

***San Bernardino County
Sheriff's Department
Emergency Operations Division***



Policy Manual

2025

Contents

VOLUME ONE: ADMINISTRATION, MANAGEMENT AND DEFINITIONS	1
1.1.0 PURPOSE OF MANUAL.....	1
1.2.0 TEMPORARY OPERATING PROCEDURES (TOP).....	1
1.3.0 RESPONSIBILITY OF COMMAND	1
1.4.0 MANAGEMENT PERSONNEL.....	2
1.5.0 SUPERVISORY PERSONNEL	3
1.6.0 ADMINISTRATIVE PERSONNEL	4
1.7.0 LINE PERSONNEL	7
1.8.0 DEFINITIONS	12
1.9.0 NEW EMPLOYEE ORIENTATION PROCEDURES.....	14
1.10.0 EMPLOYEE RULES AND REGULATIONS.....	14
1.11.0 UNIFORMS.....	15
1.12.0 PERSONAL VEHICLES.....	15
1.13.0 DUTY SCHEDULE.....	15
1.14.0 VACATION SIGN-UP SCHEDULE.....	15
1.15.0 ON-CALL SCHEDULE	16
1.16.0 ON-CALL PERSONNEL RESPONSIBILITIES (AVIATION)	16
1.17.0 ON-CALL PERSONNEL RESPONSIBILITIES (VOLUNTEER FORCES) ..	16
1.18.0 OUT OF COUNTY RESPONSE.....	16
1.19.0 REQUEST FOR TRAINING	17
1.20.0 CAL CARDS	17
1.21.0 KEY CONTROL	17
1.22.0 BUILDING KEY CARDS.....	18
1.23.0 ARMORY	18
1.24.0 USE OF CLASSROOMS OR HANGARS.....	18
1.25.0 AVIATION OPERATIONS “OPS” BOARD.....	19
1.26.0 CARE OF DEPARTMENT VEHICLES	19
1.27.0 DIVISION EQUIPMENT CHECKOUT/INVENTORY PROCEDURES.....	20
1.28.0 SHIFT BRIEFING (ROLL CALL)	20
1.29.0 INSPECTION MATIRX.....	21

1.30.0	EMPLOYEE PERSONNEL FILES.....	21
VOLUME TWO: GENERAL FACILITY GUIDELINES		22
2.1.0	TRANSPORTATION SECURITY ADMINISTRATION (TSA).....	22
2.2.0	FACILITY AND AIRPORT SECURITY	22
2.3.0	AIRPORT AND VEHICLE GATES	22
2.4.0	EMPLOYEE IDENTIFICATION DISPLAY	23
2.5.0	FACILITY TOURS.....	23
2.6.0	HANGAR DOOR OPERATION	24
2.7.0	FIRE ALARM SYSTEM.....	24
2.8.0	HANGAR ALARMS AND SECURITY.....	25
2.8.10	EMERGENCY OPERATIONS FACILITY ALARM (San Bernardino)	25
2.8.20	APPLE VALLEY FACILITY ALARM (Apple Valley)	25
2.9.0	INMATE WORKERS	26
2.9.10	INMATE WORKER PROCEDURES	26
2.10.0	GENERAL FACILITY CLEANLINESS.....	27
VOLUME THREE: AVIATION OPERATIONS		29
3.1.0	AVIATION SCHEDULE.....	29
3.2.0	COMPUTERIZED AVIATION FLIGHT LOG (ZULULOG).....	29
3.3.0	AIRCRAFT LOG.....	30
3.4.0	PERSONAL PILOT LOG.....	30
3.5.0	CIVILIAN RIDE-A-LONGS AND PASSENGERS IN AIRCRAFT	30
3.5.10	CIVILIAN RIDE-A-LONGS	30
3.5.20	PASSENGERS	31
3.6.0	TYPE OF FLIGHTS.....	32
3.7.0	OUT OF COUNTY FLIGHTS.....	33
3.8.0	HELICOPTER STATIC DISPLAYS	34
3.9.0	WASHING AND CARE FOR AIRCRAFT	34
3.10.0	FLIGHT REGULATIONS.....	35
3.10.10	AIRCRAFT SEATBELTS.....	35
3.11.0	DESIGNATION OF PILOT IN COMMAND	35
3.12.0	CREW RESOURCE MANAGEMENT.....	36
3.13.0	AIRCRAFT AIRWORTHINESS	36

3.14.0	AVIATION SAFETY EQUIPMENT	36
3.14.10	RESCUE HELMET.....	37
3.15.0	FLIGHT OPERATIONS/TRAINING	37
3.16.0	POSITIVE TRANSFER OF FLIGHT CONTROLS	38
3.17.0	SMOKING.....	38
3.18.0	AVIATION UNIT CREW REST POLICY.....	38
3.19.0	COLORADO RIVER HOLIDAY ASSIGNMENTS	39
3.20.0	HELICOPTER CONFIGURATION	40
3.21.0	HELICOPTER DEPARTURE PROCEDURES	41
3.22.0	BASE OF OPERATION.....	42
3.23.0	AIRCRAFT ACCIDENT, DAMAGE AND INVESTIGATIONS.....	43
3.23.10	DEPARTMENT AIRCRAFT ACCIDENT OR DAMAGE.....	43
3.23.20	NON-DEPARTMENT AIRCRAFT ACCIDENT INVESTIGATIONS.....	44
3.24.0	OVERDUE DEPARTMENT AIRCRAFT	45
3.25.0	SAFETY REPORTING PROGRAM.....	45
3.26.0	DESERT FLIGHT FOLLOWING PROCEDURES.....	46
3.27.0	RADIO PROCEDURES AND PROTOCOL	47
3.27.10	AUTOMATIC DEPENDENT SURVEILLANCE-BROADCAST	48
3.28.0	AIRCRAFT GROUND HANDLING	49
3.29.0	AIRCRAFT HELI-DECKS.....	50
3.30.0	CHOPPER SPOTTER PROCEDURES.....	50
3.31.0	HELICOPTER SECURITY	51
3.32.0	AIRCRAFT MAINTENANCE	51
3.32.10	PILOT RUN-UPS AND TEST FLIGHTS	52
3.32.20	MAINTENANCE RECORDS	52
3.32.30	MAINTENANCE TOOL/PARTS INSPECTIONS.....	52
3.32.40	DAILY MAINTENANCE DUTIES.....	53
3.32.50	USE OF ELECTRONIC DEVICES (MAINTENANCE)	53
3.33.0	FUELING OPERATIONS	53
3.34.0	PATROL OPERATIONS AND ACTIVITIES.....	54
3.34.10	PURSUIITS.....	54
3.34.20	WEAPON DEPLOYMENT FROM THE HELICOPTER.....	55

