



# SouthwestVirtual

Southwest Virtual  
Standard Operating Procedures (SOP)  
Version 2.5

V2.5

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## Section I

### Our Goal at SWV

The goal here at SWV is to provide the most realistic flight simulation environment for those who join our virtual airline which will include:

- a) Learn and practice piloting skills with the use of flight simulation software such as Microsoft's Flight Simulator software.
- b) To acquire additional software and flight/navigational tools to sublimate, aid, and make your experience more realistic.
- c) Have your flights tracked with your very own logbook and acquire rank as you progress.
- d) Be part of our ever growing group and meet others like yourself and above all have fun in the progress.

## Section II

### Area Requirements for Employment

#### 1 - PILOT-

- a) Prospective pilot must visit the main site and fill out and submit an application for hire.
- b) Must have a valid email address. Failure to provide a valid email address or failure to respond to inquiries is subject for removal.
- c) Though not required, a valid VATSIM ID# would be preferable.
- d) Some knowledge of flight, the aircraft we operate here at SWV, and basic navigation is a plus but also not required for hire in the pilot position.



- e) Upon hire here with Southwest Virtual you must properly file a complete PIREP, (Pilot Report) within 30 days of receiving your SWV PID# by email.
- f) Above all, a good positive attitude toward others as you would find at SWV.

### **\*\*New PID (Pilot's Identification) Numbering System Details\*\***

- You will be assigned a new PID number in reference to your Crew Base, (Hub) upon Crew Base Roster availability.
- If you request a transfer to another Crew Base you will be assigned a new PID# in reference to the new hub.
- If you go inactive you will lose your PID# and upon return to active will be assigned a new PID, though your log book stats may remain.

### **2 - Chief Executive Officer (CEO)-**

Job Description: To oversee the entire operations at SWV

- a) Meet the pilot requirements.
- b) Must hold ATVP rating
- c) In good standing at SWV and have the knowledge to hold this position.
- d) The CEO shall be decided by the prior CEO and only at the resignation of the prior executive officer.
- e) Must fully participate in our forums to answer questions and deal with issues that might occur.

### **3 - VP Human Resources and Flight Operations-**

Job Descriptions: FO -To oversee the operations of all pilots, Crew Base managers and the overall well being of the hubs and their operations.

HR - To manage new pilots/applicants/main roster maintenance

- a) Meet the pilot requirements.

- b) Must hold ATVP Rating
- c) To be chosen by the CEO.
- d) In good standing with SWV and have the knowledge to hold this position.
- e) Must fully participate in our forums to answer questions and deal with issues that might occur.

#### **4 - Crew Base Managers/Assistant Crew Base Managers-**

Job Description: To oversee and maintain operations within their crew base.

- a) Meet the pilot requirements.
- b) Must hold ATVP rating (Crew Base Manager).
- c) CBMs/CBAMs will be selected and reviewed by the senior management at SWV. CBAMs will be first selected by a CBM for review.
- d) Be in good standing with SWV and have at least 250hrs filed.
- e) VATSIM and company equipment knowledge required.
- f) Must fully participate in our forums to answer questions and deal with issues that might occur.
- g) Web page design knowledge recommended.

#### **5 - Senior Events Director/Assistant Events Director-**

- a) Meet the pilot requirements.
- b) SED/AED will be selected by the senior staff.
- c) Must be able to fully coordinate on-line fly-ins and communicate with VATSIM ARTC staff. Web page design required to update the SWV Events site.



f) Must fully participate in our forums to answer questions and deal with issues that might occur.

## 6 - SWV Flight Instructor/Mentor

- a) Meet the pilot requirements.
- b) Flight Instructor/Mentors will be selected by the VP-Flight Operations.
- c) VATSIM ID# and online flight experience required/250hrs filed at SWV.
- d) Full knowledge of all equipment we operate at SWV including: 722/732<- archive aircraft, 733/735/737<-current aircraft in use with company. PMDG/WILCO/50N/POSKY software and procedural knowledge would be highly recommended plus other add-on and navigational aids.
- d) In good standing at SWV and full participation within our forums.

