U.S. Department of Justice

Federal Bureau of Investigation
Washington, D.C. 20535

February 9, 2026

ELIZABETH HADDIX
AMERICAN OVERSIGHT
SUITE B255
1030 15TH STREET, NORTHWEST
WASHINGTON, DC 20005

FOIPA Request No.: 1710485-000
Subject: PATEL, KASH
(Directives, Guidance, Instructions, and
Memoranda Regarding Personal Travel)

Dear Elizabeth Haddix:

The FBI has completed its search for records subject to the Freedom of Information Act (FOIA) that are responsive to your request. The enclosed 104 pages of records were determined to be responsive to your subject and were previously processed and released. Please see the selected paragraphs below for relevant information specific to your request as well as the enclosed FBI FOIPA Addendum for standard responses applicable to all requests.

☑ In an effort to provide you with responsive records as expeditiously as possible, we are releasing documents from previous requests regarding your subject. We consider your request fulfilled. Since we relied on previous results, additional records potentially responsive to your subject may exist. If this release of previously processed material does not satisfy your request, you may request an additional search for records. Submit your request by mail to **Initial Processing Operations Unit; Record/Information Dissemination Section; Information Management Division; Federal Bureau of Investigation; 200 Constitution Drive; Winchester, VA 22602. You may also email your response to** foipaquestions@fbi.gov**.** Please include the FOIPA Request Number listed above in your correspondence.

☐ Please be advised that additional records responsive to your subject exist. If this release of previously processed material does not satisfy your request, you must advise us that you want the additional records processed. Please submit your response within thirty (30) days to **Initial Processing Operations Unit; Record/Information Dissemination Section; Information Management Division; Federal Bureau of Investigation; 200 Constitution Drive; Winchester, VA 22602. You may also email your response to** foipaquestions@fbi.gov**.** Please include the FOIPA Request Number listed above in your correspondence. **If we do not receive your decision within thirty (30) days of the date of this notification, your request will be closed.**

☐ One or more of the enclosed records were transferred to the National Archives and Records Administration (NARA). Although we retained a version of the records previously processed pursuant to the FOIA, the original records are no longer in our possession.

If this release of the previously processed material does not satisfy your request, you may file a FOIPA request with NARA at the following address:

National Archives and Records Administration
Special Access and FOIA
8601 Adelphi Road, Room 5500
College Park, MD 20740-6001

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☐ Records potentially responsive to your request were transferred to the National Archives and Records Administration (NARA), and they were not previously processed pursuant to the FOIA. You may file a request with NARA using the address above.

☐ One or more of the enclosed records were destroyed. Although we retained a version of the records previously processed pursuant to the FOIA, the original records are no longer in our possession. Record retention and disposal is carried out under supervision of the National Archives and Records Administration (NARA), Title 44, United States Code, Section 3301 as implemented by Title 36, Code of Federal Regulations, Part 1228; Title 44, United States Code, Section 3310 as implemented by Title 36, Code of Federal Regulations, Part 1229.10.

☐ Records potentially responsive to your request were destroyed. Since this material could not be reviewed, it is not known if it was responsive to your request. Record retention and disposal is carried out under supervision of the National Archives and Records Administration (NARA) according to Title 44 United States Code Section 3301, Title 36 Code of Federal Regulations (CFR) Chapter 12 Sub-chapter B Part 1228, and 36 CFR 1229.10.

☐ Documents or information referred to other Government agencies were not included in this release.

Please refer to the enclosed FBI FOIPA Addendum for additional standard responses applicable to your request. **"Part 1"** of the Addendum includes standard responses that apply to all requests. **"Part 2"** includes additional standard responses that apply to all requests for records about yourself or any third-party individuals. **"Part 3"** includes general information about FBI records that you may find useful. Also enclosed is our Explanation of Exemptions.

Additional information about the FOIPA can be found at www.fbi.gov/foia. Should you have questions regarding your request, please feel free to contact foipaquestions@fbi.gov. Please reference the FOIPA Request number listed above in all correspondence concerning your request.

Please be advised that if you are seeking a new search for records, you may wish to narrow the scope of your request based on material that you have already received, e.g., timeframe or locality. Additionally, be advised that "unusual circumstances" may apply. See 5 U.S.C. § 552 (a)(6)(B)(iii). These "unusual circumstances" will delay our ability to make a determination on your request within 20 days. See 5 U.S.C. § 552 (a)(6)(B). Additionally, the payment of pertinent fees may apply to your request. See 5 U.S.C. § 552 (a)(4)(A)(viii). The application of "unusual circumstances" is not a determination of how the FBI will respond to your substantive request.

If you are not satisfied with the FBI's determination in response to this request, you may proceed under any or all of the following options:

- You may seek dispute resolution services through the FBI directly by emailing our FOIA Public Liaison at foipaquestions@fbi.gov. The subject heading should clearly state "Dispute Resolution Services." Please also cite the FOIPA Request Number assigned to your request so it may be easily identified.

- You may contact the Office of Government Information Services (OGIS), who serves as the federal FOIA Ombudsman. The contact information for OGIS is as follows: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, Maryland 20740-6001, e-mail at ogis@nara.gov; telephone at 202-741-5770; toll free at 1-877-684-6448; or facsimile at 202-741-5769.

- You may file an administrative appeal by writing to the Director, Office of Information Policy (OIP), United States Department of Justice, 441 G Street, NW, 6th Floor, Washington, D.C. 20530, or you may submit an appeal through OIP's FOIA STAR portal by creating an account following the instructions on OIP's website: https://www.justice.gov/oip/submit-and-track-request-or-appeal. **Pursuant to 28 C.F.R. § 16.8(a), your appeal must be postmarked or electronically transmitted within ninety (90) days of the date of this response to your request.** If you submit your appeal by mail, both the letter and the envelope should be clearly marked "Freedom of Information Act Appeal." Please reference the FOIPA Request Number listed above in your correspondence so it may be easily identified. If possible, please provide a copy of your original request and this response letter with your appeal.

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Note: Utilizing the FBI's dispute resolution services or requesting mediation through OGIS does not toll the ninety (90) day limit to file a timely appeal with OIP.

Sincerely,

Amie M. Napier
Section Chief
Record/Information Dissemination Section
Information Management Division

Enclosures

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FBI FOIPA Addendum

As referenced in our letter responding to your Freedom of Information/Privacy Acts (FOIPA) request, the FBI FOIPA Addendum provides information applicable to your request. Part 1 of the Addendum includes standard responses that apply to all requests. Part 2 includes standard responses that apply to requests for records about individuals to the extent your request seeks the listed information. Part 3 includes general information about FBI records, searches, and programs.

Part 1: The standard responses below apply to all requests:

(i) **5 U.S.C. § 552(c).** Congress excluded three categories of law enforcement and national security records from the requirements of the FOIPA [5 U.S.C. § 552(c)]. FBI responses are limited to those records subject to the requirements of the FOIPA. Additional information about the FBI and the FOIPA can be found on the www.fbi.gov/foia website.

(ii) **Intelligence Records**. To the extent your request seeks records of intelligence sources, methods, or activities, the FBI can neither confirm nor deny the existence of records pursuant to FOIA exemptions (b)(1), (b)(3), and as applicable to requests for records about individuals, PA exemption (j)(2) [5 U.S.C. §§ 552/552a (b)(1), (b)(3), and (j)(2)]. The mere acknowledgment of the existence or nonexistence of such records is itself a classified fact protected by FOIA exemption (b)(1) and/or would reveal intelligence sources, methods, or activities protected by exemption (b)(3) [50 USC § 3024(i)(1)]. This is a standard response and should not be read to indicate that any such records do or do not exist.

Part 2: The standard responses below apply to all requests for records on individuals:

(i) **Requests for Records about any Individual—Watch Lists.** The FBI can neither confirm nor deny the existence of any individual's name on a watch list pursuant to FOIA exemption (b)(7)(E) and PA exemption (j)(2) [5 U.S.C. §§ 552/552a (b)(7)(E), (j)(2)]. This is a standard response and should not be read to indicate that watch list records do or do not exist.

(ii) **Requests for Records about any Individual—Witness Security Program Records.** The FBI can neither confirm nor deny the existence of records which could identify any participant in the Witness Security Program pursuant to FOIA exemption (b)(3) and PA exemption (j)(2) [5 U.S.C. §§ 552/552a (b)(3), 18 U.S.C. 3521, and (j)(2)]. This is a standard response and should not be read to indicate that such records do or do not exist.

(iii) **Requests for Confidential Informant Records.** The FBI can neither confirm nor deny the existence of confidential informant records pursuant to FOIA exemptions (b)(7)(D), (b)(7)(E), and (b)(7)(F) [5 U.S.C.§ § 552 (b)(7)(D), (b)(7)(E), and (b)(7)(F)] and Privacy Act exemption (j)(2) [5 U.S.C.§ 552a (j)(2)]. The mere acknowledgment of the existence or nonexistence of such records would reveal confidential informant identities and information, expose law enforcement techniques, and endanger the life or physical safety of individuals. This is a standard response and should not be read to indicate that such records do or do not exist.

Part 3: General Information:

(i) **Record Searches and Standard Search Policy.** The Record/Information Dissemination Section (RIDS) searches for reasonably described records by searching systems, such as the Central Records System (CRS), or locations where responsive records would reasonably be found. The CRS is an extensive system of records consisting of applicant, investigative, intelligence, personnel, administrative, and general files compiled by the FBI per its law enforcement, intelligence, and administrative functions. The CRS spans the entire FBI organization, comprising records of FBI Headquarters, FBI Field Offices, and FBI Legal Attaché Offices (Legats) worldwide; Electronic Surveillance (ELSUR) records are included in the CRS. The standard search policy is a search for main entity records in the CRS. Unless specifically requested, a standard search does not include a search for reference entity records or administrative records of previous FOIPA requests.

a. *Main Entity Records* – created for individuals or non-individuals who are the subjects or the focus of an investigation
b. *Reference Entity Records*- created for individuals or non-individuals who are associated with a case but are not known subjects or the focus of an investigation

(ii) **FBI Records.** Founded in 1908, the FBI carries out a dual law enforcement and national security mission. As part of this dual mission, the FBI creates and maintains records on various subjects; however, the FBI does not maintain records on every person, subject, or entity.

(iii) **Foreseeable Harm Standard.** As amended in 2016, the Freedom of Information Act provides that a federal agency may withhold responsive records only if: (1) the agency reasonably foresees that disclosure would harm an interest protected by one of the nine exemptions that FOIA enumerates, or (2) disclosure is prohibited by law (5 United States Code, Section 552(a)(8)(A)(i)). The FBI considers this foreseeable harm standard in the processing of its requests.

(iv) **Requests for Criminal History Records or Rap Sheets.** The Criminal Justice Information Services (CJIS) Division provides Identity History Summary Checks – often referred to as a criminal history record or rap sheet. These criminal history records are not the same as material in an investigative "FBI file." An Identity History Summary Check is a listing of information taken from fingerprint cards and documents submitted to the FBI in connection with arrests, federal employment, naturalization, or military service. For a fee, individuals can request a copy of their Identity History Summary Check. Forms and directions can be accessed at www.fbi.gov/about-us/cjis/identity-history-summary-checks. Additionally, requests can be submitted electronically at www.edo.cjis.gov. For additional information, please contact CJIS directly at (304) 625-5590.

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EXPLANATION OF EXEMPTIONS

SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552

(b)(1) (A) specifically authorized under criteria established by an Executive order to be kept secret in the interest of national defense or foreign policy and (B) are in fact properly classified to such Executive order;

(b)(2) related solely to the internal personnel rules and practices of an agency;

(b)(3) specifically exempted from disclosure by statute (other than section 552b of this title), provided that such statute (A) requires that the matters be withheld from the public in such a manner as to leave no discretion on issue, or (B) establishes particular criteria for withholding or refers to particular types of matters to be withheld;

(b)(4) trade secrets and commercial or financial information obtained from a person and privileged or confidential;

(b)(5) inter-agency or intra-agency memorandums or letters which would not be available by law to a party other than an agency in litigation with the agency;

(b)(6) personnel and medical files and similar files the disclosure of which would constitute a clearly unwarranted invasion of personal privacy;

(b)(7) records or information compiled for law enforcement purposes, but only to the extent that the production of such law enforcement records or information (A) could reasonably be expected to interfere with enforcement proceedings, (B) would deprive a person of a right to a fair trial or an impartial adjudication, (C) could reasonably be expected to constitute an unwarranted invasion of personal privacy, (D) could reasonably be expected to disclose the identity of confidential source, including a State, local, or foreign agency or authority or any private institution which furnished information on a confidential basis, and, in the case of record or information compiled by a criminal law enforcement authority in the course of a criminal investigation, or by an agency conducting a lawful national security intelligence investigation, information furnished by a confidential source, (E) would disclose techniques and procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law, or (F) could reasonably be expected to endanger the life or physical safety of any individual;

(b)(8) contained in or related to examination, operating, or condition reports prepared by, on behalf of, or for the use of an agency responsible for the regulation or supervision of financial institutions; or

(b)(9) geological and geophysical information and data, including maps, concerning wells.

SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552a

(d)(5) information compiled in reasonable anticipation of a civil action proceeding;

(j)(2) material reporting investigative efforts pertaining to the enforcement of criminal law including efforts to prevent, control, or reduce crime or apprehend criminals;

(k)(1) information which is currently and properly classified pursuant to an Executive order in the interest of the national defense or foreign policy, for example, information involving intelligence sources or methods;

(k)(2) investigatory material compiled for law enforcement purposes, other than criminal, which did not result in loss of a right, benefit or privilege under Federal programs, or which would identify a source who furnished information pursuant to a promise that his/her identity would be held in confidence;

(k)(3) material maintained in connection with providing protective services to the President of the United States or any other individual pursuant to the authority of Title 18, United States Code, Section 3056;

(k)(4) required by statute to be maintained and used solely as statistical records;

(k)(5) investigatory material compiled solely for the purpose of determining suitability, eligibility, or qualifications for Federal civilian employment or for access to classified information, the disclosure of which would reveal the identity of the person who furnished information pursuant to a promise that his/her identity would be held in confidence;

(k)(6) testing or examination material used to determine individual qualifications for appointment or promotion in Federal Government service the release of which would compromise the testing or examination process;

(k)(7) material used to determine potential for promotion in the armed services, the disclosure of which would reveal the identity of the person who furnished the material pursuant to a promise that his/her identity would be held in confidence.

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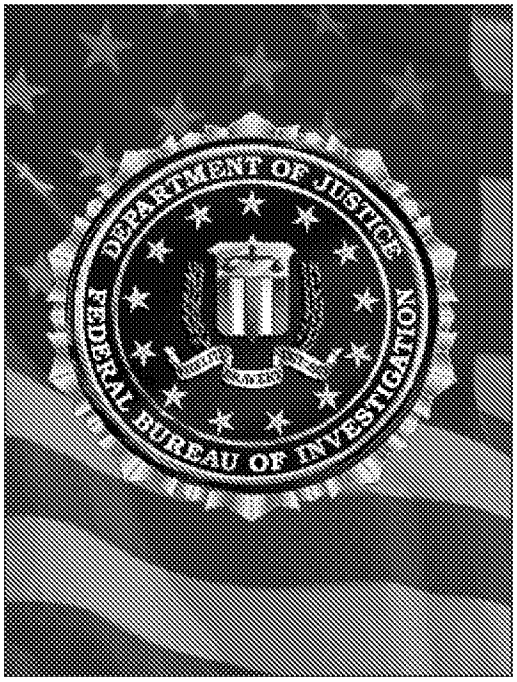
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(U) Aviation Regulations Policy Guide



(U) Federal Bureau of Investigation

(U) Critical Incident Response Group

(U) 1011PG

(U) September 14, 2019

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(U) Approvals

Policy Information	
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Sponsoring Executive Approval	**Gregory D. Cox** Assistant Director Critical Incident Response Group
Stakeholder Executive Approval	**Dana Boente** General Counsel Office of the General Counsel
Final Approval	**Amy S. Hess** Executive Assistant Director Criminal, Cyber, Response and Services Branch

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(U) General Information

(U) Questions or comments pertaining to this policy guide (PG) can be directed to:

(U) Federal Bureau of Investigation Headquarters (FBIHQ), Critical Incident Response Group (CIRG)

(U) Policy point of contact (POC): unit chief (UC), Aviation Support Unit (ASU), Surveillance & Aviation Section (SAS)

(U) Supersession Information

(U) This document supersedes the *FBI Aviation Regulations Policy Guide* (0903PG).

(U) This document and its contents are the property of the FBI. If the document or its contents are provided to an outside agency, it and its contents are not to be distributed outside of that agency without the written permission of the unit listed in the contact section of this PG.

(U) This PG is solely for the purpose of internal FBI guidance. It is not intended to, does not, and may not be relied upon to create any rights, substantive or procedural, enforceable by law by any party in any matter, civil or criminal, nor does it place any limitation on otherwise lawful investigative and litigative prerogatives of the Department of Justice (DOJ) and the FBI.

(U) *Domestic Investigations and Operations Guide* (DIOG) Provision

(U) No policy may contradict, alter, or otherwise modify the standards of the DIOG. Requests for DIOG modifications can be made to the Internal Policy Office (IPO), pursuant to DIOG subsection 3.2.2 paragraphs (A), (B), (C), and (D).

(U) ~~Law Enforcement Sensitive~~ (LES)

(U) The information marked (U//~~LES~~) in this document is the property of the FBI and is for internal use within the FBI only. Distribution outside the FBI without ASU authorization is prohibited. Precautions must be taken to ensure that this information is stored and/or destroyed in a manner that precludes unauthorized access. Information bearing the LES caveat may not be used in legal proceedings without first receiving authorization from the originating agency. Recipients are prohibited from subsequently posting the information marked LES on a Web site on an unclassified network.

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DOJ-FBI-26-0003-A-000006

(U) Revision Log

(U) The revision log documents substantive changes made to the previous version of this policy, the *FBI Aviation Regulations Policy Guide* (0903PG), published on October 25, 2016. The numbers and titles in the "Revised" column refer to the subsections as they currently appear in this updated policy. "Deleted" subsection numbers refer to those in the previous published version of the policy.

Revised Section Number and Title	Deleted Section Number and Title
4.8. Aviation Safety Program–4.8.5.8. Just Culture Policy	4.8.2. Field Office Safety Audits
	4.8.3. The Components of the Aviation Safety Program
	4.8.8. Standardization Pilot–4.8.8.1. Standardization Pilot Selection
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1. (U) Introduction

(U//LES) The Federal Aviation Administration (FAA) prescribes rules governing the operation of all aircraft in United States (U.S.) airspace through the Federal Aviation Regulations (FAR), contained in Title 14 of the Code of Federal Regulations (CFR). The primary goal of the Federal Bureau of Investigation (FBI) Aviation Program is to provide safe and effective aviation and surveillance support for all aspects of FBI investigative, intelligence-gathering, and law enforcement (LE) operations. Achieving this objective depends on compliance with the operational guidelines contained in this policy guide (PG).

(U) This PG should be used in conjunction with the following FAA publications:

- (U) The *Aeronautical Information Manual* (AIM)
- (U) The FAA-approved aircraft flight manual of each aircraft in use by the FBI

(U) Each field office (FO) develops its own standard operating procedures (SOP) to provide guidance and information to pilots assigned to that FO. These SOPs must not contain any procedure or information that conflicts with this PG, other applicable FBI policy, or the FAA manuals referenced above. In addition, SOPs must not contain standards that are less restrictive than those set forth in this PG. SOPs are approved by the Critical Incident Response Group's (CIRG) program managers (PM) for aviation safety and security and training and standardization.

(U) For the purposes of this policy, the term "Aviation Program" refers specifically to the FBI Aviation Program.

1.1. (U) Purpose

(U) The purpose of the *Aviation Regulations Policy Guide* is to set forth the basic structure and fundamental rules governing the general operation of all FBI aircraft. This PG also describes the minimum qualifications, experience, and limitations placed on pilots for operating various types of aircraft.

1.2. (U) Scope

(U) FBI employees, detailees, contractors, task force personnel, and others who are responsible for performing aviation activities in furtherance of the mission of the FBI must comply with the policies and procedures contained in this PG, which is consistent with the laws, rules, and regulations governing FBI investigations, operations, programs, and activities.

1.3. (U) Exemptions

(U) There are no exemptions to this PG.

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2. (U) Roles and Responsibilities

2.1. (U) Director, Federal Bureau of Investigation

(U) The Director administers the Aviation Program through CIRG, FBI Headquarters (FBIHQ).

2.1.1. (U) Director's Detail

(U) The supervisory special agent (SSA) of the Director's detail, in consultation with the Finance Division (FD) and the Office of the General Counsel (OGC), must ensure that the reimbursement procedures for the Director's use of FBI aircraft for required-use travelers on personal or political trips and for space-available travelers—other than for the conduct of agency business—are followed in accordance with subsection 4.12.7. of this PG.

2.2. (U) Critical Incident Response Group

(U) CIRG administers the operations and support of all FBI aviation through the Surveillance & Aviation Section (SAS).

2.3. (U//LES) Surveillance & Aviation Section

(U) SAS is the primary authority for all FBI aviation activities and should be contacted for any clarification or information pertaining to aircraft, crew members, pilot training, missions, or procedures [redacted] (in coordination with the Operational Technology Division [OTD]) and aviation contract matters. b7E

(U//LES) SAS integrates aviation and ground surveillance tactics, methods, procedures, and technology to enable the gathering of evidence and intelligence. It also enhances mobility, crisis response, and command/control capability as a force multiplier for the FBI. SAS must:

- (U//LES) Collect intelligence and evidence for use in protecting and defending the United States against terrorist, foreign intelligence, and criminal threats while upholding and enforcing the laws of the United States.
- (U//LES) Provide aviation and surveillance support to special agents (SA), according to the Director's priorities.
- (U//LES) Train, standardize, and ensure the safety of special surveillance groups (SSG), special operations groups (SOG), and all aviation personnel.

(U) SAS also designates the aviation coordinator (AvCo) at each FO with an FBI aircraft operation after reviewing the recommendation and background from the assistant director in charge (ADIC)/special agent in charge (SAC).

(U//LES) The FBI does not designate a chief pilot for its operations. A General Schedule (GS)-15 unit chief (UC) serves in a comparable role and is responsible for the day-to-day operations of the aviation operational units. He or she reports directly to the assistant section chief (ASC) of the Aviation Surveillance Branch (ASB). The UC delegates responsibilities as necessary to conduct the operations of FBIHQ and FO aviation operations.

2.3.1. (U) Aviation Safety Council

(U//FOUO) The Aviation Safety Council must:

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- (U) Meet quarterly to review, discuss, and take appropriate action regarding accidents, incidents, trainings, and procedures that influence the safety of flight.
- (U) Review and approve or reject proposed amendments to this PG.
- (U) Provide oversight and direct actions for the potential removal or reinstatement of a crew member from, or returning to, flight status.

(U) Please see subsection 4.3.5.2. of this PG for additional information.

2.4. (U) Emergency Medical Support (EMS) Program Medical Director

(U) The EMS Program medical director (or his or her designee) must ensure that a medical operator credentialed in the EMS Program is assigned to an FBI aircraft when one is used for medical purposes.

2.5. (U) Assistant Director in Charge/Special Agent in Charge

(U) In each FO with an FBI aircraft operation, the ADIC/SAC must ensure the safety of FBI personnel performing aviation activities and must approve personnel to fulfill the roles and responsibilities identified in this PG. The ADIC/SAC also recommends to SAS an FBI pilot to be designated as an AvCo.

2.6. (U) Assistant Special Agent in Charge (ASAC)

(U//LES) In each FO, an ASAC is responsible for all surveillance assets within the FO, including aviation. This ASAC must ensure that all surveillance requests are considered when prioritizing the use of aviation resources.

2.7. (U) Supervisory Special Agent

(U//LES) When designated by an FO ADIC/SAC, FO SSAs must conduct reviews and approve flight schedules and all FO flight operations for requests for assistance from other federal, state, or local entities, in accordance with subsection 4.12.3.1. of this PG.

(U//LES) FO and CIRG SSAs may serve as copilots or pilots in command (PIC) if they meet the requirements in subsections 4.4.3. and 4.4.4. of this PG, respectively.

2.8. (U) Aviation Coordinator

(U) The AvCo is an FBI pilot who coordinates the aviation activities in the FO, maintains appropriate records, and prepares reports required by SAS and FBI management. The AvCo is recommended by the ADIC/SAC and then designated by SAS following review of the ADIC's/ SAC's recommendation and the pilot's background. The recommended AvCo must be a current PIC, unless approved otherwise by SAS.

2.8.1. (U) Aviation Security Coordinator (ASec)

(U) The ASec is a pilot who reviews and monitors the operational, aircraft, and airport security of the FO flight program. (Please see subsection 4.7.1. of this PG.)

2.8.2. (U) Aviation Safety Coordinator (ASaf)

(U) The ASaf is a pilot who reviews, monitors, and applies the aviation safety program to the FO flight program.

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2.8.3. (U) Aviation Maintenance Coordinator (AMC)

(U) The AMC is a pilot who reviews, monitors, and applies the aviation maintenance program to the FO flight program. (Please see subsection 4.10.2. of this PG for more information.)

2.9. (U) Aviation Safety Investigator

(U) The aviation safety investigator is an FBI pilot who, when directed by SAS, conducts investigations on aircraft accidents, incidents, and events and implements accident procedures in accordance with this PG.

2.10. (U) Special Agent

(U) A qualified SA may act as a PIC, a copilot, [redacted] operator, or an observer in FBI aircraft operations. Qualifications for these positions are discussed later in this PG. b7E

2.11. (U) Non-Federal Bureau of Investigation Personnel

(U) When specifically authorized by SAS, non-FBI personnel may act as copilots, [redacted] operators, or observers, subject to meeting any requirements specified for FBI personnel when acting in those capacities. These personnel may include local, state, and other federal LE employees. b7E

2.12. (U) Investigative Specialist (Aerial) (ISA)

(U//~~LES~~) An ISA is a professional staff employee whose primary job is to conduct aerial surveillance. An ISA may act as a PIC, a copilot, an [redacted] operator, or an observer in FBI aviation operations. b7E

2.13. (U) Pilot

(U) An FBI pilot must possess a current FAA pilot certificate, a second-class medical certificate (or higher), and a current FBI flight evaluation and complete all training requirements.

(U) Regardless of their squad assignments, FBI pilots support all cases within their FOs and occasionally support investigations in other FOs. Depending on the needs of the offices and the tempo of flight activities, these personnel can be granted effective caseload relief with ADIC/SAC concurrence.

2.14. (U) Pilot in Command

(U) An FBI PIC must meet all the requirements of an FBI pilot and, in addition, must possess an FAA commercial pilot certificate (or higher) with an appropriate instrument rating.