3.34.30	DISSEMINATION OF INFORMATION TO OTHER AGENCIES.....	55
3.34.50	PATROL ALTITUDE	57
3.35.0	OFF-SITE LANDINGS	57
3.36.0	UNAIDED NIGHT MOUNTAIN OPERATIONS.....	58
3.37.0	NIGHT VISION GOGGLES (NVG)	58
3.38.0	FLIGHT PAY	59
3.39.0	AERO SQUADRON	59
3.40.0	AIR MEDICS	60
3.40.10	AIR MEDIC MEDICATION LOCKER.....	60
3.40.20	DIVISION MEDICAL DIRECTOR.....	60
3.40.30	ASSISTANT MEDICAL DIRECTOR.....	61
3.41.0	AVIATION SUPPORT UNIT	61
VOLUME FOUR: HELICOPTER RESCUE OPERATIONS		62
4.1.0	AUTHORITY TO PERFORM SEARCH AND RESCUE OPERATIONS.....	62
4.2.0	SEARCH AND RESCUE LOG	62
4.3.0	RESCUE CREW BRIEFING	63
4.4.0	MISSION BRIEFING	63
4.5.0	POST FLIGHT BRIEFING.....	64
4.6.0	RESCUE HOIST OPERATIONS (PATROL AND RESCUE)	64
4.6.10	INSTALLATION/PREFLIGHT.....	64
4.7.0	LIVE LOADS	65
4.8.0	NIGHT VISION GOGGLE (NVG) HOIST OPERATIONS	65
4.9.0	SWIFT WATER RESCUE OPERATIONS	65
4.10.0	LONG LINE OPERATIONS (CARGO)	65
VOLUME FIVE: FIRE SUPPRESSION OPERATIONS		67
5.1.0	FIRE SUPPRESSION MISSION	67
5.2.0	FIRE CONTRACT/MEMORANDUM OF UNDERSTANDING (MOU)	67
5.3.0	RESPONSE TO A FIRE – INDEPENDENT ACTION	67
5.4.0	RESPONSE TO A FIRE – REQUEST FROM AN OUTSIDE AGENCY.....	68
5.5.0	REQUIRED PAPERWORK/NOTIFICATION	69
5.6.0	FUEL TRUCK OPERATIONS	69
5.7.0	BAMBI BUCKET OPERATIONS	70

5.8.0	WATER TANK OPERATIONS	70
VOLUME SIX: FIXED WING OPERATIONS		71
6.1.0	FIXED WING OPERATIONS	71
6.2.0	MULTI-ENGINE FLIGHTS- CREW PLANNING AND PREP	71
6.3.0	CREW RESPONSIBILITIES	71
6.4.0	USE OF CHECKLIST.....	72
6.4.10	SURVEILLANCE CAMERA CHECKLIST.....	73
6.5.0	CREW BRIEFING	73
ENROUTE PROCEDURES:.....		74
6.7.0	BEFORE LANDING	75
6.7.1	LANDING.....	75
6.8.0	STERILE COCKPIT	75
6.9.0	POST FLIGHT DUTIES.....	75
6.10.0	SINGLE PILOT OPERATIONS	76
6.11.0	FLIGHT PUBLICATIONS	76
6.12.0	PRISONER TRANSPORTATION.....	76
6.13.0	SURVEILLANCE FLIGHTS.....	77
6.13.10	SURVEILLANCE CAMERA OPERATION PROCEDURES.....	77
6.14.0	FIXED WING GROUND HANDLING PROCEDURES.....	78
6.15.0	FIXED WING AIRCRAFT SECURITY	78
VOLUME SEVEN: TRAINING AND QUALIFICATIONS		79
7.1.0	TRAINING AND QUALIFICATIONS.....	79
7.2.0	AVIATION QUALIFICATIONS MANUAL	79
7.3.0	PILOT TRAINING GOALS	79
7.4.0	PILOT CERTIFICATION	79
7.5.0	PILOT MEDICAL EXAMS	80
7.6.0	PILOT EXPERIENCE AND PROFICIENCY FLIGHTS	80
7.7.0	TACTICAL FLIGHT OFFICER TRAINING GOALS.....	80
7.8.0	TACTICAL FLIGHT OFFICER EMT CERTIFICATION.....	80
7.9.0	HOIST OPERATOR AND RIDER TRAINING.....	81
7.10.0	HELICOPTER WEAPON QUALIFICATION AND PROFICIENCY.....	81
7.10.10	HELICOPTER WEAPON QUALIFICATION FAILURE	82