## Section III

### Employee Communication

#### 1 - E-Mail Requirements

- a) Everyone employed here at Southwest Virtual is required to maintain a valid up to date email address to keep in good standing here at SWV.
- b) Any change in your email address you are then required to notify either your Crew Base Manger or Senior Staff within 24hrs.
- c) If you have an address that blocks incoming email from SWV management you're required to unblock these inquiries or you will subject to removal from the roster until this issue is rectified. This holds for all employees at SWV.
- d) It is required that you check your email on a weekly basis and respond quickly to inquiries to remain in good standing at SWV.

## 2 - SouthwestVirtual Forums

- a) It is required to register with your FULL NAME and your given SWV PID# (example: John Doe SWVAXXXX) in our forums. Failure to do this will result in delay of forum membership approval.
- b) It is required that all forum members to maintain a sense of professionalism at all times. Flame wars, rude disruptive conduct will not be tolerated and will be met with severe disciplinary action and possible removal and ban for both the forums and termination from SWV.

## 3 -Team Speak Server Policy

- a) Team Speak server users must register with their full name and SWV PID# as with the forums.
- b) Same rules apply for TS conduct as they apply for the forums.
- c) Remaining idle for excessive periods of time will not be allowed. Anyone violating these rules will be removed from the server and repeat offenders will be banned.

## Section IV

### Maintaining Active Status at SWV

#### 1 – Requirements

- a) To remain on the active roster here at SWV you must complete and file a minimum of three (3) flights/PIREPS per month.
- b) As stated in Section II: A current and valid email address.
- c) In good standing in both SWV and SWV's forums in proper conduct with others and while flying on VATSIM.

#### 2 – Removal

- a) No valid email address.
- b) Bad behavior in forums, TeamSpeak, and VATSIM.



- c) Warnings will be issued and after second offence will be brought up to the senior staff for action.

## Section V

### Selecting Flights & Online Flying Procedures

#### 1 – Flight Selection

- a) Flights of SWV can be selected either from the real Southwest Airline schedule via their posted schedules on southwest.com/schedules or by using SWV's flight dispatch.
- b) Flights can be flown off the scheduled posted times but the proper routes to and from cities selected must be flown in accordance to the schedule(s).
- c) Maintenance (MX) /Ferry Flights can originate at any city but have to terminate at the following maintenance bases or contract facilities!  
SWV heavy maintenance facilities are: KPHX, KDAL, KHOU and MDW.  
Our contract maintenance facilities are: BF Goodrich (ATS) at KPAE (Paine Field WA), Pemco Aviation, Dothan AL (KDHN), AAR Indianapolis (KIND), and El Salvador (MSLP)<- from KHOU
- d) Code Share Flights - CS ([WestJet](#))
  - 1) You must file a minimum of 3 SWV PIREPs before you can participate in Code Share Flights and cannot log more CS Flights over your SWV flights. (Official SWV Events excluded)
  - 2) VATSIM Code Share flights must be flown under your SWV given PID#
  - 3) WestJet aircraft include: 736/737/738
  - 4) Must fly WJ's routes/schedules posted at westjet.com
  - 5) Upon completion of your CS flight you must make note in your PIREP's flight comments: "SW/WJ Code Share Flight"
- e) It must be noted that **time compression is NOT ALLOWED** and that all pilots must fly at 1x.



## 2 – Online Flights

- a) Online pilots flying VATSIM must fly under their given SWV PID# and not by the actual scheduled flight number. Also when you file your flight plan make note in your Flight Plan Comment's section: [virtualswa.com](http://virtualswa.com)

## 3 – SWV Event Flights

- a) Must fly under your given SWV PID# (Online Participants)
- b) Pilots are required to fly in accordance of the AOM procedures and guidelines.
- c) VATSIM – must make note in your flight plan's flight comments: [virtualswa.com](http://virtualswa.com) and the event name.

