



Line Station Operations Manual Advisory Circular

Subject: **LINE STATION OPERATIONS MANUAL
CA AOC-AC-FO-016**

Date: 01/05/2008

I. GENERAL

A. PURPOSE

1. This section provides direction and guidance on the purpose of the Line Stations Operations Manual for line station operations.
2. Line Station Operations are those activities performed by the operator's personnel (or by other personnel for the Operator) to originate, divert or terminate flights conducted by the operator.

B. Related regulations.

Civil Aviation Act, Civil Aviation Regulations (CAR) Parts 61, 63, 64, 91, 121, 141, 127, 135.

C. Related reading material.

The CAA (the Authority) publishes Aeronautical Circulars from time to time. These documents provide more complete information on other CAA publications and how they may be obtained. Reference to the SACAA website is also advisable for the gathering of information.

D. Background.

1. The purpose of a line station operations manual is to have policies, procedures, and guidance for use by the personnel who support the operator's flight operations at line stations
2. Inspectors must evaluate the operator's Manual to ensure that it includes the necessary information to safely conduct those operations.
3. The manual must include situations in which the operator maintains line stations as well as situations in which the operator contracts or purchases line station support.
4. Sometimes this manual material is located through out various user manuals, such as loading and handling manuals, maintenance manuals, passenger service manuals, facilities and equipment manuals, fuelling manuals, etc.
5. More often operators will develop a station manual with all the information necessary to safely operate the line station.
6. An operator may format and organise this type of manual material in a manner, which is most consistent and usable for the operator's kind and type of operation.

2. LINE STATION OPERATIONS MANUAL REVIEW

Inspectors must evaluate the applicant's procedures and policies to ensure they include the information to safely operate a line station.

Those procedures and policies should include the use of the following types of facilities and equipment:

1. Ramp areas including markings, signs, signaling devices, lighting, and blast fences
2. Ramp facilities and equipment, such as passenger and cargo deplaning and enplaning equipment (towing, refuelling, catering and ground power equipment)
3. Crewmember meeting areas, facilities for crewmember flight planning (Preparation for flight), and post-flight activities
4. Line station personnel work areas and facilities, communications equipment, and administrative support

3. CONTENTS

Detailed information that should be addressed in the line station operations manual:

- Duties and Responsibilities
- Passenger handling and protection

- Aircraft servicing and ramp operations
- Hot and cold weather operations
- De-icing procedures
- Aircraft movement in the ramp area Line Station emergency procedures
- Contract Services
- Trip Records
- Local Conditions at line stations
- Re-fuelling with Passengers on Board.