7.11.0	TRAINING RECORDS	82
7.12.0	VOLUNTEER FORCES TRAINING COURSES	83
VOLUME EIGHT: VOLUNTEER FORCES UNIT		84
8.1.0	VOLUNTEER FORCES MISSION	84
8.2.0	DEPARTMENT POLICIES ON VOLUNTEERS	84
8.3.0	COMMANDER/COORDINATOR MEETINGS	84
8.4.0	POLICY CHANGES	84
8.5.0	MANUALS	85
8.6.0	MEMBERSHIP REPORT	85
8.7.0	VOLUNTEER FORCES EQUIPMENT	86
8.8.0	SAR PROGRAM COORDINATOR DUTIES	86
8.8.10	SEARCH DOG UNIT	86
8.8.20	CAVE AND TECHNICAL ROPE RESCUE UNIT	87
8.8.30	INCIDENT MANAGEMENT TEAM (IMT)	87
8.8.40	INLAND EMPIRE SAR COUNCIL LIAISON	87
8.8.50	BASIC SEARCH AND RESCUE ACADEMY (BSAR)	87
8.8.60	BASIC MOUNTAINEERING COURSE (BMC)	88
8.8.70	MOUNTED SEARCH AND RESCUE (MSAR)	88
8.8.80	ROPE RESCUE OVERSIGHT COMMITTEE (RROC)	88
8.8.90	ADVANCED EMT PROGRAM SUPERVISOR	89
8.8.100	SAR TRAINING COURSES	89
8.8.110	NIXLE NOTIFICATION SYSTEM	89
8.8.120	COORDINATOR ON-CALL ROSTER	89
8.8.130	SAR BILLING	90
8.8.140	SAR EQUIPMENT	90
8.8.145	SAR EQUIPMENT REQUEST LIST	90
8.9.0	RESERVE PROGRAM COORDINATOR DUTIES	91
8.9.10	RESERVE DEPUTY PROGRAM COORDINATOR	91
8.9.20	VOLUNTEER SUPPORT UNIT #648 (VSU)	91
8.9.30	RESERVE CCW PERMITS	92
8.9.35	RETIRED RESERVE CCW PROGRAM	92
8.10.0	CITIZEN VOLUNTEER PROGRAM	93

8.10.10 CITIZENS ON PATROL (COP) PROGRAM.....	93
8.12.0 CHAPLAIN CORPS PROGRAM	93
8.12.10 CHAPLAIN ON-CALL OR CALL-OUT PROCEDURES.....	94
8.13.0 MEDICAL RESERVE CORPS (MRC)	94
8.14.0 CITIZEN VOLUNTEER ACADEMY.....	94
8.15.0 CPR AND FIRST AID TRAINING.....	95
8.16.0 DRIVERS AWARENESS TRAINING	95
8.17.0 CLETS/NexTEST PROGRAM.....	96
8.18.0 STATION FILE AUDITS.....	96
8.19.0 INCIDENT SUPPORT UNIT (ISU) COORDINATOR.....	97
8.20.0 EXPLORER PROGRAM COORDINATOR.....	97
8.20.10 EXPLORER ACADEMY.....	97
8.21.0 VEHICLE AND EQUIPMENT LOAN GUIDELINES.....	98
8.21.10 VEHICLE AND EQUIPMENT LOAN PROCEDURE.....	98
VOLUME NINE: MOBILE FIELD FORCE	100
9.0.0 MOBILE FIELD FORCE.....	100
<i>All field personnel shall be interchangeable from squad to squad in order to fill vacancies and provide adequate staffing for each deployment.....</i>	
9.10.0 MOBILE FIELD FORCE ACTIVATION.....	100

VOLUME ONE: ADMINISTRATION, MANAGEMENT AND DEFINITIONS

1.1.0 PURPOSE OF MANUAL

The Emergency Operations Division includes the Aviation Unit and the Volunteer Forces Unit. This manual defines the specific policies utilized by both units. All personnel assigned to the Emergency Operations Division shall be familiar with and adhere to the contents of this manual. In case of conflict, the San Bernardino County Sheriff's Department policy manual shall always supersede this manual.

The Emergency Operations Division policy manual shall be available to all personnel. Each Division Lieutenant shall verify a copy is available for review by staff. The policy manual will be stored in the Aviation and Volunteer Forces share files in PDF format. All policy manual changes shall be approved by the Emergency Operations Division Commander.

1.2.0 TEMPORARY OPERATING PROCEDURES (TOP)

The division may issue a Temporary Operating Procedure memorandum when necessary. Once the T.O.P. is approved, it shall be distributed to all personnel and placed on the "Briefing Board". The original T.O.P. memorandum shall be kept by the division secretary for future reference and review. At the direction of the Division Commander or designee, the T.O.P. may be placed into the Division Policy Manual.

1.3.0 RESPONSIBILITY OF COMMAND

Division Commander/Captain

Under general direction: plans, organizes, and directs the operations and activities of the division; has responsibility for establishing policies and procedures, working within departmental and legal parameters, for the unit of responsibility; and performs related duties as required.

1.4.0 MANAGEMENT PERSONNEL

Lieutenant

Under direction, the Lieutenant serves as second in command of the division and performs related duties as required. The duties may include, but are not limited to:

- Assume full administrative and management responsibilities during the absence of the Division Commander.*
- Process of administrative paperwork.*
- Liaison to ICEMA and other aviation related committees.*
- Provide oversight to sergeant(s) and administrative clerical personnel.*
- Oversight of budget and tracking of overtime.*
- Management of personnel files and employee evaluations.*
- Oversight of facility improvement and special projects.*
- Oversight of locker inspections.*
- Review, maintain and update an organizational chart referencing Department Policy 1.330 and ensure the organizational chart is posted for review*
- Review, maintain and update aviation specific manuals.*
- Review, maintain and update the Emergency Operations Division manual.*
- Coordinate facility inspections.*
- Prepare and provide oversight over work schedules.*
- Act as the Director of Operations for the Sheriff/Fire Helicopter Air Rescue Program.*
- Liaison to CAL-OES and other committees associated with Volunteer Forces.*
- Coordinate Region VI Law Enforcement Mutual Aid (LEMA) meetings.*
- Oversight of all mutual aid requests on behalf of the Sheriff.*
- Oversight of all search/rescue, natural disasters and other emergency incidents throughout the county.*
- Review maintain and update volunteer forces manuals.*
- Oversight of SAR Council.*
- Additional duties are to be assigned by the Division Commander or designee.*

