6. Flight Crew Hiring and On-boarding Process

A. General Guidance and Philosophy

(1) Our guiding philosophy is to recruit candidates that not only meet our basic experience requirements, but also demonstrate a level of interpersonal skill that will enable them to add to Dreamline Aviation's friendly and cooperative environment. They must be able to continuously balance Safety, Efficiency, and yet still provide a high level of customer service. We strive to be as safe as possible while still conducting our business.

(2) Client Safety is paramount in our operations. Any candidate must demonstrate a commitment to this mindset in their experience and attitude. Any history of improper or reckless actions in their personal or work histories will be grounds for removal from the candidate pool.

B. Minimum Requirements for Pilot in Command (PIC)

A pilot-in-command must have the following certificates and flight experience:

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- A current and valid FAA Commercial Pilot certificate with the appropriate category, class, and type ratings (or the experience to obtain one).
- A valid passport or equivalent documentation for international travel
- An FAA issued **Medical Certificate - First Class**
- A minimum of **1200** hours total flight time as a certificated pilot.

> **Note:** Total flight time as a pilot may be reduced to insurance company minimums; but not less than 2,000 hours total flight time by the Director of Operations with concurrence from the President of Dreamline Aviation. The justification for this reduction shall be based on qualifications, and type of experience. An example would be a highly trained former military pilot with equivalent skill to a 1,200 - hour general aviation pilot.

- A minimum of **300** hours of cross-country flight time.

> **Note:** The Director of Operations based on the same justification in paragraph 2 located above too may reduce this

- A minimum of **150** hours of night flight time.
- A minimum of **55** hours of instrument flight time, of which at least 50 hours were in actual flight.

TURBO JET

- A current and valid FAA Air Transport Pilot Certificate (ATP) with the appropriate category, class, and type ratings (or the experience to obtain one).
- A valid passport or equivalent documentation for international travel
- An FAA issued **Medical Certificate - First Class**
- A minimum of **1500** hours total flight time as a certificated pilot.

  Note: Total flight time as a pilot may be reduced to insurance company minimums; but not less than 2,000 hours total flight time by the Director of Operations with concurrence from the President of Dreamline Aviation. The justification for this reduction shall be based on qualifications, and type of experience. An example would be a highly trained former military pilot with equivalent skill to a 1,200 - hour general aviation pilot.

- A minimum of **500** hours of cross-country flight time.

  Note: The Director of Operations based on the same justification in paragraph 2 located above too may reduce this

- A minimum of **200** hours of night flight time.
- A minimum of **75** hours of instrument flight time, of which at least 50 hours were in actual flight.

C. Minimum Requirements for Second in Command (SIC)

A second-in-command must have the following certificates and flight experience:

- A current and valid FAA Commercial (COM) certificate with the following ratings:
  - Multi-Engine Land
  - Instrument Airplane
- A valid passport or equivalent documentation for international travel
- An FAA issued **Medical Certificate First Class**
- A minimum of **250** hours total flight time for **Turbo Prop** & **1000** hours total flight time for **Turbo Jet** as a certificated pilot.

  Note: Total flight time as a pilot may be reduced to insurance company minimums; but not less than 250 hours total flight time by the Director of Operations with concurrence from the President of Dreamline Aviation. The justification for this reduction shall be based on qualifications, and type of experience. An example would be a highly trained former military pilot with equivalent skill to a 1,000-hour general aviation pilot.

- A minimum of **100** hours of multi-engine airplane flight time.

Note: The Director of Operations based on the same justification in paragraph 2 located above too may reduce this

D. Hiring Process

(1) Resumes are accepted at any time by DLA and are kept on file for a period of 12 months if the candidate meets the DLA minimum requirements. After that time they are discarded. At such time as a position opens up for flight crew with DLA, these resumes are reviewed first before any other applications are accepted for the open position.

(1) Once a selection of candidates has been chosen for the open position, they are each contacted for a phone interview. The purpose of the phone interview is to determine whether or not it is worth the time, effort, and expense to bring you in for a face-to-face interview. Suggested questions for the candidate should include the following:

a) Why did you leave your last job?
b) Why do you want to leave your current job?
c) How did you lose your last job?
d) What are you currently earning?
e) What are your salary expectations?
f) Will you relocate?
g) Will you travel? What % of overnight travel would you be willing to do on a monthly basis?
h) On a scale of 1 -10, how would you rank your skill level of:
(e.g.: Time in Type, IFR proficiency, customer service, dealing with difficult situations)
i) What are your career goals?
j) What are your greatest strengths?
k) What was your greatest accomplishment? Also, what were your 3 greatest accomplishments
l) When could you start working here?

