
PILOT IN COMMAND

REF: 14 CFR Part 135.109; 135.115; 135.117; 135.121; 135.123; 135.127; 135.128

1.0 PURPOSE

Define general policy and procedures for and specific to the Pilot in Command.

2.0 RESPONSIBILITIES

Each Pilot acting as Pilot in Command is responsible for conducting those operations in compliance with 14 CFR, manufacturers instructions and the procedures contained in this document.

3.0 PROCEDURES

- 3.1 A pilot conducting authorized single pilot operations is designated as the pilot in command and no further designation is required.
- 3.2 The Pilot in Command is the only required flight crewmember for all IHC operation.
- 3.3 The Pilot in Command is assigned all emergency evacuation duties.
- 3.4 A pilot will not accept duties as PIC until:
 - The company prescribed training has been completed and documented
 - For rotor wing pilots, a local area orientation has been completed
 - The pilot's knowledge of the local flying area is sufficient
 - The pilot is confident of his or her ability to perform safely
- 3.5 All pilots will ensure the flight request has been approved by IHC with operational control [Ref Doc 3.020]. Non-revenue maintenance support flights are approved. All other flight requests must be approved by an individual authorized operational control. Pilots will not initiate flights for personal reasons nor allow others to request flights for personal reasons.
- 3.6 In addition to a daily pre-flight check, all pilots will accomplish a walk-around prior to starting the aircraft. This will include, as a minimum, ascertaining that all tie downs are removed and that all the doors, access panels, etc. are secured.
- 3.7 Each pilot must take the time to evaluate each flight request. Each pilot will become familiar with as much information as possible about the weather, equipment needed, mission, and any other information needed to ensure the mission can be accomplished in a safe and satisfactory manner. The pilot must keep emotions and desires out of the decision. If the data says "no," don't go. A pilot will not be criticized for making a decision to decline or abort a flight based on facts.

- 3.8** Relief pilots must obtain clearance from the Director of Operations prior to being assigned flight duties. It will be the responsibility of the Director of Operations to verify the relief pilots' checkride and medical currency prior to a duty assignment.
- 3.9** The Pilot in Command will prohibit any passenger from manipulating the controls of the aircraft.
- 3.10** The Pilot in Command shall ensure a passenger briefing for all passengers takes place prior to the engine start up and taxi using the FAA-approved passenger briefing card located in the aircraft.
- 3.11** When operating the rotor wing aircraft, the Pilot in Command will inform passengers orally each time that it is necessary to fasten their seat belts, and that smoking is prohibited, and insure that passengers comply with all instructions given to them.
- 3.12** No person appearing to be intoxicated will be allowed by the Pilot in Command to enter the aircraft, except where the intoxicated passenger is an injured patient under the direct care of an IHC medical practitioner who is onboard the aircraft.
- 3.13** The Pilot in Command will not allow any passenger on board the aircraft where movement on the surface is intended unless there is an approved seat or berth available for that passenger. Further, the Pilot in Command must insure that each passenger is informed of the requirement to utilize the restraint system for their respective seat or berth.
- Children under the age of two years will not be allowed on board any IHC Flight unless they are an injured patient or the child of an injured patient in need of emergency air transport to a medical facility for medical attention
 - Patients under the age of two may be secured in the medical equipment using an approved child restraint system when the medical equipment will not effectively secure them
 - Children under the age of two who are not strapped into the medical equipment must be held in the lap of an adult passenger on the flight or be seated in an approved child restraint seat

BRIEFING OF MEDICAL PERSONNEL

REF: 14 CFR 135.621; OpSpec A021

1.0 GENERAL

This document provides guidance for the briefing of medical personnel who have not been trained in accordance with the requirements of 14 CFR 135.621(b).

2.0 RESPONSIBILITY

The pilot-in-command is responsible to ensure that all medical personnel who have not been trained in accordance with 14 CFR 135.621(b) receive the briefing described in this document following each request for an HAA operation and prior to the first takeoff of that HAA operation where an affected medical person will be on board the aircraft.

3.0 PROCEDURE

The required verbal briefing conducted by the pilot-in-command must include verbiage that addresses the following elements:

- 3.1 Physiological aspects of flight;
- 3.2 Patient loading and unloading;
- 3.3 Safety in and around the helicopter;
- 3.4 Inflight emergency procedures;
- 3.5 Emergency landing procedures;
- 3.6 Emergency evacuation procedures;
- 3.7 Efficient and safe communications with the pilot; and
- 3.8 Operational differences between day and night operations, if appropriate.

