

Operational Control



Operational Control Overview

- Operational Control is the exercise of authority over initiating, conducting or terminating a flight.
- Operational Control is a shared responsibility between the Operational Control Agent (OCA) and the pilot.
- Part 135 operations do not require the use of dispatchers.

Hageland's Operational Control Center

- Hageland built an Operational Control Center (OCC) in 2014.
- Hageland's OCC is the most extensive OCC among Alaskan Part 135 operators.
- The OCC provides Hageland with Part 121-type dispatch and flight following capabilities.
- Hageland's bases and Departure Control Agents (DCAs) have no operational control, but serve as additional sources of information for the OCC and the pilot.



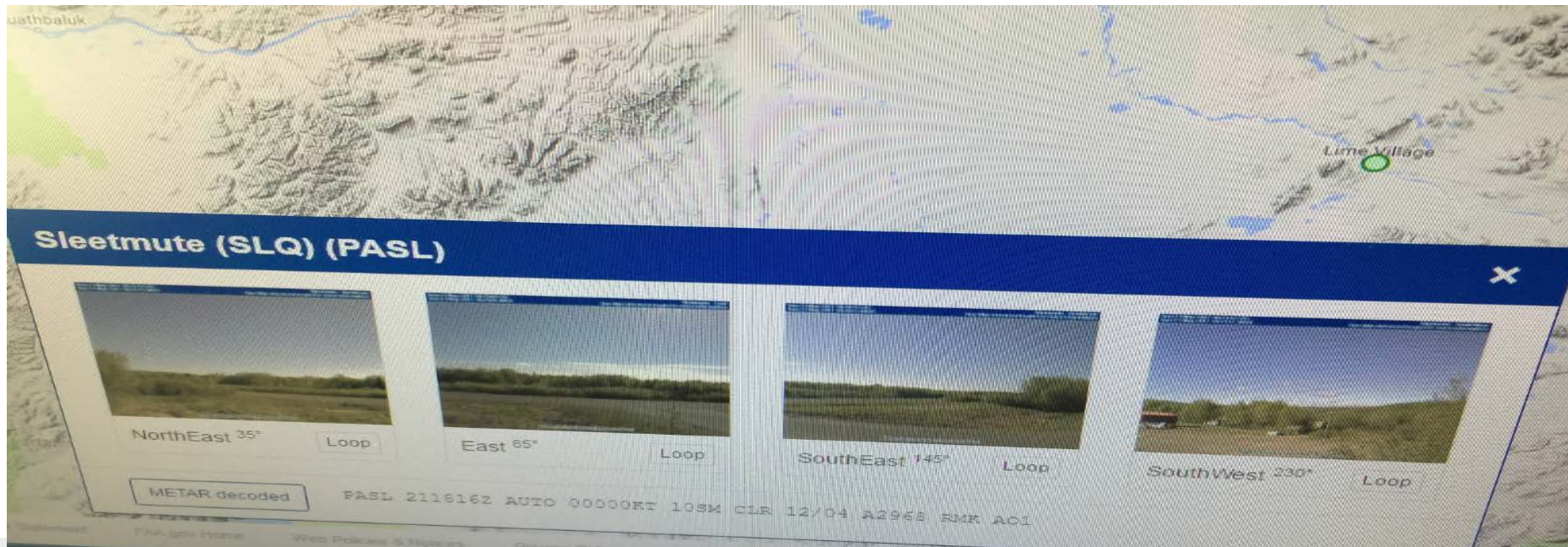
OCC Staffing, Training and Evaluation

- The OCC is staffed with seven Operational Control Agents (OCAs), one supervisor and one manager.
- Six have completed Part 121 dispatcher training or have a pilot's license.
- All receive 8 hours of classroom training, must pass a written test, and undergo 80 hours of OJT, a 90 day evaluation, and an annual evaluation.



OCA Functions

- OCAs assign airworthy aircraft and a current and qualified crew.
- OCAs review airports, weather and NOTAMs with the pilot in command preflight.
- OCAs monitor flights through the use of ADS-B and Spidertracks.
- Changing conditions are communicated through PIREPs, DCAs, weather cameras, weather reports and village agents.



Hageland's Risk Evaluation

- The OCA and the pilot each assign a risk level of 1-4 for each flight, and alpha codes are used to denote specific hazard factors.
- Risk levels 1 and 2 require discussion of risk/hazard factors between the OCA and the pilot.
- Risk level of 3 requires management approval.
- Risk level of 4 results in a canceled or delayed flight.
- The highest risk level for a flight segment is applied to the entire flight.
- A written record of the risk level is generated and put on the flight release/manifest.

Hageland's Aviation Safe Flight Categories



Common Alaska Hazards	Caution - Review hazard	Must be approved <u>by Designated Company Management</u>	Flight prohibited
<p style="text-align: center;">GREEN 1 GREEN</p>	<p style="text-align: center;">YELLOW 2 YELLOW</p>	<p style="text-align: center;">RED ! 3 RED !</p>	<p style="text-align: center;">STOP!! 4 STOP!!</p>
<p>A Day</p> <ul style="list-style-type: none"> ♦ VMC conditions ♦ AWOS fully functional ♦ Surface winds less than 15 knots ♦ No runway contamination ♦ No DMI ♦ No pilot restrictions <hr/> <hr/> <hr/> <hr/> <hr/>	<p>B Night</p> <p>C IMC</p> <p>D No AWOS requires OCC Weather</p> <p>E Known Icing</p> <p>F X-Wind exceeding 15 knots</p> <p>G Runway conditions contaminated</p> <p>H Any DMI</p> <p>I Company imposed restrictions</p> <p>J Haven't landed at the airport in the last 30 days</p> <p>K Surface winds from any direction, 15-29 knots</p>	<p>L Special VFR</p> <p>M SFC wind above 30 kts</p> <p>N X-Wind component above POH max demonstrated</p> <p>O Runway less than 1800 feet</p> <p>P Runway breaking action poor</p> <p>Q Special Airport- Haven't landed at the airport in the last 30 days</p> <p>R Special approaches-Haven't used in the last 30 days</p> <p>S Part 91 flights & checkrides</p> <p>T 5 or more hazards listed in Cat 2</p>	<p>U Any limitations or restrictions</p> <ul style="list-style-type: none"> ♦ Temperature ? ♦ Winds ? ♦ Weights ? ♦ Surface Conditions? <p>V Human factors - I.M. S.A.F.E.</p> <ul style="list-style-type: none"> ♦ Illness ♦ Stress ♦ Medication ♦ Alcohol ♦ Fatigue ♦ Eating

Hageland's Just Culture

- The OCC is focused solely on safety, regulatory compliance and best practices.
- Hageland utilizes the "two to Go, one to say No" concept.
- Hageland supports saying "No."
- There are no repercussions for flights canceled or delayed due to safety concerns.

Thank you.