1.5.0 SUPERVISORY PERSONNEL

Volunteer Forces Sergeant

Under direction, the Volunteer Forces Sergeant performs related duties as required. The duties may include, but are not limited to:

- *Supervise volunteer forces personnel.*
- *Ensure employee demeanor and appearance is professional.*
- *Schedule Continued Professional Trimester Training.*
- *Maintain key control for the EOD facility.*
- *Oversight of Sheriff's Volunteers and individual volunteer units.*
- *Ensure compliance with division policy manual.*
- *Oversight of volunteer forces hiring, backgrounds, etc.*
- *Prepare and issue Work Performance Evaluations.*
- *Oversight of training programs (Explorer Academy, etc.).*
- *Additional duties as assigned by the Division Commander or designee.*

Aviation Sergeant(s)

Under direction, the Aviation Sergeant performs related duties as required. The duties may include, but are not limited to:

- *Supervise aviation personnel.*
- *Schedule Continued Professional Trimester Training.*
- *Conduct shift briefings.*
- *Ensure compliance with division policy.*
- *Ensure employees are productive and provide efficient support to patrol, rescue and fire operations.*
- *Ensure employee demeanor and appearance is professional.*
- *Prepare and issue work performance evaluations.*
- *Oversight of aviation volunteer units.*
- *Oversight of training programs (pilot, tactical flight officer, etc.).*
- *Additional duties as assigned by the Division Commander or designee.*

Aviation Mechanic Supervisor

Under direction, the Aviation Mechanic Supervisor performs related duties as required. The duties may include, but are not limited to:

- *Supervise aviation mechanics and ensure they are meeting standards.*
- *Confers with staff to define and resolve operational problems.*
- *Conduct inspections of aircraft, building and hangar operations.*

- *Prepares short- and long-range plans identifying current and ongoing maintenance needs for Department aircraft.*
- *Forecasts material and labor costs.*
- *Process and order parts and other aviation supplies.*
- *Conduct regular inspections of Department aircraft.*
- *Perform regular maintenance and repair of Department aircraft.*
- *Overhaul and breakdown components as necessary.*
- *Stay current with factory service bulletins, FAA airworthiness directive(s). and other technical publications.*
- *Directs all unscheduled and emergency repairs.*
- *Additional duties as assigned by the Division Commander or designee.*

Lead Aviation Mechanic

Under direction, the Lead Aviation Mechanic performs related duties as required. The duties may include, but are not limited to:

- *Manage and coordinate repairs on Department aircraft.*
- *Assist in the supervision of aviation mechanics.*
- *Process and order parts and other aviation supplies.*
- *Conduct regular inspections of Department aircraft.*
- *Perform regular maintenance and repair of Department aircraft.*
- *Overhaul and breakdown components as necessary.*
- *Stay current with factory service bulletins, FAA airworthiness directive(s). and other technical publications.*
- *Additional duties as assigned by the Division Commander or designee.*

1.6.0 ADMINISTRATIVE PERSONNEL

Secretary I

Under direction, the Secretary performs related duties as required. The duties may include, but are not limited to:

- *Perform clerical duties in an effective and efficient manner.*
- *Type interoffice memorandums and other documents.*
- *Maintain and update personnel and administrative station files per Department policy and division guidelines.*
- *Process requests for payments.*
- *Monitor and order station supplies as needed.*
- *Process Cal-Cards.*
- *Screen and direct mail and calls for supervisors.*

- *Maintains supervisor calendar, make appointments, make travel arrangements, and prepare expense reports related to travels.*
- *Schedule meetings and conferences; prepare material and agenda; take, transcribe and distribute minutes.*
- *Additional duties as assigned by the Division Commander or designee.*

Fiscal Specialist

Under direction, the Fiscal Specialist performs related duties as required. The duties may include, but are not limited to:

- *Perform duties in the area of personnel, payroll and other fiscal activities including the work of staff.*
- *Perform duties in the area of budget, purchasing and other fiscal activities.*
- *Review, recommend and approve purchases.*
- *Maintain inventory of all equipment and supplies; order as required.*
- *Compile and organize statistical data; monitor operating budgets, prepare financial and other reports as directed.*
- *Maintain accepted county accounting principles in releasing requisitions for payment to vendor.*
- *Obtain purchase orders for equipment and supplies, review policies and procedures, perform budget transfers.*
- *Review documents for proper grammar, spelling, punctuation, format, and completeness.*
- *Additional duties as assigned by the Division Commander or designee.*

Office Assistant III

Under general supervision, performs duties including, but not limited to:

- *Greet and direct all visitors entering the Administration Lobby; issue appropriate visitor passes.*
- *Answer all incoming calls and direct them appropriately.*
- *Maintain a log of all facility visitors who are not employed by the Sheriff's Department.*
- *Operate access doors pursuant to Division Policy and TSA regulations.*
- *Sort, organize and distribute mail.*
- *Process Volunteer Forces paperwork, certificates, ID cards, etc.*
- *Maintain store supplies and station fund.*
- *Maintain subpoena files.*

- *Additional duties as assigned by the Division Commander or designee.*

Emergency Services Coordinator

Under general supervision, performs duties including, but not limited to:

- *Manage emergency operations plans for the Department.*
- *Represent the Department at various committees and organizations.*
- *Manage the Department Operations Center as needed.*
- *Manage and coordinate various projects related to Emergency Operations.*
- *Coordinate unit meetings, track radio equipment, etc.*
- *Additional duties as assigned by the Division Commander or designee.*