(U) The PIC of an aircraft is the deciding authority on every flight. The PIC's judgment prevails on matters such as weather, equipment airworthiness, unusual flight conditions (e.g., turbulence), passengers, topographic factors, fuel, fatigue, and FAA regulatory matters that are related to the mission or termination of the flight. The PIC's judgments must be informed based on information the PIC receives from the copilot or others and must stress the importance of the use of crew resource management (CRM) when making determinations. The PIC is responsible for the safe operation of an aircraft.

(U) The PIC of an FBI flight must ensure that the aircraft is in proper mechanical condition, is operated in a safe manner, and is flown according to regulations applicable to that flight. The

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PIC must ensure that a thorough, postflight, walk-around inspection of the aircraft has been completed at each intermediate stop and at the final destination, any discrepancies are noted, and appropriate action is taken.

(U) When an aircraft is operated with an appropriately rated and authorized FBI flight instructor onboard, the instructor is considered the PIC, unless otherwise directed by higher authority.

(U) When an aircraft is operated by two qualified pilots, the pilot occupying the left seat is considered the PIC, unless otherwise directed by management. In helicopter operations, the pilot occupying the right seat is the PIC, unless otherwise directed by management. In all circumstances prior to the flight, the two pilots must agree on which pilot must serve as the PIC.

2.15. (U) Copilot

(U) An FBI copilot must possess at least a private pilot certificate and be current in the aircraft category and class (and type, if type is required for international operations).

(U) Two pilots are normally used for all flights. The second pilot is designated as the copilot.

(U) The copilot helps ensure the safety of each flight by clearly voicing any concerns he or she has directly to the PIC regarding the condition of the aircraft, the weather, the flight path, or any other concerns that may impact the safe operation of the plane.

2.16. (U) Observer

(U//~~LES~~) An SAS-approved observer may be used temporarily to assist the FBI PIC in conducting surveillance operations outside of Class B airspace (i.e., airspace surrounding major metropolitan areas, such as New York City). An observer must not perform the flying pilot's duties (except as indicated in the Crew Coordination Manual [CCM]), nor sit at the flying pilot's station. No aeronautical ratings are required for an observer, but each observer must be approved by SAS on a case-by-case basis for a specific amount of time. This approval is documented to the case file. The CCM describes the duties and limitations of observers. The use of an observer is intended to be limited until an additional FBI pilot can be assigned to the FO.

2.17. (U) Optical Sensor Operator (OSO)

(U//~~LES~~) An OSO is a crew member who runs the optical sensor system aboard a surveillance aircraft and is an FBI employee. No aeronautical ratings are required, but an OSO must have:

- (U//~~LES~~) Successfully completed a knowledge and skills assessment ("checkride") administered by an SAS optical system instructor (OSI), or specially designated field OSI, within the previous 36 months. Although the checkride may only focus on one of the optical systems in use by the Bureau [redacted] the checkride must include both ground and flight instruction. b7E
- (U//~~LES~~) Flown a minimum of twelve flight hours per platform within the last three calendar months or taken a flight evaluation.

2.18. (U) Tactical Air Operator (TAO)

(U) A TAO is an FBI employee crew member qualified for ground handling and air operations in helicopters. The TAO, in addition to the PIC, is responsible for the safety of all passengers aboard utility helicopters.

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2.19. (U) Aviation Maintenance Technician (AMT)

(U) Aircraft mechanics are AMTs, which includes airframe and power plant (A&P) technicians and avionics technicians. They are certified by the FAA and employed by the FBI as aviation technicians. SAS maintains the AMTs' certificates and ratings. Except as provided in 14 CFR Section (§) 43.3, ". . . no person may maintain, rebuild, alter, or perform preventive maintenance on an [FBI] aircraft, airframe, aircraft engine, propeller, appliance, or component part . . . ."

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3. (U) Policy Statement

(U) The *Aviation Regulations Policy Guide* ensures the consistent management and operation of the FBI Aviation Program.

(U) Proposed amendments to this PG regarding safety issues are compiled, reviewed, and approved or rejected by the FBI's Aviation Safety Council on an annual basis (or on an as-needed basis, if the situation requires prompt action). This PG permits the Aviation Support Unit (ASU) UC to issue binding interim guidance regarding FBI flight operations to ensure conformance to FAA regulations and other flight, maintenance, or safety requirements.

(U) Unauthorized deviation, without exigent circumstances or safety of flight concerns, from any FAA or FBI aviation SOP, standardization manual, policy, or procedure may be considered an operation of an FBI aviation asset in a careless and reckless manner.

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4. (U) Processes and Procedures

4.1. (U) Use of Aviation Resources in Federal Bureau of Investigation Operations

(U//LES) The request for approval to use aviation resources in an assessment or a predicated matter must be serialized in Sentinel and approved by the ASAC for each case number where aviation assets are used. The request must specify the reason for, and objective(s) of, the request. Please see the *Domestic Investigations and Operations Guide* (DIOG) subsection titled "Aviation Resources" located in Section 18.

4.1.1. (U) Use of Aviation Resources for Official Travel

(U) The use of aviation resources for official travel is based on the availability of aircraft and pilots for the specific date and the requirements of Office of Management and Budget (OMB) Circular No. A-126, *Improving the Management and Use of Government Aircraft,* Section 5.

4.1.2. (U) Use of Aviation Resources to Assist Other Federal, State, Local, and Tribal Agencies

(U) The use of aviation resources to assist other federal, state, local, and tribal agencies may be authorized in:

- (U) Investigations of federal crimes.
- (U) Investigations of threats to national security.
- (U) The collection of positive foreign intelligence.
- (U) Other activities authorized under the DIOG Section 12, "Assistance to Other Agencies."

(U//FOUO) The collection of positive foreign intelligence requires the prior approval of the Directorate of Intelligence (DI) Field Intelligence Management Unit (FIMU).

(U//FOUO) Requests for aviation resources from the United States Intelligence Community (USIC) or other federal agencies must be submitted in writing and approved by an ASAC. In exigent circumstances, the request may be made orally. An oral request must be followed by a written request as soon as practicable, but no later than five business days after the oral approval.

(U//FOUO) All aviation assistance to USIC or other federal agencies must also be documented in an FD-999, "Assistance/Dissemination/Liaison Provided to Other Agencies," in accordance with DIOG Section 12. Aviation assistance to other agencies may require reimbursement. Please consult OGC's Fiscal and Contract Law Unit (FCLU) for further information.

(U//FOUO) Any investigative assistance to other federal agencies involving a sensitive investigative matter (SIM) requires prior chief division counsel (CDC) or OGC review and ADIC/SAC or section chief (SC) approval and notification, as specified in the DIOG.

4.1.3. (U) Requesting Aviation Assistance

(U) In accordance with the DIOG subsection titled "Aviation Resources" (located in Section 18), an FO, an FBIHQ unit, or other federal, state, or local entity may request guidance on receiving investigative assistance from the Aviation Program by contacting the AvCo assigned to the geographical area where the aviation mission requirement originates.

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(U) When an AvCo receives a request for an aircraft (usually via a telephone call or a Sentinel request), the AvCo must consider:

- (U) The type of travel requested (e.g., operational or transportation).
- (U) The availability of aircraft and pilots for the specific date.
- (U) OMB Circular No. A-126 criteria, which includes:
  - (U) The cost effectiveness of using the aircraft.
  - (U) The approval of the flight by an individual one grade higher than the PIC of the flight.

(U) If all criteria are met, the flight is entered into the flight scheduling system. The flight schedule and all FO flight operations require the approval of the FO's ADIC/SAC (or his or her designated representative [GS-14 or higher]). Any use of aviation resources during an assessment or a predicated investigation requires ASAC approval for each case file.

(U) For each operational flight, the operations officer must complete a flight request form, which is located at the aviation operations desk of each FBI flight operation, and obtain the following approvals:

- (U) For continental United States (CONUS) flights:
  - (U) Aviation operations coordinator or PM
  - (U) Aviation SSA or respective CIRG UC
  - (U) SAS ASC (for multiengine aircraft flights)
- (U) For CONUS flights taken by the Attorney General (AG), FBI Director, or Senior Executive Service (SES):
  - (U) AG travel: in accordance with White House memorandum "Use of Government Aircraft for Official Business" (July 30, 1993)
  - (U) Director's travel: in accordance with White House memorandum "Use of Government Aircraft for Official Business" (July 30, 1993) and OGC approval letter
  - (U) SES travel: deputy Attorney General (DAG) approval, obtained as follows:
    - (U) OGC is provided the specifics of the travel.
    - (U) OGC will forward the justification based on the specifics to the DAG.
- (U) For outside the continental United States (OCONUS) flights: all of the above, plus CIRG assistant director (AD) approval

(U) A *CONUS operation* is defined as a flight that begins and ends within the 48 contiguous states or begins and ends within the same state or territorial boundaries of Alaska, Hawaii, or Puerto Rico. OCONUS flights are outside of U.S. territory.

4.2. (U) Aircraft Operations

(U) No person may act in a careless or reckless manner so as to endanger the life or property of himself or herself or another during an aviation activity.

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(U) Unauthorized deviation from any FAA or FBI aviation SOP, standardization manual, policy, or procedure may be considered an operation of an FBI aviation asset in a careless and reckless manner. During exigent situations, a PIC may deviate from an SOP. This deviation must be in accordance with the procedures in 14 CFR § 91.3. In addition, a report that includes the justification for the deviation may be required.

(U) Unless specifically approved by SAS, all FBI aircraft must be operated in strict accordance with the procedures and flight profiles taught by the aircraft-specific training facility designated by SAS, the appropriate flight standardization manual, and the CCM. Pilots must operate FBI aircraft according to the established standards of the FAA.

(U) All personnel performing flight duties are volunteers. However, participation in the Aviation Program is based upon the needs of the FBI and the disposition of SAS.

(U) FO aviation personnel must not use night vision devices (i.e., goggles) when performing the flying duties of a pilot.

4.2.1. (U) Aircraft Platforms

(U) The following table describes the FBI aircraft platforms:

Aircraft	Example	Platform
Airplane Single reciprocating engine		One single platform
Airplane Single engine turbine		One single platform
Airplane Multiengine		Separate platform(s) for each aircraft with a model-specific training course
Helicopter		Separate platform(s) for each aircraft with a model-specific training course

b7E

(U) Part-time PICs are only authorized for one platform. FBI pilots are authorized to be PICs for no more than two platforms, but they may be copilots for as many platforms as operationally required.

4.2.2. (U) Surveillance & Aviation Section Aircraft Replacement

(U) Except [redacted] only SAS has the authority to acquire or retire Bureau aircraft [redacted] The decision to acquire or retire an aircraft is based on (in priority order) (1) safety, (2) operational needs, and (3) efficiency. For the acquisition of aircraft that must be used covertly, SAS must coordinate

b7E

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with, and seek input from, the National Covert Operations Section (NCOS), Criminal Investigative Division (CID).

4.2.3. (U//LES)

4.2.3.1. (U) Definitions

(U//FOUO)

(U//FOUO)

(U//FOUO) b7E

4.2.3.2. (U//LES)

(U//LES)

4.2.3.3. (U//LES)

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(U//LES)

4.2.3.4. (U//LES)

(U//LES)

4.2.4. (U) Aircraft Procedures

4.2.4.1. (U) Mandatory Flight Following

(U) Flight-following procedures are used for all missions. These may consist of instrument flight plans, visual flight plans, or individual organizational flight-following procedures. If a ferry flight (i.e., one that is returning an aircraft to base, delivering an aircraft from one location to another, or moving an aircraft to and from a maintenance base) involves more than one day, the

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ferry pilot must report the status and location to the FO AvCo or designated point of contact (POC) at the end of each day. Prior to the departure of any FBI flight, the PIC must ensure that a passenger and crew manifest is provided to the designated POC. This information can be reliably retrieved at any given time, particularly in the event of an emergency. Name and office of assignment are sufficient for FBI employees. For all non-FBI persons, names are required.

4.2.4.2. (U//LES) Aircraft Locations

(U//LES) Although assigned to a particular FO, FBI aircraft also support the surrounding FOs and any other location SAS deems appropriate. FBI aircraft must not be reassigned from an assigned FO or airfield without specific written authorization from SAS. In situations in which several FOs require an aircraft at the same time and the priority cannot be resolved by the ADICs/SACs involved, SAS and the substantive FBIHQ division must set the priority.

(U) FBI aircraft must be properly secured and locked when not in use.

4.2.4.3. (U) Simulated Emergencies in a Flight With Passengers Onboard

(U) Practicing normal flight procedures (e.g., instrument approach procedures) in visual flight conditions is recommended. Pilots must not simulate emergency situations in a flight with passengers onboard.

4.2.4.4. (U) Use of Cockpit Voice and Data Recorders

(U) Cockpit voice and data recorders are used for all missions, if installed. In the event of an accident, they must be turned over to the National Transportation Safety Board (NTSB).

4.2.4.5. (U) Weather Minimums

(U) FAA weather minimums must be followed for all operations, except when operating into, or out of, a military facility where the military minimums and procedures are observed.

4.2.4.6. (U) Airplanes Landings on Surfaces Other Than Paved Runways

(U) No FBI airplane may operate or train on any soft airfield (i.e., private, published, or unpublished), unless an emergency or an exigency exists.

4.2.4.7. (U) Transport of Hazardous Materials (HAZMAT)

(U) The special agent bomb technician (SABT) or hazardous devices specialist (HDS)-bombs must itemize in a manifest all HAZMAT and explosives and deliver the manifest to the PIC prior to flight departure. A copy of this manifest must be kept with the flight request form and be easily accessible to the crew and any fire and rescue first responders to an incident or an emergency.

4.2.4.7.1. (U) Explosives Transport

(U) A flight supporting the movement of explosives or explosive-related items regulated by the U.S. Department of Transportation (DOT) in 49 CFR Parts 100-185 (Hazardous Materials Regulations) must be accompanied by an FBI-approved, certified SABT or HDS-bombs. Hazardous devices (e.g., improvised explosive devices [IED]) must be rendered safe, with explosive components separated and packaged properly before loading onto the aircraft. See the [redacted] for more information. b7E

4.2.4.7.2. (U) All Other Hazardous Materials Transport

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(U) A flight supporting the movement of HAZMAT must be accompanied by an FBI-approved, certified HAZMAT officer (HMO) or HAZMAT specialist (HMS). The HMO must ensure that HAZMAT are labeled and packaged properly before they are loaded onto an aircraft.

(U) CIRG Special Flight Operations Unit (SFOU) crew members must receive an initial HAZMAT-type training, followed by recurrent HAZMAT-type training at a minimum of every two years.

4.2.4.7.3. (U) Aviation Accidents With Hazardous Materials Onboard

(U) Following an aviation accident involving the transport of dangerous materials, the PIC must secure the accident or incident scene, notify SAS, and direct the accompanying HMO, HMS, SABT, or HDS-bombs to expeditiously report the potential HAZMAT hazard to the responding crash/fire/rescue unit and to notify the state agency responsible for the control of dangerous materials in that jurisdiction.

4.2.4.8. (U) Refueling With Passengers Onboard

(U) Refueling risks include autoignition and external source ignition.

(U) Autoignition can occur if the fuel temperature reaches 220 degrees Celsius (428 degrees Fahrenheit) and the fuel spills over hot parts of an engine or over hot brakes.

(U) An external source can ignite fuel if the fuel temperature reaches 40 degrees Celsius (104 degrees Fahrenheit), or lower if fuel is sprayed over the ignition source. Therefore, the higher the refueling pressure, the higher the risk.

(U) Multiengine aircraft refueling with wide-cut, gasoline-type fuel such as Jet B, JP4, or equivalent, or a mixture of these types of fuel, must not be refueled when passengers are boarding, onboard, or disembarking.

(U) Single-engine aircraft and other aircraft, if approved in their aircraft flight manuals, may be refueled when passengers are boarding, onboard, or disembarking. Prior to refueling with passengers boarding, onboard, or disembarking, the refueling truck must be grounded to the ground and to the aircraft. The aircraft must be grounded to the ground.

(U) When passengers are onboard the aircraft during fueling, the qualified ground crew members, the cabin crew, and the flight crew must:

- (U) Be prepared to initiate passenger evacuation, if necessary.
- (U) Notify all flight crew and cabin crew of the start and end of fueling.
- (U) Ensure that all exits are clear of obstruction in case an emergency evacuation is required.

(U) If fuel vapor is detected inside the aircraft, or if any other hazard occurs, refueling or defueling must stop immediately. The flight crew, cabin crew, or ground crew members must oversee passenger boarding or disembarking while refueling and ensure that passengers board quickly and do not stay near the outside of the aircraft. Smoking is strictly prohibited during such movements.

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4.2.4.9. (U) "Hot-Seat" Operations

(U) Hot-seat operations refer to the loading and unloading of passengers and cargo on an aircraft while the engines are running. Unless the mission is briefed to crew members, passengers, and ground crew members and is operationally necessary, all aircraft engines must be shut down when an aircraft is loading or unloading passengers or cargo. Only crew members who are trained and whose job descriptions include working in and around aircraft with running engines may conduct hot-seat operations. These crew members may include pilots, designated crew members, TAO, maintenance personnel, protective detail personnel, and photographers.

4.2.4.10. (U) Special Weapons and Tactics (SWAT) Operations

(U) All aviation operations involving the use of SWAT teams must comply with the *Special Weapons and Tactics Policy Guide* (0444PG).

4.2.4.11. (U) Task Force Operations

(U) FBI task force operations may utilize state, local, and tribal aviation resources that are not governed by FBI regulations. When utilizing aviation resources that are not governed by FBI regulations, FO ADICs/SACs are responsible for ensuring the safety of FBI personnel performing duties aboard the aircraft.

4.2.4.11.1. (U) Non-Federal Bureau of Investigation Crew Members

(U) Non-FBI personnel include local, state, tribal, and other federal LE employees.

4.2.4.11.1.1. (U) Non-Federal Bureau of Investigation Pilot in Command

(U) A non-FBI PIC must possess an FAA commercial pilot certificate and instrument rating, or military equivalent, in the category and class (and type, if type is required) of the aircraft flown, and must meet FAA currency requirements. This information must be recorded in the FBI's Bureau Aircraft Operations (BAO)-II application.

(U) A non-FBI PIC must possess a minimum of [redacted] total flight time, of which [redacted] must be within the preceding six months in the make and model of the aircraft used, and an FAA second-class medical certificate. b7E

4.2.4.11.1.2. (U) Non-Federal Bureau of Investigation Copilot

(U) When specifically authorized by SAS, a non-FBI personnel member may act as a copilot or an observer if he or she meets the requirements specified for FBI personnel acting in that capacity. This information is recorded in BAO-II.

(U) If the mission involves a flight within Class B airspace, the non-FBI personnel member acting as the copilot must meet the FBI qualifications to act as the copilot in the category and class (and type, if type is required) of the aircraft used. The representative must be provided with sufficient aircraft familiarization from an FBI pilot or a non-FBI certified flight instructor (CFI) to safely function as the copilot.

4.2.4.11.1.3. (U) Non-Federal Bureau of Investigation Flight Instructors, Examiners, and Inspectors

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(U) SAS must approve all non-FBI flight instructors, designated pilot examiners, and FAA inspectors who give instruction or checkrides in FBI aircraft. Each non-FBI instructor must be briefed by, and take a familiarization flight with, an FBI flight instructor.

(U) A ground guide is used when helicopter operations cannot be safely conducted without such a guide, as judged by the PIC. If it is necessary for the pilot to leave the aircraft to conduct the ground reconnaissance, the helicopter must be shut down, and the rotor blades must be fully stopped prior to the pilot leaving his or her crew station.

4.2.4.12. (U) Safety Equipment and Safety Meetings

(U) The PIC, copilot, and any mission-required crew member onboard an FBI-operated helicopter must wear a helmet when the main rotor is turning. In both airplanes and helicopters, the use of additional safety and survival equipment and protective clothing is mandatory when required by 14 CFR Part 91 or when specified in approved FBI aircraft operational manuals. All FBI crew members must have attended three quarterly safety meetings during the previous four quarters.

4.2.4.13. (U) Flights in Class A Airspace

(U) Every FBI pilot who flies at flight level (FL) 180 and above in unpressurized aircraft must successfully complete a high altitude chamber school.

4.2.4.14. (U) Flights in the Vicinity of Laser Activity

(U//LES) When an FBI aircraft flies in the vicinity of laser activity, the crew member occupying the PIC seat must wear a laser protection device. If the aircraft is equipped with an optical sensor system, the aircraft may stay in the vicinity to assist LE entities in capturing the laser assailant. The aircraft must not be used as a "bait" aircraft and must not make repeated passes over the laser activity area at lower-than-standard surveillance altitudes for the purpose of attracting laser activity to the aircraft. Any laser activity targeting an FBI aircraft must be reported to SAS using the "Aviation Safety Tracking and Reporting" (ASTAR) form and to the air traffic controller.

4.3. (U) Crew Members

(U//LES) Two FBI-approved pilots must be used on all flights, one of whom must be a designated PIC. If necessary, and if the aircraft is approved for single-pilot operation, a nonpilot crew member may be used with the concurrence of the PIC. Surveillance operations must be conducted with a minimum of one pilot and a second crew member acting as an observer or an OSO.

4.3.1. (U) Crew Member Flight Time and Limits

(U) *Flight time* is defined as the time between an aircraft's movement under its own power and coming to rest after landing. Flight time is recorded in BAO-II.

(U) Crew members must not fly more than [redacted] hours CONUS or more than [redacted] hours OCONUS during one- or two-pilot operations between rest periods. Crew members must not fly more than [redacted] hours CONUS or more than [redacted] hours OCONUS during three-pilot operations between rest periods. b7E

(U) Crew members must not exceed the following:

- (U) [redacted] flight hours in 7 consecutive days

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- (U) [redacted] flight hours in 30 consecutive days b7E
- (U) [redacted] flight hours in 90 consecutive days
- (U) [redacted] flight hours in a 12-month period

4.3.1.1. (U//LES) Surveillance Flight Time

(U//LES) *Surveillance flight time* is defined as the total flight time for a flight during which a surveillance mission is performed.

(U//LES) For the purpose of FBI reporting, some flights may be recorded as surveillance flights even though no surveillance mission is performed during those flights. These flights must be in direct support of surveillance and include:

- (U//LES) Transit flights to bring a flight crew to another airport where the surveillance mission commences.
- (U//LES) Ferry flights for the delivery of, or to take delivery of, surveillance aircraft.

(U//LES) Even though these flights are recorded as surveillance flights for BAO-II reporting purposes, if no surveillance mission is performed during the flights, the flight times are not subject to the limits of surveillance flight time.

(U//LES) Flight crews must provide [redacted] hours of on-station flight time for surveillance flights. b7E

(U//LES) Flight crew members must not log more than [redacted] flight hours of surveillance flight time in any duty day. This limit may be increased to [redacted] flight hours with the concurrence of the flight crew and the supervisor and immediate notification to SAS. Every flight waiver must be documented in a request-for-waiver electronic mail (e-mail) from the crew or the supervisor to ASU.

(U//LES) Surveillance flight time must not exceed [redacted] flight hours without the continued concurrence of the flight crew and the supervisor and advance permission from SAS.

4.3.2. (U) Crew Member Duty Day

(U) A CONUS crew member duty day is the time between the crew member's arrival at his or her duty station (e.g., hangar or office) and the crew member's departure from the duty station.

(U) An OCONUS crew member duty day starts when the aircrew arrives at the aircraft for the purpose of conducting the mission and ends when the aircrew parks the aircraft in the chocks at the termination of the last flight of the day.

4.3.2.1. (U) Maximum Duty Day

(U) The duty day for any individual flight crew member must not exceed [redacted] hours during one- or two-pilot operations. The duty day for any individual flight crew member must not exceed [redacted] hours during three-pilot operations. Any FO or FBIHQ unit may make stricter limits in their SOPs. b7E

4.3.3. (U) Crew Member Rest Period

(U) The *rest period* for an individual flight crew member is defined as the time between the end of one duty day and the beginning of the next duty day. The minimum rest period for any individual flight crew member on a CONUS flight is [redacted] hours. The minimum rest period for any

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individual flight crew member on an OCONUS flight is [redacted] *CONUS operations* are defined as flights that begin and end within the 48 contiguous states or begin and end within the same state or territorial boundaries of Alaska, Hawaii, or Puerto Rico. b7E

4.3.4. (U) Crew Member Limitations Summarized

(U) The following table summarizes crew member flight, duty day, and rest period time limits:

	Flight Time Limit	Duty Day Limit	Rest Period (Minimum)
One- or Two-Pilot CONUS Operation	[redacted]		
One- or Two-Pilot OCONUS Operation			
Three-Pilot CONUS Operation			
Three-Pilot OCONUS Operation			

b7E

(U) Isolated operational instances or exigent circumstances may necessitate exceeding any of these limitations, provided that there is concurrence and verbal approval from the affected flight crew, the supervisor in charge of the operation, and SAS, followed by a written record (i.e., an e-mail) of SAS approval on the next business day.

4.3.5. (U) Removal of a Crew Member From Flight Status

(U//~~FOUO~~) FO management (GS-14 or above) or SAS may remove a flight crew member based on flight performance concerns, in accordance with the procedures in this subsection.

(U//~~FOUO~~) The FO ADIC/SAC may remove a flight crew member from flight status based upon the investigative needs of the FO. Removal is not necessarily based on unsatisfactory performance. The FO ADIC/SAC (or his or her designee) must notify SAS of the decision to remove a flight crew member from flight duties.

(U//~~FOUO~~) If removal is based on the criteria listed below, the affected flight crew member must be contacted by his or her supervisor or SAS and advised of the circumstances leading to the removal action. Either an FO or SAS can evaluate a crew member for the following behavior:

- (U) Faulty judgment in flight situations
- (U) Lack of general or specific flight skills
- (U) Traits of character, emotional tendencies, or lack of mental aptitude or motivation that make it questionable to continue the member in assigned flying duties
- (U) Deliberate or reckless action that violates a procedure in this PG

(U) When practical, FO and SAS management should discuss the cause for a removal that is based on performance reasons before the decision is made to remove the flight crew member. If an FO believes that immediate action is necessary, the ADIC/SAC (or his or her designee) must contact SAS as soon as possible following the removal action. Removal from flight status can

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result from either a single event or multiple events indicating that the aviator has demonstrated any of the behaviors.

4.3.5.1. (U) Role of the Field Office

(U//FOUO) Each FO must manage its own personnel matters. Supervisor counseling, or in-house training aimed at correcting flight performance issues, must be documented in the appropriate local personnel files. In every case, management or the ASaf must notify SAS of flight performance issues and the corrective or retraining actions taken by the FO. Only the Aviation Safety Council may restore flight privileges once FO management removes a crew member for flight performance issues. Each FO must report any flight safety or crew performance issue to SAS. If FO management does not believe that it has the expertise to address flight performance issues, it must contact SAS for assistance, as necessary.