(2) After the initial interview by phone, arrangements will be made to bring the chosen candidates to DLA's offices for a face-to-face meeting with, either, the Chief Pilot, Director of Training, or the Director of Operations. The purpose of the face-to face interview is to evaluate a number of key areas. The first 5 minutes of the interview are very important. Key factors are:

a) Appearance
b) Grooming
c) Handshake / demeanor
d) personal presence
e. Eye contact
f. Articulation
g. Personality\

Note that work experience is not mentioned. That is what brought the candidate to this interview in the first place. At this time a short written exam will be give to the candidate to verify basic knowledge of various related subjects (see questions in following section).

It is vitally important to understand these basic steps in order to fully evaluate each candidate. Each step carries with it a different focus and emphasis. Each step has its own protocol and requirements. It is important to note that there is a dual responsibility for successful completion of each of these steps. The interviewer has a responsibility to follow through in each step. If the interviewer fails in his responsibility, the company will potentially fail to hire a qualified candidate. So you, the interviewer, needs to take personal responsibility for your side of the interview process.

The ***establishing rapport*** step is where the vital first impressions are formed. Some people will claim to be able to make a decision about a candidate in thirty seconds or less. The truth is that you will set the tone for the interview through your physical appearance and initial responses.

The candidate's ***personal appearance*** will speak volumes before they ever utter a word.

Next the interviewer needs to assess the candidate in reference to the ***company culture.***

a. *Does this person fit in?*
b. *Would this person represent our company well?*
c. *Would others feel I made a good selection in recommending?*

Be sure to pay attention to the small talk. It is actually big talk, since it will greatly affect how someone can be perceived in the eyes of a client or other flight crew. It's not necessarily the words that are said, but how they say them.

Verbal **articulation and vocabulary** should be noted, especially any variance, positive or negative, from the standard. This is where the interviewer can assess the candidates' attitude and confidence and will establish the tone for the interview.

(3) Following the first face-to-face meeting, those candidates that have been selected will then meet with one or more of the current flight crew to determine compatibility with the company culture. Empanelled flight crew will then pass their comments and observations on to company management and Human Resources.

(4) The candidates that are chosen following the Panel Interview will then be given an "audition" by flying with a current DLA PIC on a Part 91 / Owner trip to evaluate their cockpit skills, situational awareness, and Crew Resource Management (CRM).

(5) At this point a decision will be made on which candidate(s) will be offered a position with the company. Once the offer has been made and accepted the On-Boarding process will begin.

Suggested Written Exam Questions:

1.) To act as PIC, what must a pilot have in his/her physical possession or readily accessible in the aircraft? (61.3)

a.) Valid Pilot Certificate
b.) Photo Identification

c.) Current and appropriate medical certificate

2.) As a commercial pilot, to carry passengers at night, a pilot must have made within the preceding 90 days:

- Beginning 1 hour after sunset or 1 hour before sunrise, the PIC must have made at least 3 takeoffs and 3 landings to a full stop during that period in an aircraft of the same category, class, and type if required. (61.57)

3.) How long is a First Class and Second Class Medical good for?

-First Class: 12 months if under 40, 6 months if over 40.

-Second Class: 12 months regardless of age.

4.) Which documents, required on board an aircraft, must be displayed in such a way so as to be visible by both passengers and crew?

No person may operate a civil aircraft unless the Airworthiness Certificate required or a special flight authorization issued is displayed at the cabin entrance or cockpit entrance so that it is legible to passengers and crew. (91.203)

5.) What are the different types of AIRMETs? (Aim 7-1-6)

a.) AIRMET Sierra- IFR conditions and/or extensive mountain obscurations.

b.) AIRMET Tango- Moderate turbulence, sustained surface winds 30 knots or greater, and/or nonconvective low-level wind shear.

c.) AIRMET Zulu- moderate icing and provides freezing level heights.

6.) What is the typical duration of a microburst? (Aim 7-1-26)

- Seldom last longer than 15 min from the time it strikes the ground until dissipation. Sometimes microbursts are concentrated into a line structure, and under these conditions activity may continue for as long as an hour.

