P2 ratings on the Vatsim network. The Training department reports directly to the COO.

Organization and Management cont.

Director of Marketing and Public Relations

The Director of Marketing and Public Relations will have the duty of interacting with the public. They will post news, update polls, and other necessary things for pilots to get the latest news about what's happening with Virtual American. The Director of Marketing and Public Relations reports directly to the COO.

Chief Pilots

Chief Pilots are in charge of making sure that things run smooth in their category of aircraft. Each category will have at least one Chief Pilot as well as an assistant called a Line Captain.

Requirements for Being a Pilot

- Any virtual pilot is able to apply for a pilot position at Virtual American, depending on if there are no recent applications, suspensions, or terminations. Requirements are:
 - To comply with U.S. law, we only allow pilots who are thirteen (13) years of age or older to join.
 - Since we have a flight recording system ACARS, flying over VATSIM is not a requirement. However, it is recommended as it makes the flight more realistic.
 - A legal version of Flight Simulator 2004 (FS9, FS2004), Flight Simulator X (FSX), or X-Plane.
 - Knowledge and ability to properly fly an aircraft.
 - The ability to fly at least one (1) flight every 30 days, calendar month
 - Each member of Virtual American must maintain a valid e-mail address.

Ranks

During the application process, each applicant will be given an entrance exam. This entrance exam will determine where you start your career at Virtual American. Those with little to no experience may start their careers as a Regional First Officer, while those with a greater knowledge of aviation may start out as a First Officer in the Narrow Body category. If a pilot chooses to start in the Narrow Body category, the entrance exam will be harder to reflect their choice. If a pilot fails the Narrow Body entrance exam, they will be placed in the Regional Pilot rank as a First Officer.

At Virtual American, we stress the importance of completing flight “legs” as opposed to the number of hours a pilot accumulates. With this being said, a pilot will be required to fly 10 legs in the program they are hired into. Once the first 10 legs are completed, a pilot will be given a short quiz (the Captain’s Exam). Once a pilot passes the quiz, they will be promoted to Captain in that rank and will need to fly 10 legs as a Captain in their current rank in order to be promoted to the next rank. That last requirement for promotion into the next highest rank, will be to complete a promotional exam for the next rank. After completion of all the above requirements, a pilot can request a transfer into the next stage of aircraft.

Aircraft in your current rank are the only ones that will count towards promotion. For example, as a Narrow Body pilot, only flights with aircraft in that rank will be counted towards your next promotion. **Aircraft substitutions are allowed, however you can only substitute with an aircraft in the rank of the scheduled aircraft.**

Pilot Ranks and Equipment Usage

Rank Name	Aircraft Qualifications	Promotion Requirements
Regional First Officer	Turboprops, Bombardier CRJ Series,	Pass Regional F/O Entrance Exam
Regional Captain	Turboprops, Bombardier CRJ Series, Embraer ERJ Series	Pass Regional Captain Exam, 10 Legs Flown as Regional F/O
Narrow Body First Officer	Turboprops, Bombardier CRJ Series, Embraer ERJ Series, Airbus A32x Series, Boeing 737NG Series, Boeing 757 Series	Pass Narrow Body Promotional Exam 10 Legs Flown as Regional Captain OR Pass Narrow Body F/O Entrance
Narrow Body Captain	Turboprops, Bombardier CRJ Series, Embraer ERJ Series, Airbus A32x Series, Boe-	Pass Narrow Body Captain Exam 10 Legs Flown as Narrow Body F/O

Pilot Ranks and Equipment Usage cont.

Wide Body First Officer	Turboprops, Bombardier CRJ Series, Embraer ERJ Series, Airbus A32x Series, Boeing 737NG Series, Boeing 757 Series, Boeing 767 Series, Boeing 787-800, Boeing 777 Series, Airbus A330 Series	<ul style="list-style-type: none"> • Pass Wide Body Promotional Exam • 10 Legs Flown as Narrow Body Captain
Wide Body Captain	Turboprops, Bombardier CRJ Series, Embraer ERJ Series, Airbus A32x Series, Boeing 737NG Series, Boeing 757 Series, Boeing 767 Series, Boeing 787-800, Boeing 777 Series, Airbus A330 Series	<ul style="list-style-type: none"> • Pass Wide Body Captain Exam • 10 Legs Flown as Wide Body F/O
Extra Wide Body First Officer	Turboprops, Bombardier CRJ Series, Embraer ERJ Series, Airbus A32x Series, Boeing 737NG Series, Boeing 757 Series, Boeing 767 Series, Boeing 787-800, Boeing 777 Series, Airbus A330 Series, Boeing 747 Series, Airbus A380-800, Retro Fleet	<ul style="list-style-type: none"> • Pass Extra Wide Body Promotional Exam • 10 Legs Flown as Wide Body Captain
Extra Wide Body Captain	Turboprops, Bombardier CRJ Series, Embraer ERJ Series, Airbus A32x Series, Boeing 737NG Series, Boeing 757 Series, Boeing 767 Series, Boeing 787-800, Boeing 777 Series, Airbus A330 Series, Boeing 747	<ul style="list-style-type: none"> • Pass Extra Wide Body Captain Exam • 10 Legs Flown as Extra Wide Body F/O