4.3.5.2. (U) Role of the Aviation Safety Council

(U//FOUO) The Aviation Safety Council evaluates deficiencies in flight performances. The Aviation Safety Council consists of the SC, ASC, UCs, and PMs for aviation training, safety, and maintenance within SAS. Also, the Aviation Safety Council includes a member of CIRG THU and an FO representative of the Aviation Program. If a crew member is removed from flight status for flight performance deficiencies, the Aviation Safety Council will discuss whether any mitigating factors exist and the rehabilitation value of the affected crew member. For example, appropriate training may remediate or correct faulty judgment in flight situations and lack of general or specific flight skills. Counseling may remediate traits of character, emotional tendencies, and the lack of mental aptitude or motivation that make it questionable to continue the member in assigned flying duties. If the affected flight crew member does not have a pattern of similar or repeated events, the Aviation Safety Council may decide to restore the crew member with or without remedial training.

(U//FOUO) If the Aviation Safety Council determines that more information is needed to objectively evaluate the cause for removal, it will ask for an investigation to be conducted. In most cases, SAS will assign the investigation to an authorized SAS aviation safety investigator. The Aviation Safety Council uses the results of the investigation to determine the future flight status of the individual under review or whether a Flight Performance Board (FPB) is recommended.

(U//FOUO) The Aviation Safety Council has the authority to impose temporary flight restrictions (TFR) and temporary removal from the Aviation Program. The authority of permanent removal from the Aviation Program rests solely with the FPB.

(U//FOUO) Each report to, and decision made by, the Aviation Safety Council must be documented in an FD-1057, "Electronic Communication" (EC), and serialized in Sentinel.

4.3.5.3. (U) Role of the Flight Performance Board

(U//FOUO) The deputy assistant director (DAD) of CIRG (or his or her designee) may convene an FPB if the Aviation Safety Council determines that SAS has exhausted every option to correct any flight performance deficiencies shown by an individual subject to a removal action. The convening authority may consult with the SAS PM of the aviation safety program prior to conducting the FPB to discuss latent organizational factors that may have contributed to the event resulting in the removal action.

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(U//FOUO) FPB membership is determined by the CIRG DAD and is limited to CIRG employees at the SES level. If the Aviation Safety Council has assigned an aviation safety investigator to evaluate the circumstances surrounding a removal action, and if a brief to the FPB is required, the selected aviation safety investigator must brief the FPB of his or her findings. An FPB must not be formed for an event that has been dismissed by the Aviation Safety Council or for a crew member removed from flight duties by his or her ADIC/SAC to meet the local investigative needs of the FO.

(U//FOUO) A designated board member must provide written results of an FPB regarding flight status to the SAS SC and the FO ADIC/SAC of the affected individual. The FPB recommendations may include reinstatement as a crew member following specific training or a time interval. If the FPB determines that rehabilitation is unlikely, the FPB may recommend any period of suspension up to and including permanent removal from the Aviation Program. If the FPB determines that removal is warranted but does not specify a removal period, the affected crew member may submit a formal written request to SAS for consideration to be reinstated 12 months after being notified of the removal action. These decisions must be documented in an EC and serialized in Sentinel in ASU's safety file.

4.4. (U) Pilot Qualifications and Currency

(U) Pilots are responsible for following all procedures in this PG and in their FOs' SOPs.

4.4.1. (U) Pilot Qualifications and Currency

(U) Each FBI pilot must:

- (U) Have the recommendation of the local AvCo and the approval of his or her ADIC/SAC (or CIRG UC) and SAS.
- (U) Have an FAA pilot certificate with the appropriate category, class, and ratings, including instrument or type (if ratings are required).
- (U) Have satisfactorily completed a knowledge and practical skills evaluation within the past 12 calendar months for the specific platform (arranged and approved by SAS), conducted by an appropriately rated and authorized FBI flight instructor.
- (U) Comply with the applicable currency subsection of this PG (including recent flight experience and, for PICs, flight training requirements) and meet the currency requirements of 14 CFR Part 61. Applicable currency is further defined between PICs and copilots in subsection 4.4.4.2. of this PG.
- (U) Maintain a logbook to be made available upon request to any FBI supervisor, standardization pilot (SP), check airman (CA), or instructor pilot (IP). The logbook must be maintained according to 14 CFR § 61.51.
- (U) Have attended three quarterly safety meetings during the previous four quarters.

(U) Pilot qualifications and currency are documented in BAO-II.

4.4.2. (U) Federal Aviation Administration Medical Certificate

(U) Each FBI pilot must have received a valid second-class FAA medical certificate (with the exception of pilots assigned to SFOU) within the last 12 calendar months.

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(U) Each pilot assigned to SFOU must obtain a first-class FAA medical certificate (due to international flight rules).

(U) If a pilot cannot obtain a required FAA medical certificate or determines that he or she has a medical condition that would negate an FAA medical certificate, the pilot must inform SAS immediately. This includes any violations that are mandatory to report to the FAA. A pilot must also report any of these violations (e.g., a driving under the influence [DUI] violation) to SAS.

(U) A person who holds a current medical certificate issued under 14 CFR Part 67 (Medical Standards and Certification) from the FAA must not act as the PIC, or in any other capacity as a required pilot flight crew member, while that person (1) knows or has reason to believe that he or she has any medical condition that would make him or her unable to meet the requirements for the medical certificate necessary for the pilot operation or (2) is taking medication or receiving other treatment for a medical condition that results in the person being unable to meet the requirements for the medical certificate necessary for the pilot operation. (Please see 14 CFR § 61.53.) Colds and other minor illnesses do not have to be made a matter of record.

(U) A pilot must immediately notify his or her supervisor if taking a medication—whether a controlled substance or an over-the-counter medication—that could impair the individual's fitness for duty. The pilot must be held responsible for understanding the side effects of any medications that he or she consumes and must inform his or her supervisor of the potential effects of the medication on the individual's fitness for duty.

(U) When in doubt, a pilot must consult an FAA aviation medical examiner (AME) for a final decision.

(U) Crew members who are not exercising pilot privileges do not need to obtain FAA medical certificates.

4.4.3. (U) Copilot Qualifications and Currency

(U) A copilot must comply with all the FBI pilot qualifications and currency in each of the FBI platforms designated.

(U) A copilot must follow the applicable section of 14 CFR § 61.57 or 14 CFR § 61.55 (recent flight experience requirements) and must have flown a minimum of [redacted] flight hours per platform within the last [redacted] calendar months or taken a flight evaluation. Failure to do so must cause a copilot to be rated as an observer until [redacted] hours of flight experience or flight evaluation are achieved. b7E

(U//~~LES~~) Other supervisors and executives who meet the appropriate copilot qualifications may act as copilots and maintain authorized copilot proficiency, but they are not eligible or authorized for upgrade training.

4.4.4. (U) Pilot in Command Qualifications and Currency

(U) A PIC must comply with all the FBI pilot qualifications and currency in each of the FBI platforms designated and must have a Federal Communications Commission (FCC)-restricted radiotelephone operator permit.

(U) A PIC must follow the applicable section of 14 CFR § 61.57 or § 61.58 (recent flight experience requirements) and must have:

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- (U) Flown a minimum of [ ] flight hours in platform or an approved simulator of the platform or received a recurrent flight evaluation within the last [ ] calendar months. b7E
- (U) Flown a minimum of [ ] hours during the previous [ ] calendar months.

(U) Flight minimums for pilots who attain their initial or reinstatement PIC statuses begin at the successful completion of the flight evaluations.

(U//~~LES~~) Among SSAs, only FO SSG or SOG supervisors and appropriately qualified and designated CIRG personnel may be designated as PICs.

4.4.4.1. (U) Pilot in Command and Copilot Lapses in Currency

(U) If currency lapses, the AvCo must notify SAS. The affected pilot must regain currency standards prior to acting as PIC.

(U//~~LES~~) Prior to acting as the PIC or the copilot, a pilot must meet all applicable FBI and FAA currency requirements.

(U) A qualified, noncurrent pilot may continue to perform all flight operations, including surveillance in Class B airspace and currency training, if his or her currency lapses. However, the pilot must have a current and qualified FBI PIC onboard acting as the FAA PIC. For night takeoff and landing currency, a qualified pilot can also gain currency through solo flight. (Please see FAA Advisory Circular [AC] No. 00-1.1A, *Public Aircraft Operations.*)

(U) If the PIC has not met currency standards within the last three calendar months, the AvCo must advise SAS, and SAS must grant a waiver or schedule a proficiency knowledge and practical skills evaluation with an appropriate FBI flight instructor.

4.4.4.2. (U) Pilot Checkride and Training Currency

(U) Every single reciprocating engine airplane pilot must have successfully taken an FBI proficiency knowledge and platform-specific practical skills evaluation within the past 12 months. After first providing written notification to SAS, a pilot may extend his or her currency up to two months beyond the anniversary of the last flight evaluation.

(U) Every single reciprocating engine airplane PIC must have successfully completed an FBI-approved, platform-specific training course within the past 18 months. After first providing written notification to SAS, a pilot may extend his or her currency up to two months beyond the anniversary of the last platform-specific training course.

(U) [ ] and SFOU pilots (see 14 CFR § 61.57 or 14 CFR § 61.55) and all [ ] multiengine, and helicopter PICs must take their annual recurrent checkrides and annual, aircraft-specific training courses. Evaluations for the training course and the checkrides must occur: b7E

- (U) One calendar month before to one calendar month after the calendar month anniversary of the last flight evaluation.
- (U) One calendar month before to one calendar month after the calendar month anniversary of the last platform-specific training course.

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(U) Every [redacted] multiengine, and helicopter copilot must have taken an FBI proficiency knowledge and platform-specific practical skills evaluation one calendar month before to one calendar month after the calendar month anniversary of the last flight evaluation. b7E

(U) Example: A pilot takes a checkride for an aircraft requiring two pilots in a certain month (e.g., in March). The pilot's next checkride can be one year later, any time between February 1st and April 30th. The base month remains March. (Please see 14 CFR § 61.58.)

(U) A PIC must have completed a minimum of [redacted] hours of flight training within the last [redacted] calendar months, preferably completing [redacted] hours per month, in an airplane for which he or she is qualified as a PIC. At least one of the [redacted] hours must be in each platform for which the pilot is qualified as a PIC. b7E

4.4.5. (U) Pilot in Command and Copilot Operational Procedures

(U) An FBI-qualified and current PIC must occupy the left seat (or the right seat in a helicopter) during flight operations.

(U) An FBI-qualified and current copilot, at the discretion of the PIC, may occupy the left seat of an airplane (or the right seat in a helicopter) if:

- (U) The copilot has satisfactorily completed a platform-specific, FBI-approved course for that aircraft within the last 12 calendar months (except for single reciprocating engine airplanes).
- (U) The right seat (or the left seat in a helicopter) is occupied by a qualified and current PIC or an appropriately rated and authorized FBI flight instructor.

(U//~~LES~~) An FBI-qualified and current pilot:

- (U) Must use the autopilot while in instrument meteorological conditions (IMC) as a single pilot.
- (U) May perform all normal aircraft operations, including surveillance, photograph/reconnaissance and logistical missions, takeoff, landing, and visual flight rules (VFR) maneuvers, and practice instrument flight rules (IFR) procedures.
- (U) May practice simulated instrument failures using an instrument mask in visual meteorological conditions (VMC).

(U) An FBI-qualified and current pilot must not:

- (U) Practice emergency procedures or any of the maneuvers listed in the emergency procedures section of an aircraft's pilot operating handbook (POH) (except simulated instrument failures using an instrument mask in VMC), unless the PIC is an appropriately rated and authorized FBI flight instructor.
- (U) Practice emergency procedures if there are passengers (i.e., noncrew members) aboard the aircraft.
- (U) Provide instruction, unless the PIC is an appropriately rated and authorized FBI flight instructor.

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4.4.6. (U) Single Reciprocating Engine Airplane Requirements

4.4.6.1. (U) Copilot of a Single Reciprocating Engine Airplane

(U) An FBI-qualified and current pilot who is designated as the copilot of a single reciprocating engine airplane must have at least an FAA private pilot certificate with the appropriate category and class.

4.4.6.2. (U) Pilot in Command of a Single Reciprocating Engine Airplane

(U//LES) An FBI-qualified and current pilot who is designated as the PIC of a single reciprocating engine airplane must have:

- (U) An FAA commercial pilot certificate and instrument rating (with appropriate category and class).
- (U//LES) Flown at leas[redacted] hours total pilot time, which must include[redacted] hours in an airplane and[redacted] hours of cross-country flight time. b7E
- (U//LES) Flown[redacted] hours of FBI surveillance flight time prior to an initial PIC checkride, including[redacted] hours using an optical sensor system.
- (U//LES) Flown[redacted] hours of actual or simulated instrument flight time.
- (U//LES) Flow[redacted] hours of night flight time.
- (U) Completed an FBI-approved, platform-specific training course for single reciprocating engine airplanes within the preceding 18 months.

4.4.7. (U) Single Turbine Engine Airplane Requirements

(U//LES) For every surveillance flight in a single turbine engine airplane with an optical sensor system, the flight crew must consist of at least an FBI-approved PIC, an FBI-approved copilot, and an OSO.

(U) A pilot qualified as a PIC in both a single reciprocating engine airplane and a single turbine engine airplane must only complete the recurrent knowledge and practical skills evaluation on a biennial basis in each platform. The single reciprocating engine airplane evaluation is documented during even-number years, and the single turbine engine airplane evaluation is documented during odd-number years.

4.4.7.1. (U) Copilot of a Single Turbine Engine Airplane

(U) An FBI-qualified and current pilot who is designated as the copilot of a single turbine engine airplane must maintain currency as a single reciprocating engine airplane pilot.

4.4.7.2. (U) Restrictions for Single Reciprocating Engine Airplane Copilot in a Single Turbine Engine Airplane

(U) An FBI pilot of a single reciprocating engine airplane who is not designated as a single turbine engine airplane pilot may act as the copilot for any flight listed under subsection 4.12.3. of this PG. Unless there is an appropriately rated and authorized FBI flight instructor designated as the PIC, the pilot must not:

- (U) Manipulate the engine or flight controls during takeoff and landing.

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- (U) Practice any emergency procedures.
- (U) Occupy the left seat of a single turbine engine airplane.
- (U) Be used as a copilot when an additional crew member is used during optical sensor system missions.

4.4.7.3. (U) Pilot in Command of a Single Turbine Engine Airplane

(U) An FBI-qualified and current pilot who is designated as the PIC of a single turbine engine airplane must:

- (U) Maintain currency as a single reciprocating engine airplane PIC (except FBIHQ pilots).
- (U) Have flown at least [ ] hours total pilot time, which must include [ ] hours in an airplane and [ ] hours in platform. b7E

4.4.8. (U) Helicopter Requirements

(U) A helicopter pilot must not perform any emergency procedures, including the maneuvers listed in the emergency procedures section of an aircraft's POH, unless an appropriately rated flight instructor is acting as the aircraft PIC. With the exception of engine failures at a hover, a helicopter pilot must only perform full-touchdown autorotations with SAS permission.

(U) A PIC may occupy the left seat of a helicopter if the PIC is an appropriately rated flight IP or if an appropriately rated and current helicopter copilot occupies the right seat. The PIC must also have successfully completed a comprehensive, left-seat knowledge and practical skills evaluation by an authorized flight IP.

(U) Only helicopter instructor or maintenance pilots may reduce throttle in flight.

4.4.8.1. (U) Helicopter Copilot

(U) An FBI-qualified and current pilot who is designated as the copilot of a helicopter must maintain currency as a single reciprocating engine airplane pilot (except FBIHQ pilots). Except when undergoing SAS-approved helicopter transition training, a nonrated pilot must not occupy the right seat of a helicopter, even when there is an appropriately rated and authorized FBI flight instructor designated as the PIC in the left seat.

4.4.8.2. (U) Helicopter Pilot in Command

(U) An FBI-qualified and current pilot who is designated as the PIC in a helicopter must have:

- (U) Maintained currency as a single reciprocating engine airplane PIC (except FBIHQ pilots).
- (U) Flown at least [ ] hours total pilot time, which must include [ ] hours in a helicopter and [ ] hours in a turbine-engine helicopter. b7E

4.4.9. (U) Multiengine Airplane Requirements

(U) All multiengine operations must have two appropriately rated multiengine pilots, one of whom must be a current and qualified PIC in the aircraft, unless specific approval is obtained from SAS on a case-by-case basis.

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(U) FBI [redacted] aircraft and its pilots must operate in accordance with the rules of 14 CFR § 125.5 (Operating certificate and operations specifications required) and must not operate to standards that are less restrictive than those set forth by the policy and procedures contained in this PG. b7E

4.4.9.1. (U) Copilot in a Multiengine Airplane

(U) An FBI-qualified and current pilot who is designated as the copilot in a multiengine airplane must maintain currency as a single reciprocating engine airplane pilot (except FBIHQ pilots).

4.4.9.2. (U) Pilot in Command in a Multiengine Airplane

(U) An FBI-qualified and current pilot who is designated as the PIC in a multiengine airplane [redacted] must have: b7E

- (U) Maintained currency as a single reciprocating engine airplane PIC (except FBIHQ pilots).
- (U) Flown at least:
  - (U) Total time [redacted] hours
  - (U) Multiengine [redacted] hours
  - (U) [redacted] hours

(U) An FBI-qualified and current pilot who is designated as the PIC in a multiengine airplane greater than 12,500 pounds (e.g., [redacted] must have:

- (U) A current airline transport pilot (ATP) certificate and an appropriate type rating.
- (U) Completed an initial and one recurrent flight simulator training in that specific platform.
- (U) Maintained FAA currency, as required in 14 CFR § 61.58.
- (U) Flown at least:

	[redacted]	[redacted]	[redacted]
Total Time	[redacted] hours	[redacted] hours	[redacted] hours
Multiengine	[redacted] hours	[redacted] hours	[redacted] hours
In Platform	[redacted] hours	[redacted] hours	[redacted] hours

b7E

4.5. (U) Flight Instructor Requirements

(U) A right-seat-qualified PIC (left-seat-qualified PIC in a helicopter) must have satisfactorily completed a practical skills evaluation, conducted by an appropriately rated and authorized FBI flight instructor, for the specific platform aircraft.

(U) An appropriately rated and authorized FBI flight instructor must comply with all the necessary right-seat PIC (left-seat helicopter PIC) requirements and must have:

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- (U) An FAA current CFI certificate with appropriate category, class, and ratings (e.g., CFI-I-ME-H).
- (U) Satisfactorily completed an instructor knowledge and practical skills evaluation, conducted by an appropriately rated and authorized FBI flight instructor (arranged and approved by SAS), for the specific platform aircraft.

(U) An FBI flight instructor may be designated an IP and instruct within the limits of the CFI certificate while pursuing the next-level instructor rating.

(U) Flight instructors must ensure that all flights are flown according to the SOPs, as established through SAS. Any nonstandard procedure must be addressed by the instructor and adjudicated to the level that the instructor deems appropriate.

(U) Designation as an FBI flight instructor does not automatically continue when the pilot is transferred to another FO. For this designation to continue, SAS must determine if an FBI flight instructor is required in the FO to which the pilot has transferred.

(U) On all FBI flights in which an appropriately rated and authorized FBI flight instructor is a designated crew member, the FBI flight instructor must:

- (U) Occupy an operable flight crew member station of his or her choice, unless occupying a passenger station more readily allows for the evaluation of CRM and procedures.
- (U) Act as the PIC for the total duration of the flight and assume all responsibilities associated with PIC status.
- (U) Decide prior to preflight preparation who acts as the PIC for the duration of the flight, if two flight instructors are aboard an aircraft and both are qualified and current.

4.5.1. (U) Instructor Pilot

(U) An IP must provide upgrade training, initial and recurrent knowledge and practical skills evaluations to copilots, and training to PICs according to the standards set by SAS.

(U) An IP must comply with all the FBI flight instructor qualifications and currency in each of the FBI platforms designated and must:

- (U) Provide and log a minimum of 24 hours of FBI flight instruction per year.
- (U) Provide a minimum of four pilot evaluations per year.

4.5.2. (U) Check Airman

(U) A CA must provide initial and recurrent knowledge and practical skills evaluations to IPs, PICs, and copilots in accordance with the standards set by SAS. A CA must also provide initial and recurrent knowledge and practical skills evaluations to other CAs.

(U) A new CA candidate must comply with all the IP qualifications and currency in each of the FBI platforms described in subsection 4.2.1. of this PG for which the CA is designated and must have:

- (U) Endorsed at least four candidates for practical pilot evaluations who have each successfully obtained the ratings for which they were recommended. Each of the four

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candidates must have one recommendation from two of the four following ratings: (1) FAA commercial certificate, (2) FAA instrument rating, (3) FBI PIC, and (4) FBI copilot. This requirement does not apply to a helicopter CA candidate.

- (U) Furnished to SAS the names of at least four FBI pilots who received flight instruction or pilot evaluations from the CA candidate. These pilots (and possibly other FBI pilots who are familiar with the candidate as a flight instructor) are asked by SAS to complete written evaluations of the candidate as a flight instructor. These evaluations are available to the candidate and are considered by SAS in determining the candidate's suitability as a CA.

4.5.3. (U) Non-Federal Bureau of Investigation Flight Instructors, Examiners, and Inspectors

(U) Designated pilot examiners and non-FBI instructors who give instructions or checkrides in FBI aircraft must be approved by SAS and must receive a briefing and a familiarization flight from an FBI flight instructor. SAS keeps a record of each approved non-FBI instructor.

4.6. (U) Pilot Upgrade Training

(U) All pilots' initial and upgrade trainings and evaluations must have prior approval from SAS. Before taking upgrade training, a candidate must have completed the appropriate FAA written exam and passed an FAA medical examination.

4.6.1. (U) Copilot Training

(U) Prospective copilots may receive flight training in VFR maneuvers while operating the aircraft from the right seat. This training must be given by an FBI flight instructor or an SAS-approved local commercial vendor. No prospective copilot may be endorsed as a Bureau copilot in the airplane single reciprocating engine platform until he or she is certified as an OSO, as outlined in subsection 2.17. of this PG.

4.6.1.1. (U) Copilot Instrument Upgrade

(U) FBI-approved, single reciprocating engine airplane copilots who have [redacted] hours of flight experience and regularly fly in support of the Aviation Program may be considered for instrument ratings. Before the FBI provides instrument training, an applicant must meet the FAA PIC flight experience requirements for the rating, as defined in 14 CFR § 61.65(d), and must complete the appropriate FAA written test. b7E

4.6.1.2. (U) Copilot Solo Privileges

(U) A copilot may be considered for solo flight privileges only to meet commercial pilot certificate requirements and when he or she:

- (U) Holds an instrument rating.
- (U) Flies regularly in support of the Aviation Program.
- (U) Successfully completes a check flight with a solo flight endorsement administered by a CA within the preceding 12 months.

(U) After initial solo endorsement, each of the copilot's solo flights must:

- (U) Have the approval of the AvCo, who must be an FBI PIC.

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- (U) Have weather of at least 5000-foot ceilings and five-mile visibility and is forecast to remain at or above these minimums for the duration of the flight.
- (U) Be conducted in daylight, except to meet specific commercial certificate night solo requirements that may not have been met during private pilot training.

4.6.2. (U) Single Reciprocating Engine Airplane Pilot Upgrading to a Single Turbine Engine Airplane

(U) A single reciprocating engine airplane pilot who has an instrument rating may be considered for single turbine engine airplane upgrade training. If selected, the prospective single turbine engine airplane copilot will receive training. If training is successfully completed, an initial single turbine engine airplane copilot knowledge and practical skills evaluation is administered by an FBI flight instructor, and the copilot is designated a single turbine engine airplane-qualified, right-seat copilot.

(U) A single turbine engine airplane copilot is eligible to attend aircraft-specific initial training provided by a vendor selected by SAS. After successful completion of this training and a knowledge and practical skills evaluation arranged and approved by SAS, the pilot may be designated a single turbine engine airplane-qualified, left-seat copilot.

4.6.3. (U) Single Reciprocating Engine Airplane Pilot in Command Upgrading to Multiengine Airplane and Helicopter

(U) This subsection does not apply to pilots who are selected to be part of CIRG THU or to SAS pilots.

(U) A single reciprocating engine airplane PIC who has an instrument rating and has completed the appropriate FAA written exam, if applicable (including the ATP written exam if the upgrade is for an airplane greater than 12,500 pounds), may be considered for multiengine airplane or helicopter upgrade training, as appropriate. If selected, the copilot receives training and must successfully achieve a multiengine airplane certificate or a helicopter rating. Following this, the copilot must take an initial multiengine airplane or helicopter copilot knowledge and practical skills evaluation, administered by an FBI flight instructor. Upon successful completion, the PIC or copilot is designated a multiengine airplane right-seat or helicopter left-seat copilot by SAS.

(U) A multiengine airplane or helicopter copilot is eligible to attend platform-specific initial training provided by a vendor selected by SAS. Upon successful completion of this training, SAS can arrange and approve a knowledge and flight evaluation for a multiengine airplane left seat or a helicopter right seat. Upon successful completion, the pilot is designated a multiengine airplane left-seat or a helicopter right-seat copilot by SAS.

4.6.3.1. (U) Copilot Commercial Upgrade

(U) An FBI copilot who has [redacted] hours of flight experience and an instrument rating and regularly flies in support of the Aviation Program may be considered for commercial upgrade training when he or she has met the PIC flight experience requirements for the rating, as defined in 14 CFR § 61.129(a), and completed the appropriate FAA written test. b7E

4.6.4. (U) Right-Seat (Left-Seat Helicopter) Pilot in Command

(U) A PIC must only occupy the right seat (or the left seat in a helicopter) of a platform if that pilot is an appropriately rated instructor or has successfully completed a comprehensive, right-

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seat (or left-seat in a helicopter) knowledge and practical skills evaluation administered by an authorized instructor within the previous 12 months. In addition, an appropriately rated and current platform copilot must occupy the left seat (or the right seat in a helicopter).

4.6.5. (U) Pilot in Command Upgrade Training to Flight Instructor

(U//LES) A right-seat PIC who has at least [redacted] pilot flight hours in-category and [redacted] flight hours of FBI surveillance and has completed the appropriate FAA written tests may be considered for IP upgrade training. b7E

4.7. (U) Aviation Security Requirements

4.7.1. (U) Aviation Security Coordinator

(U) An ASec must be designated in each FO that has an assigned aircraft. This individual must be selected by the ADIC/SAC with the concurrence of the aviation safety PM. The ASec's duties may encompass the duties of other coordinators, such as the ASaf.

