



CAMEROON CIVIL AVIATION AUTHORITY – DIRECTION OF AVIATION SAFETY		
MANUAL	REF	DSA.AOC.MAN.001
AIR OPERATOR CERTIFICATION AND SURVEILLANCE MANUAL	ED	02 DU 01/04/2015
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CHAPTER 12 STATION FACILITIES INSPECTION



DSA.AOC.CHKL.130

12.1 BACKGROUND AND OBJECTIVES

12.1.1 “Arrêté N°00606/MINT” require air operators to arrange for ground handling facilities at each aerodrome to ensure the safe servicing and loading of its flights. Station facility operations are defined as those support activities required to originate, turn around, or terminate a flight. A station facilities inspection includes both the operations and the facilities required to conduct them. Approval of a particular aerodrome may be granted without inspection by the CCAA if the operator evaluates the facility as adequate for its operations, using an acceptable documented process and establishes operating minimal and appropriate procedures.

12.1.2 Stations may vary from a large facility with a permanently assigned station manager, numerous employees, and various departments, to a facility consisting of one employee and a counter. Inspectors will encounter a wide range of situations and operational conditions. A station facilities inspection may be conducted to provide for an overall view of the operator's operation or it may be focused on a specific area of interest. Whenever possible, inspections should be conducted when actual departure or arrival operations are in progress, in order to assess the operation of the station and the effectiveness of the equipment, services, procedures and personnel utilized. The direction and guidance provided in this section is general in nature, not all of which may be appropriate in a given situation.

12.2 GENERAL INSPECTION PRACTICES AND PROCEDURES

12.2.1 When planning for a station facilities inspection, the inspector shall review previous inspection reports and review any previously identified discrepancies along with the corrective actions that were required. Inspectors should normally coordinate with the station manager ahead of time to establish a date and time for conducting the inspection. (Note. — The normal practice of providing advance notification does not prevent a no-notice inspection if



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this is necessary to address a safety concern.) Station facilities inspections at small or remote locations will normally be conducted in conjunction with in-flight inspections.

12.2.2 Before beginning the inspection, the inspector should request that the station manager provide a briefing on the facility operation, including assigned personnel and operational procedures. The inspector should explain the purpose and scope of the inspection to the manager and staff. This explanation should include:

- a) purpose of the facility inspection;
- b) the specific areas to be inspected;
- c) inspection authority [State regulation];
- d) the proposed time and place of the exit briefing.

12.2.3 The actual inspection should begin after the briefing with a tour of the facility. The tour should provide the inspector with an overview of the operation and the location of individual sections. The inspector should introduce himself to section supervisors and other employees during the facility tour in order to become familiar with each section or unit. The tour shall include those areas of the facility that are used by the flight and cabin crews for flight preparation, briefing, and flight planning and also those areas used for passenger loading, cargo loading, mass and balance preparation and ramp areas.

12.3 SPECIFIC INSPECTION AREAS

A station facility inspection includes eleven areas

12.3.1 Personnel. The inspector shall review the staffing of the facility. During this review the inspector should determine if the station is adequately staffed and if the assigned personnel are competent in performing their duties. This may be accomplished by the inspector observing individuals as they perform their assigned job tasks. For example, the inspector may review recently completed forms for accuracy and may interview personnel regarding their job functions. Certificates should be sampled for appropriateness and currency for those personnel whose job functions require that they hold certificates. Duty time and length of shifts should be checked. Lengthy duty periods may indicate inadequate staffing.



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12.3.2 Manuals. The inspector should review the operator's manual or system of manuals for the operation of the facility to determine if the necessary manuals are on hand, current, readily available to personnel and adequate in content.

- a) **Availability.** The inspector should determine prior to the inspection which manuals are supposed to be available. During the course of the inspection, the inspector shall determine whether the manuals are sufficient or if station personnel require additional information which was not available.
- b) **Currency.** The inspector should also ensure that the operator's manuals are current and that required revisions accurately posted. An inspector shall obtain information on the revision status of manuals from the supervising inspector and/or the operator before beginning the inspection.
- c) **Adequacy.** Manuals should be checked by the inspector to ensure that they include information and guidance necessary to allow the operator's personnel to perform their duties and responsibilities effectively and safely.

12.3.3 Records. Records which are required to be kept at the transit base or are kept at the discretion of the operator should be inspected. These may include:

- a) crew and duty time records; and
- b) trip records.

12.3.4 Training. The inspector shall review the training conducted for the various classifications of operator's station personnel. Personnel shall receive both initial and recurring training in assigned job functions. Depending on the specific air operator's training programme approved by CCAA, this training may be formal classroom training and/or on the job training. Locally kept training records of personnel should be inspected.

12.3.5 Facility/equipment/surface. The operator's facilities must be adequate to provide safe operating conditions for both aircraft and personnel. The inspector shall conduct an evaluation to ensure the following:

- a) ramp areas. Ramp areas shall be clean and clear of foreign objects. In northern climates, adequate arrangements must be in place for snow removal.