7.) How can microburst encounters be avoided? (AC 00-54)

-TAFs- examine the terminal forecast for convective activity.

-METARs- inspect for windshear clues (T-storms, rain showers, blowing dust).

-Severe WX watch reports- Prime source for microbursts.

-LLWAS reports- designed to detect wind shifts between outlying stations and a reference station.

- SIGMETs and convective SIGMETs- may provide essential clues.

-Visual clues from the cockpit.

-PIREPs- reports of sudden airspeed changes in the airport approach or landing corridors provide indication of the presence of windshear.

-Airborne weather radar- to detect convective cells.

8.) What do Vso, Vs1, Vne, Va, Vle, Vx, and Vy stand for?

9.) In a multiengine aircraft that you've flown, what are your procedures for an engine failure at rotation?

10.) What are 6 things you should do at a FAF?

-Turn, twist, throttle, talk, track, time.

11.) Name 4 types of structural ice.

-Clear Ice- Forms when large drops strike the aircraft surface and slowly freeze.

-Rime Ice- Small drops strike the aircraft and freeze rapidly.

-Mixed Ice- A combination of the above; usually supercooled water drops varying in size.

-Frost-Ice crystal deposits formed by sublimation when the temperature at the surface is below the dew point and the dew point is below freezing.

12.) What action is recommended if you inadvertently encounter icing conditions?

- You should change course and/or altitude.

13.) If icing has been inadvertently encountered, how would your landing approach procedure be different?

- Maintain more power during the approach than normal.

- Maintain a higher airspeed than normal.

-Expect a higher stall speed than normal.

- Expect a longer landing roll than normal.

- A "no flaps" approach is recommended.

- Maintain a consistently higher altitude than normal.

- Avoid a missed approach (get it right the first time).

14.) Which type of precipitation will produce the most hazardous icing conditions?

-Freezing rain produces the most hazardous icing conditions.

15.) What records must be kept concerning VOR checks?

- Date, place, bearing error, signature.

16.) How often should a VOR check be done?

-30 days

17.) What is the maximum speed allowed when operating inside class B airspace, under 10,000', under class B, and within a class D surface area?

-250 knots

-250 knots

-200 knots/200 knots

18.) What do these transponder codes stand for: 7500, 7600, 7700, and 1200.

-7500- Hijack

-7600- Lost comms

-7700- General emergency

-1200- VFR

19.) What are the regulations concerning use of supplemental oxygen on board an aircraft? (91.211)-No person may operate a civil aircraft of U.S. registry:

a.) At cabin altitudes above 12,500' MSL up to and including 14,000' MSL, unless, for that part of the flight at those altitudes that is more than 30 min, the required min flight crew is provided with and uses supplemental oxygen.

b.) At cabin altitudes above 14,000' MSL, unless the required flight crew is provided with and uses supplemental oxygen for the entire flight time at those altitudes.

c.) At cabin pressure altitudes above 15,000' MSL, unless each occupant is provided with supplemental oxygen.

20.) What is a good self assessment before a flight?

-IMSAFE (illness, medication, stress, alcohol, fatigue, and emotion)

21.) When flying an instrument approach procedure, when can the pilot descend below the MDA or DH?

-No person may operate an aircraft below the prescribed MDA or continue an approach below the authorized DH unless:

a.) The aircraft is continuously in a position from which a descent to a landing on the intended runway can be made at a normal rate of descent using normal maneuvers.

b.) The flight visibility is not less than the visibility prescribed in the standard instrument approach procedure being used.

c.) When at least 1 of the following visual references for the intended runway is distinctly visible and identifiable to the pilot:

1. The ALS, except that the pilot may not descend below 100' above the touchdown zone elevation using the ALS as a reference unless the red terminating bars or the red side row bars are also distinctly visible and identifiable.
2. Threshold, threshold markings, threshold lights, REIL, VASI, TDZ markings, TDZ lights, runway and runway markings, runway lights.

22.) Define VDP

-Visual Descent Point- is a defined point on the final approach course of a non precision straight- in approach procedure from which normal descent from the MDA to the runway touchdown point may be commenced, provided the approach threshold of that runway, or approach lights or other markings identifiable with the approach end of that runway are clearly visible to the pilot.

