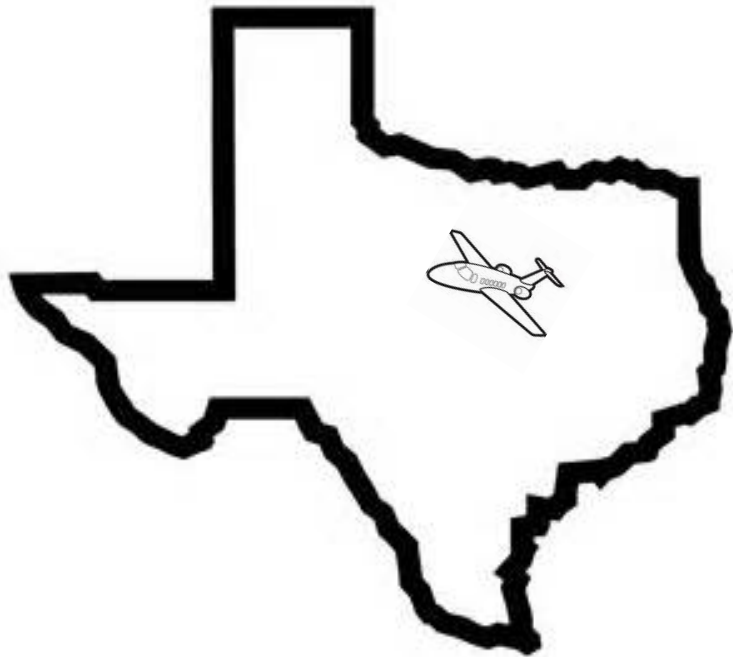




Maintenance Safety and Compliance



FUELING NEWSLETTER

PUBLISHED
JANUARY 29, 2015

Jim.Ensminger@AA.com or msc.support@AA.com

Vol. 1 - January 2015

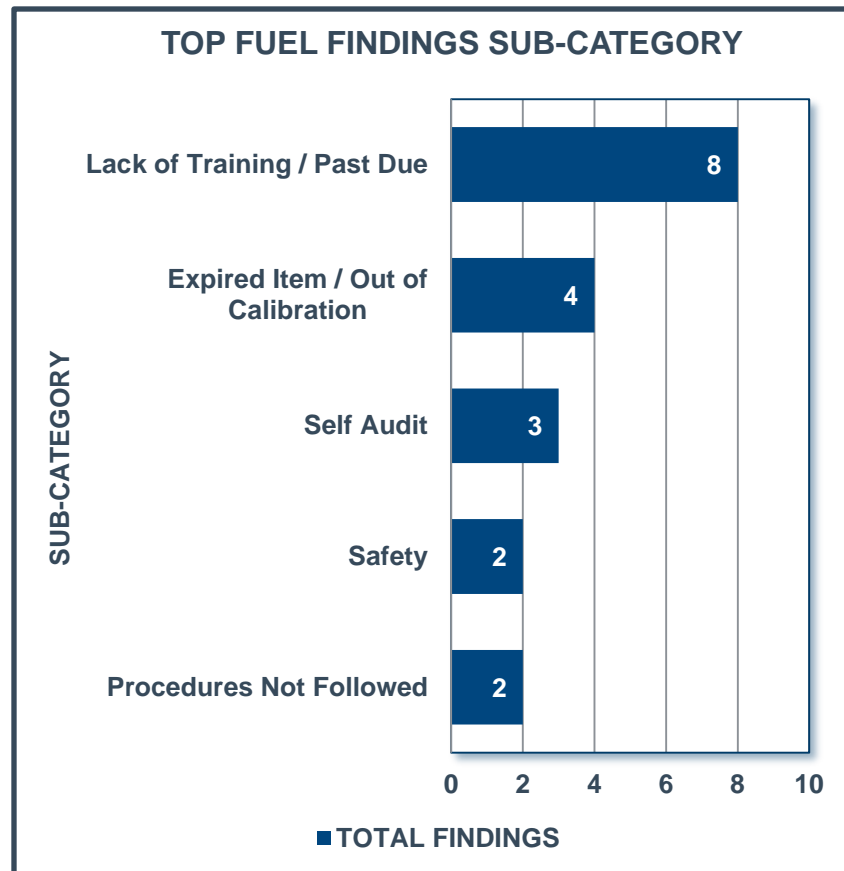
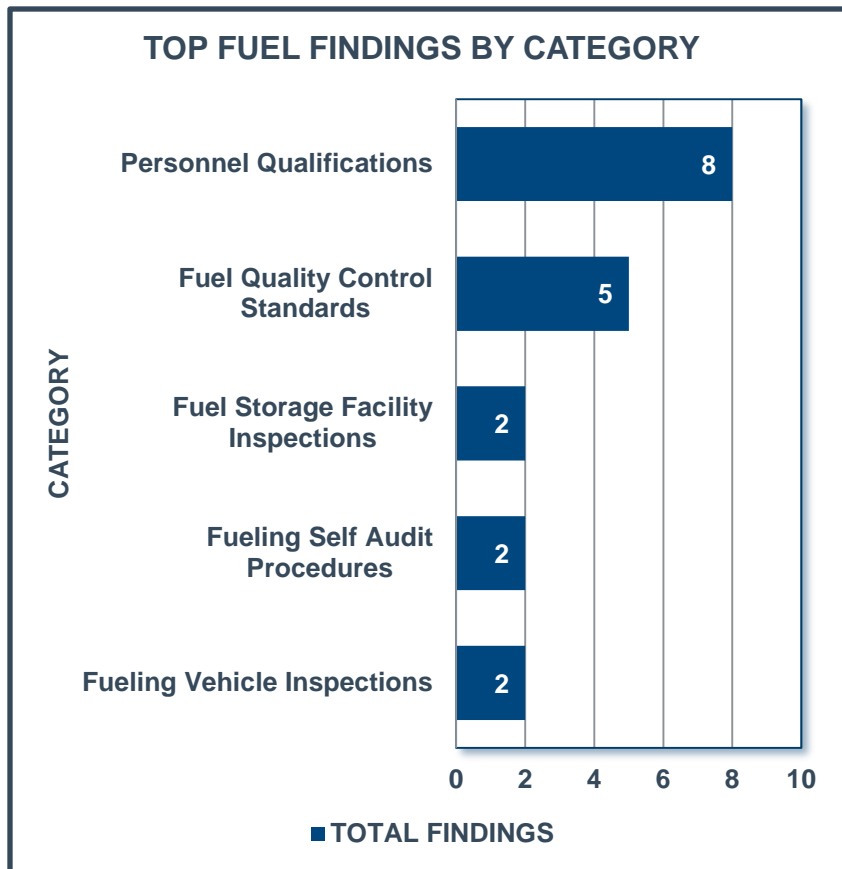
- Good day, my name is Jim Ensminger and I'm the Director of Maintenance Safety and Compliance at Envoy Air Inc., formally *American Eagle*. We are located at the DFW International Airport, Dallas/Ft Worth Texas.
As many of you may know by now there are more than one 'American Eagle'. With the AA/US Airways merger came several other changes, one being that many of the Region jet fleets became American Eagle brand aircraft, hence we became Envoy Air Inc.
- One of the things that I am going to do, is start this Newsletter to my fueling vendors. It will provide information and insights to you that may help us both provide a better service to each other.
- If anyone has a fueling problems/questions please contact me or any member of my staff at the addresses provided. I look forward to working with each and everyone of you to provide a SAFE and productive working environment. JimE



➤ **Point of Interest, *Fuelers should observe this Envoy requirement, this is one of our top findings.* Envoy Fueling and Servicing Procedures Manual – 05-00**