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- b) passenger movement . Employees and passengers must be protected from jet or prop blast. Inspectors should evaluate passenger handling procedures and facilities and give particular attention to the movement of passengers across ramps. The operator should have established procedures for assisting restricted mobility passengers, especially if boarding ramps are not used.
- c) lighting. To ensure that adequate lighting is available and is being used for safe ground operations, inspections should consider suitability for night operations.
- d) hazards and obstacles. Station manager responsibility usually includes surveillance of the aerodrome and reporting aerodrome hazards and any new obstructions. Inspectors should determine what responsibilities have been assigned to the station manager and how those responsibilities are being discharged.

12.3.6 Conformance. In each area to be inspected, inspectors should evaluate the operator's procedures for compliance with provisions of the applicable regulations. In addition, the operator's employees must comply with the operator's procedures as provided for in the operator's manuals.

12.3.7 Other functions. The inspection of a station's other functions should be conducted at a time when actual arrival or departure operations are in progress. This allows the inspector to get an overall view of the effectiveness of the operation and assigned personnel.

- a) Line station functions. Operators often task the transit stations with related support functions, such as delivering flight plans to the flight crew. In this situation, inspectors shall determine which functions is the responsibility of the station staff. Inspectors shall evaluate station personnel in the performance of these functions.
- b) Load planning. Inspectors shall determine responsibilities for load planning and mass and balance control. Passenger and cargo masses must be accurate and reliably obtained, collected and transmitted. Personnel must be adequately trained. Procedures should be simple and effective. When computerized systems are used, there should be adequate back up provisions for computer failure. If station personnel are assigned to perform manual calculations in case of computer failure, there should a means of ensuring continued proficiency of personnel in making these calculations. Inspectors should ask these individuals to perform a manual calculation and compare the individual's solution to the computer solution.



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- c) Weather information. Inspectors shall determine the official source of weather information for the station, and whether or not this source is adequate for the operation.
- d) NOTAMs information. If the station is responsible for disseminating NOTAMs to flight crews, currency of NOTAMs and the method for updating shall be examined

12.3.8 Servicing. The servicing area of a station facilities inspection covers routine loading and servicing. This does not normally include maintenance activities. While operations inspectors should record and report observations they believe to be maintenance discrepancies, they are not assigned to inspect the maintenance area. Inspectors shall evaluate areas of concern to operations personnel, such as the manner in which logbooks are handled and MEL provisions are complied with. The inspector shall observe the operator's service operations to ensure that safe practices are conducted and that adequate personnel are available for the required aircraft servicing. The operations that the inspectors should observe may include, but are not limited to, the following:

- a) fueling (ensuring that proper procedures are being followed);
- b) de-icing (ensuring the correct ratio of glycol/water is being used and that all snow and ice is removed), if applicable;
- c) marshaling (ensuring safe operation and correct procedures);
- d) parking: chocks/mooring (ensuring chocks are in place, the parking ramp is level, and brakes are set or released); and
- e) Loading/unloading of cargo compartments.

12.3.9 Management. Managers shall be thoroughly aware of their duties and responsibilities and those of the personnel they supervise. Areas that inspectors must observe and evaluate include the following:

- a) Communications. Throughout the inspection, inspectors should observe managers and supervisors, and evaluate the organizational structure, particularly the effectiveness of vertical and horizontal communications.



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- b) Contract services. If the operator contracts with other companies for station services, the station manager should have established adequate controls over their performance. The manager must assure adequate training is provided to contractor personnel.

- c) Contingency planning. The station management shall be prepared for contingencies. Action plans should be available in case of events such as accidents, injury, illness, fuel spills, bomb threats, hijacking, severe weather and dangerous goods spills. Station personnel shall know the location of these plans. Plans should contain emergency notification checklists and procedures for suspending or canceling operations. Emergency telephone listings should be posted in obvious locations and be clearly legible.

12.3.10 Security. Security procedures shall be observed with regard to passenger and cargo screening, integrity of sterile areas, and access to ramp and other restricted areas.

12.3.11 Aerodrome. Operations inspectors shall be alert for obvious deficiencies in aerodrome facilities and condition, such as rescue and firefighting equipment and services, availability of medical services and ramp and vehicle control. Other areas, such as marking, lighting, obstructions, navigation facilities, approach aids, etc. Are more properly observed in the course of conducting other types of inspections such as in-flight cockpit inspections. Any findings should be notified to the State of the aerodrome.

12.4 STATION FACILITIES INSPECTION REPORT

The Air Operator Station Facilities Inspection Checklist **DSA.AOC.CHKL.130** at the end of this chapter shall be used. It is organized around the same inspection areas which are covered in paragraph 12.3 of this chapter. When completing the report form, discrepancies observed during the inspection shall be documented along with any on the spot corrective action taken by the operator and reported in writing to the operator.