

Metro Aviation, Inc.
Operational Control Center Prior to April 13, 2016

[REDACTED]

Prior to April 13, 2016, the Metro Aviation, Inc. (MAI) Operational Control Center (OCC) supported compliance with Operations Specification A008-Operational Control, 14 CFR 135.77- Responsibility for Operational Control and 14 CFR 135.79 Flight Locating Requirements. This document will provide detailed information of each function of the MAI OCC and how compliance was achieved.

OCC Software Applications

Key functions within the MAI OCC and that department's interaction with other company groups were managed using two software systems.

1. Metro Aviation Secure Website (MASW)

This secure application was a central collection and processing point for operational information. Users logged into the system with a unique username and password and would interact within the system in accordance with the permissions granted by the company administrator. The MASW was routinely relied upon by MAI pilots, Operational Control Coordinators, Mechanics, Aircraft Records employees, Pilot Records employees, and partner Communication Centers/Communication Specialists.

2. OCC Helper (OH)

OH was developed by MAI to perform key compliance tasks and to monitor company flight operations. The primary logic of this application was focused on the routine queries of company databases (pilot records, aircraft status reports, etc) as well as outside resources such as National Weather Service information (METARS, TAFS). Operational Control Center Coordinators were the only MAI employees trained and allowed access to the OCC Helper application.

Determination of Pilot Qualifications and Aircraft Status (Operations Specification A008/14 CFR 135.77)

The following information describes the process in which the MAI OCC would confirm that a MAI Pilot and Aircraft located at a remote base of operations were qualified/airworthy to conduct Part 135 flight operations.

• Operational Control Form 1 (OCF-1)

Prior to commencing any MAI flight operation and after they had logged-in for their assigned duty period and completed the pre-flight inspection of the aircraft assigned, the pilot would complete the OCF-1. The OCF-1 was completed electronically using the MASW. Upon receiving

the OCF-1 at the OCC, the OCC Helper (OH) software would query the MAI Pilot Records database and display a summary view of the pilot’s aircraft qualifications, currency, and medical certificate status. Additionally, the OH software would query the company Aircraft Records database and provide a summary view of the aircraft’s maintenance status. After the review of these records and all were found to be appropriate, the Operational Control Coordinator would electronically attest that the OCF-1 had been reviewed. In addition to the pilot qualification and aircraft status information determined by the OCC, the pilot would provide additional information on the OCF-1. The following example illustrates the information provided by the pilot within the OCF-1. Notations explain what is not obvious.

Flight Operational Status	
base name/program	LIT_MEDFLIGHT
Pilot	[REDACTED]
date	03/01/16
Submit time	12:09 (GMT 18:09)
Current weather code	Y ●
Expected weather code	Y ●
at	12:09 (GMT 18:09) ●
aircraft #	N350BH
preflight complete and aircraft airworthy	YES
next maintenance due >10hrs.	YES
if No, how long?	
risk assessment value	3 ●
deferred maintenance	
checked at	03/01/16 18:14:00 -GMT ●

The pilot’s assessment of weather conditions at the start of his/her assigned duty period - communicated in a generalized color code. Green = no significant weather concerns, Yellow – commencing a flight may not be possible, Red= weather conditions prohibit flight operations. “Expected weather code” and “at” indicates the local time the pilot expects weather to change, if applicable.

The pilot’s reported “static risk” score at the beginning of his/her assigned duty period.

Date/time the Operational Control Coordinator reviewed the OCF-1.

*The OCF-1 was an editable form that pilots would routinely update throughout their assigned duty periods to report changes in weather, static risk, or aircraft maintenance status. Once the pilot completed an edit, the OCC would be prompted to perform an updated review of the form.

Flight Locating Requirements

- **Operational Control Form 2 (OCF-2)**

The OCF-2 was the primary oversight for specific Part 135 flights or series of flights. In order to achieve this oversight, MAI partners with multiple Communication Centers throughout the country. Each communication center is associated with a specific MAI client’s program. Some programs are just one base and one aircraft; others are several bases and several aircraft

all associated with the same MAI client. Communication Center employees are not MAI employees; however, all Communication Center employees are trained by MAI. This training is recognized in the approved MAI Training Manual and is conducted both initially then annually for recurrent requirements.

The Communications Centers primary role in MAI flight operations is communicating flight requests to the MAI Pilot and MAI OCC. In the example of a car accident response, the first responder on scene (ambulance, fire dept., etc.) makes the initial request for the aircraft to the Communication Center, who then notifies the MAI pilot. The MAI Pilot analyzes the request in accordance with the MAI Operations Manual, MAI Training Program, Operations Specifications and Federal Aviation Regulations and either accepts or declines. Whether accepted or declined by the Pilot, the Communication Center would submit the OCF-2 to the MAI OCC.