* At the midway point at each rank, a pilot must pass a Captain's exam

* At the completion of 20 legs and a successful Captain's exam, a pilot may request to take the First Officer's exam for the next highest rank

Pilot Ranks and Equipment Usage cont.

Special Waivers

From time to time, Virtual American will waive the equipment restrictions for pilots. An example of this special exemption would be sanctioned Virtual American events or fly-in's on the VATSIM network. Flying into/

Senior Captains

The rank of Senior Captain will be rewarded to all staff members and any staff member who retires in good standing with the airline. The rank of Senior Captain will also be rewarded to those pilots that go above and beyond the normal duties as a pilot. Senior Captains will be nominated by the general pilot population on a semi- annual basis and voted by staff.

Hubs

At Virtual American Airlines, you will have the opportunity to join from the list below, a home hub. This hub will be used as a place to call home. Although we implement the use of Chief Pilots to run each category of pilot, we will from time to time have a battle of the hubs competition. Also, if a pilot once to return to their home hub for any reason, they will not be required to pay a jump seat fee to get back to their home hub. Jump seats are free to all major US/AA and One World Hubs. Each jump seat to a location outside of hubs will cost 3 points per mile from the pilots' current location. The list of hubs are as follows

Dallas/Fort Worth – KDFW

Chicago O'hare – KORD

Miami International – KMIA

Los Angeles International – KLAX

Phoenix/Sky Harbor – KPHX

John F. Kennedy International – KJFK

Charlotte/Douglas International – KCLT

Philadelphia International - KPHL

Pilot Shop and Rewards

Virtual American offers rewards and a Pilot Shop where all pilots can use accumulated miles to buy certain things like landing rate passes if you land too hard, special repaints, charter flights, special banners and ribbons, legal pay ware giveaways, and much more. Accumulated miles are based on the mileage listed for each flight in the timetable.

TeamSpeak Usage and Behavior

TeamSpeak is a program that lets pilots connect and communicate with each other to talk about flying experiences, virtual airline updates, and discussions, etc. Our TeamSpeak server is hosted 24 hours a day, however if we do not enforce rules there could be legal issues against the host. These are some things that are not permitted over our TeamSpeak servers:

Vulgar language that could be offensive, even if not directed towards anybody, will be given **ONE** WARNING, after that the pilot will be placed on a 1 month suspension. If the problem does not get corrected after the second attempt, the pilot will be removed from the VA with a no re-hire notation to their name.

Piracy, of any kind discussed on the TeamSpeak server or in ACARS chat, will result in an immediate suspension and if warranted, removal from the VA and properly submitted to the authorities. There will be **ZERO** warnings on this subject.

We will not grant anybody Server Admin rights. We will only grant Server Admin to the CEO, COO, HR and PR. Channel Admin will be granted to lower staff depending on their position.

To download TeamSpeak, point your browser to <http://www.teamspeak.com>. Make sure to download the Client, not the Server. Simply e-mail the CEO, COO, or HR to get registered to the TeamSpeak. For security reasons, we will NOT give anyone our unregistered password.

All members shall log onto the TeamSpeak server with their Virtual American callsign and their full name. Example: AAL111 Orville Wright.

Flying on the VATSIM Network

Flying over VATSIM creates a much more realistic experience, because you actually are talking to a human Air Traffic Controller, who understands different requests that Default ATC will not understand; for example, emergencies, vectors, and altitude restrictions. It also could be used for proof of flight, should ACARS malfunction. Membership to VATSIM is free; just point your browser to <http://www.VATSIM.net>. There are many resources to get you started, and knowledgeable staff that have been on VATSIM for a few years. The resource that is commonly used for new pilots on VATSIM is the VATSIM Pilot Resource Center, located at <http://www.VATSIM.net/PRC>. Once you create a VATSIM ID, you can begin logging flights for Virtual American over the VATSIM network! Flying on the VATSIM network is NOT mandatory.