RISK ANALYSIS PROCEDURE

REF: 14 CFR 135.617; AC 135-14B, 8900.1 Vol. 4, Ch. 5, Sec. 5; QA-0103

1.0 PURPOSE

Define the preflight risk analysis procedure used by rotor wing pilots prior to commencing any HAA operation.

2.0 RESPONSIBILITY

The pilot in command, prior to departure, is responsible for assessing and evaluating the risks associated with each flight. The pilot is ultimately responsible for the safe conduct of every flight and is authorized to turn down any flight prior to launch or to discontinue any flight due to safety concerns, regardless of a risk assessment analysis.

The pilot in command is responsible to complete the *Operations Compliance Form* (QA-0103) prior to commencing any HAA operation, monitor the flight progress for changes in risk factors and to adhere to the requirements described herein.

The Operations Control Specialist (OCS) is responsible to complete the risk analysis scoring, determine a prior turn down, facilitate the additional approval process, and monitor the flight progress for changes in risk factors, as described herein.

3.0 PILOTS – GENERAL REQUIREMENTS

- 3.1 Pilots determine general risk in the four categories given under the RISK ANALYSIS section of the *Operations Compliance Form*. If the risk criteria are not met for a particular category the pilot should circle NA. If the risk criteria are met, the pilot should circle YES.
- 3.2 If a YES criteria is met for any category the pilot must obtain approval from a second person prior to commencing flight. This process begins with the a consult with the Operations Control Specialist (OCS) for a more detailed risk analysis. The OCS will then provide a summary score, which must be written in the box provided. The OCS will also determine who may provide final approval (see *Table 2 – Approval Levels* for details). Following a discussion about the risks involved, which should include mitigation strategies where appropriate, the flight may commence provided all parties participating in the discussion believe the flight may be conducted safely. The pilot must document the name of the highest level person involved in the approval process in the applicable box on the form. Note that in the majority of cases the OCS will be providing final approval.
- 3.3 *Table 1- Risk Factors* provides a list of risk items, along with clarifying notes. Items marked with an "X" under the Pilot column will appear on the pilot risk analysis form.
- 3.4 Pilots should be constantly aware of additional risks that may occur as a flight progresses, especially with unpredicted, deteriorating weather conditions, and should re-evaluate those risks as required, with the option of terminating a flight request when necessary.

- 3.5 Completed forms must be maintained at each base for a minimum of 90 days. Lead pilots will develop and maintain a filing system for their particular base.

4.0 OPERATIONS CONTROL SPECIALIST (OCS) – GENERAL REQUIREMENTS

- 4.1 When risk criteria are met in any of the four categories defined above the pilot must consult with the OCS prior to commencing any HAA operation.
- 4.2 The review process is automatic when another pilot has turned down the same flight request for weather related reasons within the past 60 minutes (see *Prior Turn Down* below).
- 4.3 The OCS should review appropriate items on the list with the pilot and check all boxes that apply. (Note that items that are known to be “non-risk” by the OCS need not be reviewed.) The Excel spreadsheet based program will automatically calculate a score and recommend the level of approval necessary. *Table 1 – Risk Factors* provides a list of risk items, along with clarifying notes. Note that many items listed in the spreadsheet are not on the pilot form (see the “X” under the Pilot and OCS column).
- 4.4 The final score is provided to the pilot, where it is recorded on the pilot’s individual form.
- 4.5 The spreadsheet form is a “scratch” form. No detailed risk analysis records are kept by the OCS.
- 4.6 When approval is required beyond the OCS level (see *Table 2 – Approval Levels*) the OCS is responsible to locate the appropriate person for a consult and facilitate a “three way” call.
- 4.7 During the approval process the OCS should ensure that mitigation strategies are discussed. Depending upon the risks involved, along with pilot qualifications and background, these strategies may include using a more experienced pilot, or a pilot who has had more rest. It might be prudent to delay the flight until weather improves or daylight conditions prevail. Use of fixed-wing aircraft for longer flights or when weather is a factor should always be considered.
- 4.8 The OCS should be constantly aware of additional risks that may occur as a flight progresses, especially with unpredicted, deteriorating weather conditions. As risk levels escalate, the OCS should consult with the pilot and determine whether or not it is prudent to continue the operation.