(U) The ASec (or his or her designee) must maintain liaison with the fixed base operator (FBO), manager, and lead technician or foreman at service facilities to stay abreast of changes in personnel and other relevant information.

(U) The ASec should be aware of the current sentiments of the local population toward LE and adjust the level of operational security and vigilance accordingly. The ASec must include this information in briefings given to visiting pilots who are on temporary duty (TDY) assignments to the host FO.

(U//FOUO) [redacted] when operationally necessary, or when it is in the FBI's best interest, FBI personnel planning to disclose sensitive information (such as the FBI's identity) must first obtain approval from the FO's ASec and supervisor and concurrence from SAS. They must also have the appropriate FBI nondisclosure form signed by the recipient of the information. A copy of the form must be maintained in the FO's safety file and the original forwarded to the aviation safety PM at SAS. b7E

4.7.2. (U//LES) [redacted]

(U) Every FBI pilot must:

- (U//LES) [redacted]
  - (U//LES) [redacted]
  - (U//LES) [redacted]
- (U//LES) [redacted]
- (U//LES) [redacted]

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4.8. (U) Aviation Safety Program

(U) SAS is committed to providing an operational work environment that fosters excellence and professionalism. It is understood that human beings will make mistakes that lead to increased risks; therefore, a nonpunitive reporting system must be supported with clear delineations between errors and violations.

(U) Safety Management Systems (SMS) is a proactive, integrated approach to safety management. It is a formal, top-down, organizationwide approach to managing risk and assuring the effective use of risk mitigation. SMS includes systematic procedures, practices, and policies for the management of flight risks. SMS is part of the FBI's management process to ensure that the SAS mission can be accomplished safely. SAS management recognizes that in an effective SMS, all employees from executive management (EM) to front-line aviation personnel (i.e., pilots, sensor operators, mechanics, and administrative personnel) are responsible to maintain and engage in proactive risk management (RM) at all times. To accomplish this, two-way communication throughout the Aviation Program must be encouraged and maintained.

(U) SMS embraces the principle that the identification and management of risk increases the likelihood of accomplishing the mission. Hazards can be identified and dealt with systematically through a hazard reporting system that facilitates continuous improvement and professionalism. Auditing and monitoring processes are utilized to ensure that aircraft are operated in such a way as to minimize the risks inherent in flight operations. FBI flight operations must operate in such a way to reduce risks to its lowest possible level.

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(U) This PG presents a consolidation of policies, procedures, and guidelines for the FBI SMS. It complements SOPs, the flight standards manual, the CCM, the FARs, and other pertinent information relating to safety.

(U) All aviation personnel are responsible for maintaining a working knowledge of the aviation safety program. They are also expected to adhere to the policies and procedures as outlined in SMS. All aviation personnel must be trained on the core academic concepts of SMS, as well as SOPs and best practices.

(U) Suggestions to modify, add, or delete any portion of SMS must be submitted to SAS.

(U) To ensure aviation safety receives the proper level of attention, all employees are encouraged to bring any concerns of the safety of aviation to the next level in their chains of command or directly to the SAS PM of the aviation safety program.

4.8.1. (U) Pillars of Safety Management Systems

(U) SMS is comprised of four pillars (or components) of safety management. Each of the four pillars is described below.

4.8.1.1. (U) Safety Policy: Pillar Number 1

(U) In the FBI's SMS, policies and procedures are the ways we express and achieve our desired level of safety and operational performance.

(U) The elements of safety policy include:

- (U) FO SOPs and SAS manuals.
- (U) Hazard reporting policy.
- (U) Management commitment, accountability, and responsibility.
- (U) Leadership safety responsibilities.
- (U) Line operations safety audits (LOSA).
- (U) Safety goals and objectives.
- (U) Emergency preparedness and response.
- (U) SMS documentation and records.
- (U) Waiver process.

4.8.1.2. (U) Safety Risk Management: Pillar Number 2

(U) Understanding the hazards and inherent risks associated with everyday flight operations allows the FBI to minimize the probability and severity of aircraft mishaps and respond proactively by improving the processes and conditions that lead to unsafe conditions.

(U) The fundamental purpose of the FBI's RM system is the early identification of potential threats to flight safety. RM enhances the ability for management to make informed safety decisions.

(U) The elements of safety RM include:

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- (U) RM processes (e.g., hazard identification, assessment, and risk mitigation).
- (U) Fatigue RM.

4.8.1.3. (U) Safety Assurance: Pillar Number 3

(U) The ongoing monitoring of Aviation Program management and day-to-day field flight operations are critical for continuous improvement and identifying inefficiencies with FBI flight operations. Continuous improvement can only occur when aviation personnel maintain constant vigilance to this PG and complete corrective actions identified through safety assurance programs. Continuous monitoring can identify when a problem has been corrected, when safety objectives have been met, and when a system is fulfilling its purpose with maximum efficiency. In a functional SMS, front-line personnel provide the best line of defense against operational hazards and inherent risks. Employee reporting is central to the safety assurance pillar of SMS.

(U) The elements of safety assurance include:

- (U) Safety performance monitoring and measurement (this includes monitoring, internal and external audits, evaluations, investigations, employee reporting and feedback systems, analyses of data, system assessments, preventive and corrective actions, and management reviews).
- (U) Safety inspections.
- (U) Incident and hazard investigations and analyses.
- (U) Hazard reporting.
- (U) Aviation safety directives.
- (U) Management of change.
- (U) Aviation Safety Council.
- (U) Continuous improvement.

4.8.1.4. (U) Safety Promotion: Pillar Number 4

(U) Aviation safety is a fundamental value of the Aviation Program, and it is everyone's responsibility. All aviation personnel must promote a positive safety culture that influences behaviors that lead to safe mission accomplishment.

(U) The elements of safety promotion include:

- (U) Safety training (includes safety orientation, SMS, accident investigations, human factors, and CRM).
- (U) Communication and awareness.

4.8.2. (U) Safety Policy (Safety Management Systems Pillar Number 1)

(U) Written policy defines all relevant and appropriate procedures and practices to maintain effective flight operations. Additional information related to flight safety is contained in SOPs and manuals (i.e., flight standards manuals and the CCM). All aviation personnel are accountable

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for safety performance and are committed to providing safe, healthy, and secure work conditions and attitudes with the objective of having an accident-free workplace.

(U) Policy serves as the foundation for the other three SMS pillars. Flight personnel, through various channels, communicate hazard and risk information to program management at SAS. Based on this information, management considers new or revised policy changes, as appropriate. With each change in policy, procedures, or mission, supervisors and management must consider the change management process.

4.8.2.1. (U) Standard Operating Procedures

(U) Each flight operation must develop an SOP to address procedures unique to that local flight operation. The scope of the SOP must contain information that a new or visiting crew member would need to know (e.g., local reporting points, unusual departing procedures, POCs for aircraft mechanics, and fuel services). Aviation personnel are expected to comply with the guidance in their SOPs. An outline of an SOP can be found on the Field Flight Operations Unit (FFOU) Intranet site.

4.8.2.2. (U) Surveillance & Aviation Section Manuals

(U) Aviation Program SOP manuals are used to provide guidance and standardization to FBI aviation personnel and are maintained on the ASU Intranet site. Among them are the CCM and the flight standards manual. The CCM provides guidance on crew coordination practices, communication, pilot and sensor operator duties, and crew coordination evaluation standards for FBI flight operations. The flight standards manual provides guidance on how to perform each flight maneuver and the standards flight instructors use to train and evaluate flight performances. Aviation personnel are expected to follow the guidance in these manuals.

4.8.2.3. (U) Hazard Reporting Policy

(U) The Aviation Program strives to maintain a culture of open reporting of all safety hazards. The effectiveness of this program in improving safety depends on the free, unrestricted flow of information from personnel involved with the Aviation Program. The FBI must not initiate disciplinary action against any personnel who in good faith discloses a hazard or safety incident that is due to negligent or careless conduct. Information contained in a hazard report must not be used in any disciplinary process, except for information concerning criminal offenses or intentional, grossly negligent or reckless conduct. When a violation of the FARs comes to the attention of SAS by means other than a hazard report, the FBI will take appropriate action according to the "just culture" policy (see subsection 4.8.5.8. of this PG). It is expected that all aviation personnel must constantly search for and report potential hazards. Additional information regarding hazard reporting is contained in subsection 4.8.4. of this PG.

4.8.2.4. (U) Safety Accountability

(U) The policies, procedures, and processes defined in this PG require the active participation of all aviation personnel (supervisors and employees) in order to maintain an effective SMS. Once individuals start deviating from the organizational policies, they are more at risk to commit errors with serious consequences. It is everyone's responsibility to be knowledgeable and

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comply with safety policies. Additional information is provided in SOPs and manuals. (Please see the ASU Intranet site for current SOPs and manuals.)

(U) Behavior is a function of consequences. Those employees who intentionally violate policies will continue to do so unless the organization administers fair consequences. Management has the responsibility to take actions necessary against those that intentionally violate policies, unless exigent circumstances are present. Management must remain committed to identifying deviations from standards and taking immediate corrective action in accordance with the no-fault hazard reporting system, as described below. Corrective actions can include counseling, training, discipline, grounding, or removal. Corrective actions must be consistent and fair in accordance to the just culture policy in subsection 4.8.5.8. of this PG.

(U) One of the goals of the Aviation Program is to have all aviation personnel promote the following basic safety principles:

- (U) Compliance with known procedures produces known outcomes
- (U) Compliance with standards helps guarantee repeatable results
- (U) Complacency affects the safe operation of an aircraft and cannot be tolerated
- (U) Report to SAS standards or policies that are believed to be no longer effective

(U) Situations may arise when it may be prudent to deviate from recommended procedures. In those cases, an ASTAR form to SAS may be considered.

4.8.2.5. (U) Leadership Safety Responsibilities

(U) The SAS SC is the accountable authority for the FBI's aviation safety program. The aviation safety PM must implement all components of the aviation safety program under the direction of the SAS SC. Each employee must comply with safety policies. However, it is the responsibility of management to establish a culture of trust (just culture) and an expectation of excellence. To maintain a just culture, both management and front-line aviation personnel must establish open lines of communication without the fear of appraisal or judgment. Management acknowledges that aviation personnel occasionally make genuine, unintended human errors and encourages those making errors to self-report so that programwide inefficiencies can be addressed. In addition, aviation personnel can learn from each other in an effort to not repeat similar errors.

(U) To establish a just culture and foster an expectation of excellence, all Aviation Program management (FBIHQ and FO supervisors) are committed to the following leadership safety principles:

- (U) Ongoing pursuit of an accident-free workplace, including no harm to people and no damage to equipment, the environment, or property.
- (U) The Aviation Program strives to maintain a culture of open reporting. Reporting of flight hazards and crew errors must not initiate disciplinary action when that person in good faith discloses a hazard or safety occurrence due to unintentional conduct.
- (U) Regular and ongoing support for safety training and awareness programs.

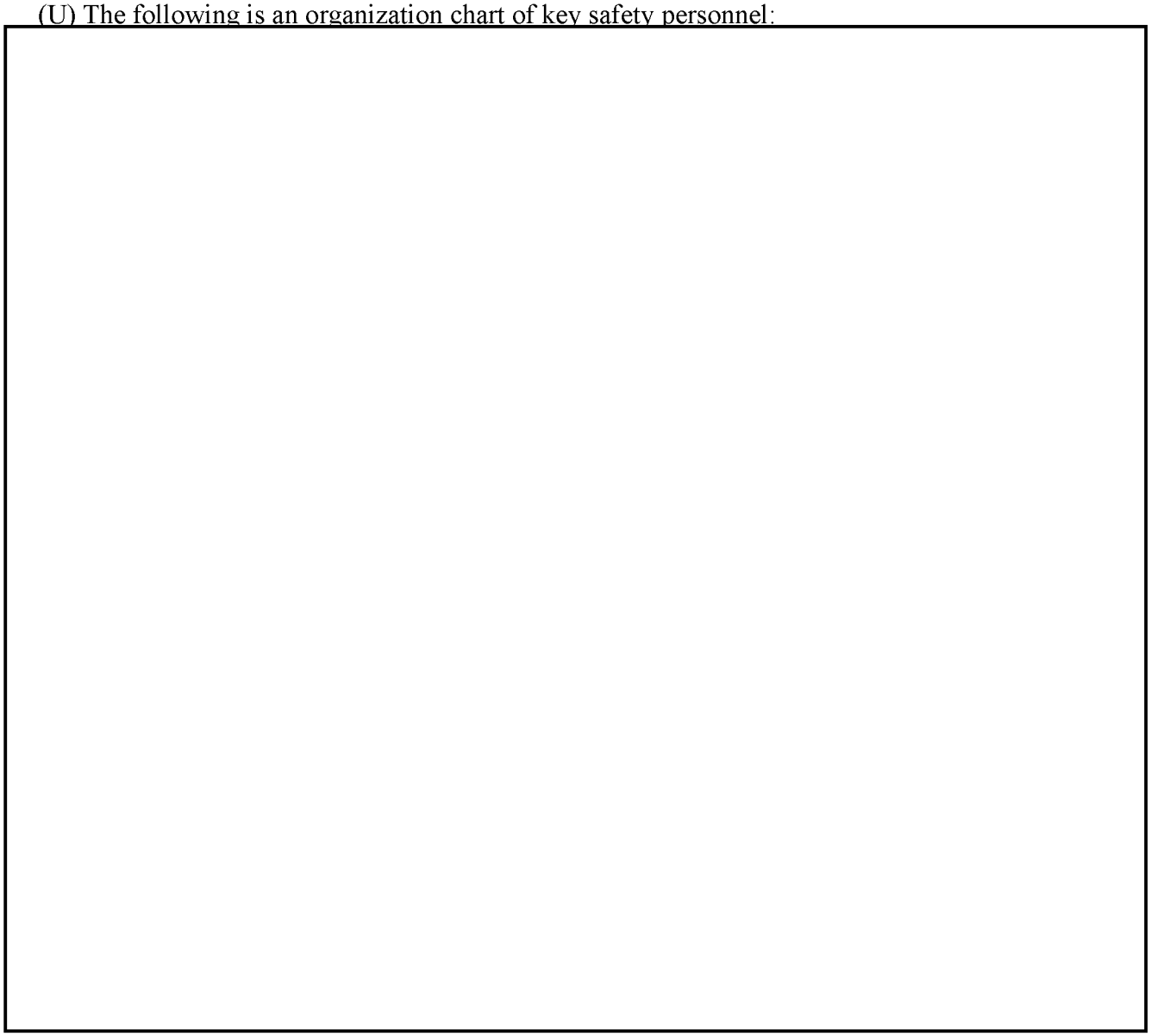
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- (U) Regular audits of safety policies, procedures, and practices.
- (U) Monitoring industry activity to ensure that best safety practices are incorporated into the Aviation Program.
- (U) Providing and promoting the necessary resources to support this policy.
- (U) Requiring all employees to be responsible for maintaining a safe work environment through adherence to approved policies, procedures, and training.
- (U) Requiring all employees to familiarize themselves and comply with safety policies and procedures.

(U) The following is an organization chart of key safety personnel:

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4.8.2.5.1. (U) Section Chief of Surveillance & Aviation Section Safety Responsibilities

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(U) The SAS SC is responsible for flight operations and the overall implementation of SMS. The day-to-day management of the Aviation Program is delegated to the ASC, ASU UC, and the aviation safety PM. The SC is appointed as the senior aviation management official to the General Services Administration (GSA) Interagency Committee for Aviation Policy (ICAP), in accordance with the Federal Management Regulation (FMR) Part 102-33. The SC must take necessary actions to encourage all aviation personnel, beginning with SAS managers, to support and effectively implement all components of the safety program. The SC is the chair of the Aviation Safety Council, which meets quarterly. The SC takes an active role in safety management by attending national and regional safety standdowns as practical, meeting regularly with the aviation safety PM, and communicating safety information up the chain of command to the DAD and AD of CIRG, as appropriate. The SC also fosters a culture that no mission becomes so critical that would necessitate accepting unnecessary risks or require a deviation from the procedures in this PG or prudent judgment of the crew.

4.8.2.5.2. (U) Assistant Section Chief and Unit Chief Safety Responsibilities

(U) The ASC is responsible for maintaining safe, day-to-day operations and supervising the ASU UC. The ASU UC must ensure that the aviation safety PM effectively manages SMS and meets established safety objectives and annual goals. The ASC and ASU UC must provide the needed resources to the aviation safety PM to ensure success. The ASC and all UCs assigned to manage aviation operations must attend formal training in SMS from an ASU-recommended commercial vendor.

4.8.2.5.3. (U) Program Manager of the Aviation Safety Program Responsibilities

(U) The aviation safety PM reports to the ASU UC for all matters regarding safety. The aviation safety PM must have credibility, skills, knowledge, training, and experience to effectively manage SMS. The aviation safety PM is responsible for providing oversight of aviation safety program management in all aviation units within the FBI. The aviation safety PM must:

- (U) Ensure SMS implementation on behalf of the SAS SC.
- (U) Report directly to SAS management.
- (U) Facilitate Aviation Safety Council meetings.
- (U) Manage the hazard and incident reporting program.
- (U) Coordinate safety training for FBI aviation personnel.
- (U) Identify and evaluate safety problem areas.
- (U) Provide technical guidance as it relates to safety with FBI aviation operations and training.
- (U) Conduct periodic review of hazard reports.
- (U) Conduct safety on-site inspections, as directed.
- (U) Assist in formulating safe operating practices and policies.
- (U) Train and manage FO ASafs.

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- (U) Review FBI aircraft incident and accident reports.
- (U) Plan and execute national and regional standdowns.
- (U) Facilitate CRM/human factors and SMS training to FO personnel.
- (U) Liaise with the FAA, NTSB, and GSA.
- (U) Review for relevancy the aviation safety notice biannually.

(U) The aviation safety PM must be a graduate of a recognized aviation safety program or have had formal, comprehensive training in aviation safety program management, operational RM, human factors, HAZMAT, CRM, and aircraft accident investigations within 12 months of assuming the role. On a biannual basis, the aviation safety PM must provide training to all ASafs and conduct regional safety standdowns. In addition, the aviation safety PM must provide initial and recurrent human factors training biannually in CRM, aeronautical decision making (ADM), and related topics to FBI aviation personnel. SAS must provide SMS training to all ASafs and aviation supervisors who make operational decisions concerning FBI flight operations.

(U) When a flight safety issue cannot be resolved to the satisfaction of the aviation safety PM, the PM may consult directly with the SAS ASC or SC.

(U) The aviation safety PM must maintain liaison with the FAA and NTSB, as appropriate. The aviation safety PM must attend, when practical, ICAP meetings.

4.8.2.5.4. (U) Surveillance & Aviation Section Program Managers Safety Responsibilities

(U) All PMs assigned to SAS aviation operations must attend safety orientation training, as described in subsection 4.8.5.1. of this PG, and comply with leadership safety responsibilities, as described in subsection 4.8.2.5. of this PG.

4.8.2.5.5. (U) Field Office Management

(U) The FO ADIC/SAC is ultimately responsible for the safe operation of field flight operations within his or her FO and should be kept informed of safety concerns and needed resources. The FO supervisor is responsible for ensuring that all aviation personnel comply with policies relating to the operation, maintenance, safety, and training of aircraft. The FO supervisor must review all reports, inspection results, and recommendations from the local ASaf and SAS PMs. This review includes taking action on outstanding issues and pending safety initiatives, as appropriate. The supervisor should attend quarterly safety meetings when practical.

(U) FO management has a critical role in managing medium and high-risk missions using the RM process. Management has the responsibility to consider and implement risk mitigation measures, as necessary, or to cancel a mission if the perceived risks outweighs the potential benefits of the mission continuing. FO SSAs assigned to manage field flight operations must complete training within 12 months of their assignments in the following areas:

- (U) Aviation management
- (U) Applicable FARs
- (U) Public aircraft operations

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- (U) SSA's role in the FBI's SMS program
- (U) Safety orientation
- (U) Legal and liability training related to FBI operations

(U) SAS or the local ASaf can provide this training using a lesson plan available on the ASU Intranet site.

4.8.2.5.6. (U) Aviation Safety Coordinator

(U) An ASaf is primarily responsible for ensuring that field aviation personnel remain compliant with policies and procedures outlined in this PG. An ASaf must be personally committed to the aviation safety mission, as described in the CCM, and must have a thorough understanding of SMS principles in the CCM.

(U) Each FO that has an assigned aircraft must have an ASaf. An ASaf is selected by the FO ADIC/SAC with SAS concurrence. In addition, an ASaf is designated in SAS SFOU and in Tactical Section (TS) THU. An ASaf must be a PIC and attend recurrent ASaf training provided by SAS on a biannual basis in RM, aviation safety, accident investigations, the transport of HAZMAT, and human factors in aircraft mishaps. Each ASaf must be afforded initial training in aviation safety. The initial training can be provided by approved SAS personnel or by an SAS-approved commercial vendor and should be completed within 12 months of assuming the role of ASaf. An ASaf serves as an FO's repository and dissemination point of contact for aviation safety information. The ASaf position must not be assigned to a pilot serving as an AvCo or an AMC.

(U) An ASaf implements the aviation safety program as instructed in this PG and as directed by the aviation safety PM. Some of the key responsibilities of an ASaf include:

- (U) Planning and executing quarterly aviation safety meetings for local FO pilots, sensor operators, mechanics, and supervisors.
- (U) Coordinating make-up safety meetings for crew members.
- (U) Tracking safety meeting attendance and reporting to the local aviation supervisor.
- (U) Maintaining regular contact with the aviation safety PM to discuss flight safety-related issues that cannot be resolved at the local level.
- (U) Providing safety orientation and safety communications and awareness training to local flight operations.
- (U) Promoting ASTAR form submissions.
- (U) Evaluating previous "Risk Assessment Worksheet[s]" (RAW) for trends.
- (U) Reviewing safety risk profiles with local flight operations annually.
- (U) Ensuring that inadvertent IMC procedures are discussed annually.
- (U) Completing a safety on-site review for an FO semiannually.

(U) An ASaf can refer to the ASU Intranet site to find a presentation on ASaf responsibilities to obtain more information on his or her duties.

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4.8.2.6. (U) Line Operations Safety Audits

(U) LOSAs assist to standardize and provide quality control for FBI flight operations. It uses trained observers to determine how effectively classroom training and written policies are being implemented into day-to-day operational flights.

(U) Observers are vitally important for standardizing safety and flight skills in FBI crew members. Observers must receive training in LOSA procedures and evaluations, and perform those operational audits as directed by SAS. Each LOSA must be conducted in accordance to the FAA AC No. 120-90, *Line Operations Safety Audits*. The LOSA must also contain data analysis of current FBI operations compared to other aviation industries.

4.8.2.7. (U) Safety Goals and Objectives

(U) Each year the aviation safety PM must establish annual goals for FBI aviation regarding safety. Status of these goals must be documented and disseminated to the ASaf on a quarterly basis. Safety program goals are documented on the ASU Intranet site. The CCM contains the aviation safety program mission statement, vision statement, and safety objectives. The current version of the CCM can also be found on the ASU Intranet site.

4.8.2.8. (U) Aircraft Accident and Incident Response

(U) Aviation personnel notified of an accident must follow the procedures in the appropriate aircraft accident checklist available on the ASU Intranet site. The aircraft accident checklist outlines what must be done when an aircraft accident or incident occurs. Each FO ASaf must:

- (U) Maintain a hard copy of the accident checklist in a location in the office or the hangar area where it can be easily identified. Each ASaf and SSA responsible for the Aviation Program must always keep a copy of the checklist with them.
- (U) Conduct an aircraft accident tabletop exercise annually to ensure the readiness of the local flight operation to properly respond to a mishap.
- (U) Brief all local flight operation personnel about their responsibilities, including the FO ADIC/SAC, ASAC, SSA, pilots, and professional staff.
- (U) Ensure that anyone in the Aviation Program can execute the accident checklist in the event of an actual accident.

(U) The aviation safety PM must execute the SAS aircraft accident checklist once notified by the field of an accident.

4.8.2.9. (U) Safety Management Systems Documentation and Records

(U) The aviation safety PM is responsible for managing safety documents and data collection efforts necessary to ensure compliance with SMS policies, procedures, and goals. This includes:

- (U) Documenting in the appropriate HQ control file and publicizing safety program policies, goals, objectives, and SMS procedures.
- (U) Identifying the safety regulations that govern a federal aviation program.
- (U) Providing all employees access to pertinent regulatory information regarding flight safety.

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- (U) Promptly removing obsolete safety documents.
- (U) Conducting periodic reviews of this policy.

(U) The aviation safety PM is responsible for maintaining safety-related information, including safety meetings minutes, safety training records, information on incidents, RM, incident and accident investigations, and audit reports.

4.8.2.10. (U) Risk Mitigation for Waivers

(U) All mission hazards and mitigation strategies must be considered when granting any waivers to safety policies to reduce mission risks to the lowest acceptable level.

(U) Some factors to be considered when granting waivers include:

- (U) Time of the flight.
- (U) Time of landing.
- (U) Time driving home.
- (U) Prior crew rest taken.
- (U) RAW value.
- (U) Weather.
- (U) Hours awake.
- (U) Last regular day off (RDO) taken.
- (U) Personal stressors.
- (U) Unfamiliar areas.
- (U) Crew experience levels.
- (U) Recent operations tempo.

(U) Some risk mitigation strategies to be considered when granting waivers include:

- (U) Shortening the mission time.
- (U) Changing the mission start and/or end time.
- (U) Changing the crew.
- (U) Flying only during VMCs.
- (U) Flying only during the day.
- (U) Denying mission waivers.

(U) The aviation safety PM is the first POC for duty day, flight time, surveillance time, and crew rest waivers. Depending on the circumstances and the nature of risk mitigation measures taken, the aviation safety PM may grant a waiver for flight hours exceeding eight hours.

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4.8.3. (U) Safety Risk Management (Safety Management Systems Pillar Number 2)

(U) All personnel involved in the Aviation Program must be engaged in both strategic and tactical RM. *RM* is defined as the process of identifying and controlling hazards to personnel, assets, and mission readiness. The fundamental purpose of RM is described in the four RM principles below. These four principles govern all actions associated with RM and are applicable before, during, and after all flight operations. The four RM principles are:

- **(U) Accept no unnecessary risk.** An unnecessary risk is a task that does not provide the desired return in terms of benefit or opportunity. Everything involves risk. The most logical choices for accomplishing a task are those that meet all mission requirements with the risk as low as reasonably practical.
- **(U) Make risk decisions at the appropriate level.** Anyone can make a risk decision. However, the appropriate decision maker is the person who can allocate the resources to reduce or eliminate the risk and implement controls. The decision maker must be authorized to accept levels of risk typical of the planned operation. Anyone involved in aviation operations must elevate decisions to the next level in the chain of command upon determining that the risk mitigation measures available to him or her may not reduce risk to an acceptable level.
- **(U) Accept risks when benefits outweigh the costs.** All identified benefits must be compared against all identified costs. Even high-risk missions may be undertaken when there is clear knowledge that the sum of the benefits exceeds the sum of the costs. Balancing costs and benefits is a subjective process and ultimately the balance may have to be determined by FO or SAS management.
- **(U) Integrate RM into planning at every stage.** Risks are easier to assess and manage in the planning stages. Changes to plans made after the execution of a task often times generate inefficiencies in flight operations, consume time, and cause greater cost.