However, there are rules and regulations that are going to be in effect, as to maintain good reputation on VATSIM. At events or normal flying, if any Air Traffic Controller complains about a pilot that ignores Air Traffic Instruction, or doesn't seem to understand how to fly, the pilot will immediately be inserted into a 2 hour session with the Training Director to discuss how to fly on VATSIM. If the pilot still shows that they ignore Air Traffic Control, or disregards rules, further disciplinary action will be taken.

Virtual American pilots shall use the real world flight number when operating on the VATSIM network. The call sign is also dependent on the carrier including regional connection/Envoy flights and codeshare flights. Pilots may use their pilot ID number as an alternative to the flight number if the flight number is already taken online or if they are participating in a group flight or event.

Flying on the VATSIM Network cont.

Call Sign	Company	Spoken Callsign
AAL	American Airlines	American
ASA	Alaska Airlines	Alaskan
BAW	British Airways	Speedbird
CPA	Cathay Pacific	Cathay
FIN	Finnair	Finnair
HAL	Hawaiian	Hawaiian
IBE	Iberia	Iberia
JAL	Japan Airlines	Japan
LAN	LAN Airlines	Lan Chile
MAH	Malev	Malev
MXA	Mexicana	Mexicana
QFA	Qantas	Qantas
RJA	Royal Jordanian	Jordanian
BER	Air Berlin	Air Berlin
EGF	American Eagle	Eagle Flight
AWE	US Airways/American	Cactus

Rules of Flight

These are the rules a pilot must follow during each flight or else the Flight will be rejected:

- You must fly in an aircraft that you are currently rated for or it has been approved by your Hub Manager.
- Flights must have a flight route and can land at no more than -1000 feet per minute. Flying direct from one place to another is not accepted.
- Refueling in flight is not allowed for any reason.
- All flights must be flown at Normal (1X) Simulation speed. It is extremely easy to determine when you fly any faster or slower than normal in the Flight Log (PIREP).
- Overspeeds or stalls, if detected by ACARS, will be rejected unless the stall is recoverable and is due to an aircraft problem.
- All flights must be flown over our ACARS system, or FSPassengers. However, if ACARS fails, another alternative for proof is Vataware (a site that displays all of the flights done over the Vatsim network), or FSPassengers.
- Charter flights are allowed for Senior Captains and Chief Pilots only or if they are pre-approved by your Chief Pilot. (special circumstances will be allowed such as sports charters etc.)
- A diversion to an airport different from your flight plan is allowed if there is weather, engine, or any type of failure or fire problem that would not allow you to get to your destination. However, you have to successfully land at the diversion airport, we will not accept the Flight Log if you are short of the runway, or an excessive touchdown rate. Also, unless there is a fuel leak, diversions to another airport due to low fuel will result in Flight Log reject. We won't allow you to get the flight hours if there's an error in preflight planning. Also, be sure to state the problem in the comments. The diverted flight will be placed on hold until you complete the flight to your original destination.

Rules of Flight cont.

- Each pilot will be required to fly at least (1) flight in a calendar month. If a pilot fails to do so, that pilot will be placed on a termination warning until the end of the current month. If at the end of the current month, the pilot has still not flown the required flight, he/she will be removed from the roster. If a pilot is placed on termination warning for (3) consecutive months, he/she will be suspended from the VA for a period of (6) months.
- LOA – Leave of Absence – If for any reason you will not be able to fulfill your flying commitment to the VA, a Leave of Absence can be granted by request from your Hub Manager or HR department. Please contact them accordingly. These LOA will last for 30 days. (Longer if conditions require)

Terminations and Suspensions

If a pilot has broken a major rule or a simple rule too many times, they will be suspended or terminated, depending on the degree of the infraction. If they wish to appeal the suspension or termination, they will be put in front of a Disciplinary Panel. The panel consists of a few select staff members and pilots, just like a jury, who see the case and offenses, and decide on the punishments. Selection process requirements to be in the panel are withheld, and the CEO and COO will decide the committee. Members must also adhere to the minimum monthly flight requirements as well.

Site Usage

Virtual American uses pictures, logos, and names from other sources that are not our own. Those remain property of the creator, and we do not own any legal rights to these items. A full disclaimer is located on the bottom of our homepage. All coding work and template design remains property of Virtual American and the designers. Any reproduction, stealing, or anything in that matter, is considered theft and the offender will receive the maximum punishment under law.

Ending Note

On behalf of all the staff here at Virtual American, we'd like to thank you for reading the pilot manual. When pilots read the manual, they better understand how we operate and have most of their questions answered. Each staff member has spent their time, and even money, into the outcome of this VA. No matter if we have 50 pilots or 5,000 pilots, we will look ahead into the future with pride. As long as you fly, we will keep operating smoothly.

Regards,

The Virtual American Staff