## Section VI

### PIREPS

#### 1 – Filing

- a) PIREPS must be filed immediately after your flight. Filing several PIREPs days past is not acceptable.
- b) All fields must be entered correctly and in the proper format. Any errors must either be reported or be edited by the pilot themselves. PIREPS can be edited but only before the Crew Base Managers approve them by selecting "Review Pending in Operations.
- c) Failure to respond to your CBM/CBAM inquires about errors on PIREPs or continued errors will be subject to deletion.

#### 2 – Submission

- a) All fields with a **red asterisk \*** are required fields that must be entered.
- b) **Pushback/Shutdown** times occur at **brakes released** and at **engine shutdown brakes set** in GMT/ZULU time.



- c) Alt (Altitude) must be entered in the proper RVSM (Required Vertical Separation Minimums).
- d) Flight Plan: A proper flight plan route must be entered. GPS/Direct/Cities from and to are not acceptable.
- e) Though currently not required, FSACARS is recommended while flying as this system records all required and proper data to your PIREP upon completion of your flight. Details can be found either at your Crew Base's website or on the SWV forums.

### Sample PIREP

#### **PIREP Submission**

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#### **Flight Information**

Flight Number * : WN1848	Flight Status: Origination <input type="button" value="v"/>
Flight Date * : 2009-03-03 <input type="button" value="c"/>	Equipment: 737-7H4 <input type="button" value="v"/>
Passengers * : 82	Cargo (lbs): 3451
SquawkBox Flight: Yes <input checked="" type="radio"/> No <input type="radio"/>	Online Fly-In: Yes <input type="radio"/> No <input checked="" type="radio"/>
Maintenance Flight: Yes <input type="radio"/> No <input checked="" type="radio"/>	

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#### **Flight Routing**

Departure Airport * : Salt Lake City, UT - KSLC <input type="button" value="v"/>	Gate: B18
Arrival Airport * : Las Vegas, NV - KLAS <input type="button" value="v"/>	Gate: C18
Flight Plan * : WEVIC1 KSINO GRNPA1	Alt * : FL320 <input type="button" value="v"/>

Pushback Time \* : 19  : 20   
Zulu Time

Shutdown Time \* : 20  : 40   
Zulu Time

*Always Use Zulu Time (GMT) - Flight Hours will **not** calculate correctly if you don't!*

Fuel Used * : 6,860	Distance * : 340
Fuel Units: Pounds <input type="button" value="v"/>	Distance Units: Nautical Miles (NM) <input type="button" value="v"/>

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#### **Misc. Information**

Weather Information: KSLC 051920Z 17006KT 10SM FEW060 SCT075 06/M10 A3002 RMK AO2 SLP168 VIRGA N SH DSNT W-N TCU DSNT W T00611100..KLAS 052040Z 12007KT 10SM FEW070 17/M07 A2992 RMK AO2 SLP125 T01671072.	
Flight Comments: A/C#: N660SW. Rate -54ft/min Speed: 131. SoCal FOM	

## Section VII

### Pilot Rank/Ratings and Pay Scale

#### 1 - Pilot Rank

- a) Pilots shall receive rank advancements via their total filed hours here at SWV.
- b) New pilots from previous virtual airlines may transfer up to 50hrs of their total prior time to advanced for the rank of Second Officer. These hours must be VARIFIED.