- 1. **Whenever passengers are on board, the fueller must inform the qualified person(s) on board the aircraft when fueling operations are beginning and when they are finished.** There should always be a **crewmember or a qualified person (flight attendant)** available for fueling notifications [Ref: IOSA, AHM 175 and 631, ICAO Airport Services Manual, document 9137 (ASM), Part 1]
- 2. The operator shall ensure that, during fueling operations with passengers and crew on board the aircraft, procedures are in place that provide for the designation of a person (fueller) with responsibility for fueling operations and specify the method(s) by which that responsible person:
 - a) Communicates with the flight crew or other qualified persons on board the aircraft.
 - b) Provides notification to the flight crew or other qualified personnel on board the aircraft when fueling is about to begin and has been completed unless an equivalent procedural means has been established to ensure the flight and/or cabin crew are aware of fueling operations and are in a position to effect an expeditious evacuation of the aircraft, if necessary.
 - c) Provides notification to the flight crew or other qualified personnel on board the aircraft when a hazardous condition or situation has been determined to exist.
 - d) Uses verbal, eye to eye, and/or hand signals. This requirement may be satisfied by one of the following:
 - 1) Equivalent procedural means, acceptable to the state and applicable authorities, that would permit the flight crew or other qualified persons to be aware of the start and completion of fueling operations.
 - 2) Procedures established by the operator that would ensure authorized personnel on board the aircraft are continuously in a position to effect an expeditious evacuation of the aircraft for any reason, including a fuel spill or fire.
- 3. A suitable method of communication with the flight crew or other qualified persons on board the aircraft may include use of the aircraft inter-communication system, direct person-to-person contact or other methods that ensure direct and timely communication. Use of the aircraft intercommunication system to maintain continuous two-way communication during fueling operations is not a requirement.
- 4. Aircraft fuelers are to have a clear understanding of all required communication procedures and have the ability to execute such procedures in an expeditious manner should a dangerous situation develop.

➤ **Points of Interest, *Fueling Findings Analysis, Does your facility have these problems..?***

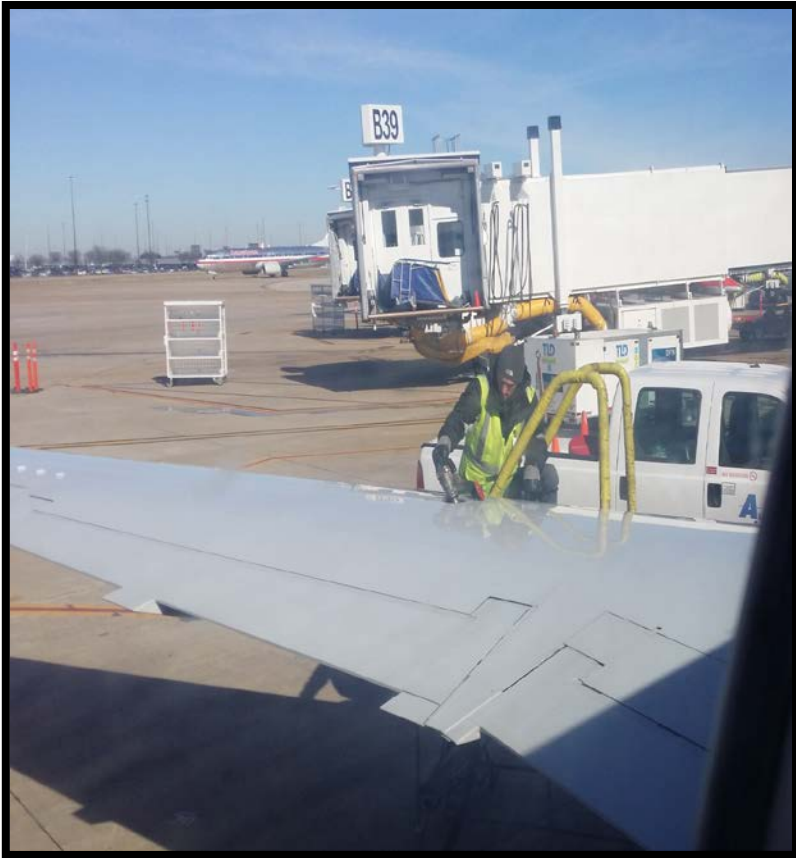


FINDING SUMMARY:

- NOT COMPLETING ANNUAL TRAINING
- LACK OF TOOL CALIBRATION AND DOCUMENTATION OF
- NO ACCESS TO Envoy COMPANY MANUAL



- Point of Interest, *What's wrong with this fueling process...??*



- *(no protective mat)*

Training Update

Envoy Course MTX0408 and MTX 0407 have both been revised. All Designated *Train the Trainers* should take the new course as soon as possible, Send your certificates to MSC.Support@aa.com also have your fuelers take the new MTX0408.