Sheriff's Fixed Wing Pilot

Under general supervision, performs duties including, but not limited to:

- *Transport public safety and other personnel on Department aircraft.*
- *Prepares FAA and other supplemental reports.*
- *Performs minor maintenance on aircraft.*
- *Makes pre-flight and in-flight tests to ensure safety of flight.*
- *Make travel arraignments for crew and passengers as needed.*
- *Additional duties as assigned by the Division Commander or designee.*

Aviation Maintenance Mechanic

Under general supervision, performs duties including, but not limited to:

- *Conduct regular inspections of Department aircraft.*
- *Perform regular maintenance and repair of Department aircraft.*
- *Overhaul and breakdown components as necessary.*
- *Stay current with factory service bulletins, FAA airworthiness directive(s). and other technical publications.*
- *Additional duties as assigned by the Division Commander or designee.*

Extra Help or Contract Personnel

Under general supervision, performs duties including, but not limited to:

- *Perform duties as directed by the Division Commander or designee.*

- *Duties include contract piloting, aviation parts room, motor pool support and teaching classes to volunteers.*

1.7.0 LINE PERSONNEL

Pilot in Command

Under general supervision, performs duties including, but not limited to:

- *The Pilot in Command has complete operational authority over aircraft operations.*
- *He/she has the final “go/no go” authority for any mission.*
- *The Pilot in Command ensures that all aircraft missions are in compliance with Federal Aviation Regulations where applicable (Public use).*
- *Use good judgment in every situation.*
- *Keeps personal medical certificates current and provides a copy to Chief Pilot.*
- *Completes all ground and flight training as directed by the Commander of the Emergency Operations Division or designee.*
- *Comply with all FAR’s applicable to assignments given. The Pilot in Command will fly the aircraft based on his/her FAA pilot certificate and Sheriff’s Aviation Unit authorization and/or limitations.*
- *Comply with all Emergency Operations Division policies or other manuals as directed by the Commander of the Emergency Operations Division or designee.*
- *Perform other collateral duties as directed by a supervisor or manager.*
- *All personnel are required to be proactive and engaged in work assignments.*

Pre-Flight Duties and Responsibilities

The Pilot in Command will conduct a pre-flight inspection of the aircraft before the first flight of the shift. The pre-flight inspection shall include the following, but not limited to:

- *Complete “Prism” risk analysis protocol prior to first flight.*
- *Consult with maintenance personnel and the watch commander to determine which aircraft is available for use.*
- *Review any outstanding squawks before flight.*
- *Aircraft “walk around” according to the operator’s manual and Sheriff’s Aviation Unit pre-flight procedures.*
- *Ensure that aircraft is properly washed/cleaned and ready for use.*

- *Examination of all aircraft forms.*
- *Ensure all required aircraft or Sheriff's Aviation Unit manuals are on board the aircraft.*
- *Conduct appropriate weather research including METAR'S, TAF'S, AIRMETS, SIGMETS, advisory warnings or watches that may affect the proposed flight.*
- *Conduct and prepare appropriate flight plan for each flight (if applicable).*
- *Complete all FAA or Sheriff's Aviation Unit required forms, logs, etc.*
- *Ensure all required flight publications and charts are on board the aircraft.*
- *Ensure that a proper "Crew/Passenger Briefing" has been conducted prior to departure.*
- *Ensure aircraft hangar floors are clean and free of hazards.*
- *Ensure offices, restrooms, etc. are clean and maintained.*
- *Ensure that only authorized persons are allowed on board the aircraft.*

In-Flight Duties and Responsibilities

- *The Pilot in Command is responsible for crew placement inside of the aircraft based on aircraft conditions, weight and balance, type of mission or training activity.*
- *Comply with all FAA and Sheriff's Aviation Unit regulations.*
- *Comply with all aircraft manufacturers and Sheriff's Aviation Unit mandated procedures for aircraft operation.*
- *Ensure that all crew/passengers comply with FAA regulations.*
- *Make all FAR required in-flight reports of mechanical irregularities, failure of navigation equipment, encounters of unforeseen weather conditions that could affect flight safety, etc.*
- *Comply with Air Traffic Control (ATC) instructions.*
- *Take appropriate actions during an emergency. The general rule is to Aviate, Navigate and Communicate.*
- *Use good judgment to change route or desired landing area based on flight conditions.*
- *Exercise good Crew Resource Management (CRM) at all times. Crew resource management is a system that makes use of all available resources (equipment, procedures and people) to promote safety and enhance the efficiency of flight operations. Good situational awareness, problem solving, decision-making, communications and interpersonal skills are all needed to maximize the positive effect of Crew Resource Management.*

Post-Flight Duties and Responsibilities

- *Secure aircraft as necessary to prevent damage, theft, etc.*
- *Ensure aircraft is properly fueled for next assignment.*
- *Ensure all FAA and Sheriff's Aviation Unit required paperwork (blue card, press release, aircraft flight log, etc.) is completed and turned in on time.*
- *Post flight inspection – The Pilot in Command shall complete a post flight inspection after every flight to ensure the aircraft is still airworthy. (No damage, etc.).*

Tactical Flight Officer/Crew Chief

Under general supervision, performs duties including, but not limited to:

General Duties and Responsibilities:

- *The Crew Chief/Tactical Flight Officer (TFO) reports directly to the Pilot in Command during all flights regardless of rank.*
- *The Crew Chief/Tactical Flight Officer (TFO) has complete operational control over passengers or other crew members in flight and on the ground.*
- *Ensure that all crew members have received the appropriate medical/flight crew aircraft orientation and safety training.*
- *Complete all ground and flight training as directed by the Commander of the Emergency Operations Division or designee.*
- *Use good judgment in every situation.*
- *Comply with Sheriff's Aviation Unit policies or other Department manuals as directed by the Commander of the Emergency Operations Division or designee.*
- *Ensure aircraft hangar floors are clean and free of hazards.*
- *Perform other collateral duties as directed by a supervisor or manager.*
- *All personnel are required to be proactive and engaged in work assignments.*
- *Ensure offices, restrooms, etc. are clean and maintained.*