The OCF-2 was an electronic form accessed through the MASW. Once a Communication Center submitted the OCF-2 for a flight the MAI Pilot accepted, an "OCC Number" would be issued back to them as confirmation it was received. The OCC's processing of the OCF-2 information was accomplished using the OCC Helper (OH) software. OH would query the OCF-2 for multiple data points; including-

- Aircraft Registration
- Metro Base Name and MAI client Program Name
- Pilot Name
- Date the OCF-2 was submitted by the Communication Center
- Time the flight is initiated.
- Route of flight
- Estimated Time Enroute (ETE)

With this information, just as OH did with OCF-1 information, the software would once again access Pilot Training Records and Aircraft Records to verify the pilot's qualifications, currency, medical certificate status, and the aircraft's airworthiness status. ETE information was analyzed by OH in relation to the pilot's reported start time of the assigned duty period, to ensure the planned termination of the flight would not exceed the maximum allowed of 14 hours of duty time. The estimated termination time of a flight was also monitored and an alert would be displayed within the OCC if the flight had not ended within that time (aircraft overdue response).

The final data point analyzed by OH was the route of flight. The OH application recognized all FAA airport/heliport identifiers, Metro base identifiers, Hospital identifiers, and 30 formats of GPS coordinates. Using this information, OH would query the National Weather Service internet sites to obtain reported and forecast weather conditions along the route of flight indicated on the OCF-2. OH would display this information in a textual summary titled *Release Summary*. The MAI Operational Control Coordinator was responsible for reviewing the *Release Summary*. If the weather conditions were found to be out of compliance with the MAI

Operations Manual and Operations Specification requirements, the Operational Control Coordinator would contact the Pilot directly or by relay through the appropriate Communication Center.

Once a flight became airborne, the MAI OCC would monitor the progress of the flight through a central display known as the Outerlink Console. This display translates various manufacturers' satellite tracking transponders and depicts the aircraft's movement over a satellite view of the terrain. The Outerlink Console does not display weather information.

The OCF-2 was an editable form and was routinely accessed by either the Communication Center or MAI OCC to update the route of flight, ETE, or to close the OCF-2 with "Time Terminated" information.

The following illustrates an example of the OCF-2, the OH Release Summary, and the Outerlink Console.

OCF-2

dispatch #	WET113756
aircraft #	N911GF
base name/program	TRO_Haynes Life Flight
Pilot	[REDACTED]
date	03/01/16
time initiated	16:31 (GMT 22:31)
route	tro-31 48.16, 86 01.28-bmcs-tro
ete	02:00
time terminated	18:05 (GMT 00:05)
comments	
last modified	03/02/16 00:04:59 -GMT
checked at	Marked as "Pilot Accepted" 03/01/16 22:31:34 -GMT

Release Summary

WET - N810LE - [REDACTED]
Requested Route: wetumpka AL - 32 31.16, 86 12.64
Leg 1 length: 2.4 nm, 0+01
Route Length: 2.4nm, Estimated 0+01 total flight time.

Time Estimate from Flight Communications: 02+00
OCF1 shows 8.7 hours remaining until maintenance due when the OCF1 was submitted at 03/26/2016 00:33
IFR operations are NOT Permitted

Highest obstructions along route:
LEG 1: 270 foot AGL/583 foot MSL TOWER with Medium intensity white strobe and Red lighting at 32 31.88N, 86 12.18W, in WETUMPKA, AL

Pilot reported weather as GREEN

MAXWELL AFB/MGM, AL (219 heading, 14.5 NM from WET):
KMXF 260158Z AUTO 03002KT 10SM CLR 15/12 A2994 RMK A02 SLP141 T01480118
WET Site Data: PA: +211 DA: +457

MONTGOMERY, AL (216 heading, 18.7 NM from WET):
KMGM 260153Z 00000KT 10SM CLR 16/10 A2995 RMK A02 SLP141 T01560100

MAXWELL AFB/MGM, AL (219 heading, 14.5 NM from WET):
TAF KMXF 251900Z 2519/2701 30009KT 9999 FEW040 QNH2985INS
BECMG 2523/2524 17006KT 9999 FEW030 QNH2985INS BECMG 2605/2606 24006KT 9999 BKN010 QNH2995INS
BECMG 2608/2609 05006KT 4800 BR OVC006 QNH2995INS BECMG 2614/2615 12009KT 9999 NSW OVC009 QNH3005INS
BECMG 2618/2619 19009KT 9999 BKN015 QNH3005INS BECMG 2623/2624 14009KT 9000 -SHRA BKN015 QNH3005INS TX22/2521Z TN09/2611Z

MONTGOMERY, AL (216 heading, 18.7 NM from WET):
TAF KMGM 251725Z 2518/2618 33006KT P6SM SCT035 FM260000 00000KT P6SM SKC
FM260700 00000KT P6SM BKN025 FM260900 06002KT 3SM BR OVC009 FM261300 18004KT P6SM BKN015

Joseph M. Farley Nuclear Power Plant near or on flight route.
Turbulence Airmet:

AIRMET TURB...TX LA MS AL AND CSTL WTRS
FROM LFK TO 40W CEW TO 130ESE LEV TO 120SSW LCH TO 80SE PSX TO
80E BRO TO 90W BRO TO 20NW DLF TO LFK
MOD TURB BTN FL270 AND FL390. CONDS CONTG BYD 09Z THRU 15Z.

Outerlink Console

The screenshot shows the Outerlink Console interface. The main display is a map of the United States with various aircraft icons and flight paths. The left sidebar shows a list of aircraft with their call signs and status. The bottom of the screen has buttons for 'Missed Reports and Dayday' and 'Pending Voice and CBU Messages'.