Trainee - 0-49.9hrs @ \$100/Hour \$25/Flight  
Second Officer - 50-99.9hrs @ \$150/Hour \$30/Flight  
First Officer - 100-199.9hrs @ \$175/Hour \$35/Flight  
Captain - 200-324.9hrs @ \$200/Hour \$40/Flight  
Senior Captain – 325-449.9hrs @ \$225/Hour \$45/Flight

\*Chief Pilot – 450+hrs @ \$250/Hour \$50/Flight\*

\*To obtain the official rank of Chief Pilot here at SWV you must achieve these additional requirements:

- 1) 50hrs minimum SWV VATSIM Hours, (Verified)
- 2) Must take and pass all pilot rating exams as shown below at Steve'sFlightSchool.com. Exam results will be sent and confirmed by the VP of flight Operations at SWV.
- 3) Perform an online flight proficiency check with either SWV senior management or an appointed SWV Flight Instructors/Mentors.

#### 2 - Pilot Ratings

- a) Pilots are able to take exams to advance their ratings by taking various tests at Steve's Flight School for the Ranks of:
  - Recreational Virtual Pilot
  - Private Virtual Pilot
  - Commercial Virtual Pilot
  - Airline Transport Virtual Pilot\*



\*100hrs filed at SWV required to hold this rating at time of exam.

- b) Once the pilot's exam results have been verified by the VP of Flight Operations will you be credited for your rank.
- c) These exams are **REQUIRED** for the Chief Pilot Rank and will also aid in training & knowledge purposes.

## Section VIII

### Crew Base Transfers

#### 1 – Requirements

- a) Requests must be submitted to your present Crew Base manager and the VP Flight Operations and/or HR Director.
- b) Must have been assigned to your prior Crew Base for more than 6 months for the first transfer and 1 year for a second transfer request.
- c) Must be in good standing with your prior Crew Base. No transfers will be accepted because you're "upset" with your crew base managers/pilots at your current hub.
- d) Approval from the Crew Base Manager of the Hub you wish to transfer too, (Under Roster Availability). Your PID will be changed to conform to the new numbering system.

## Section IX

### Leave of Absence

#### 1 - Request Requirements for (LOA)

- a) Pilot's needing a LOA must do so in writing to their respective Crew Base Manger.
- b) Pilot must include in their request: full name, SWV PID#, date to which the LOA shall begin and end, and the reason for the leave of absence.

- c) Requests for 30-60 days will be granted by the Crew Base Manager.
- d) 60-90 days must get approval from the senior staff.
- e) 90+ days pilot shall be removed from the SWV roster in good standing and your PID will be reassigned.
- f) LOA for management will not be allowed for the sensitivity of the duties required. If an extended LOA is needed for someone in the management position then a resignation may be required and the duties transferred via the HR's request.

## Section X

### Suspension and Termination

#### 1 - SOP/Policy Violations

- a) Pilots may be suspended for violating any of the rules set in place.
- b) Pilots who willfully violate these rules set in place are in cause for termination.

#### 2 - VATSIM Conflicts:

- a) Willful disobedience, rude and disorderly remarks to ATC on the VATSIM network will not be tolerated in any way. If a report is filed from ATC of the VATSIM network regarding the offender he/she will be suspended or terminated.
- b) If you foresee a possible problem DO NOT engage in arguments with ATC controllers then follow these measures:
  - 1- Politely excuse yourself from the VATSIM network and continue the flight offline, (Make note in your PIREP's flight comments section).
  - 2- File a report to your Crew Base manager and VP-Flight Operations.



3- For your defense it would be most advisable to obtain a copy of the text communication between you and the controller.

### 3 – Inactivity

- a) Failure to submit the minimum PIREPs as stipulated in Section
  - b) Failure to return or set proper procedure for LOA as stated in
  - c) Crew Base Managers have the authority to remove any pilot in violation to the above mentioned and will be notified via email.
  - d) Only the CEO and HR have the authority to dismiss any pilot/manger(s) for any other reason including disciplinary actions which too will be notified via email
  - e) Any member in conflict that has been either suspended or terminated may make defense in the attempt to resolve the situation via email to both the CEO or the VP Flight Operations
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#### \*NOTICE\*

At anytime revisions can be made to this SOP by the discretion of the senior management staff. Email notifications to lower management will be sent during revision updates.

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