5.0 RISK FACTORS

Rotor Wing Risk Analysis - Risk Factors Defined					
Risk Factor		Pilots	Ops		
Experience					
	< 1 year @ Life Flight	X	X	Less than one year with Life Flight	
IFR	< 25 hours Actual IFR	X	X	Less than 25 hours actual IFR	
Time of Day					
	Night Shift		X	Self explanatory	
	Night Shift Between 2 am and 6 am		X	Self explanatory	
Weather (all points, current/forecast)					
VFR	Ceiling < 3,000' AGL	X	X	VFR flight and ceiling less than 3,000' AGL	
VFR	Visibility < 5 sm	X	X	VFR flight and visibility less than 5 sm	
IFR	Alt Required	X	X	IFR flight and requires an alternate	
	IFR Temp/Dew Point Spread < 3 degrees	X	X	Temperature Dew Point spread is less than 3 degrees C.	
Flight Considerations					
	LZ Pressure Altitude > 8,000'	X	X	Landing area density altitude greater than 8,000 feet	
MSCA (Min Safe Cruise Alt)	>= Oxygen Required	X	X	Enroute altitude requires oxygen	
Area Familiarity					
	Not Pilot's Assigned Base	X	X	Self explanatory	
	Outside Local Area	X	X	Pilot is required to use "Outside Local Area" weather minimums	
	Scene / Unfamiliar Destination / Unimproved LZ	X	X	Treat all scenes as unimproved LZs. Unfamiliar destinations are landing areas that pilot does not routinely land to.	
Human Factors					
	Day Shift > Two Flights (91/135)	X	X	Self explanatory	
	Night Shift > Two Flights (91/135)	X	X	Self explanatory	
	SLEEPY Factors	X	X	Any element of the Fatigue Self-Evaluation (SLEEPY) is met.	
	Other Stressors / Distracting Life Events / Personal Issues	X	X	Other stress factors comm center personnel or pilot feels is/are appropriate.	
Additional Risks					
	Prior Turn Down (wx related only)		X	Check if any other pilot, including a Flight pilot, has turned this flight down in the previous 60 minutes.	
	Complicated Flight		X	Unusual or complicated flight such as a hoist request, balloon pump, multiple aircraft, and so forth.	
*Prior Turn Down past 60 minutes is automatic Ops consult					

Table 1 – Risk Factors

6.0 ADDITIONAL APPROVAL

There are four layers of approval, as given below:

LEVEL	REQUIREMENT	NOTES
Pilot Only	All "NA" circled	
Ops (OCS)	0 to 39 points	
Second Pilot	40 – 59 points	Any other RW pilot*
Manager	More than 60 points	Aviation On Call (Chief Pilot or Director of Operations)

* Preferably a pilot on duty.

*Consider using Aviation on Call during "middle of night" requests.

Table 2 – Approval Levels

7.0 PRIOR TURN DOWN

When weather conditions are considered a risk factor for any portion of the proposed flight, as determined by the criteria in *Table 1 – Risk Factors*, the OCS must determine if another pilot has turned down this flight request for weather related reasons. The preferred method for determining a prior turn down is to ask the requester if they have already had a refusal to accept this flight, and if so, why the flight was turned down. An alternative method is to refer to "weatherturndown.com."

8.0 OPERATIONS COMPLIANCE FORM (RISK ANALYSIS) - QA-0101

- 8.1** This form is used to comply with the requirements of 14 CFR 135.617 and 14 CFR 135.621. A sample form is listed in section 9.0 Sample Forms of this document.
- 8.2** General Instructions
- Enter one or two digit day of the month in the DAY field.
 - Enter the three letter abbreviation for the month (ie, JAN, FEB, MAR, etc.) in the MONTH field.
 - Enter the time, in military format (i.e., 0800, 1621, 1945, and so forth) that the form was completed.
 - Circle either "NA" or "YES" for each of the five major categories, as appropriate.
 - In the score box, write "NA" or enter the final risk score provided by the OCS.
 - When OCS provides a risk score, enter the name of the person providing approval for the operation.
 - Sign the form in the space provided.
- Note:** Pilot signs the form when risk score is "NA" and when OCS provides a risk score.
- 8.3** The pilot is responsible to conduct a crew briefing prior to a flight. The **PEOPLE** format is used to meet the requirement of 14 CFR 135.621 for medical personnel who have not been trained. When a pilot picks up a new crewmember (i.e., a different crew member who did not participate in the pilot's crew briefing), the pilot is responsible to conduct a crew brief with the crew member prior to departing.
- 8.4** The remaining fields are for administrative purposes only and are not required to be filled out. Pilots can use these fields to take notes as needed, track takeoff and landing times, and to "close out" the flight with dispatch.
- 8.5** When a pilot reports a "yes" on any of the five major categories, the OCS will use the available Excel spreadsheet to determine the risk score for the pilot and the level of approval for the flight. A screen shot of a sample OCS entry form with the associated point values of each risk factor is listed below.