23.) If no final approach fix is depicted, how is the MAP determined?

-The MAP is at the airport (NAVAID on airport).

24.) Where is the MAP on a precision approach?

-For the ILS, the MAP is at the decision altitude/decision height (DA/DH).

25.) For a pilot to request a contact approach, what must the ground visibility at the destination airport be at a minimum?

-1SM

26.) To be cleared for a visual approach, what must the pilot have in sight? And what must the weather at the destination airport be at a minimum?

-The pilot must have either the airport or the preceding identified aircraft in sight?

- Reported weather at the airport must have a ceiling at or above 1,000' and visibility 3 miles or greater.

27.) What is the required visibility and cloud clearance to operate in class D airspace?

-3SM, 1,000' above/500' below/2,000' horizontal.

28.) What are the distances from the landing threshold of the outer, middle, and inner markers?

-Outer- 4-7 miles from threshold

-Middle- 3,500' from the threshold

-Inner- between middle marker and threshold

29.) What is an MEA?

-Minimum Enroute Altitude- the lowest published altitude between radio fixes that ensures acceptable navigational signal coverage and meets obstacle clearance requirements.

30.) If no applicable minimum altitude is prescribed (no MEA or MOCA), what minimum altitudes apply for IFR operations?

-Mountainous terrain- at least 2,000' above the highest obstacle within a horizontal distance of 4 NM from the course to be flown.

-Other than mountainous terrain- at least 1,000' above the highest obstacle within a horizontal distance of 4NM from the course to be flown.

31.) What reporting requirements are required by ATC when not in radar contact?

-When leaving final approach fix inbound on the final (non-precision) approach, or when leaving the outer marker (or fix used in lieu of the outer marker) inbound on final (precision) approach.

- A corrected estimate at any time it becomes apparent that an estimate as previously submitted is in error in excess of 3 min.

32.) What is the leg length for a standard holding pattern?

a.) 1 min inbound at or below 14,000' MSL

b.) 1.5 min inbound above 14,000' MSL

33.) What is a nonstandard versus a standard holding pattern?

-In a standard pattern, all turns are to the right. In a nonstandard pattern, all turns are to the left.

34.) What are the maximum airspeeds permitted for aircraft while holding?

MHA-6,000' – 200 KIAS

6,001-14,000'- 230 KIAS

14,001- and above- 265 KIAS

35.) In a lost comm situation what altitude will you fly?

- *Highest of following altitudes for the route segment being flown:*
- ***Minimum*** *– minimum altitude for IFR operations.*
- ***Expected****- altitude/flight level ATC has advised to expect in a further clearance*
- ***Assigned****- Altitude/flight level assigned in the last ATC clearance.*

36.) In a lost comms situation what route will you fly?

Assigned*- by route assigned in last ATC clearance.*

Vectored*- go direct from point of radio failure to fix, route, airway in vector clearance.*

Expected*- by route that ATC has advised may be expected*

Filed*- By the route filed in flight plan*

37.) What is a MOCA?

-Minimum Obstructive Clearance Altitude; the lowest published altitude between radio fixes on VOR airways, off-airway routes, or route segments that meets obstacle clearance requirements, and that ensures acceptable navigational signal coverage only within 22 nautical miles of a VOR.

38.) What do the following acronyms stand for?

ALS, VASI, PAPI, REIL

39.) Name several types of fog.

Radiation, advection, upslope, precipitation-induced, and ice fog.

40.) What color are runway edge lights?

-White- except on instrument runways, yellow replaces white on the last 2,000' or half the runway length, whichever is less, to form a caution zone for landings.

41.) What would you do if your Captain or Copilot shows up to work, and you either smell alcohol or notice a drastic change in his/her demeanor?

42.) What would you do if at the airport you're departing from, the weather minimums are not met and your passengers are impatient/pressuring you to continue with the flight.