Pre-Flight Duties and Responsibilities:

- *Ensure that aircraft is properly washed/cleaned and ready for use.*
- *Ensure all Sheriff's Aviation Unit manuals, checklists or guidelines are on board the aircraft.*
- *Inspect and ensure all rescue, fire and medical equipment is functional and is on board the aircraft as necessary.*

- *Consult with the Pilot in Command and ensure that the required radios and helicopter equipment is working properly.*
- *Complete an inspection of other crew members. Ensure their flight suit, helmet, equipment/gear, rescue harness, etc. is within Sheriff's Aviation Unit policy and is functioning properly.*
- *Ensure that a proper "Crew/Passenger Briefing" has been conducted prior to departure.*
- *Ensure that only authorized persons are allowed on board the aircraft.*
- *Ensure any aircraft tie downs and/or rain covers are removed prior to flight.*

In-Flight Duties and Responsibilities:

- *Direct and coordinate crew member/passenger activities during each flight or mission (patrol call, medical scene call, rescue hoist, etc.)*
- *Responsible for aircraft, crew member and patient safety while participating in any flight or on the ground.*
- *Exercise good Crew Resource Management (CRM) at all times. Crew Resource Management is a system that makes use of all available resources (equipment, procedures and people) to promote safety and enhance the efficiency of flight operations. Good situational awareness, problem solving, decision-making, communications and interpersonal skills are all needed to maximize the positive effect of Crew Resource Management.*
- *Communicate with the Pilot in Command and provide risk assessments during all parts of the flight (scene operations, tail rotor security, etc.).*
- *The Crew Chief sits in the aircraft at the direction of the Pilot in Command. Generally, the Crew Chief will sit in the left front seat unless the aircraft is responding to a technical rescue. If the aircraft is responding to a technical rescue, the Crew Chief will sit in the main cabin of the aircraft in order to properly manage the call for service.*
- *Maintain effective communication with the Pilot in Command, other flight crew and ground personnel. This includes the overall management of radio communications and ICS.*
- *At the direction of the Pilot in Command, the Crew Chief shall ensure that the "air to ground" radio frequencies are correct. He/she is the primary crew member that communicates with ground personnel from the left front seat or rear of the aircraft.*
- *Comply with FAA (where applicable-Public use).*
- *and Sheriff's Aviation Unit regulations.*

- *Ensure that all crew members and passengers comply with Sheriff regulations and FAA regulations where applicable (Public use).*
- *Take appropriate actions during an emergency. During an emergency, all Crew Members/Passengers shall maintain communication and listen to instructions from the Pilot in Command.*

Post-Flight Duties and Responsibilities:

- *Secure aircraft as necessary to prevent damage, theft, etc.*
- *Ensure all Sheriff's Aviation Unit required paperwork (aviation flight log, ride along forms, etc.) is completed and turned in on time.*
- *Post flight inspection – The Crew Chief/TFO will inspect all rescue/medical equipment at the end of the flight to ensure it is still in working order.*

Volunteer Forces Deputy/Corporal

Under general supervision, performs duties including, but not limited to:

When assigned as the Search and Rescue (SAR) Program Coordinator the deputy or corporal will be responsible for the following programs and duties:

- *Search Dog Unit Coordinator.*
- *Cave and Technical Rope Rescue Unit Coordinator.*
- *Incident Management Team (IMT) Coordinator.*
- *Inland Empire Search and Rescue Council Liaison.*
- *Basic Search and Rescue Academy (BSAR).*
- *Basic Mountaineering Course (BMC).*
- *Mounted Search and Rescue (MSAR).*
- *Off Highway Vehicle (OHV).*
- *Rope Rescue Oversight Committee (RROC).*
- *Advanced Emergency Med Tech Program (AEMT).*
- *Search and Rescue Trainings / Classes.*
- *Nixle Notification System.*
- *Coordinator on-call roster.*
- *Search and Rescue Billing.*
- *SAR equipment request list.*

When assigned as the Citizen Volunteer Program (CVP) Coordinator the deputy or corporal will be responsible for the following programs and duties:

- *Citizen Volunteers/Citizens on Patrol Programs.*
- *Equestrians on Patrol.*

- *CV Bike Patrol.*
- *CV Boat Patrol.*
- *Chaplain Corps.*
- *Medical Reserve Corps (MRC).*
- *Citizen Volunteer Academy.*
- *CPR/1st Aid Training.*
- *Drivers Awareness Training.*
- *CLETS/nexTEST Program.*
- *Coordinator/Station Updates.*
- *Station File Audits.*
- *Incident Support Unit Coordinator.*

When assigned as the Reserve Program/Explorer Program Coordinator the deputy or corporal will be responsible for the following programs and duties:

- *Reserve Deputy Program.*
- *Volunteer Services Unit (VSU) Coordinator.*
- *Reserve Carry Concealed Weapons (CCW) Permits.*
- *Retired Reserve CCW.*
- *Explorer Program.*
- *Explorer Academy.*

Aviation Unit Corporal

Under general supervision, performs duties including, but not limited to:

- *Act as watch commander as necessary.*
- *Training instructor and/or coordinator.*
- *Supervise aviation personnel.*
- *Conduct shift briefings.*
- *Ensure compliance with division policy.*
- *Ensure employees are productive and provide efficient support to patrol, rescue and fire operations.*
- *Ensure employee demeanor and appearance is professional.*
- *Oversight of training programs (pilot, tactical flight officer, etc.).*
- *Additional duties as assigned by the Division Commander or designee.*

