

Section 17 Operations Control Agent (OCA)

1. Reports directly to the OCM or DO.
2. The OCA has operational control and meets the requirements to fulfill his or her duties per [14 CFR Part 119.69 (d.)] as defined in [FAR 135.77].
3. Shall successfully complete OCA training and maintain qualification. Shall inform the OCM or DO before any required qualification expires.
4. For every flight, considers the elements of risk for the flight and determines with the PIC the risk assessment; enters the RA on the manifest remarks section before offering the manifest to the Pilot and verbally confirms their agreement the flight can safely begin.
5. Obtains, understands and acts on information according to the procedures found in the operational control chapter of this manual.
6. With safe conduct as first consideration, releases flights to operate according to the operational control chapter of this manual.
7. Monitors the progress of each flight.
8. Remains at the worksite until the last airplane has landed safely at the destination.
9. Initiates flight locating procedures for any flight that has exceeded its last revised ETA and the flight position is not verified.
10. Notifies the DO or his delegate as soon as the OCA becomes aware of any aircraft accident, emergency, or overdue aircraft and makes the report according to the accident notification procedures of this manual.

2. Operational Control

Section 1 Purpose and Definition

This chapter describes the Company's processes for operational control. Operational control is defined as the exercise of authority over initiating, conducting or terminating a flight. Its purpose is to ensure safe, consistent management of flight operations according to identifiable policies and procedures.

The content of this chapter is governed by, and shall not be contrary to the authorizations of Operations Specification A008. The policies and procedures of this chapter apply to all flight operations conducted by the certificate holder Hageland Aviation Services, Inc. ("Hageland Aviation" and "Company").

Section 5 Flight Plans and Communication Requirements**A. FlightMaster Record for All Flights**

The Departure Control Agent shall ensure that each flight is accurately entered in FlightMaster before release from the base station and shall update FlightMaster promptly with flight times or any changes to a flight as soon as this information is received for release by OCA.

B. Pilots shall notify the OCA enroute regarding the progress of their flight assignment and other items affecting operations.

1. When necessary relay these reports through other aircraft, bases or village agents.
 - a) Make a radio call with the actual departure and arrival times when the flight departs or lands at a Company base station.
 - b) Advise the destination airfield by radio call when within 30 miles inbound or within radio range.
 - c) Inform the OCC when the flight will be more than 30 minutes late.
 - d) Inform Company and FAA with any information critical to the safety of other flights, such as hazardous weather or airport conditions, unreliable navigation aids, etc.
2. If a "blind" transmission was made, PIC is to follow up with a call as soon as contact with a relay or a radio location becomes reliable.

Section 6 OCA Duties after Flight Release**A. Monitor Flight Process**

1. The OCA shall monitor the progress of departed flights and update FlightMaster immediately when learning any new information about a flight's status.
 - a) The Departure Control Agent shall inform the agent or customer at a flight's destination(s) of the ETA and load, and further update them if the flight does not operate as expected.
2. The OCA or Departure Control Agent shall inform the flight crew promptly with information critical to the safety of the flight or with any operational information that may assist the flight crew.
3. The OCA shall delay or cancel the flight if, in his opinion or in the opinion of the PIC, the flight cannot operate or continue to operate safely as planned or released.
4. The OCA shall initiate Flight Locating Procedures if the flight exceeds its latest revised ETA. Flight Locating Procedures are found in 7.1, Section 1.

Section 7 Flight Changes Initiated by the PIC**A. Modification of Flight Plan for Safety**

1. The PIC is responsible and authorized to suspend or modify the continuation of a flight assignment to the extent necessary to avoid any conditions that are hazardous to flight.

Section 9 Daily Pilot Safety Briefings

The station Lead Pilot shall ensure that each Pilot receives a daily safety briefing prior to conducting any flights. The Lead Pilot shall conduct the briefing as a meeting with all morning flight crews at bases where three (3) or more Pilots are working. The Lead Pilot or Departure Control Agent shall conduct a safety briefing individually or with a smaller group at stations.

The briefing should include but is not limited to a discussion of:

- Pilot and aircraft status
- Current weather reports and forecasts
- NOTAMS and ADS-B NOTAMS
- Any abnormal operational issues affecting flight operations, such as station staffing, refueling, potential for icing conditions and deice preparations, etc.
- Flight assignment plan, including any needed discussion re:
 - Nature of the flight loads
 - Anticipated non-scheduled flights, e.g. extra sections, charters, reposition flights
 - IFR vs. VFR flights
 - Civil twilight hours and flights affected by Day vs. Night flight rules

Section 10 Pilot Responsibilities for Current Charts and Alaska Supplement

Pilots are responsible for maintaining control of and using current navigational charts and the Alaska Supplement which are provided by the Company.

1. The Chief Pilot will distribute sufficient numbers of needed publications to Lead Pilots.
2. Each Pilot shall replace any lost or destroyed documents that have been issued.
3. Each pilot shall log into the computer based training (CBT) website and follow the online instructions to certify receipt of the documents.

Section 11 PIC Minimum Flight Time Requirements

1. No Pilot may serve as Pilot in Command carrying passengers with less than 1000 hours total flight time.

Section 8 Route and Altitude Requirements

- Flight plan routes shall be on along the shortest, safe route or as assigned by ATC.
- IFR flights shall be conducted no lower than the MEA, MVA, or MOCA except for arrivals and departures.
- Day VFR flights shall be conducted in accordance with [14 CFR §135.203 (a) (1)] at an altitude no less than 500' AGL.
- Night VFR flights shall be conducted in accordance with OpSpec B050 and [14 CFR §135.203 (a) (2).]

Section 9 Use of ADS-B Equipment

- ADS-B equipment shall remain on during flight operations unless it is not installed or has been deferred according to an approved MEL.
- PIC shall observe all limitations of ADS-B equipment as required by the Operators Guide provided by the manufacturer.

Section 10 Transponder Code Procedures with ADS-B & MX20 Equipment

1. First, put the transponder in Standby and change the code in the MX-20.
2. After coding the MX-20, change the code in the transponder and then switch the transponder to Transmit.

Section 11 Land and Hold Short (LAHSO)

Hageland Aviation Services is not authorized to use LAHSO procedures.