(U) FBI RM efforts must document all practical, aviation-related hazardous activities, as described in subsection 4.8.3.1. of this PG. A *hazard* is defined as any real or potential condition that can cause injury, death, damage to, or loss of, equipment or property, or mission degradation. As specific hazards are identified, they are evaluated for severity and probability if the associated documented consequence were to occur. Actions (called controls) in terms of policies, training, SOPs, and so on, are then defined to eliminate the hazards or reduce their risks (severity or probability).

(U) The purpose of RM is to identify the risks associated with completing a specific mission so that management and aircrews can make informed command decisions. The intent of RM is not to curtail operations but to identify potential risks that may exist for a particular mission so that hazardous conditions can be addressed prior to flight. Pilots and managers must be aware that hazards can never be completely eliminated and, occasionally, missions are approved at elevated risk levels to meet FBI priorities. The RM component of the Aviation Program is consistent with the industry's best practices and meets applicable federal guidelines (i.e., 41 CFR § 102-33.180).

(U) RM is divided into strategic and tactical RM efforts. Strategic RM is used to define hazards and develop risk mitigation measures associated with FBI flight operations. Strategic RM is initiated by SAS management. Tactical RM is used to identify hazards associated with a

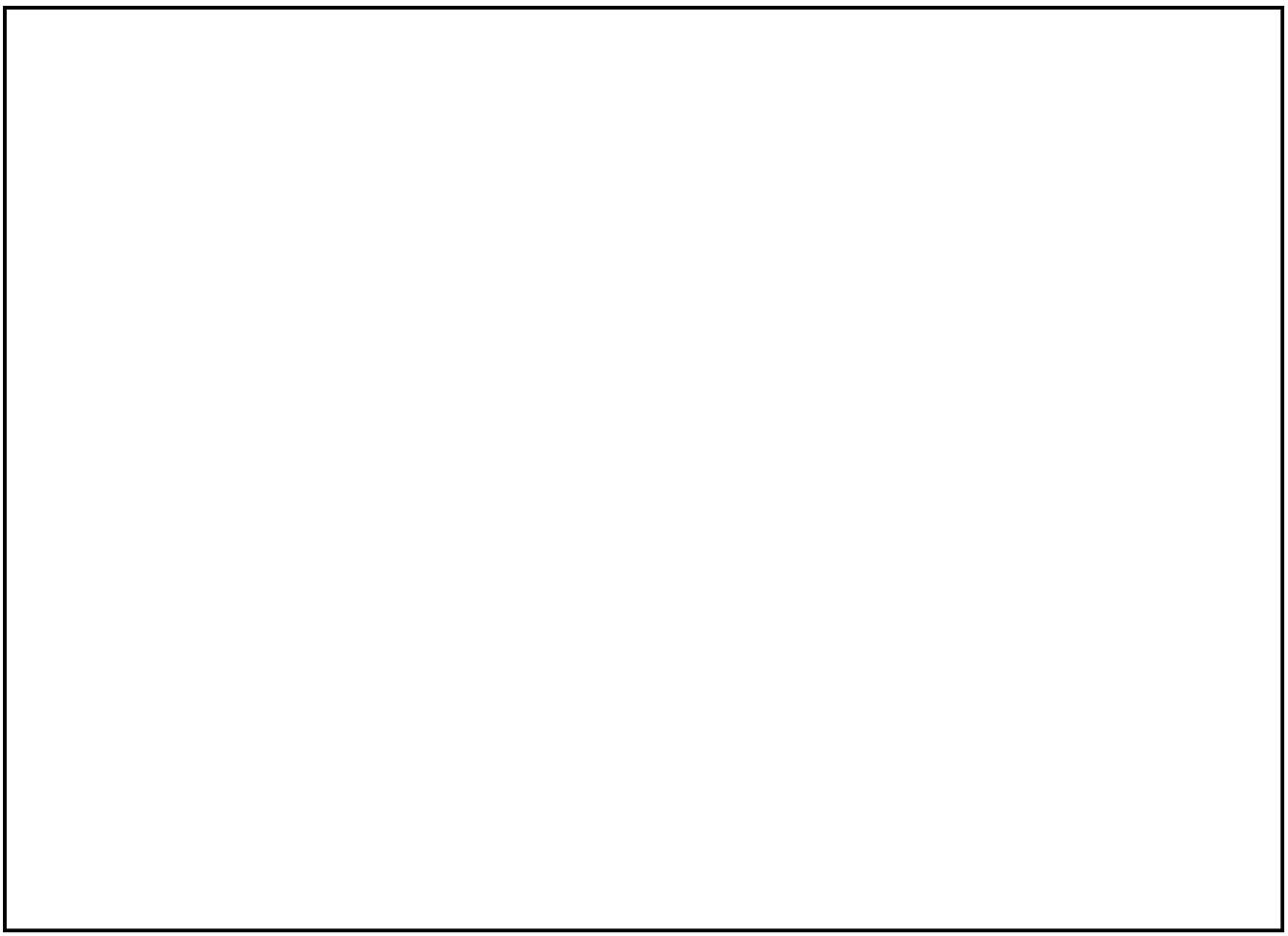
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particular flight. Tactical RM is initiated by the crew before flight. Both strategic and tactical RM are described in subsection 4.8.3.1. of this PG.

(U) The Aviation Program uses the following SMS flowchart to define and describe the relationship between safety RM and safety assurance. The safety RM portion of the SMS flowchart is used to develop basic mission risk profiles, such as training, surveillance, nighttime flight, and solo flight, commonly used within FBI flight operations. Each mission risk profile must be approved by the SAS SC and presented to the Aviation Safety Council.

(U) Safety Management Systems Flowchart



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(U) This process has been completed for several typical mission risk profiles, and each are available on the ASU Intranet site for reference. Profiles are tools for both management and crew members to use to assess overall organizational risk. Fundamentally, they document what risks the organization is willing to assume and what controls (mitigation) it is willing to support. The risk rating for a particular profile (i.e., low, medium, or high) does not necessary mean the RAW should rate the same. The RAW measures risk on the day of the mission. The profile measures organizational risk exposure for the stated consequences with and without controls.

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4.8.3.1. (U) Risk Management Process

(U) The RM process and how it relates to the safety assurance process is diagramed above. It represents the workflow used to identify, manage, and mitigate operational risks. RM is divided into strategic and tactical RM as described below. Each of the two processes must be evaluated for effectiveness by the Aviation Safety Council and approved by the SAS SC on an annual basis.

4.8.3.1.1. (U) Strategic Risk Management Process (Mission Risk Profiles)

(U) Strategic RM is documented using the mission risk profile work sheet available on the ASU Intranet site. The SAS SC and ASC must make decisions regarding overall Aviation Program risk tolerability and must approve all mission risk profiles. Strategic RM is accomplished by gathering several experienced aviation personnel and, as a group, working to identify hazards and their consequences on FBI flight operations. When assessing a hazard and its associated consequence, the RM table shown below may be used to determine the impact or severity the consequence would have on FBI flight operations and the probability of the consequence occurring. Examples of this process in application can be found on the ASU Intranet site for standard flight profiles used in FBI flight operations.

(U) Probability on the RM table ranges from "unlikely" to "frequent." The following guidance is provided to help determine probability:

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(U) Severity on the RM table ranges across four categories: (1) readiness, (2) asset damage, (3) crew, and (4) the ability to complete the mission. As the severity goes down, the impact to the organization becomes less catastrophic. Once a hazard is assessed for probability and severity, the risk level is determined to be either green (low risk), yellow (medium risk), or red (high risk).

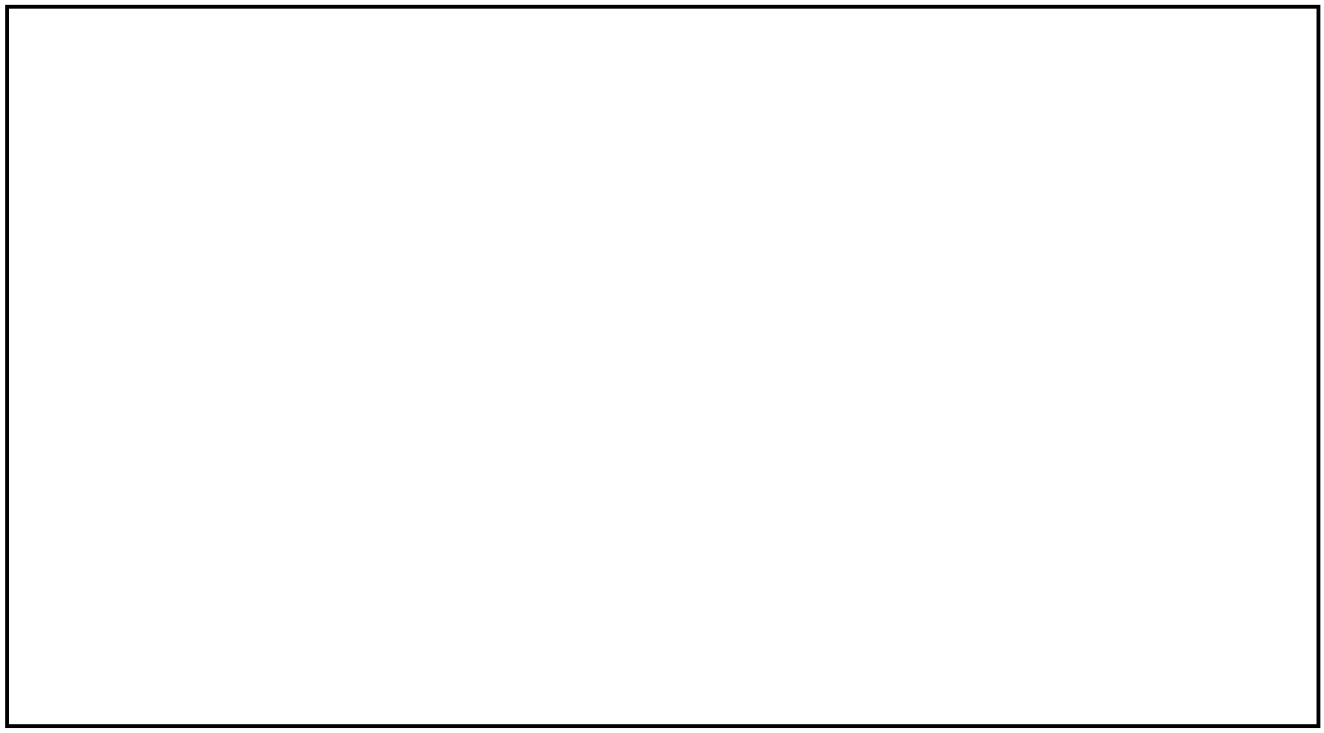
(U) Controls or risk mitigation measures must then be developed or implemented to reduce the probability or severity. Controls must be tangible, measureable, or obtainable procedures, skills, or limitations that can be acted upon by the crew or management (i.e., raising approach minimum above that published). Once controls are documented on the risk mission profile work sheet, the risk level must be determined again using the RM table. The second risk assessment determines the mitigated risk level or the probability and severity with the controls effectively in place. Finally, each control must have a responsible party assigned to evaluate the control's effectiveness and provide feedback to the aviation safety PM. The overall risk level (low, medium, or high) for the mission risk profile is the highest of the mitigated risks.

(U) When significant changes in the mission occur, change management is implemented as described below. During the change management process, the affected mission profile is modified or a new mission profile is developed.

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(U) Risk Management Table

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4.8.3.1.2. (U) Tactical Risk Management Process (Use of the "Risk Assessment Worksheet")

(U) Every FO flight operation must use the FBI's RAW prior to every flight. Prior to departure, the RAW ensures that flight crews evaluate their mission for potential hazards, conditions, and factors that might affect flight safety (e.g., adverse weather, crew experience, terrain and environmental factors, crew rest, and waivers granted). A quantitative value is assigned to each hazard category based on the severity of the hazard. The sum of all categories is then added to provide an overall risk rating (low, medium or high) associated with the mission. The crew must also consider any hazards or factors not identified on the RAW. Any additional hazards must be documented and a relative risk value added in the "Note Other Unique Hazards" box on the RAW. All risk factors on the RAW must be discussed by the crew. Crews requiring assistance to evaluate and score uncategorized hazards on the RAW can refer to their local ASaf or the aviation safety PM.

(U) A mission scored as low risk may be completed with PIC concurrence. If risk is scored at moderate or high, then management must be contacted, as shown on the RAW. A medium or high-risk mission must have risk mitigation measures (i.e., controls) considered by the crew and/or the supervisor. Controls can also be implemented by the crew or the supervisor for a low-

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risk mission, as determined appropriate. Any controls used to lower the initial risk level must be documented on the RAW. If the risk value cannot be mitigated to low risk, the appropriate level of management (as defined on the RAW) must determine if the benefits of the mission outweigh the potential risks. If the benefits outweigh the risks, then the crew may commence the mission, provided it has crew concurrence. Field supervisors have the authority to approve medium-risk missions, and the aviation safety PM has the authority to approve high-risk missions.

(U) Field flight operations, SFOU, and THU each has a RAW that meets the needs of its unique flight operation. Completed RAWs must be retained for three years.

4.8.3.2. (U) Surveillance & Aviation Section Risk Management Support

(U) The fundamental objective of completing the RAW is to have crew members consider their mission in advance, identify the hazards, and take the appropriate steps to mitigate unnecessary risks. SAS recognizes that the PIC is ultimately responsible for the safe operation of an aircraft. To maintain the integrity of PIC authority, management supports any decision the PIC makes within the scope of this PG, applicable FARs, and flight safety. The PIC's judgments should be based on information the PIC receives from the copilot or others (e.g., the OSO, ATC, ground team member, and others) and through appropriate use of CRM when making determinations.

(U) The overall RAW risk level must not be used by the Aviation Safety Council when evaluating the final disposition of the crew involved in a mishap, an incident, or an accident.

4.8.3.3. (U) Fatigue Risk Management

(U) Fatigue is related to a variety of operational experiences from physical discomfort to cognitive overload. When fatigue reduces efficiency or otherwise degrades performance, it can affect individuals both physiologically and cognitively. Physiological fatigue results from lost sleep and can only be rectified by sleep itself. Cognitive fatigue can affect motivation and the ability to process information from the environment.

(U) Fatigue is a hazard faced by most aviation operations. Research clearly indicates that fatigue is an issue across all segments of aviation, not only in long-haul flights that involve significant time zone changes. The data shows that different flight operations and work schedules create different physiological disruptions and can cause fatigue in somewhat different ways. However, there are four core operational factors that must be considered in fatigue countermeasures or mitigation.

1. (U) Duty period length is related to the continuous hours of wakefulness through a subset. Flight time is a subset of duty period.
2. (U) Rest or off-duty periods are related to sleep opportunity and can affect both acute sleep loss and the creation of a cumulative sleep debt.
3. (U) Circadian factors can affect both alertness and performance during operations, as well as the quantity and quality of sleep obtained during rest periods.
4. (U) Cumulative effects can be relevant for continuous and consecutive duty periods and an accumulated sleep debt.

(U) Working conditions, the physical environment, and operator workload can also contribute to fatigue. Environmental factors such as vibration, noise, and temperature may further contribute to operator fatigue in rotorcraft operations.

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(U) The risks normally associated with this hazard are mistakes, incidents, and accidents. Strategies to manage this hazard and the associated risks have been developed by SAS and are included in the human factors training program identified in this PG. Crew flight time and duty day limitations, as well as crew rest requirements, are also fatigue mitigation measures.

4.8.4. (U) Safety Assurance (Safety Management Systems Pillar Number 3)

(U) Safety assurance provides an indication of the performance of SMS. *Assurance* is defined as certainty about something. SAS conducts and provides oversight of several data and information-gathering programs. Findings and associated corrective actions revealed by the safety assurance programs must be documented and communicated to all aviation personnel in a timely manner.

4.8.4.1. (U) Safety Assurance Process

(U) The safety assurance flow and how it relates to the safety RM process is described in the SMS flowchart in subsection 4.8.3. of this PG. It represents the workflow used to collect and analyze data, determine new hazards or needed corrective actions, and provide feedback for continuous improvement. Once the RM process is completed and safety polices are instituted, the flight operation functions at an acceptable risk level. To ensure that flight operations and risk mitigation measures remain effective, several efforts are completed to gather data and information. This allows management to make informed decisions on the best methods to improve flight operations and to ensure that the mission of the FBI continues at the lowest risk practical. Some data-gathering efforts used are reactive (e.g., accident investigations), proactive (e.g., compliance monitoring), and predictive (e.g., accident prevention effort) in nature.

(U) After data is gathered, ASU will analyze it. The results are documented in SMS via BAO-II. Any deficiencies, nonconformities, or ineffective policies or practices determined by the analysis must be evaluated and corrective actions developed to eliminate the unacceptable risk to FBI flight operations. (Please see subsection 4.8.4.5.1. of this PG on the hazard reporting process.) Any new operational hazards revealed by the safety assurance process are assessed in the RM process. The Aviation Safety Council provides oversight of the safety assurance process by the periodic review of safety assurance data and analysis.

4.8.4.2. (U) Monitoring and Measuring Safety Performance Indicators (SPI)

(U) SPIs are leading indicators or metrics to show the health of FBI safety programs. They indicate the amount of effort being put into safety programs and help to determine when action is required if performance drops below acceptable limits. Ongoing monitoring of safety performance and the application of corrective actions are functions of the safety assurance process. Continuous improvement can only occur when the Aviation Program displays constant vigilance regarding the effectiveness of its operations and completion of corrective actions. Without ongoing monitoring there is no way of telling whether a problem or a deficiency has been corrected or SAS safety objectives have been met. The following are specific safety performance data collection or monitoring methods that have been established for FBI flight operations:

- (U) Documenting and recording progress toward annual safety goals
- (U) SAS FO reviews and inspections
- (U) Postcourse and flight evaluation feedback

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- (U) Hazard reporting (ASTAR form)
- (U) "Continuous Improvement Opportunity [CIO] Form[s]"
- (U) Aircraft accident and safety investigations
- (U) LOSAs
- (U) Behavioral marker data collection

(U) Data from these data collection or monitoring methods are recorded in BAO-II, which is summarized monthly and provided to SAS management and the field. Specific leading SPIs that have developed to describe the health of the safety program are:

- (U) Number of safety meetings.
- (U) Number of on-site safety reviews and internal or external inspections completed.
- (U) Number of days of safety-related training provided.
- (U) Number of hazard reports (ASTAR forms) submitted and closed.
- (U) Number of flight evaluations and simulator trainings completed.
- (U) Number of corrective actions completed from safety reviews, internal or external inspections, accident investigations, and ASTAR forms.
- (U) Number of accident and safety investigations completed.
- (U) Number of communications to the field.
- (U) Number of new safety projects or initiatives implemented that embrace industry best practices.

(U) SAS management must evaluate SPIs at least quarterly during Aviation Safety Council meetings. From these metrics and other information produced by SMS, management must take appropriate actions when SPIs drop below acceptable limits, as indicated on the monthly SPI analysis report.

(U) The aviation safety PM is responsible for monitoring SPIs and communicating SMS performance to FBI aviation personnel through *Safeflight*, national and regional standdowns, and e-mail, or as otherwise determined necessary by SAS management. The results of all safety performance monitoring must be documented in the SAS safety control file and used as feedback to improve SMS.

4.8.4.3. (U) Aviation Safety Inspections

4.8.4.3.1. (U) Field Office Safety Reviews

(U) An effective method of maintaining aviation safety program oversight of aviation operations is to conduct periodic and structured safety reviews. These safety reviews must be completed independently by both SAS and the local ASaf. A safety review is the process used to confirm that policies, structures, facilities, resources, and procedures remain relevant to field flight operations and support the mission of the FBI. The audit must identify potentially ineffective

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practices or procedures before they cause an accident or an incident. The audit is a comparison of the way local flight operations actually perform versus the way published procedures dictate they should perform.

(U) SAS must visit each FO to conduct operational safety reviews that include a review of pilot training records, aircraft maintenance and safety equipment status, and local operating procedures. These visits must include meeting with the AvCo, ASafs, and SSG/SOG supervisors to discuss and promote the FBI's aviation safety program.

(U) The ASaf must conduct an FO safety review on an annual basis. The ASaf's review is intended to identify safety-related, noncompliant practices and provide the FO the opportunity to make appropriate corrections before the SAS review occurs.

4.8.4.3.1.1. (U) Surveillance & Aviation Section Safety Reviews

(U) SAS utilizes the FO on-site review checklist to:

- (U) Identify safety issues, assist to prioritize safety problem concern areas, and provide guidance to enhance safety of flight operations. A safety review is a fact-finding process; it is not a fault-finding process. The emphasis must be on locating potential hazards that can adversely affect safety and health.
- (U) Assess the activities of contractors where their services may affect the safety of the operation.
- (U) Document positive observations, as well as system deficiencies, and report them to the supervisor, ASaf, and SAS management.

4.8.4.3.1.2. (U) Aviation Safety Coordinator Reviews

(U) The FO ASaf utilizes the safety section of the FO on-site review checklist to:

- (U) Complete an annual safety inspection of the local operation. The inspection is intended to determine compliance to this policy and safety program best practices.
- (U) Document, prioritize, and develop corrective action plans with the supervisor to resolve all nonconformities. The ASaf must ensure that the inspection results and corrective actions are documented in the local safety control file.
- (U) Communicate findings and corrective actions to all aviation personnel.

4.8.4.3.2. (U) Contracted Air Carrier Safety Inspection

(U) As determined necessary by SAS, contracted air carriers supporting FBI operations must receive safety inspections to ensure safe operating practices. Qualified aircraft accident investigators (AAI) must be assigned to conduct these safety inspections. After the safety inspections are complete, AAIs must submit written reports to SAS for review. The Aviation Safety Council reviews all contracted air carrier inspection reports.

4.8.4.3.3. (U) Inspection Division (INSD) Inspection Process

(U) As determined necessary, the FBI INSD will verify that established aviation policies are being followed through its FO and FBIHQ inspection process. All nonconformities associated with the Aviation Program are identified through the INSD process.

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4.8.4.3.4. (U) External Audits

(U) Periodic evaluations from external parties that utilize industrywide recognized standards for aviation operations should be considered for FBI aviation operations. The external standards must contain industrywide best practices and be compliant to the SMS standards accepted in the aviation industry.

4.8.4.4. (U) Incident and Hazard Investigation and Analysis

(U) The aviation safety PM (or his or her designee) must investigate all significant occurrences, hazards, incidents, and accidents. (Please refer to subsection 4.9. of this PG for information on aircraft accidents.)

(U) The person(s) conducting the investigation must:

- (U) Determine what happened and why it happened, rather than who to blame for the event. This is a fact-finding investigation designed to determine the root cause (e.g., organizational influences, local factors, or crew errors).
- (U) Obtain assistance of others who are technically qualified or possess expertise that may assist with the investigation.
- (U) Identify not only the active errors (errors made by the crew involved in the accident) but the latent conditions (organization influences) that led to the hazard or incident. The investigation should clearly identify errors of commission (i.e., what was done) and errors of omission (i.e., what was not done).
- (U) Provide a report to SAS with hazard analyses, causal factors, and recommendations to prevent the event from reoccurring.

(U) The process used to help identify active errors and latent conditions in aircraft accident investigations [redacted] The BAO-II application must be used to record and track [redacted] data on the associated ASTAR form submitted with the accident, incident, or other relevant event. b7E

4.8.4.5. (U) No-Fault Hazard Reporting System

(U) The incident and hazard reporting system is the primary tool used to collect information and provides detailed preventive and corrective actions to SAS management and SMS. Pilots must report hazardous events, mistakes, accidents, and incidents to the no-fault hazard reporting system using ASTAR forms. An ASTAR form can be submitted through BAO-II or a paper form can be mailed to ASU. (Please see the SAS Intranet site to obtain ASTAR forms.) No punitive or administrative actions will be taken against an individual who reports an aviation safety oversight or mistake, provided there is no criminal offense or intentional, grossly negligent or reckless disregard for operational rules, procedures, or regulations, as determined by the Aviation Safety Council. In cases of criminal offenses or the intentional, grossly negligence or reckless disregard for operational policies and procedures, SAS will refer the matter to the Office of Professional Responsibility (OPR). In addition, SAS reserves the right to remove any pilot from the Aviation Program who intentionally commits an unsafe act or demonstrates a lack of sound judgment. An FPB process must be used anytime removal is pursued. When evaluating

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ASTAR forms, the just culture process must be utilized, as described in subsection 4.8.5.8. of this PG.

(U) ASTAR forms should be used for identifying safety hazards. In accordance with the just culture policy described in subsection 4.8.5.8. of this PG, personnel cannot be disciplined or discharged for reporting any workplace hazard or unsafe condition. No discriminatory acts will be taken against personnel who reports unsafe conditions or hazards due to negligent or careless conduct or actions. In fact, all personnel are encouraged and required to do so. Personnel who wish to remain anonymous may report unsafe conditions or hazards by submitting ASTAR forms. More information on the anonymous ASTAR form can be found on the ASU Intranet site.

(U) SAS takes all reports of unsafe conditions seriously. Prompt attention must be given to all actual and potential hazards that have been reported to SAS. The PM of quality assurance should inform the individual who reported the hazard of the actions taken. Feedback on the pertinent ASTAR form should be provided to all personnel monthly.

