

**Docket No. SA-540**

**Exhibit No. 2 K**

**NATIONAL TRANSPORTATION SAFETY BOARD**

**Washington, D.C.**

Hageland OTM Excerpt-OCA Training

(3 Pages)

# Attachment 10

To Operational Factors Specialist Factual Report

ANC17MA001

Hageland OTM Excerpt

OCA Training

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**Special Subjects Lesson #15**  
**Operations Control Center (OCC)**

**Operations Control Agent (OCA)**

- 1) Objective- To provide OCAs with the necessary knowledge and understanding of the operational control process regarding the authority to initiate, conduct, and terminate a flight in compliance with company policies and procedures, to include the GOM and OpsSpecs requirements as well as FAR 135.77 Responsibility for operational control.

Training Hours- OCAs will receive a minimum of 8 hours initial and annually recurrent class room training regarding OCC duties.

1. Review of General Operations Manual.....3 hours
2. Review of Operations Specifications.....2 hours
3. Use of 14 CFR Part 135/AIM (how to research regulations).....1 hours
4. Review of Emergency Response Plan.....1 hour
5. Principles of Risk Assessment.....1 hour

An on the job training (OJT) program with a minimum of 16 hours is required for company personnel, i.e. current pilots, and 40 hours for new hires to the company, wherein OCAs will need to demonstrate proficiency in the following areas prior to working independently:

1. Utilization of approved weather sources for reading and understanding aviation weather and NOTAMS.
2. Use of Flight Master and other available resources for flight planning, flight following, and company data base for airport runways information, and village contacts.
3. Use of risk assessment process.
4. Use of company resources to confirm aircraft are airworthy and pilots are current and legal to operate aircraft.
5. Ability to effectively communicate over the telephone with Pilots, Station and Village Agent personnel regarding flight operations.

Annual competency review of OJT functions is required following annual classroom training.

Methodology- Includes lectures, discussion, review of said manuals. In addition, demonstrations of the use of company flight planning and flight following resources.

Completion of a written test with a passing score of at least 80% is required.

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**Special Subjects Lesson #15**  
**Operations Control Center (OCC) continued**

Elements

A. Pilot factors

1. 10 hours rest
2. 8 (single pilot) or 10 (two-pilot) hour flying limit. Verify with Pilot.
3. 13 days off per quarter (Check Pilot Schedule).
4. Medical and Pilot Certificate.
5. Check flights (.293, .297, and .299), takeoff and landing currency.
6. Pilot Restrictions.
7. Monthly Pilot Schedule

B. Aircraft Factors

1. MEL/ DMI
2. Hours remaining until inspections
3. Sinex/ Spread sheets/MCC (Bubble Board)
4. Fleet Status Report
5. OpsSpecs
6. GOM Chapter 4 (Clean aircraft policy)

C. Palmer OCC Flight planning and flight following factors

1. Use of Flight Master
2. Reading Aviation Weather and NOTAMs
3. Use of Internet Web based Weather/NOTAMS/PIREPs Sources
4. Use of Tamdar, SpiderTracks, Flight Explorer, ADS-B, aircraft monitoring systems.

D. Operations Factors

1. Use of computer systems
2. Use of Radio Systems
3. Use of telephone systems
4. Use and understanding of OpsSpecs A008, B050, C070
5. Use and understanding of GOM Chapter 2