1.8.0 DEFINITIONS

Command Personnel

- *Division Lieutenants and Captain.*

Supervisory Personnel

- *Division Sergeant(s) and Maintenance Supervisor.*

Staff Personnel

- *Division Corporals, Deputies, Lead Mechanic and Professional Staff.*

Watch Commander

- *A member of the division (usually at the rank of Sergeant) who is assigned to supervise and manage a shift. When no watch commander is assigned, the on-call supervisor shall assume the watch commander duties. A Corporal may act as a watch commander as necessary.*

Flight Crew Personnel

- *All personnel assigned to a specific aircraft. This includes sworn, non-sworn and volunteers.*

Maintenance Personnel

- *All personnel assigned to the maintenance unit.*

Aviation Personnel

- *All personnel assigned to the aviation unit.*

Volunteer Forces Personnel

- *All personnel assigned to the volunteer forces unit.*

Chief Pilot (Standardization Instructor)

- *The Chief Pilot reports to the Division Commander or Aviation Lieutenant. He/she is responsible for all initial and ongoing pilot training and adheres to industry standards. (Position is assigned by Command Staff)*
- *Assistant Chief Pilots may also be selected.*
- *Works closely with management staff to ensure that all helicopter pilots are in compliance with Federal Aviation Regulations and Division policy.*

Unit Flight Instructor

- *Unit flight instructors are pilots that are authorized to train other pilots in Department aircraft to industry standards. Must be an FAA Certified Flight Instructor (CFI)*
- *Authorized to train in non-emergency flight instructor tasks.*
- *Must be approved by the Division Commander in writing.*

Emergency Procedures (EP) Flight Instructor

- *Aviation unit EP instructors are unit flight instructors that are authorized to train other pilots in Department aircraft to industry standards. (Possess CFI)*
- *Authorized to train in emergency procedures.*
- *Must be approved by the Division Commander in writing.*

Night Vision Goggle (NVG) Instructor

- *An aviation unit pilot that is authorized to conduct NVG training.*
- *Must be approved by the Division Commander in writing.*

1.9.0 NEW EMPLOYEE ORIENTATION PROCEDURES

An Emergency Operations Division supervisor or designee shall assist in the orientation of each newly assigned employee. Areas covered will include, but not limited to:

- *Introduction of employee to other staff.*
- *Issuance of locker, electronic keycard and keys.*
- *Tour of facility.*
- *Employee parking lot.*
- *Location of policy and other manuals.*

The Division Secretary shall ensure that all appropriate employee paperwork is complete. This includes the emergency notification forms, performance expectations, etc.

1.10.0 EMPLOYEE RULES AND REGULATIONS

All personnel assigned to the Emergency Operations Division shall be familiar and fully comply with all applicable rules and regulations listed in this Policy Manual.

1.11.0 UNIFORMS

Personnel assigned to the Emergency Operations Division shall wear the appropriate uniform or clothing as outlined in the Department Policy Manual. For specifications regarding uniforms, refer to Department Policy.

1.12.0 PERSONAL VEHICLES

Staff shall not park their vehicles in spaces designated for public parking. Staff shall park their personal vehicles in the secure parking area adjacent to the administration building or by the north hangar.

1.13.0 DUTY SCHEDULE

The duty schedule for all Emergency Operations Division personnel shall be posted at least three months in advance pursuant to Department Policy. Due to the complexity of the Units, schedule changes may occur. Personnel are responsible to stay updated on schedule changes. The duty schedule can be found in the following areas:

- Microsoft Teams*
- Aviation operations office area and Volunteer Forces hallway.*

Previous schedules shall be kept by the Division Secretary.

1.14.0 VACATION SIGN-UP SCHEDULE

The Emergency Operations Division shall follow Department Policy and the employee's specific memorandum of understanding (MOU) when it comes to vacation leave. However, due to the complexity and specialization of this division, the Commander of the Emergency Operations Division must ensure that each unit (Aviation and Volunteer Forces) is properly staffed for each assignment or shift. Therefore, certain adjustments to the vacation sign-up schedule must be made. Example, aviation pilots and tactical flight officers shall sign up for vacation separately regardless of rank.

The division shall circulate the following year's vacation schedule in November. This gives all personnel one month to sign up for vacation time off.

1.15.0 ON-CALL SCHEDULE

The lieutenant shall ensure that the on-call schedule is up to date and in the on-call Department calendar (dispatch).

1.16.0 ON-CALL PERSONNEL RESPONSIBILITIES (AVIATION)

During regular business hours, the on-duty Aviation Watch Commander shall monitor calls for service. During non-business hours, the on-call aviation supervisor shall handle requests for aviation resources. If aviation resources are necessary, the on-call aviation supervisor shall notify the lieutenant and/or division commander about the request as soon as possible. If the on-call aviation supervisor receives a request for an out of county aviation response, he/she shall also notify, when practical, Volunteer Forces pursuant to the Department mutual aid protocol.

Requests for Aero Squadron or Air Medic personnel shall be routed through the Watch Commander and/or Division Lieutenant.

1.17.0 ON-CALL PERSONNEL RESPONSIBILITIES (VOLUNTEER FORCES)

During regular business hours, the on-duty supervisor shall handle requests for mutual aid. During non-business hours, the on-call Volunteer Forces person will handle all Department and mutual aid requests that require Volunteer Forces assistance. (Out of County requests see next section). Should additional resources be required for coordination of callouts or overhead assistance, the on-call will make the request to the on-call supervisor of Volunteer Forces.

