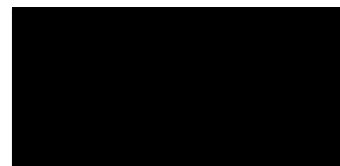


April 6, 2016



Flight Routes for OCF2 / Complete Flight – Flight requests

All Communication Centers:

Our Operational Control Center at Metro Aviation is committed to providing each and every flight the oversight necessary to ensure each operation is conducted safely. We will consider all factors associated with each request. To ensure we accomplish this, each Communication Specialist must adhere to the following:

- All flight requests will have a complete route entered in the request. Weather must be assessed by our Operational Control Specialists at point of flight origin, along each route leg, and at each destination. For all flight operations, a complete route consists of the flight's point of origin, point of patient pick up, destination hospital, any intermediate stops, proposed fuel stops, including the final destination or return to base. For operations other than patient flights, ensure the pilot's intended route is entered and complete.
- When a flight request is received by our Operational Control Center that does not comply with this requirement, the sending Communication Specialist will be contacted and directed to enter the proposed routing. If the Communication Specialist does not know of a destination to enter, have them enter the farthest reasonable possibility. This assists the Operational Control Center in gathering weather data and alerts for the area of operation. When it is necessary to amend a flight route, do so as soon as practical to alert the Operational Control Center of the change.

Sincerely,