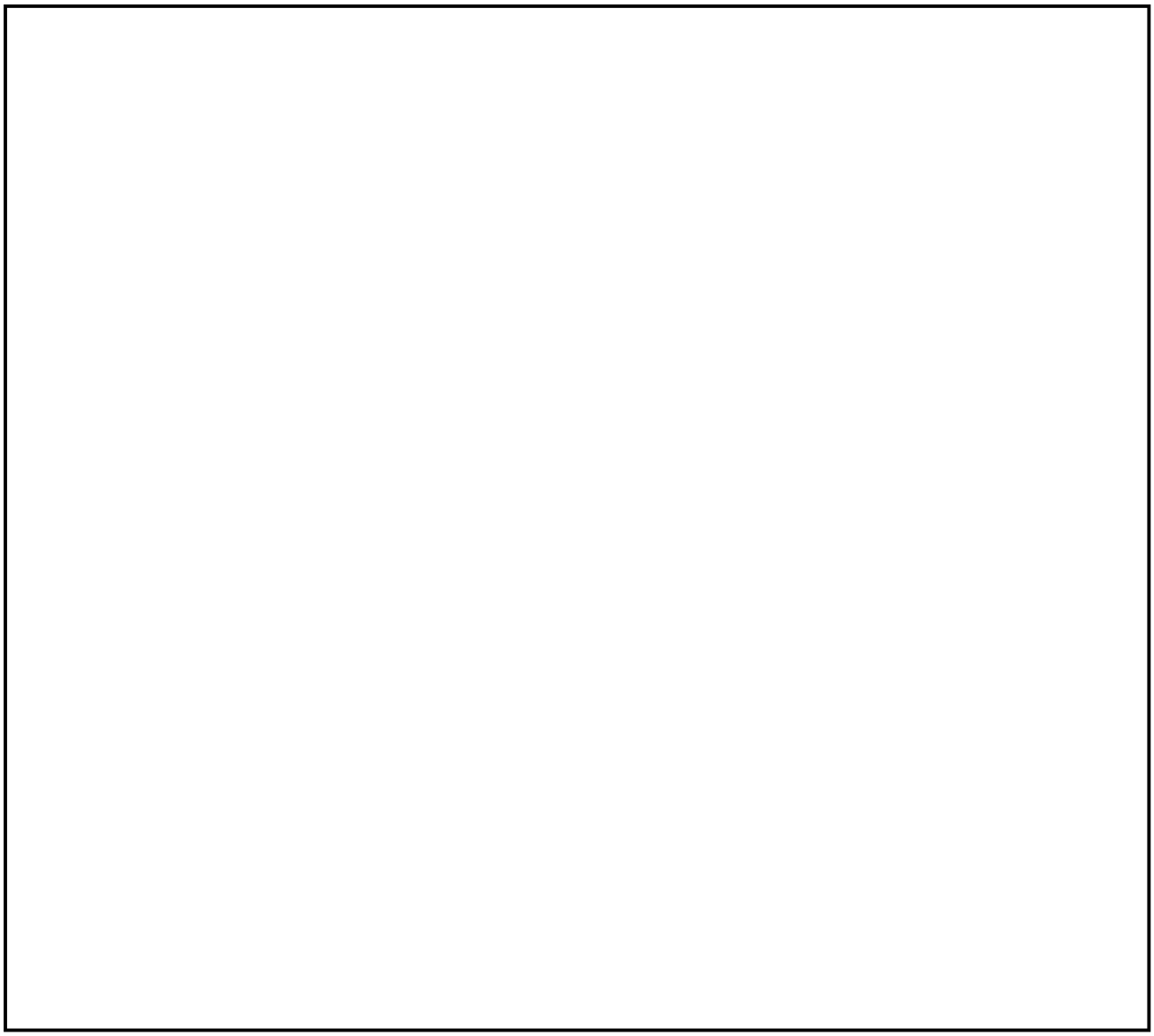
4.8.4.5.1. (U) Hazard Reporting Process

(U) The flow diagram below demonstrates how the safety assurance process is applied to ASTAR submissions and how it relates to the aviation safety RM process. It represents the workflow used to collect and analyze hazard data, determines new hazards or needed mitigation, and provides feedback for continuous improvement of SMS. ASTAR forms are one component of the continuous monitoring effort of SMS. As each ASTAR form is submitted through BAO-II, the PM of quality assurance conducts an initial evaluation (analysis of data) of ASTAR form data for training, safety, maintenance, and operational factors. Any factors resulting in nonconformance or unaddressed hazards are assessed. The system assessment is completed periodically with the assistance of SAS quality assurance specialists (QAS) and others, as needed. During the system assessment with QAS personnel, the determination is made if new hazards or ineffective controls exist, or if further action is required to resolve an issue. The PM of quality assurance directs and assigns corrective actions to SAS personnel with the knowledge and resources to resolve the identified factors. All personnel enter their findings and actions taken on the pertinent ASTAR form in BAO. Once all corrective actions are completed, the PM of quality assurance must close the ASTAR form.

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4.8.4.6. (U) Aviation Safety Directives

(U) SAS periodically issues air safety directives for critical aviation safety items. These directives are similar to the FAA airworthiness directives, which are established for the maintenance of all U.S. certificated aircraft. The FBI air safety directives include maintenance items and any issues that relate to the safe operation of FBI aircraft. Each ASaf must respond to the PM of quality assurance via an EC or an e-mail confirming receipt and compliance with air safety directives issued to the ASaf's FO. Each FBI flight operation must establish and maintain a control file for air safety directives and a written record of the field operation's response to each directive.

4.8.4.7. (U) Change Management Process

(U) As new aviation processes and equipment are introduced into the Aviation Program, new operational risks may result. These operational risks are more easily mitigated and managed if

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identified prior to a new process being implemented. Higher costs and operational inefficiencies result when changes are made to new processes after implementation. For this reason the following change management process had been developed.

(U) Whenever a significant new or modified process, procedure, or program is proposed, the SAS SC or ASC must review the change. If the SC or ASC determines that the change could negatively impact other processes, procedures, or programs, the proposed change must be evaluated. Significant events include:

- (U) A new or revised mission risk profile must be documented.
- (U) Any controls (e.g., new policy, training, or equipment) needed to mitigate risk must be approved, developed, and procured where practical.
- (U) A plan to implement the required controls or changes must be developed. The plan must consider:
    - (U) Operating and maintenance procedures and processes.
    - (U) Personnel training and currency requirements.
    - (U) Periodic review plan of the new process after implementation and revision is completed. This can be an inspection of the new process or implemented controls within a specified number of months or cycles.

  ([U] Note: The CIRG FFOU on-site review or SFOU compliance monitoring checklists can be utilized to ensure that new processes are functioning efficiently or new hazards are mitigated.)
- (U) The Aviation Safety Council must review the mission risk profile and the implemented plan.
- (U) The *Aviation Regulations Policy Guide* and other associated documentation must be amended.
- (U) ASU (or the person otherwise assigned) must distribute the amended process, procedure, or program to all aviation personnel. Training must be provided to those affected, as needed.

(U) Ideas for improving FBI flight operations that are not considered significant, as defined below, must be submitted using the CIO form. This form is available on the ASU Intranet site. More information on CIO is described in subsection 4.8.4.8. below. Events that indicate the need for change management might include:

- (U) The introduction of a new aircraft type or a new mission profile.
- (U) A significant change in the nature of the operation (e.g., dynamic growth or operational tempo, a new operating environment, or the installation of new or different mission equipment).
- (U) Changes in personnel qualifications or organizational structure.
- (U) A significant change in aircraft maintenance procedures.
- (U) An aircraft accident involving a fatality or hospitalization of crew or passengers.

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- (U) Other changes as deemed necessary by SAS management.

4.8.4.8. (U) Safety Management Systems Continuous Improvement

(U) Continuous improvement of aviation safety performance is a core value in a functional SMS. SAS management is committed to providing the resources required to continually improve SMS. Employees are encouraged to suggest ideas for potential improvements to policies, procedures, or processes. The tool used to make these suggestions is the CIO form, as described below.

4.8.4.8.1. (U) Continuous Improvement Opportunity Process

(U) The CIO process is an extension of change management. Field and FBIHQ personnel are encouraged to submit ideas for continuous improvement using the CIO form available on the ASU Intranet site. This form can be submitted anonymously or by name through the FO ASaf. The submitter documents his or her original idea in the "Brief Description" field and then submits the form to the local ASaf or supervisor. If the original idea represents a hazard, the submitter is empowered to take action to make the situation safe and may document those actions on the CIO form in the "Interim Action Accomplished?" field. The ASaf may consider a suggestion box or a file for field personnel to submit CIO forms.

(U) The ASaf must consult with his or her supervisor and/or the aviation safety PM to process and resolve all CIO forms. Each CIO form must include documentation of the original improvement idea, interim action, research, and facts on the cause. Closing actions completed to resolve the issue must also be included. The supervisor assigns personnel to work on the different parts of the CIO form. The ASaf must follow-up on all CIO assignments and verify that closing actions have been implemented. After the supervisor closes the CIO form, the ASaf must establish an appropriate time interval to follow-up on the corrective actions to ensure that they remain effective. Depending on the complexity of the closing action, one to six months would normally be appropriate for CIO verification or follow-up.

4.8.4.9. (U) Aviation Safety Council

(U) The Aviation Safety Council is a panel of FBI aviation experts who convene quarterly to review, discuss, and take appropriate action regarding accident and incident investigations, field safety reviews, hazard reporting trends, aviation policies, and standardization that impacts flight safety and SPIs. As necessary, the Aviation Safety Council reviews program initiatives and metrics that monitor the health of the Bureau's aviation safety program and implements appropriate changes. The members of this panel are listed in *Safeflight*. The SAS SC is the chairperson of this committee.

(U) The purpose of the Aviation Safety Council is to provide recommendations to the SAS SC on operational and safety concerns. In its efforts, the Avaition Safety Council works toward the SAS's goal of accident-free operations.

(U) Attending each Aviation Safety Council meeting is the SAS SC (chairperson); ASC; ASU, FFOU, SFOU, and THU UCs; aviation safety PM, aviation training PM, field representatives, and others, as invited by the SAS SC. Each Aviation Safety Council meeting must have at least one fully trained AAI and FBI flight instructor, a field representative, ASU and FFOU UCs, and either the SC or ASC to act as the chairperson. The intent of the Aviation Safety Council is to

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have decision makers (i.e., UCs) representing each unit so that action can be taken during the meeting. Each Aviation Safety Council meeting has a written agenda and minutes documented in the appropriate control file.

4.8.5. (U) Safety Promotion (Safety Management Systems Pillar Number 4)

4.8.5.1. (U) Safety Orientation Training

(U) All newly assigned aviation personnel (i.e., FO SSAs and SAS UCs) and PMs must receive safety orientation training as soon as practical after assuming their positions. All aviation personnel must also complete this training every two years. The ASaf must provide safety orientation training that includes instruction on the following:

- (U) Components of SMS
- (U) Review of this document regarding safety management and the CCM
- (U) Employees' responsibilities
- (U) Incident reporting system
- (U) Facility first aid and firefighting
- (U) Responsibilities under the "FBI Aviation Overdue Aircraft/Accident Response Plan"

(U) A standard aviation safety orientation presentation is provided on the ASU Intranet site for every ASaf to use when providing this training.

4.8.5.2. (U) Safety Management Systems Training

(U) The aviation safety PM and every ASaf must receive formal training in SMS from an industry- recognized institution within the first 12 months of assuming their respective roles. Please refer to the description of each position for details on specific training requirements. It is recommended that all SAS managers receive formal SMS training.

4.8.5.3. (U) Aircraft Accident Investigation Training

(U) FBI-designated aviation safety investigators are selected from FBI pilots experienced in aviation safety and accident investigations. Each aviation safety investigator must take formal initial and recurrent training from an industry-recognized institute of aviation safety. Aviation safety investigators must conduct comprehensive investigations into FBI aircraft accidents, incidents, and other events, as directed by SAS. Their findings and analyses of the factors and contributing causes involved in aircraft accidents or incidents are used to determine whether any training modifications, operational policy changes, or other administrative actions are warranted.

4.8.5.4. (U) Human Factors and Crew Resource Management Training

(U) Every crew member must attend an SAS-approved human factors/CRM training course within his or her first 24 months serving as a crew member. This training must be presented by a trained human factors/CRM instructor. The CCM contains guidance on CRM standards and SOPs that the CRM course must address. The focus of this training is to provide useful tools to reduce human error, effectively manage risk, and operate at peak efficiency.

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4.8.5.5. (U) Safety Communication and Awareness

(U) Open communication concerning safety hazards and the methods used to control them help create the safest possible work environments, and it promotes safety. Every ASaf must manage aviation safety communications within his or her FO. Safety communications include:

- (U) Quarterly safety meetings and safety trainings (regional and national standdowns).
- (U) Safety reading files.
- (U) Safety libraries.
- (U) Safety bulletin boards.
- (U) Aviation safety information and communications.
- (U) HAZMAT lists.
- (U) Lessons learned and after-action reports (AAR).

4.8.5.5.1. (U) Quarterly Safety Meetings and Safety Training

(U) Quarterly aviation safety meetings are held to identify and resolve local flight safety issues and to provide supplemental aviation safety training. Topics for safety meetings may include:

- (U) SMS.
- (U) Aircraft accident reports from the local area.
- (U) Review of aircraft systems.
- (U) National Aeronautics and Space Administration (NASA) Aviation Safety Reporting System (ASRS) reports.
- (U) FAA Safety Team (FAASTeam) training.
- (U) Safety risk profiles.
- (U) Hangar and ramp safety.
- (U) On-site review inspections.
- (U) Communications sent from SAS.

(U) Pilots assigned to FOs that do not have full-time aviation programs can conduct their own quarterly safety meetings, attend quarterly safety meetings held by neighboring FOs, or complete online courses related to aviation safety. Examples of acceptable online courses include those on the FAASTeam or DOT Civil Aerospace Medical Institute (CAMI) Web sites, or as approved by SAS. Every crew member must attend a minimum of three quarterly safety meetings per year (one per quarter) to remain current as an FBI crew member. This policy applies to PICs, copilots, and sensor operators. The ASaf must provide opportunities for each crew member to attend a quarterly safety meeting. Crew members who are unable to attend scheduled safety meetings are required to read the minutes or complete alternate meetings (such as online courses) as directed by the ASaf. Each safety meeting must have the date, attendees, and a description of the topics that were discussed recorded in BAO-II.

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(U) SAS provides support biannually for regional aviation safety standdowns. Each crew member must be afforded the opportunity to attend a regional standdown. The aviation safety PM is responsible for planning and executing regional standdowns with the support of the local ASaf.

(U) A regional safety standdown must:

- (U) Review any unique flight safety issues of a particular region.
- (U) Provide SAS management the opportunity to brief regional personnel on program initiatives and projects.
- (U) Provide safety-related training to field personnel.
- (U) Provide SAS with an opportunity to inspect aircraft.
- (U) Develop best practices.
- (U) Allow pilots to share ideas that can be used to enhance FO operations.

(U) SAS supports field personnel attending other commercially available safety training courses as funding allows.

4.8.5.5.2. (U) Safety Reading Files

(U) A reading file provides an opportunity to efficiently communicate noncritical safety and operations information to Aviation Program personnel. Each person assigned to the local flight operation must read and initial all communications in the reading file. The ASaf maintains the reading file, which may be in hard copy or electronic format. Reading file information may include safety information from SAS, local hazards, minutes from quarterly safety meetings, articles, ASRS reports, local accident or incidents, dated bulletin board information, and so on.

4.8.5.5.3. (U) Safety Libraries

(U) SAS must maintain a safety library of documents, manuals, or videos related to safety. ASafs should provide the aviation safety PM with any documents they would like to have in the library. Local flight operations personnel can build their own libraries using available FO or SAS funds.

4.8.5.5.4. (U) Safety Bulletin Boards

(U) The ASaf maintains a safety bulletin board in a prominent area. Bulletin board materials are posted periodically and then archived after removal. Care should be taken to keep items on the board "fresh" so it does not become ignored. The ASaf may consider replacing information each month or adding a removal date on the corner of each posted item. The item may be placed in the safety reading file if everyone has not seen it. Please refer to the ASaf responsibilities presentation on the ASU Intranet site for more information on safety bulletin boards.

4.8.5.5.5. (U) Aviation Safety Information and Communications

(U) As circumstances dictate, SAS must inform field personnel of safety information via FBI Network (FBINet) (if noncritical) or Unclassified Network (UNet) (if critical). The subject line of the e-mail must be "Aviation Safety Information." Examples of these communications may include accident prevention efforts, human factors messages, statuses of ASTAR form

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submissions, safety initiative announcements, and so on. Any communication considered critical in the interest of flight safety must be sent via UNet.

4.8.5.5.6. (U) Hazardous Material Lists

(U) The ASaf posts hazardous material safety data sheets (MSDS) in the office or the hangar area for products that may be present in the work areas. Examples would be oil, fuel, or hydraulic fluid.

4.8.5.5.7. (U) After-Action Reports

(U) Information gained from local missions, trainings, or recent TDY deployments that might be valuable to the local flight operation must be documented using an AAR. Crew members must document lessons learned in AARs. The ASaf immediately disseminates all AARs to local aviation personnel and the aviation safety PM. An example of an AAR form can be found on the ASU Intranet site.

4.8.5.6. (U) *Safeflight*

(U) *Safeflight* is the FBI's official, periodic aviation safety publication. It is used to disseminate hazard reports and other pertinent, aviation-related information to pilots and managers. Recognition awards are presented to those who have contributed to the aviation safety program by submitting articles selected for publication in *Safeflight.*

4.8.5.7. (U) Safety Award Program

(U) SAS sponsors an annual aviation safety award that showcases an individual who has made significant contributions in the furtherance of aviation safety within the Aviation Program. Any current FBI employee who is directly involved in the Aviation Program may be nominated for this award. The Aviation Safety Council selects an individual for this award every year. The Aviation Safety Council may also select one additional person each year for an honorable mention award. Each nomination should be submitted by someone other than the nominee.

(U) In selecting a candidate for this award, the Aviation Safety Council must review nominees who have made significant accomplishments that are above and beyond what is normally expected by their positions in the furtherance of aviation safety. Each nomination must include specific tangible and measurable actions taken that had a direct and positive effect on increasing the level of safety within the Aviation Program. The aviation safety PM may canvas the field annually for nominations.

(U) FO supervisors should consider time-off or monetary awards for meaningful actions taken in the advancement of aviation safety by local aviation personnel. When these awards are given, FO supervisors should make SAS management aware so that the individuals can be recognized nationwide by SAS, as appropriate.

4.8.5.8. (U) Just Culture Policy

(U) The Aviation Program strives to foster a reporting, informing, learning, and just safety culture. A just culture fosters an atmosphere of trust in which people are encouraged, even rewarded, for providing essential, safety-related information. A just culture is also clear about acceptable and unacceptable behaviors. A just culture does the following:

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- (U) Eliminates the notion that blame is a useful concept. The causes of honest mistakes or errors are used to help prevent others within the Aviation Program from making similar errors. Holding individuals responsible for their actions is different than laying blame. A just culture focuses on behaviors and not the outcomes or consequences of errors.
- (U) Defines clear lines between acceptable and unacceptable performances. Once the lines have been drawn, individuals need to know what is expected of them and understand that they must be held accountable for their performances.
- (U) Follows established guidelines when reacting to cases of noncompliance. To reduce the risk of noncompliant behavior being repeated, the reasons for the noncompliant behavior must be determined before organizational reform occurs. In cases of intentional noncompliance, it is imperative that the reasons for the noncompliant act be identified. When assessing noncompliance or administering corrective actions, the just culture flowchart is utilized.

(U) In determining accountability for human errors or noncompliant actions, the following three behavioral categories must be understood and applied. These categories allow aviation management and FO personnel to evaluate appropriate corrective actions. These three behavioral categories are labeled as Category A, B, and C.

(U) These behavioral categories are used to describe the full range of culpability between blameworthy conduct and an honest mistake. One or more of these behavioral categories should be applied in most safety or accident investigations. The behavioral categories often help to determine what training, counseling, or administrative actions are appropriate. Depending on the nature of the event being evaluated, either SAS or the Aviation Safety Council must determine which of the three behavioral categories apply. Below is a short description of each category.

1. **(U) Category A:** The behavior or nonconformity has only a minimal effect or consequence, is unlikely to persist, is an isolated event, and does not significantly undermine or challenge the reliability of the individual. This type of behavior is normally not repeated. Examples include inadvertent outcomes, inaccuracies in judgment, miscalculations, and administrative issues. Possible consequences include, but are not limited to, no action, counseling, training, or downgrading crew status.
2. **(U) Category B:** The behavior or nonconformity stems from a failure in judgment that may affect safety, but it is not persistent or sufficiently egregious to cause immediate concern of the overall fitness of the individual to perform the assigned duties and responsibilities. This behavior or nonconformity is considered serious but not to the extent of a Category C issue. Examples include repeated below-standard flight performance, repeated poor ADM, flying in questionable weather conditions, entering airspace without clearance, or damage to aircraft that could have been reasonably prevented. Possible consequences include, but are not limited to, counseling, training, downgrading status, or referral to the FPB. In a case of a Category B behavior, the "substitution test" is applied. This asks the question: What would we expect another crew member with the same experience to have done in a similar situation? Depending on the circumstances, the substitution test for this category may either be a yes or no response.

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(U) The substitution test must be applied when evaluating all noncompliance matters regarding application of policy, SOPs, and manuals. This evaluation can be made by the Aviation Safety Council. If the Aviation Safety Council determines that the actions taken were in the interest of safety, then no punitive actions are taken.

3. **(U) Category C**: The particulars, results, or causes of the behavior or nonconformity raise immediate concerns regarding safety or judgment. They do not pass the substitution test. Depending on the circumstances, a Category C event involves a conscious disregard of a visible or significant risk that the individual reasonably could have mitigated. All events in this category are evaluated using a totality of the circumstances surrounding the behavior or nonconformity. Examples include demonstrating a hazardous attitude (defined in the FAA AC No. 60-22 [*Aeronautical Decision Making*] as antiauthority [don't tell me], impulsivity [doing something quickly], invulnerability [it won't happen to me], macho [I can do it], and resignation [what's the use]), flying into forecast icing conditions with a noncertified aircraft, flying an aircraft after required maintenance is due, failing to fully disclose damage caused to an aircraft, or a pilot deviation during a surveillance mission. Possible consequences include, but are not limited to, counseling, training, downgrading in status, or referral to the FPB.

(U) The just culture flowchart shown below serves as a guideline when determining a Category A, B, or C event. Those making the evaluation should use good judgment and the totality of the circumstances when making their evaluations. The just culture flowchart does not apply for cases outside the scope of the no-fault hazard reporting program. (Please see subsection 4.8.4.5. of this PG.)

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4.9. (U) Aircraft Accidents

4.9.1. (U) Definitions

(U) Aircraft accidents or incidents are defined in 49 CFR § 830.2. An *aircraft accident* is defined as:

> (U) An occurrence associated with the operation of an aircraft which takes place between the time any person boards the aircraft with the intention of flight and [the time] all such persons have disembarked, and in which any person suffers death or serious injury, or in which the aircraft receives substantial damage.

(U) An *incident* is defined as "an occurrence other than an accident, associated with the operation of an aircraft, which affects or could affect the safety of operations."

(U) *Substantial damage* is defined as:

> [U] Damage or failure which adversely affects the structural strength, performance, or flight characteristics of the aircraft, and which would normally require major repair or replacement of the affected component. Engine failure or damage limited to an engine if only one engine fails or is damaged, bent fairings or cowling, dented skin, small punctured holes in the skin or fabric, ground damage to rotor or propeller blades, and damage to landing gear, wheels, tires, flaps, engine accessories, brakes, or wingtips are not considered 'substantial damage.'

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4.9.2. (U) Reporting Aircraft Accidents or Incidents

(U) For all aircraft accidents or incidents, SAS must make all mandatory reports to NTSB. FFOU, SFOU, and THU must immediately notify SAS (verbally) of any aircraft mishaps. SAS must evaluate the events and determine whether they warrant written documentation and are reportable to NTSB. The following events must be reported immediately to SAS to comply with NTSB's additional reporting requirements:

- (U) Flight control system malfunction or failure
- (U) Inability of a required flight crew member to perform normal flight duties as a result of an injury or an illness
- (U) Failure of any internal turbine engine component
- (U) In-flight fire
- (U) Aircraft collision in flight
- (U) Damage to property (other than the aircraft) estimated to exceed $25,000 for repair (including materials and labor) or fair market value in the event of total loss, whichever is less
- (U) For large, multiengine aircraft (more than 12,500 pounds maximum certificated takeoff weight):
    - (U) In-flight failure of an electrical system that requires the sustained use of emergency power by a backup source, such as a battery, an auxiliary power unit, or an air-driven generator, to retain flight control or essential instruments
    - (U) In-flight failure of an hydraulic system that results in sustained reliance on the sole remaining hydraulic or mechanical system for movement of flight control surfaces
    - (U) Sustained loss of the power or thrust produced by two or more engines
    - (U) An evacuation of an aircraft in which an emergency egress system is used
- (U) Release of all or a portion of a propeller blade from an aircraft, excluding release caused solely by ground contact
- (U) Complete loss of information, excluding flickering, from more than 50 percent of an aircraft cockpit display
- (U) Airborne collision and avoidance system (ACAS) resolution advisory under an IFR flight plan or in Class A airspace
- (U) Damage to the helicopter tail or main rotor blades, including ground damage that requires major repair or replacement of the blades
- (U) Overdue aircraft that is believed to have been involved in an accident

4.9.3. (U) Reporting Other Aircraft Safety Events

(U) Aviation personnel must report every flight safety event to SAS as soon as possible, but no later than five business days from the time of the event. Aviation personnel may report flight

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safety events verbally, but they must follow up with written ASTAR forms. SAS must determine the need for any subsequent formal investigation based on the totality of the circumstances. Remedial action must be taken according to the instructions in this PG (see subsection 4.3.5. of this PG) and the no-fault hazard reporting system.

(U) Aircraft incidents include the following:

- (U) Any break, bend, or dent of a metal part of an aircraft while on the ground, being taxied or towed (i.e., pushed or mechanically maneuvered with a tug or a towbar), or landing, taking off, or any phase of flying
- (U) Landing gear malfunction
- (U) Tire malfunction
- (U) Bird strike
- (U) Flight instrument malfunction
- (U) Navigation instrument malfunction
- (U) Electrical system malfunction
- (U) Fuel exhaustion
- (U) Engine malfunction
- (U) Hot starts requiring inspections according to operating manual
- (U) Compressor stalls resulting in damage
- (U) Smoke in the cockpit
- (U) Engine fire
- (U) Inadvertent IMC
- (U) Overtorque (as defined by the aircraft manufacturer) requiring an inspection or a maintenance write-up
- (U) Exercising emergency authority to deviate from any procedures stated in 14 CFR or FBI SOPs
- (U) Any aircraft limitation exceedance requiring a maintenance write-up
- (U) Any runway or taxiway incursion
- (U) Near miss
- (U) Wake turbulence or clear-air turbulence (CAT)
- (U) Special-use airspace infraction
- (U) Deviation from an ATC assignment
- (U) Descent below minimums on an instrument approach procedure in IMC

(U) Any event that a pilot feels would benefit the aviation safety program should also be reported.