9.0 SAMPLE FORMS

9.1 Sample Operations Compliance Form or commonly known amongst pilots is the “log sheet”.

Operations Compliance Form – Aircraft Log Sheet																								
Risk Analysis		Before Takeoff Brief – WAIT																						
Experience < 1 Year with Life Flight < 25 hours actual IFR time	Yes/NA	Weather – ceiling, visibility, winds, MECA																						
Weather (consider all legs) VFR – < 3,000 / 5 IFR – alternate required Temp/DP spread < 3 degrees Surface winds > 20 knots	Yes/NA	Aircraft and Equipment – configuration, fuel, NVGs																						
Flight Considerations LZ pressure alt > 8,000 MSL MSCA >= Oxygen Required	Yes/NA	Individuals – fit to fly, risk assessment, concerns, questions, patient weight and status																						
Area Familiarity Not assigned base, scene, outside local area	Yes/NA	Time and Track – destination, route, altitude, flight profile, IFR, VFR, ETE																						
Human Factors SLEEPY factors, night time, more than 2 flights, personal, other	Yes/NA	Notes:																						
Risk #	Ops Person Providing Risk #																							
Signature																								
		Date: Aircraft ID: Flight #: Call Arrive: Dispatched: Liftoff: Patient Miles: Total Miles: Hobbs Stop: Hobbs Start: Total Time:																						
		<table border="1"> <thead> <tr> <th>T/O</th> <th>LDG</th> </tr> </thead> <tbody> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> </tbody> </table>	T/O	LDG																				
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Crew Briefing – PEOPLE	Post Brief – SMACO			
Physiology – Route / Alt / Environmental	Safety – issues, concerns, reportable concerns for QA			
Emergency Procedures – Flight / landing / emergency	Medical – concerns (referring or receiving); pilot assistance OK?			
Operational Differences – Day / Night / NVG	Aviation – maintenance issues, pilot issues, pilot communication, issues worth of QA			
Patient – Type / Loading / Off-Load	Communication – how did we do? Pilot, flight team, comm center, other agencies			
LZ Safety – Helipad / Scene / General	Other – highlights, issues, concerns			
Effective Communications – CRM / Sterile Cockpit				
Fatigue Management – SLEEPY	VFR Minimums			
Sleep – less than 6 hours of sleep	Use 14 CFR 91.155 when more restrictive			
Lost Sleep – < than 6 hours of sleep within last three days				
Early Morning – Flying between 2 am and 6 am				
Extended Day – Awake longer than 16 hours				
Pushing it – More than 5-7 shifts				
You – Personal signs of fatigue				
Sleep Highlights	Enroute Decision Point (EDP)			
You likely need 7-9 hours sleep every 24 hours	90 knots – slowed down due to weather			
The difference between the sleep you need and the sleep you get accumulates over time.	300 feet day / 500 feet night – descended due to weather			
It takes two consecutive full nights of sleep to get out of debt.	Decision Point			
Lack of sleep results in delayed reaction time, problems focusing, moodiness, fixation, inattention, feelings of sleepiness, degraded judgment, missed cues, etc.	• Divert to an alternate destination • Make a precautionary landing • Transition to IFR			

9.2 Sample OCS Excel spreadsheet entry form with assigned values.

Rotor Wing Risk Analysis

Experience				
< 1 year @ Life Flight	☐	FALSE	1	1.5
IFR < 25 hours Actual IFR	☐	FALSE		35
Time of Day				
Night Shift	☐	FALSE	1	1.3
Night Shift Between 2 am and 6 am	☐	FALSE		10
Weather (all points, current/forecast)				
VFR Ceiling < 3,000' AGL	☐	FALSE		5
VFR Visibility < 5 sm	☐	FALSE		5
IFR Alt Required	☐	FALSE		10
Temp/Dewpoint Spread < 3 degrees	☐	FALSE		5
Flight Considerations				
LZ Pressure Altitude > 8,000'	☐	FALSE		5
MSCA (Min Safe Cruise Alt) >= Oxygen Required	☐	FALSE		4
Surface Wind > 20 kts	☐	FALSE		5
Area Familiarity				
Not Pilot's Assigned Base	☐	FALSE		5
Outside Local Area	☐	FALSE		3
Scene / Unfamiliar Destination / Unimproved LZ	☐	FALSE		6
Human Factors				
Day Shift > Two Flights (91/135)	☐	FALSE		7
Night Shift > Two Flights (91/135)	☐	FALSE		15
SLEEPY Factors	☐	FALSE		8
Other Stressors / Distracting Life Events / Personal Issues	☐	FALSE		9
Additional Risks				
Prior Turn Down (wx related only)	☐	FALSE		10
Complicated Flight	☐	FALSE		10