43.) You're in cruise flight and you notice you're feeling euphoric, lightheaded, slow thinking, with vision issues, and nauseous. *What's one step to take if you feel any of these symptoms.*

44.) Your Captain, Copilot or passenger is experiencing a medical emergency. *What would be the appropriate action?*

45.) Enroute to your destination you experience moderate turbulence? *What are some actions you would take?*

46.) After your appropriate action when encountering the moderate turbulence, one of your passengers starts to panic. What do you do? 47.) During boarding you notice one of your passengers appears to be intoxicated and is verbally abusive towards you. *What would you do?*

48.) You notice a safety of flight item that you have no time to inform the pilot flying of (i.e. immediate traffic conflict, immediate terrain conflict, or any other situation that requires immediate action), *What may be the only appropriate action?*

49.) In terms of dealing with any aircraft emergency (fire, engine failure, flight control anomaly or malfunction). *What is the most important thing to do?*

50.) Soon after rotation the nose of your aircraft continues to pitch up uncontrollably (i.e. runaway trim/jammed elevator). You have 3 seconds to react.

What would be the appropriate action to get the nose back on the horizon and prevent the stall?

Simulator Evaluation:

HHR RWY 25 ODP, vectors LAX 170R, hold at LIMBO, vectors LGB ILS RWY 30, published missed approach, vectors VOR A HHR.

E. On-Boarding / PRIA Process

(1) Upon acceptance of offer by candidate they will be directed to HR to complete all required forms and applications as required by California statues.
(2) They will then be directed to an approved site to provide a sample for testing to comply with the DLA Drug and Alcohol program.
(3) Upon receipt of successful test results the "new hire" will be placed on the roster for the DLA Drug and Alcohol random testing program.
(4) The "new hire" will next provide all requested information to complete the PRIA (Pilot Records Improvement Act). Successful completion of this process is necessary before the "new hire" can be permitted to receive any training or operate any company owned or managed aircraft.

PRIA Process Overview:

The following is a brief overview of the entire PRIA process that is completed by the air carrier in operation under 14 CFR part 121 or 135, air operator under 14 CFR part 125, or other person (all collectively referred to as the 'entity') in order to request and receive PRIA-related records for their pilot/applicants. All PRIA-related records must have been requested, received, and evaluated before the pilot-applicant can be released for service.

1. **The hiring entity initiates the PRIA records request process.** This process is completed by the hiring entity *or* is assigned to a Designated Agent (DA) for completion. A document titled, "PRIA Instructions for the Designated Agent" is on the PRIA Web site.

   a. The hiring entity or DA requests PRIA-related records from:

   (1) The FAA (AFS-620) by using FAA Form 8060-10.

   (2) Any previous employer(s) by using FAA Forms 8060-11 and 8060-12.

   (3) The National Driver Registry (NDR) by using FAA Form 8060-13.

2. **The pilot/applicant completes the PRIA forms.**

   a. All pilot/applicants provide written consent for the release of their PRIA-related records by signing FAA Forms 8060-10, 8060-11, 8060-12, and 8060-13 *before* the hiring entity can send the records requests forward to the appropriate respondent(s).

   b. All pilot/applicants must be notified *in writing* that a request for their PRIA-related records will be made. This is accomplished when the individual completes and signs FAA Forms 8060-10A, 8060-11A, 8060-12, and 8060-13, and is then provided with a completed and signed copy of each form by the hiring entity for their personal records.

c. All pilot/applicants must be provided with an opportunity to request a copy of the records that will be furnished with the execution of FAA Forms 8060-10A, 8060-11A, 8060-12, and 8060-13. However, once completed, FAA Form 8060-10A is *not* forwarded to the FAA. The original is maintained in the pilot's PRIA-related records file. (See NOTE below).

d. Even though a liability statement is included within the existing PRIA statutes and found at 49 U.S.C. § 44703(i)(1), all pilot/applicants must sign an additional release of liability *if* one is being required by the hiring or former employer. (This is *not* an FAA requirement.)

3. Upon completion of all PRIA forms, the hiring entity forwards them as follows.

a FAA Form 8060-10 is forwarded to the FAA, AFS-620. (FAX: 405-954-4655)

b. FAA Form 8060-10A is retained in the pilot/applicant's PRIA-related file *after* a completed and signed copy has been provided to that individual.

c. FAA Forms 8060-11, 8060-11A, and 8060-12 are forwarded to all previous employers who provided employment to the individual *as a pilot* within the previous 5-year period.

d. FAA Form 8060-13 *or* other acceptable request form that may be required by a particular state, is forwarded to: (1) the State Department of Motor Vehicles (DMV) of the State of Florida, or: (2) to the DMV of another State as selected by the requesting entity.