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4.9.4. (U) Postaccident Procedures

(U) In all accidents involving FBI-owned or -leased aircraft, SAS must conduct a joint or concurrent investigation with NTSB. The aviation safety PM must select an SAS-approved aviation safety investigator to conduct the accident or incident investigation. The aviation safety investigator is designated as the lead investigator and is responsible for the technical investigation. One or more investigators may be sent to the accident scene by the most expeditious means to ensure that the investigation and the handling of physical evidence is conducted according to standards acceptable to NTSB and the International Civil Aviation Organization (ICAO). The aviation safety investigator must complete the investigation quickly and efficiently and update SAS with investigative results on a daily basis, or as determined by SAS. The complete investigative report must be sent to the SAS control file provided to the aviation safety investigator.

4.9.5. (U) Initial Response to an Aviation Accident

(U) The "Bureau Aircraft Accident Checklist" is available on the ASU Intranet site. The items on this checklist are a summary of the detailed bullet points shown below. The aviation safety investigator must:

- (U) Determine the extent of injuries and disposition of any aircrew and civilian casualties.
- (U) Contact the appropriate rescue and emergency medical resources.
- (U) Contact the appropriate local civil and/or military authorities for assistance, as required.
- (U) Instruct all personnel responding to the crash scene not to touch, move, or disturb any wreckage until the action is agreed upon by the fire department and medical personnel.
- (U) Advise all personnel of crash-scene hazards (e.g., fuel or ammunition explosions, biohazards, poisonous byproducts of combustion, hydraulic and brake fluids, exploding tires, and sharp metal edges).
- (U) Attempt to photograph any wreckage before it is moved, if necessary, giving special attention to propellers, power plants, control surfaces, and cockpit conditions.

(U) For accidents in which obvious injuries are not present, the aviation safety investigator must consider medical examinations for all persons involved. As directed by SAS, the aviation safety investigator must ensure that blood and/or urine specimens for drug and/or alcohol analysis are obtained. The aviation safety investigator must also:

- (U) Determine the type of terrain, accessibility, and weather conditions at the crash scene.
- (U) Locate and obtain the names, addresses, and telephone numbers of as many witnesses as possible so that they may be contacted later and interviewed in detail.
- (U) Estimate the extent of property damage, but not make any assessments or conclusions of cause or liability, regardless of how obvious the damage may appear.
- (U) Arrange for assistance from an FO's evidence response team (ERT) to provide photographic coverage and evidence collection.

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- (U) Notify the FO AvCo or, in his or her absence, another qualified PIC to secure the aircrew logbooks, aircraft logbooks, aircraft maintenance records, and other pertinent documents.
- (U) Consider dispatching the FO's public affairs officer (PAO) to the crash scene to handle media inquiries.

(U) In the event of fatal injuries, the aviation safety investigator must assign SAs to accompany the remains, observe subsequent autopsies, and coordinate autopsies with the local coroner or military pathologist. The aviation safety investigator must also provide SAS with a brief summary, by the most expeditious means commensurate with the seriousness of the accident, that includes:

- (U) The identities of the employees involved.
- (U) The extent of injuries to all individuals involved.
- (U) The extent of aircraft and property damage.
- (U) The location and accessibility of the accident scene.
- (U) The time of the accident.
- (U) The type and identity of the aircraft involved.
- (U) A POC in control at the accident scene.

(U) Crew members must not be interviewed immediately after the accident. After taking time to regain their composure, crew members must be interviewed in detail by a representative of SAS and/or NTSB. Interviews must be conducted away from the accident scene. The tone of each interview should not be adversarial, but rather informative, detailing the events leading to the accident.

(U) The aviation safety investigator (or his or her designee) must make all FBI personnel aware that counseling for stress-related symptoms is available through the Employee Assistance Program (EAP).

4.9.6. (U) Secondary Response to an Aviation Accident

(U) The requirements below are items that are part of the secondary response to an aviation accident or incident.

(U) The aviation safety investigator must:

- (U) Determine the involvement of personnel from other FOs and notify the appropriate ADICs/SACs.
- (U) Notify the heads of other agencies if the flight was a joint venture.
- (U) Notify the assistant U.S. attorney (AUSA) expeditiously through the FO's CDC if death, injury, or civilian property damage has occurred.

(U//~~LES~~) The PAO is responsible for liaising with local LE media representatives handling media at the scene. The names of the crew members involved, the nature of the flight, the

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equipment aboard the aircraft, and the surveillance methods used must not be released to the media.

(U) The aviation safety investigator must review witness statements and reinterview witnesses, as necessary.

(U) An SAS aviation personnel member (or a designee) must interview all witnesses located immediately after the accident and obtain their statements. He or she must also ensure that the statements include the witnesses' locations relative to the crash scene and their visual and aural observations regarding the events leading to the crash. Aviation personnel must also attempt to determine what each witness actually observed.

(U) SAS must coordinate with FAA to preserve ATC communications with the involved aircraft, ATC radar plots of the involved aircraft, flight plan information of the involved aircraft, and weather information concerning the flight from the point of departure to the crash site.

(U) SAS must notify the nearest NTSB office in the event of death, injury, or involvement of civilian personnel.

4.9.7. (U) Postaccident Guidelines

(U) SAS aviation personnel must remove involved crew members from the accident scene as soon as possible and must not assign duties to these crew members related to the investigation of the accident. Aviation safety investigators must interview involved crew members in detail after allowing them to take time to regain composure. Involved crew members may review their statements before they are included in any report or review by aviation safety investigators, any AUSA, a local district attorney, or a grand jury. After removal from the accident scene, the crew members are encouraged to contact their families.

(U) If a crew member suffers a traumatic injury or death, the ADIC/SAC or AD must follow notification procedures in accordance with the *Casualty Response Policy Guide* (0300PG).

(U) A total of five days of administrative leave (as approved by the ADIC/SAC or the SAS SC) is available to any crew member directly involved in the accident. EAP should contact involved crew members shortly after the accident so that they, along with their families, can share their reactions to the accident. Six months after the accident, EAP should contact the ADIC/SAC or the SAS SC to determine whether or not any further counseling for any involved crew member is warranted. Please see the *Crisis Intervention Program (CIP) Manual* (POL07-0003-HRD) for more information.

(U) SAS must assist the PIC with preparing written reports required by 49 CFR Part 830. SAS must also ensure that any HAZMAT issues in the postaccident process of salvaging or securing FBI-owned aircraft wreckage are handled by appropriately trained personnel.

4.9.8. (U) Pilot Disposition After an Accident

(U) Following an aircraft accident or an incident, as determined by the aviation safety PM, the PIC and the copilot must be removed from flight status pending an evaluation by SAS. A PIC or a copilot may be required to take a special postincident check flight coordinated by SAS. A decision to return the PIC or the copilot to flight status may require either or both to successfully complete a knowledge and practical skills evaluation conducted by an appropriately rated and qualified CA.

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(U) The Aviation Safety Council must review all aircraft accidents and incidents. Subsequently, all accidents and incidents, as determined by the Aviation Safety Council, must be referred to the Aircraft Accident Review Board (AARB). Following the AARB's review of the facts and circumstances surrounding the accident or incident, the AARB may impose administrative sanctions as it deems appropriate, consistent with the no-fault hazard reporting system.

4.9.9. (U) Aircraft Accident Review Board

(U) The AARB is composed of (at a minimum) the Shooting Incident Review Group (SIRG) and the SAS SC (or his or her designee). The aviation safety PM may invite an aviation safety investigator and/or an FBI flight instructor to serve as a subject matter expert (SME). The AARB must review the details of the accident or incident and the probable cause(s) cited in the FBI's and/or NTSB's findings. The AARB must provide administrative findings and recommendations aimed at preventing future incidents and accidents. The board must also determine the suitability of the pilot to continue as a PIC or a copilot and refer any recommended administrative actions to the appropriate FBIHQ division. The board may summon the individual(s) involved or other individuals for interviews, if deemed appropriate. Any individuals who wish to be interviewed by the board in connection with an FBI incident or accident should submit written requests either through SAS or directly to the AARB chairperson.

(U) After the AARB concludes its administrative review and findings following an accident or an incident, the Aviation Safety Council must review the matter again to implement any appropriate changes in trainings, procedures, or policies that have been recommended or directed by the AARB. This information must be disseminated to all pilots, crew members, and managers, as appropriate and necessary.

4.9.10. (U) Aviation Accidents or Incidents During the Transport of Dangerous Goods

(U) In the event of an aviation accident or incident that involves the transport of dangerous goods, the PIC must secure the accident or incident scene and direct the accompanying HMO, HMS, SABT, or HDS to expeditiously report the potential hazard of dangerous goods to the responding crash, fire, or rescue unit. The potential hazard of dangerous goods must also be reported to the state agency responsible for the control of dangerous goods in that jurisdiction.

4.10. (U) Aviation Maintenance

(U) Mission accomplishment must not take precedence over flight safety.

(U) An aircraft must not be operated if it has any known condition compromising safe or legal flight operation. An aircraft must not be dispatched for flight unless noted discrepancies are corrected or verified as airworthy by authorized maintenance personnel. Aviation personnel must document all discrepancies noted on an aircraft and promptly report them to the AvCo, AMC, or maintenance personnel. Aviation personnel must consult with the AMC, maintenance personnel, or SAS before a flight in which any confusion exists as to whether a condition is adequate to render the aircraft unairworthy. When no maintenance guidance is immediately available, the aircraft must be treated as unairworthy and grounded. Exceptions to this provision and all modifications to FBI aircraft must be approved in advance by SAS.

4.10.1. (U) Aviation Maintenance Standardized Records

(U) The ASU PM of maintenance must maintain standardized records for all maintenance personnel. These records include documentation of:

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- (U) FAA certifications.
- (U) Initial and biennial recurrent training received from a professional aircraft maintenance training school for any person authorized to sign a maintenance release appropriate to the aircraft group, type, or system for which a release is to be signed.
- (U) Training on FAA and FBI policies.
- (U) Training on maintenance procedures, servicing, and elementary work tasks appropriate to the duties of the assigned position.
- (U) Training in marshalling procedures.

4.10.1.1. (U) Initial and Recurrent Maintenance Training

(U) The director of maintenance must ensure that all FBI aviation maintenance employees receive initial and recurrent training on FAA and FBI maintenance policies and on the maintenance procedures, servicing, and elementary work tasks appropriate to their duties. In addition:

- (U) Any SAS personnel member who is authorized to sign a maintenance release must receive initial and recurrent training at least every two years, appropriate to the aircraft group, type, or system for which a release is to be signed.
- (U) Any SAS personnel member who is authorized to marshal aircraft must receive training in marshalling procedures.

(U) The training program is conducted to ensure that aviation personnel acquire the competence needed to perform their assigned duties.

(U) A pilot must receive training in aircraft servicing procedures for the aircraft type he or she is authorized to fly from a qualified aircraft maintenance person or a person designated by the AMC to provide this training. This training must include refueling, adding oil, deicing, preflight inspection, and aircraft ground handling. Every aviation personnel member must perform each elementary work task under the direct supervision of a qualified maintenance person until he or she is authorized to perform the task unsupervised. A pilot must receive initial training before authorization is granted to perform any servicing or elementary work. Thereafter, the pilot must receive training on an annual basis.

(U) A person authorized to perform servicing or elementary work must complete training in the following areas:

- (U) FBI procedures
- (U) FAA and FBI policies
- (U) Procedures for each aircraft type

(U) The director of maintenance must maintain a list of persons authorized to perform elementary work and servicing. The director of maintenance must record the details of each person's authorized tasks and trainings on the individual's training record (using case file [redacted] and retain the training record for at least four years. b7E

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4.10.2. (U) Aviation Maintenance Coordinator

(U) Each FO that operates aircraft must designate a pilot as an AMC. Large FOs should consider designating an alternate or assistant AMC. Although the PIC makes the ultimate decision regarding an aircraft's airworthiness, the AMC must ensure that every aircraft is maintained in airworthy condition. This includes monitoring, scheduling, and confirming that proper maintenance is performed. The AMC must establish and maintain liaison with maintenance providers and must act as the POC with SAS regarding aviation maintenance issues. Each FO AvCo must provide to SAS, in writing, the name(s) of the designated AMC(s). The AMC and the safety officer must not be the same person.

4.10.3. (U) Aviation Maintenance Technician Qualifications

(U) Except as provided in 14 CFR § 43.3, no person may maintain, rebuild, alter, or perform preventive maintenance on an FBI aircraft, aircraft engine, propeller, appliance, or component part.

(U) In order to be eligible to sign a maintenance release, an aircraft maintenance personnel member must have had, within the preceding 24 months, at least six months of experience in the inspection, servicing, or maintenance of aircraft systems, in accordance with the privileges granted by the license held in relation to that maintenance release. All FBI employee mechanics must undergo recurrent training at least once every 24 calendar months.

4.10.4. (U) [redacted] b7E

(U) [redacted] is used as the primary system for FBI aviation maintenance scheduling and as a backup system for maintenance recordkeeping. The system generates inspection requirements for each aircraft. Pilots and mechanics must log into [redacted] o check aircraft statuses. The AMC is the local administrator of [redacted] and must ensure that each pilot and vendor has the appropriate access in [redacted] Parts and tools inventories are also maintained in [redacted] AMCs use [redacted] administrative access to initially align user profiles to enable FO pilots and AMTs to only view their aircraft. AMCs then realign user profiles when aircraft move between FOs. An AMC can reset passwords and unlock accounts, as needed, and organize aircraft into fleets within [redacted]

4.10.4.1. (U) [redacted] Login Requirements

(U) Field AMCs must not provide [redacted] login information to anyone who has not been issued a professional flight management crew number, as doing so would create a security breach in the system. Similarly, AMCs must not create new administrative users. FBO and repair station logins are issued directly by [redacted] for specific aircraft. These logins must be requested through the [redacted] analyst. b7E

(U) All logins issued by field AMCs must conform to the following standard: the login must be [redacted] The numbers preceding the dash are the individual's crew number, as generated by the director of maintenance at ASU. [redacted] randomly generates the numbers following the dash. Before issuing a new login, the AMC must search to ensure that a login for that crew number has not been previously assigned. ASU must delete logins that do not conform to this standard. Users must populate the "full name" field with either a first name or [redacted] [redacted] The e-mail address must be [redacted] not [redacted] ASU assigns FBI and contract mechanic logins.

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4.10.4.2. (U) [redacted] Work Order and Discrepancy Numbering

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(U) This provision pertains to the maintenance work order and discrepancy numbering scheme that is employed for all aircraft tracked in [redacted]. These numbers are system-generated and must not be manually entered. Work orders in [redacted] are created to track the tasking of FBI AMTs, contract mechanics, FBOs, and repair stations. The scheduled dates for work orders keep managers and pilots informed of aircraft that are unavailable due to scheduled maintenance. Discrepancy numbers are used to track problems with aircraft reported by pilots and AMTs. Use of both the work order and discrepancy system in [redacted] is mandatory. Users should not confuse the [redacted] work order number with any work order number generated by an FBO or a repair station. Whenever possible, these outside numbers should be placed in the blank box provided on the [redacted] work order. Vendor receipts and work orders, even when not in [redacted] must be faxed to [redacted]. Discrepancies are also numbered in [redacted]. The discrepancy numbering scheme is independent of the work order numbering scheme.

4.10.4.3. (U) Other Aircraft Maintenance Tracking Systems

b7E

(U) Although the majority of FBI aircraft maintenance is tracked through [redacted] the FBI's [redacted] aircraft are tracked using [redacted] provides functionality [redacted] An aircraft maintenance computer program [redacted] FBI aircraft maintenance must be tracked [redacted]

4.10.5. (U) Aircraft Maintenance Inspection Program

(U) FBI airplanes are maintained in accordance with an FAA-approved inspection program, which is pursuant to 14 CFR § 91.409(d) and FAA Order 8900.1. Fleet approvals for [redacted] airplanes are on file with the Washington Flight Standards District Office (FSDO). The FBI aviation inspection program is mandatory. All single reciprocating engine aircraft must receive standard 50-hour, 50-plus hour, and annual inspections. The annual inspection process is defined by [redacted] maintained in accordance with [redacted] The FBI's [redacted] is never less restrictive than the manufacturer's inspection program.

b7E

(U) FBI personnel must not contact outside venders without SAS permission.

(U) Every new aircraft that has a warranty-related agreement is serviced by the appropriate facility until the warranty ends.

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4.10.5.1. (U) Maintenance Scheduling and Recordkeeping

(U) Prior to scheduled maintenance work being performed, the AvCo and the AMC, as the representatives of the operator of the aircraft, must develop work orders based on the due list items and the duration of down time (based on the work center, vendor, or facility capability).

(U) When work is completed on an aircraft, the maintenance logbook must be signed, with notation that all discrepancies have been cleared by corrective actions. The logbook entry must include:

- (U) All completed task cards, filled out with details and comments associated with the inspection.
- (U) Cleared discrepancies that have corrective action statements, as necessary.
- (U) Any additional description of maintenance that was performed.

(U) Each indicated maintenance inspection performed by an outside vendor, when associated with a 50-hour or 50-plus-hour inspection, must contain the following notation in a logbook entry: "per a customer-provided checklist." Any nonroutine event or unscheduled maintenance must have a discrepancy created in [redacted] with a corrective action signed by an A&P mechanic for work performed. Advisory directives must be accomplished within the prescribed time. Recurring advisory directives must state the next due time, in accordance with the FAR. b7E

4.10.5.2. (U) Instructions for Continuing Airworthiness (ICA)

(U [redacted] addresses inspection requirements on specially installed items or any field-installed items such as supplemental-type certificate installations or field-approved installations. Because not every aircraft has the same modifications, each aircraft has a tailored set of ICAs. The FBI, using [redacted] has researched the ICAs pertaining to these items and has added them to the maintenance requirements for each aircraft. [redacted] tracks and schedules these ICAs. The ICAs may be grouped with inspection phases or scheduled independently of phase inspections. [redacted] ensures that the ICA intervals specified by the part manufacturer are not exceeded. b7E

4.10.6. (U) Inoperative Instruments and Equipment

(U) All turbine-powered FBI airplanes must have FAA-approved minimum equipment lists (MEL) on file with the Washington FSDO, as specified in 14 CFR § 91.213. All MELs are requested and approved by the Washington FSDO. Once approved the FAA will issue a waiver or a letter of authorization. A binder containing the FAA waiver or letter of authorization, the master MEL, and a record of inoperative equipment must be kept aboard the aircraft. Discrepancies must be immediately logged in the aircraft's maintenance computer program. Repair categories described in the MELs as A, B, C, or D, which provide time limits to effect repairs for certain commercial operators, are not binding on the FBI.

4.10.7. (U) Preventive Maintenance

(U) *Preventive maintenance* is defined as simple or minor preservation operations and the replacement of small standard parts not involving complex assembly operations. An FBI pilot who is not an FAA-certified AMT may perform the following preventive maintenance tasks under the supervision of an FAA-certified AMT:

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- (U) Replenishing hydraulic fluid in the hydraulic reservoir
- (U) Replacing bulbs on position and landing lights
- (U) Replacing or adjusting nonstructural standard fasteners incidental to operations
- (U) Removing and replacing self-contained, front instrument panel-mounted navigation and communication devices in accordance with 14 CFR Part 42, Appendix D(c)(31), provided that the appropriate aircraft maintenance computer program is notified of the component change
- (U) Updating navigational databases in accordance with 14 CFR Part 42, Appendix D(c) (32)

4.10.8. (U) Aircraft Maintenance Test and Functional Check Flights

(U) [redacted] after an aircraft has undergone any type of maintenance and prior to its return to service, the PIC must determine that all work was done satisfactorily and may have to conduct an acceptance flight. The acceptance flight is generally limited in scope, but it must address all related work performed on the aircraft. The aircraft does not have to be flight tested if the ground test or inspection shows conclusively that the maintenance has not appreciably changed the flight characteristics or substantially affected the flight operation of the aircraft. A pilot must not leave a maintenance facility until he or she is satisfied with all the work performed on the aircraft and is prepared to return it to service in its current condition. All problems associated with a maintenance facility must be reported to SAS. b7E

4.10.9. (U) Daily Maintenance

(U) Each pilot must check maintenance status prior to each flight and determine whether that aircraft is in condition for safe flight. Operations or maintenance personnel must clearly place a placard on every unairworthy aircraft to prevent inadvertent use of that aircraft.

4.10.10. (U) Maintenance Expenses

(U) The duties of the AMC include the reconciliation and recording of maintenance expenses. The AMC must file and record receipts for all monthly maintenance expenses. He or she must scan and e-mail these maintenance receipts to the FFOU PM for his or her region.

(U) Every FO has an FBI-issued credit card assigned to individual aircraft in order to simplify the purchases of fuel, lubricants, parts, and maintenance services. Aviation personnel must obtain preapproval from SAS to authorize this credit card for the purchase of equipment or supplies. FD and SAS have established a limit for routine maintenance expenditures incurred by an FO and charged to the credit card. The maximum authorized credit card maintenance expenditures are as follows:

- (U) All piston-powered aircraft—[redacted] per maintenance event b7E
- (U) All turbine-powered aircraft—[redacted] per maintenance event

(U) If any single maintenance event exceeds the amounts listed above, the aviation personnel member must obtain a purchase order (PO) for payment and consult SAS for direction on how to handle the order. SAS will coordinate with FD for approval. All invoices must be forwarded to SAS. The PO process may take up to 45 days.

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4.10.11. (U) New and Overhauled Reciprocating Engine Procedures

(U) If a newly installed [redacted] engine is factory-new, it has completed break-in at the factory. Therefore, new [redacted] engines must be operated between 65 and 75 percent of power, in VFR, at a cruising altitude of less than 8000 feet density altitude, until a total of 50 hours has accumulated or oil consumption has stabilized. b7E

(U) If the newly installed [redacted] engine is a vendor-overhauled engine, it must be operated within the [redacted] testing guidelines that are listed below. Vendor-overhauled, non-turbocharged and turbocharged engines must be serviced using Phillips XC20w50M oil.

(U) During the first flight after the installation of a vendor-overhauled engine or new or overhauled cylinders, a pilot must fly the aircraft in VFR at a cruising altitude of less than 8000 feet density altitude and execute the following procedures:

- (U) Start the engine and perform a normal preflight run-up in accordance with the engine operator's manual.
- (U) Takeoff at recommended takeoff power, while monitoring revolutions per minute (RPM), fuel flow, oil pressure, oil temperature, and cylinder head temperatures.
- (U) Reduce to the climb power specified in the operator's manual as soon as possible.
- (U) Assume a shallow climb angle to a suitable cruising altitude. Adjust mixture in accordance with the POH.
- (U) Reduce power to approximately 75 percent, after establishing cruising altitude, and begin level flight for one hour.
- (U) In the second hour, alternate power settings between 65 and 75 percent power in accordance with the operator's manual.
- (U) In the third hour, increase engine power to the maximum recommended by the POH for 30 minutes.
- (U) Descend at low cruise power while closely monitoring the engine instruments.
    - (U) Avoid long descents at low manifold pressure.
    - (U) Do not reduce altitude too rapidly because a quick decrease in engine temperature may result.

(U) After landing and shutdown:

- (U) Check for leaks at fuel and oil fittings and at engine and accessory parting surfaces.
- (U) Compute fuel and oil consumption and compare to the limits given in the operator's manual. If consumption exceeds figures shown in manual, contact maintenance.

(U) For the next 47.5 hours (factory-new and overhauled engines):

- (U) Flights must be under day VFR conditions
- (U) Cruise must be 65 to 75 percent power
- (U) Cruise altitude must be less than 8000 feet density altitude (5000 feet is recommended)

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(U) Oil consumption must always be monitored, and the following must be adhered to:

- (U) Acceptable oil consumption rates are 0.75 quart per hour for the 182T aircraft and 1 quart per hour for the 206H and T206H aircraft.
- (U) Nonturbocharged engines must use mineral oil for the first 50 hours of operation in normally aspirated engines. Ashless dispersant oil must be used thereafter.
- (U) Turbocharged engines must use ashless dispersant oil from the beginning of their operations.

4.10.12. (U) Oil Analysis

(U) Oil analysis must be used for all turbine engines. As needed, the AMC must employ oil analysis as a diagnostic tool on reciprocating engines. The AMC must upload oil analysis results to the appropriate aircraft maintenance computer program.

4.10.13. (U) Oil Grades

(U) Pilots must use oil conforming to engine and airframe manufacturer specifications. FOs must use oil as directed by SAS.

4.10.14. (U) Repair Parts

(U) ASU must maintain an inventory of repair parts in [redacted] All FBI pilots and mechanics must have access to [redacted] and may order parts online through the system. However, repair parts must be ordered through ASU rather than procured locally. ASU overtly purchases parts [redacted] center and thus obtains parts at a favorable price and without tax. b7E

(U) *Cannibalization* is defined as the removal of a specific assembly, subassembly, or component from one aircraft for installation on another aircraft to meet mission requirements. Absent exigent circumstances and SAS approval, all cannibalization actions are prohibited in FOs.

(U) [redacted] tracks every major component installed on FBI aircraft or maintained in ASU parts storage. For this reason, any component change must be reported in [redacted] b7E

4.10.15. (U) Tool Control

(U) The director of maintenance (or his or her designee) must maintain an inventory of FBI-owned tools and any necessary calibration information tracked by the QAS's calibration log.