Approval Levels				
Risk Approval	Risk Score		Notes	
Pilot	N/A	or	0	
Ops	1	to	39	
2nd Pilot	40	to	59	Any RW pilot
Manager	60	or	higher	Aviation On Call (DO or CP)
Risk Score	0			

Pilot's Daily Checklist

DAILY – PRIORITY ITEMS

- ☐ Preflight Aircraft
- ☐ Preflight iPads (see "Paper" Book)
- ☐ Brief with previous pilot
- ☐ Weather check (NOAA, ForeFlight, Cameras, etc.)
- ☐ Review and sign logbooks
 - ☐ VOR Check Due: _____
 - ☐ Fire Extinguisher Due: _____
 - ☐ Power Assurance Check Due: _____
- ☐ TFRs
- ☐ Internal NOTAMS
 - ☐ [Fixed Wing NOTAMS](#)
 - ☐ [Rotor Wing NOTAMS](#)
- ☐ Helipads
 - ☐ [New Hazards in Yellow](#)
 - ☐ [Photos Needed](#)
- ☐ FAA NOTAMS (ForeFlight)
- ☐ Flight Crew Briefing (RW Only)
 - ☐ [CRM Topic](#)
- ☐ TIER 1 briefing
- ☐ TIER 2 briefing

DAILY – ADMINISTRATIVE ITEMS

- ☐ [Flight Log Audit](#) (AM Only)
- ☐ [Manifest / W&B Audit](#) (AM Only)
- ☐ [Manifest / W&B Not Posted](#) (AM Only)
- ☐ [Flight, Duty and Rest](#) (Daily Entry)
- ☐ [Review News Wire](#)
- ☐ [Review Pilot Blog](#)
- ☐ Aircraft Clean

BASE SPECIFIC ITEMS

Fixed Wing – SLC and SGU

	1 st Out	2 nd Out
Aircraft N#		
Fuel (Mains)		
Fuel (Aux)		
Left Oil		
Right Oil		
Jepps/KLN90		
Crew O2		
E Bottle		
Patient O2		

MONDAY AM

- ☐ Paper Documents
 - ☐ Master Cockpit Reference (02Apr2014)
 - ☐ Check Required Paper Documents
- ☐ SP Autopilot Check

THURSDAY AM

- ☐ Full iPad / iPhone Downloads

REVIEW MY RECORDS (Once each shift series)

- ☐ [Flight, Duty and Rest](#) – Review and sign off audit
- ☐ [Night Landings](#) – Review currency
- ☐ [NVG](#) – Review currency

MY CHECKRIDES COMING DUE (Once each month)

- ☐ [Checks Due \(Column Style\)](#) – My checkrides
- ☐ [Checks Due \(By Aircraft\)](#) – My checkrides
- ☐ [Strengths / Comments](#) – My checkrides

MAINTAIN NOTAMS/HELIPADS/AIRPORTS

Note: As assigned by lead pilots.

- ☐ [NOTAMS Home Page](#) – Start here
- ☐ [Helipad Maintenance](#)
- ☐ [Airport Maintenance](#)

- ☐ Isolette > 1,500 psi (AM Only)
- ☐ Check Additional O2 and Air Bottles (AM Only)
- ☐ O2 Cart (AM Only)
- ☐ Contact Call Pilot – Review Checklist (AM Only)

RW FLIGHT CREW BRIEFING

- ☐ [CRM Topic](#)
- ☐ Forecast Weather
 - ☐ Ceiling/Visibility/Winds
 - ☐ Min/Max temperature
 - ☐ % Illumination
 - ☐ Avalanche risk assessment
- ☐ Equipment
 - ☐ Vent
 - ☐ Drugs
 - ☐ Pagers/Radios/Batteries
 - ☐ Hoist Equipment
 - ☐ NVG Preflight Checks
- ☐ Aircraft
 - ☐ Pending/Deferred maintenance
 - ☐ Oxygen pressures
 - ☐ Inspect helipad
 - ☐ Satellite Radios Operational Check (Dixie Only)
 - ☐ Baggage door (who must inspect before flight)
- ☐ Crewmember Issues
 - ☐ Health
 - ☐ Personal equipment
 - ☐ Government Issued ID
 - ☐ Pilot duty time out
- ☐ Dispatch Coordination
 - ☐ Weather
 - ☐ Hoist/NVG status
 - ☐ Communications
 - ☐ PRs/Maintenance/Training
 - ☐ Meetings
 - ☐ L/R Med. weight restriction