NOTE: Even though the hiring entity does *not* forward FAA Form 8060-10A to the FAA, *all applicants,* regardless of whether they have indicated a preference for the receipt of a copy of their records, will be provided with a courtesy copy of their PRIA Pilot Profile Letter that is maintained by the FAA and furnished, as requested, to the hiring entity. If requested, each previous employer will also provide a copy of PRIA-related records, including those from the NDR.

4. The FAA, previous employer(s), and NDR respond to the records requests.

a. Within *30 days,* AFS-620 forwards the records to the requestor, and an identical copy to *all* pilot/applicants. As a security measure, all individuals will receive their records at the address as maintained in FAA records. All pilots should ensure that their current home address has been reported to the FAA at AFS-760 – the Airmen Certification Branch, toll-free at (866) 878-2498 or on-line at: **http://registry.FAA.gov/**

b. Within *30 days,* all previous employers forward the requested records to the hiring entity. The previous employer then sends an identical copy of the records to the pilot/applicant *if so requested.* The previous employer *may* include a 'statement for payment' to the requesting entity, as well as to the

pilot/applicant, in order to recoup the cost of furnishing those records. The amount charged should be reasonable and proper.

c. Within *30 days,* the NDR sends the applicable driving records to the hiring entity. If the pilot/applicant has requested a copy of these records, they must be furnished by the hiring entity once they have been received from the NDR.

d. Copies of records furnished to the *applicant* within 20 days of receipt of the request, require no additional notification. Records furnished to the *applicant* after 20 days, but no later than 30 days, require a separate written notification in accordance with 49 U.S.C. § 44703(h)(6)(A) and (B) such as a post card or letter stating that the record will be furnished within 30 days.

5. **All pilot/applicants may review their records.** After all records have been received from the respondents, the PRIA statutes have provided for all pilot/applicants to be able to:

   Review all records that have been requested and received and, if necessary:

   - If necessary, submit a written statement in the form of a Memorandum of Record, to be included in the pilot's PRIA-related records file, to correct any inaccuracy or omission in those records; or
   - If necessary, submit a written statement in the form of a Memorandum of Record, to be included in the pilot's PRIA-related records file that will represent the pilot's point of view concerning a discrepancy in those records or entries.

6 **The hiring entity reviews and evaluates the results.** During the review and evaluation process, the hiring entity ensures that all required privacy protections for the individual and the records are observed. (See 49 U.S.C. § 44703(h) (11).)

NOTE: The newly hired pilot is released for service ONLY after the PRIA background check and other required training have been completed. Two exceptions exist for this requirement: (1) the Good Faith Exception; and: (2) the provision for Pilots Of Certain Small Aircraft. Further information concerning these two exceptions may be found on the PRIA Web site in various locations.

7. **The hiring entity maintains all PRIA-related records for company and FAA evaluation of statutory compliance in the following manner:**

   a. PRIA-related records **should** be maintained separately from other company pilot records *or* be easily retrievable from the company's primary system of records, to facilitate company review or records surveillance by the FAA.

   a. PRIA-related records **shall** be maintained for a period of at least 5 years. (49 U.S.C. § 44703(h) (4).

   b. PRIA-related records **should** be maintained for the duration of the pilot's employment with the entity, plus an additional period of 5 years after the termination of said employment.

c. In accordance with 49 U.S.C. § 41709 *'Records Of Air Carriers,'* 14 CFR Part 119.59 *'Conducting Tests And Inspections,'* and 14 CFR Part 135.73 *'Inspections And Tests,'* FAA inspectors are to be allowed unlimited access to an entities PRIA related system of records at any time, for the purpose of records review or other inspection. Any entity cannot use 49 U.S.C. § 44703(h)(11) as an instrument to deny access of their PRIA-related records to an FAA inspector while in the course of their inspection or surveillance performance of duty.

8. Complete details of the PRIA process may be found in the following resources:

(1) FAA Order 8000.88 'PRIA Guidance For FAA Inspectors'

(2) Advisory Circular (AC) 120-68

(3) 'PRIA Office Procedures For The Air Carrier'

(4) 'PRIA Air Carrier Compliance Checklist'

(5) 'PRIA Questions And Answers'

(6) Other PRIA resources found at: **http://www.FAA.gov/pilots/lic_cert/pria/**

(7) The PRIA Program Manager at 405-954-6367.

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