4.11. (U) [redacted] b7E

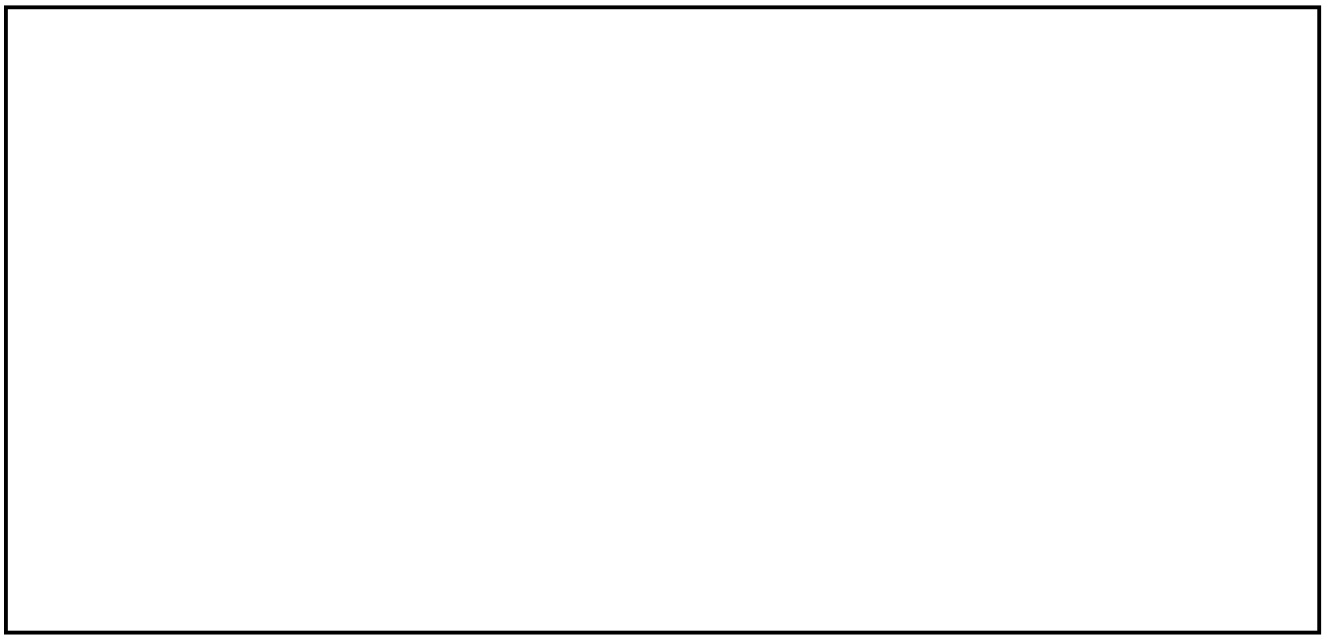
4.11.1. (U) [redacted]

(U) [redacted]

(U) [redacted]

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4.12. (U) Use of Government Aircraft for Travel

(U) Under OMB Circular No. A-126, *Improving the Management and Use of Government Aircraft,* government aircraft must only be used for official purposes (defined below). OMB Circular No. A-126 strictly limits the use of government aircraft for travel to avoid potential abuse and appearances of impropriety and waste. All travel on FBI aircraft must be approved in accordance with the requirements of OMB Circular No. A-126 and implementing federal and DOJ travel regulations. This includes the requirement that all travel on FBI aircraft by senior federal officials, their families, or nonfederal travelers that is not "mission-required" (as described below) be reviewed and preapproved by the DAG (or his or her designee). This subsection establishes the FBI's policies and procedures to ensure compliance with these requirements.

4.12.1. (U) Definitions

(U) The following terms, defined in more detail in OMB Circular No. A-126, are used in this subsection:

- (U) Government aircraft includes any aircraft that is owned, leased, chartered, or rented by the FBI.
- (U) Senior federal officials in the FBI include the Director, deputy director (DD), members of the SES, and other officials or employees, including detailees, paid at a rate equal to or greater than the minimum rate of basic pay for SES members.
- (U) Official travel consists of:
  - (U) Mission-required travel.
  - (U) Required-use travel.
  - (U) Other official travel.
  - (U) Space-available travel (in some instances).

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(U) Government aircraft must only be used for official travel or on a space-available basis.

(U) Other official travel is defined as all official travel that is not mission-required travel or required-use travel. This includes travel to give speeches, attend conferences or meetings, make routine site visits, and other similar purposes.

4.12.2. (U) Minimum Approval Requirements for All Travel on Federal Bureau of Investigation Aircraft

(U) SAS must conduct a safety audit of any aircraft, flight operation, or aviation vendor prior to use by the FBI. SAS must determine the scope of the audit. The Aviation Safety Council must review the audit results and either approve or reject the vendor for use by the FBI. The audit must be based on a standardized audit checklist that evaluates the vendor based on FAA AC No. 120-92A (*Safety Management Systems for Aviation Service Providers*) and the industry's best practices as recognized by SAS. SAS must be provided with adequate lead time to conduct the safety audit prior to the initial use of the aircraft, flight operation, or contract vendor.

(U) Any flight operation in which an aircraft is lend or leased to the FBI must have an SMS approved by the Aviation Safety Council. The flight operation must be able to demonstrate that it operates in accordance with its SMS program. Periodic reaudits must be completed as deemed required by SAS.

(U) The requirements listed below are in addition to the requirements generally applicable for travel authorizations using commercial carriers.

(U) Travel on government aircraft must be approved by an official who is at least one organizational level higher than the traveler. Additional approvals may be required depending on the traveler and the type of travel at issue, as outlined below.

(U) Approving FBI officials must take into account the mission and transportation requirements, the range and capacity of the aircraft, security and communications needs, and other relevant considerations. In all cases, the approving official must consider whether or not the flight is a necessary and cost-effective use of government resources, as opposed to available alternatives such as commercial air, ground transportation, and lower-cost government aircraft. Additional requirements for approval, depending on the type of travel and the traveler, are listed below.

(U) OMB Circular No. A-126, *Improving the Management and Use of Government Aircraft*, requires documentation that the applicable provisions of the circular have been satisfied whenever government aircraft is used to support official travel, including a list of passengers traveling on the aircraft. Each use of an FBI aircraft must be approved and documented in a subfile of the FO aircraft operations control file. The subfile required for this documentation is titled "Official Travel." These subfiles are reviewed during office inspections and serve as repositories of documentation for all aircraft usage.

(U) Each flight approval requires the following documentation by the individual requesting the flight:

- (U) A detailed, written justification
- (U) The official position and identity of the person authorizing the flight
- (U) A copy of the written approval from SAS and any supporting documentation

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- (U) The cost-justification computation chart (when required)
- (U) The individual flight record

(U) All requests for aviation support are coordinated as follows:

- (U) A request from an FO must be coordinated through the GS-14 supervisor or FO AvCo. If this cannot be done, the request must be coordinated through SAS.
- (U) A request from an FBIHQ division must be coordinated through SAS by both the supported and the supporting units.
- (U) The operation of any FBI-owned or -operated aircraft outside of the United States must be approved in writing by SAS.

4.12.3. (U) Mission-Required Travel

(U//~~LES~~) Mission-required travel, or travel to meet mission requirements, generally consists of activities in which the aircraft itself is part of the mission—not just a means of transport to and from the mission locations. Mission-required travel specifically excludes travel to give speeches, attend conferences or meetings, or make routine site visits. In evaluating whether travel is mission-required, the requestor and approver must consider both of the following: (1) whether the use of the aircraft is mission-required and (2) whether the particular traveler's presence aboard the aircraft is mission-required. Examples of mission-required travel include:

- (U//~~LES~~) Surveillance.
- (U) Flight training.
- (U) Transportation of personnel, evidence, or equipment that is necessary to respond to a crisis involving a severe threat to human life or property.
- (U) Transportation of suspects or witnesses when necessary to avert a threat of bodily harm.
- (U) Transportation of sensitive specialized or hazardous equipment or materials that cannot be transported on commercial aircraft. Transportation of HAZMAT requires specialized packaging, handling, and training. HAZMAT must not be transported on FBI aircraft without a certified HAZMAT technician aboard.
- (U) Medical evacuation.

(U) SAS must consult with the EMS Program medical director (or his or her designee) regarding all use of FBI aircraft for medical purposes. In addition, SAS must request medical escort when necessary through the EMS Program. For more information, please see the *Emergency Medical Support Program Policy Directive and Policy Guide* (0683DPG).

(U) Questions as to whether travel qualifies as mission-required should be directed first to SAS, which then may consult OGC.

4.12.3.1. (U) Approval of Mission-Required Travel

(U) Each mission-required flight using FBI aircraft must be approved by SAS or the FO's ADIC/SAC (or a designated representative who is a GS-14 supervisor or higher). The approving official must ensure that the crew meets the necessary qualifications for that mission and has the

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necessary recent flight experience in the aircraft to be used. In all cases, the approval must come from an official at least one organizational level higher than that of the traveler(s). This includes mission-required flights when senior federal officials—such as FO ADICs/SACs or FBIHQ division heads—are onboard. In such cases, the CIRG AD must approve FO and FBIHQ SES mission-required travel as long as the CIRG AD is serving in a higher-level position than the traveler. In an instance in which the CIRG AD is not serving in a higher-level position than the traveler, approval must be obtained from the FBIHQ AD's respective executive assistant director (EAD) and/or from the DD for ADICs/SACs or for those FBIHQ division's without EADs.

4.12.4. (U) Required-Use Travel

(U) *Required-use travel* is defined as travel by an executive agency officer or an employee that requires the use of the government aircraft because of bona fide communications or security needs of the agency, or exceptional scheduling requirements. An employee is considered a required-use traveler if the President or the head of an agency has determined that all of the person's travel, which may include personal or political travel, meets this standard. Required-use traveler determinations can also be made on a trip-by-trip basis by the Office of the Deputy Attorney General. Historically, approval of travel on FBI aircraft on the basis of required use by FBI officials other than the Director is extremely rare. Requests for aviation assistance for required-use travel are processed under the provisions of subsection 4.13. of this PG.

(U) All travel by employees under the required-use provision must have the prior written approval of the DAG or a higher authority and must meet the terms of OMB Circular No. A-126, including any requirements for the traveler to reimburse the government for personal travel. This approval is obtained on a trip-by-trip basis, unless authorized in writing to the contrary. All requests must be submitted to SAS with full justification for coordination with OGC. OGC reviews these requests for legal sufficiency and facilitates the DAG approval process.

(U) If a required-use traveler uses government aircraft for personal travel, he or she must reimburse the government. Reimbursement for personal travel is made pursuant to subsection 4.12.7. of this PG.

4.12.5. (U) Other Official Travel

(U) Government aircraft may be approved for use for other official travel only when either of the below conditions are met:

- (U) No commercial airline or aircraft (including charter) services are reasonably available (i.e., able to meet the traveler's departure and/or arrival requirements within a 24-hour period) to effectively fulfill the agency requirement.
- (U) The actual cost of using government aircraft is not more than the cost of using a commercial airline or aircraft (including charter) service, calculated as required by OMB Circular No. A-126, Attachment A. When a flight is used to meet mission requirements or for required use (and is properly certified as such in writing), secondary use of the aircraft for other travel for the conduct of agency business may be presumed to result in cost savings (i.e., cost comparisons are not required).

(U) Senior federal officials, members of their families, and nonfederal travelers (such as reporters permitted to travel on a space-available basis) must have their other official travels approved on a trip-by-trip basis in writing (e-mail is sufficient) by the DAG.

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(U) Every federal employee must have his or her other official travel approved by an official at least one organizational level higher than the traveler, but in no case may the approving official be lower than the ASAC level in the field or the UC level at FBIHQ. The request for use of government aircraft for other official travel must then be forwarded, with the required justification, to SAS for approval.

(U) When the request is justified under the applicable authorities, SAS may provide final approval of the travel, except where DAG approval is required. In these cases, SAS coordinates DAG approval through OGC. This approval must be on record with SAS prior to the flight.

4.12.6. (U) Space-Available Travel

(U) If a government aircraft is approved for mission-required, required use, or other official travel, secondary use of the aircraft to transport passengers on a space-available basis may be approved without separate cost justifications if:

- (U) The space-available use does not require a larger aircraft than what is needed for the approved purpose.
- (U) The space-available use results only in a minor additional cost to the government.
- (U) The government is provided with appropriate reimbursement (i.e., if the space-available travel is not for the conduct of agency business, the traveler must generally reimburse the government at the "full coach fare").

(U) For family members of senior federal officials and nonfederal travelers, the approving official must certify in writing that the flight is scheduled to perform a bona fide governmental function and that carrying passengers on a space-available basis does not result in the need for a larger aircraft, or more than a minor additional cost to the government, in accordance with 41 CFR § 301-70.902. SAS must retain this certification for two years. A senior federal official must obtain DAG approval for his or her use of government aircraft, even when the aircraft is used on a space-available basis.

4.12.7. (U) Reimbursement Procedures for Executive Travelers

(U) When the FBI Director, in his capacity as a required-use traveler, uses government aircraft for a personal trip, he or she must reimburse the government for the full coach fare equivalent of the trip, in accordance with OMB Circular No. A-126. If family members or other personal guests accompany the Director on a flight, the Director must also generally reimburse the government for the full coach fare equivalent of their airfare. The reimbursement is made by a check made payable to the FBI and provided to the executive assistant of the FBI's chief financial officer (CFO) (the AD of FD). The CFO's executive assistant must document acceptance of this payment in an e-mail and provide the payment to the FD Accounts Receivable Unit (ARU), Accounting Section (AS). ARU must log receipt of the check and forward the money to the U.S. Department of the Treasury. Once the money is deposited in the Department of the Treasury, ARU sends an e-mail to the Office of the Director or to the AG to document the transaction as complete. (Please see subsection 6.6. of this PG.)

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5. (U) Authorities

- (U) 49 U.S.C. § 40102(a)(41)
- (U) 31 U.S.C. §§ 1344 and 1349
- (U) 14 CFR
- (U) 41 CFR
- (U) Federal Travel Regulation (FTR), 41 CFR §§ 300-3.1, 301-10.260-266, and 301-70.800-910 (2012)
- (U) OMB Circular No. A-126, *Improving the Management and Use of Government Aircraft*

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- (U) FAA AC No. 00-1.1A, *Public Aircraft Operations*

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6. (U) Recordkeeping Requirements

6.1. (U) Reports Overview

(U) Each FO must maintain flight records and reports for individual flights and operations on a daily, monthly, quarterly, semiannual (six-month reports), and annual basis. Each FO must serialize these reports in Sentinel under classification [redacted] b7E

6.2. (U) Individual Flights

6.2.1. (U) Flight Strips

(U) A flight may consist of several missions. An individual flight record must be created for each mission. A new record must also be created for each mission if the case number or date of the mission changes. A hard copy of the record must be retained with any fuel receipts or memorandums attached. All applicable information must be entered onto this record.

6.2.2. (U) Aircraft Discrepancy Logbook

(U) At the end of a flight, the crew must conduct a postflight inspection, and the PIC must ensure that all mechanical irregularities that occurred during the flight are recorded.

(U) The PIC must ensure that all mechanical irregularities are entered into [redacted] With the exception of legacy aircraft (i.e., those acquired prior to 2001), the PIC must do this through the discrepancy function in [redacted] or in other aircraft maintenance computer programs, such as [redacted] For a legacy aircraft, the PIC must record discrepancies on paper and store the record in the aircraft. Before each flight, the PIC must ascertain the status of each irregularity on the aircraft by reviewing the due list projection and discrepancies in [redacted] except for legacy aircraft). If a regulation requires a paper discrepancy log, the PIC must print and carry the printed copy of the electronic record aboard the aircraft. b7E

6.2.3. (U) Aviation Safety Tracking and Reporting

(U) Every aircraft incident and accident, as defined in subsection 4.9. of this PG, must be reported to SAS as soon as possible, but not later than five business days from the time of the incident or accident. In the case of an incident or an accident in which the airworthiness of the aircraft is in question, ASU must be notified before the next flight of the aircraft. The report may initially be verbal, but it must be followed up with a written ASTAR form. SAS determines the need to open a formal investigation.

6.3. (U) Weekly Recordkeeping Requirements

6.3.1. (U) Flight Requests

(U) Aviation requests are generated by ECs, or FOs may generate the appropriate aviation request forms. Requests should be prioritized by the type of mission, equipment needed, duration, and expected results. The AvCo is responsible for allocating the aviation resources according to the Director's priorities and those established by the FO ADIC/SAC. Maximum benefit is yielded from the expenditure of each flight hour.

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6.3.2. (U) Flight Schedules

(U) After the mission requests are generated, the AvCo must schedule flight crews. Coordinators must adhere to flight limitations on crew duty days and maximum crew flight hours. Other considerations include pilot currency, Class B airspace requirements, aircrew ratings, and safety.

6.4. (U) Monthly Recordkeeping Requirements

6.4.1. (U) Training records

(U) Training records include all of the data reported in the six-month report, pilot currency records, and pilot training files for each pilot in the FO. Please use the table below.

Type of Aircraft	Pilot Name	Pilot Name	Pilot Name	Pilot Name
Flight training hours				
Day takeoffs				
Day landings				
Night takeoffs				
Night landings				
Instrument flight hours				
Instrument approaches				
Instrument intercepts				
Holding procedures				
Flight time in type				
FBI current?				

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[redacted]

6.5. (U) Quarterly Recordkeeping Requirements

6.5.1. (U) Safety Meeting Report

(U) The ASaf must ensure that the FO's pilots participate in regularly scheduled, quarterly aviation safety meetings no fewer than three times per year. The purpose of these meetings is to identify and resolve local flight safety issues and to provide supplemental aviation safety training to all participants. The meeting's agenda, minutes, list of attendees, and summary must be documented in an EC to SAS that specifically identifies any flight safety issues raised by any FBI pilot and whether or not the matter was resolved.

6.6. (U) Yearly Recordkeeping Requirements

(U) SFOU must conduct two audits of required-use travel record collection and retention per fiscal year (FY). Each audit must consist of selecting five random flight strips involving required-use travel. Each flight strip must include the request, approvals, manifest, OGC approval (including the DAG memorandum), and financial reimbursement information (if required). The results of the audits must be memorialized in Sentinel and reported to the CIRG compliance office.

6.7. (U) Other Reports

(U) An aircraft status book must be maintained in the aircraft for the PIC's reference during a preflight. [redacted] It shows in tabular form the month's flight information, including:

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- (U) Dates.
- (U) Hobbs and Tach readings (start/stop).
- (U) Oil level (last checked [date]).
- (U) Oil added (quantity and date).
- (U) Pre- and postflight pilot initials.

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6.8. (U) File Classification List

(U) The following table addresses recordkeeping requirements for the nontransitory administrative records created with the implementation of the procedures described in this PG:

Policy Guide Section/ Subsection	Description	File Info
1	Distribution list and updates by e-mail until new PG is issued	Classification [redacted]
1	SOPs	[redacted]
2.16.	Training in use of alternate methods of observation	Classification [redacted]
4.1.2.	FD-999, "Assistance/Dissemination/Liaison Provided to Other Agencies"	[redacted]
4.1.3.	Request and approval of request to use aviation resources Flight request form, approvals, and associated documents	Classification [redacted]
4.2.4.1.	Mandatory flight operations and manifests	Classification
4.2.4.7.	Manifests of hazardous or explosive cargo	Classification
4.3.	Flight hours	Classification
4.3.1.1.	Surveillance flight request for waiver e-mails	Classification
4.3.5.	Documentation of removal of a crew member from flight status	Classification
4.4.2.	Records of FBI pilots who have FAA medical certificates	Classification
4.4.4.	PIC qualifications and currency	Classification
4.4.9.	The record of flight hours completed by a PIC in multiengine airplanes	Classification
4.5.	FBI flight instructor certification and approvals	Classification
4.5.3.	Record of non-FBI flight instructors	Classification
4.6.	Records of pilot upgrade training and copilot training	Classification
4.7.	Aviation security issues and appointments	Classification
4.7.1.	Signed FBI nondisclosure forms	Classification
4.8.	Aviation Safety program, including aviation RM records	Classification
4.8.4.6.	Air safety directives and written records of FO response to each directive	Classification
4.8.4.9. 6.5.1.	EC documenting the safety meeting's agenda, minutes, and list of attendees	Classification
4.8.3.2.	RAWs	Classification

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4.9.	Accident records	Classification
4.9.3. 6.2.3.	Written ASTAR forms	Classification
4.10. 4.10.12.	Maintenance records and expenses	Classification
[redacted]		Classification
4.14.	Waivers	Classification
4.12.	Travel approvals	Classification
[redacted]		Classification
6.1.	Training records, including the six-month report	Classification

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Appendix A: (U) Definitions and Acronyms

(U) Definitions

(U) Cannibalization: the removal of a specific assembly, subassembly, or component from one aircraft for installation on another aircraft to meet mission requirements.

(U) Continental United States crew member duty day: the time between a crew member's arrival at his or her duty station (e.g., hangar or office) and the crew member's departure from the duty station.

(U) Continental United States operation: a flight that begins and ends within the 48 contiguous states or begins and ends within the same state or territorial boundaries of Alaska, Hawaii, or Puerto Rico. OCONUS flights are outside of U.S. territory.

(U) Controls: actions taken to eliminate hazards or reduce their risk.

(U) Flight time: the time between an aircraft's movement under its own power and coming to rest after landing. Flight time is recorded in BAO-II.

(U) Government aircraft: any aircraft that is owned, leased, chartered, or rented by the FBI.

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(U) Hazard: any real or potential condition that can cause injury, death, damage to or loss of equipment or property, or mission degradation.

(U) Hot-seat operation: the loading and unloading of passengers and cargo on an aircraft while the engines are running.

(U) Official travel: a category of travel that includes mission-required travel, required-use travel, other official travel, and space-available travel (in some instances).

(U) Other official travel: all official travel that is not mission-required travel or required-use travel. This includes travel to give speeches, attend conferences or meetings, make routine site visits, and similar purposes.

(U) Outside the continental United States crew member duty day: starts when the aircrew arrives at the aircraft for the purpose of conducting the mission and ends when the aircrew parks the aircraft in the chocks at the termination of the last flight of the day.

(U) Preventive maintenance: simple or minor preservation operations and the replacement of small standard parts not involving complex assembly operations.

(U) Required-use travel: travel by an executive agency officer or an employee that requires the use of government aircraft because of bona fide communications or security needs of the agency, or exceptional scheduling requirements.

(U) Rest period: the time between the end of one duty day and the beginning of the next duty day.

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(U) Risk management: the process of identifying and controlling hazards to personnel, assets, and mission readiness.

(U) Senior federal officials in the FBI: the Director, DD, SES members, and other officials or employees, including detailees, paid at a rate equal to or greater than the minimum rate of basic pay for the SES.

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(U) Acronyms

A&P	airframe and power plant
AAI	aircraft accident investigator
AAR	after-action report
AARB	Aircraft Accident Review Board
AC	advisory circular
ACAS	airborne collision and avoidance system
AD	assistant director
ADIC	assistant director in charge
ADM	aeronautical decision making
AG	Attorney General
AGL	above ground level
AIM	*Aeronautical Information Manual*
ALA	airport liaison agent
AMC	aviation maintenance coordinator
AME	aviation medical examiner
AMT	aviation maintenance technician
ANGI	air National Guard instruction
ARU	Accounts Receivable Unit

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AS	Accounting Section
ASAC	assistant special agent in charge
ASaf	aviation safety coordinator
ASB	Aviation Surveillance Branch
ASC	assistant section chief
ASec	aviation security coordinator
ASRS	Aviation Safety Reporting System
ASTAR	"Aviation Safety Tracking and Reporting"
ASU	Aviation Support Unit
ATC	air traffic control
ATP	airline transport pilot
AU	Audit Unit
AUSA	assistant United States attorney
AvCo	aviation coordinator
BAO-II	Bureau Aircraft Operations-II
CA	check airman
CAMI	Civil Aerospace Medical Institute
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CAT	clear-air turbulence
CCM	Crew Coordination Manual
CDC	chief division counsel
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CFI	certified flight instructor
CFO	chief financial officer

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CFR	Code of Federal Regulations
CID	Criminal Investigative Division
CIO	continuous improvement opportunity
CIRG	Critical Incident Response Group
CMP	Computerized Maintenance Program
COA	certificate of authorization
COMSEC	communications security
CONUS	continental United States
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CRM	crew resource management
DA	direct advance
DAD	deputy assistant director
DAG	deputy Attorney General
DD	deputy director
DI	Directorate of Intelligence
DIOG	*Domestic Investigations and Operations Guide*
DoD	Department of Defense
DOJ	Department of Justice
DOT	Department of Transportation
DUI	driving under the influence
EAD	executive assistant director
EAP	Employee Assistance Program
EC	electronic communication

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EM	executive management
EMS	Emergency Medical Support [Program]
ERT	evidence response team
FAA	Federal Aviation Administration
FAASTeam	Federal Aviation Administration Safety Team
FAR	Federal Aviation Regulations
FBI	Federal Bureau of Investigation
FBIHQ	Federal Bureau of Investigations Headquarters
FBINet	Federal Bureau of Investigation Network
FBO	fixed base operator
FCC	Federal Communications Commission
FCLU	Fiscal and Contract Law Unit
FD	Finance Division
FFOU	Field Flight Operations Unit
FIMU	Field Intelligence Management Unit
FL	flight level
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FMR	Federal Management Regulation
FO	field office
FPB	Flight Performance Board
FSDO	Flight Standards District Office
FTR	Federal Travel Regulation
FY	fiscal year
GPS	Global Positioning System

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GS	General Schedule
GSA	General Services Administration
HAZMAT	hazardous material
HDS	hazardous devices specialist
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HMO	hazardous material officer
HMS	hazardous material specialist
ICA	instructions for continuing airworthiness
ICAO	International Civil Aviation Organization
ICAP	Interagency Committee for Aviation Policy
IED	improvised explosive device
IFR	instrument flight rules
IMC	instrument meteorological conditions
INSD	Inspection Division
IP	instructor pilot
IPO	Internal Policy Office
ISA	investigative specialist (aerial)
LAPD	Los Angeles Police Department
LASD	Los Angeles County Sheriff's Department
LE	law enforcement
LES	Law Enforcement Sensitive
LOSA	line operations safety audit
MEL	minimum equipment list
MOU	memorandum of understanding

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MSDS	material safety data sheet
NASA	National Aeronautics and Space Administration
NCOS	National Covert Operations Section
NCR	National Capital Region
NGR	National Guard regulation
NM	nautical mile
NTSB	National Transportation Safety Board
NYPD	New York Police Department
OCONUS	outside the continental United States
OGC	Office of the General Counsel
OMB	Office of Management and Budget
OPR	Office of Professional Responsibility
OSI	optical system instructor
OSO	optical sensor operator
OTD	Operational Technology Division
OTLU	Operational Technology Law Unit
PAO	public affairs officer
PG	policy guide
PIC	pilot in command
PM	program manager
PO	purchase order
POC	point of contact
POH	pilot operating handbook
QAS	quality assurance specialist

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RAW	"Risk Assessment Worksheet"
RC	radio controlled
RDO	regular day off
RM	risk management
RPM	revolutions per minute
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SA	special agent
SABT	special agent bomb technician
SAC	special agent in charge
SAS	Surveillance & Aviation Section
SC	section chief
SES	Senior Executive Service
SFOU	Special Flight Operations Unit
SIM	sensitive investigative matter
SIRG	Shooting Incident Review Group
SME	subject matter expert
SMS	Safety Management Systems
SOG	special operations group
SOP	standard operating procedure
SP	standardization pilot
SPI	safety performance indicator
SSA	supervisory special agent
SSG	special surveillance group
SWAT	special weapons and tactics

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TAO	tactical air operator
TDY	temporary duty [assignment]
TFR	temporary flight restriction
THU	Tactical Helicopter Unit
TPD	third party draft
TS	Tactical Section
TSA	Transportation Security Administration
U.S.	United States
U.S.C.	United States Code
[redacted]	
UC	unit chief
[redacted]	
UNet	Unclassified Network
USG	United States government
USIC	United States Intelligence Community
VFR	visual flight rules
VHF	very high frequency
VMC	visual meteorological conditions
[redacted]	

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