1.18.0 OUT OF COUNTY RESPONSE

All mutual aid requests by out-of-county agencies shall be approved by a Deputy Chief or person of higher rank unless exigent emergency circumstances exist (i.e. pursuit, hoist rescue, etc.) At minimum the watch commander or division lieutenant shall be notified as soon as possible. For any out-of-county mission requiring a response by volunteer members (e.g., SAR Missions), Chief approval is required. In addition, a sworn member and/or the Emergency Services Coordinator (ESC) with Volunteer Forces must accompany the volunteers. (Use of the ESC to accompany volunteers is subject to approval by the Division Commander. ESC shall

not be used on any sworn/law enforcement out of county mission). Generally, Volunteer Forces will not authorize an out-of-county mission if fewer than four volunteers are able to respond. If 10 or more volunteers are able to respond, then sending two members of the Volunteer Forces staff should be considered to accompany the volunteers.

1.19.0 REQUEST FOR TRAINING

All request for training courses shall be approved by the Division Commander. Supervisors shall ensure that the training is appropriate, and the proper paperwork is complete. The Division Secretary shall process and keep track of all training requests.

1.20.0 CAL CARDS

Employees that are issued Cal Cards pursuant to their assignment shall ensure that all purchases are in compliance with County guidelines. Each employee shall ensure that all receipts are kept and turned into the Division Secretary as required.

1.21.0 KEY CONTROL

The Emergency Operations Division Administrative Sergeant is responsible for key control. He/she shall do the following:

- Establish and maintain record of Division keys (office and vehicle keys).*
- Primary office keys are to be maintained in a locked control box in the Secretaries office. Duplicates may be made only with the approval of the Division Commander or designee.*
- Vehicle keys shall be maintained in the key control box in the Automotive Office.*
- Vehicles in the secured lot and assigned to specialized Volunteer Forces units (Dog Team, Cave Team, MRC, etc.) shall have a locking key storage device attached to the vehicle to allow after-hours access by approved volunteer members.*
- When an employee leaves the Division, the sergeant will ensure all Department keys are returned.*
- Key control tracking sheets will be kept in the Volf-Admin computer share drive under Inventories.*
- Key control shall be audited annually.*

- *If an employee cannot locate their key, they shall notify a supervisor without delay.*

1.22.0 BUILDING KEY CARDS

The Emergency Operations Division Administrative Sergeant is responsible for building key cards and shall oversee the following:

- *Maintain and update a list of all access key cards assigned to employees and all volunteers.*
- *Building key card tracking sheets will be kept in the Volf-Admin computer share drive under Inventories.*
- *Building key cards shall be audited annually.*
- *The Administrative Sergeant will ensure all Department card keys are issued or returned. (Secretary may assist him with this duty).*
- *If an employee cannot locate their key card, they shall notify a supervisor without delay.*

1.23.0 ARMORY

It shall be the responsibility of the assigned Aviation Unit Sergeant to ensure a monthly physical inventory is conducted of all equipment (weapons, ammunition, etc.) assigned to the facility armory. A written report of the inventory, listing equipment in need of repair or replacement, shall be submitted to the Division Commander as needed. The assigned Sergeant shall establish and maintain record of all weapons and ammunition.

1.24.0 USE OF CLASSROOMS OR HANGARS

The Emergency Operations Division has two large classrooms for trainings, meetings and events. The classrooms are available for Department, personnel based on availability. Use of the rooms should have a department nexus. For larger events, the use of an aviation hangar may be authorized as well. All requests for the use of classrooms or hangars shall be forwarded and approved by the Division Commander or designee. Use of this facility may be restricted based on Department Policy, a sheriff nexus and Federal TSA regulations.

All training classes, meetings and events should be inputted into the computerized aviation training room calendar by authorized personnel.

1.25.0 AVIATION OPERATIONS “OPS” BOARD

The aviation operations “ops” board is a computerized tracking schedule managed within the calendar function of Microsoft Teams. The operations board lists and tracks pre-planned aviation related events like static displays, flights, ride-a-longs and tours.

All aviation related activities should be inputted into the computerized aviation operations board calendar. Information entered into the operations board should contain the date/time of event, nature of event, type of service, any special conditions and the contact person/telephone number for each event. The following personnel are authorized to enter information into the operations board:

- Division Commander*
- Division Lieutenants*
- Division Sergeants*
- Division Corporals*
- Secretary*

Any cancellations should have an explanation in the detail window including the person who canceled the event.

1.26.0 CARE OF DEPARTMENT VEHICLES

All vehicles assigned to the Emergency Operations Division shall be used pursuant to Department policy. Each vehicle shall be used and cared for in a reasonable and professional manner. It is the responsibility of each driver or user of a vehicle to inspect and do the following:

- Complete the vehicle check out sheet and submit to Watch Commander prior to driving the vehicle.*
- Ensure tires are properly inflated and not worn.*
- Ensure proper monitoring of all fluid levels.*
- Ensure vehicle remains clean.*
- Ensure gasoline tank is filled prior to being returned or parked.*
- Ensure personnel are properly and currently licensed for that specific vehicle.*
- When any vehicle is not operating correctly or if during the course of operation, the vehicle becomes disabled, contact the Watch Commander, and arrangements should be made to retrieve it. If contact cannot be made, check with Sheriff's automotive first. If Sheriff's automotive is not available, notify a rotation tow, and have*

the vehicle towed to an approved garage or secure location. All damage should be reported immediately to the Watch Commander or on-call supervisor.

All personal belongings and trash should be removed at the end of watch or when another driver will be taking the vehicle.

1.27.0 *DIVISION EQUIPMENT CHECKOUT/INVENTORY PROCEDURES*

To help keep track of unit equipment, Division Lieutenants shall assign a supervisor to monitor, inventory and audit all equipment used or stored by the Emergency Operation Division. This includes night vision goggles, digital cameras, HT's, helmets, computer equipment, downlink, etc. A check in/out procedure shall be established to ensure accuracy and prevent damage.

All employees shall inspect all equipment during check out to ensure it is working properly. Any broken or inoperable equipment must be reported to a watch commander without delay. The equipment should be checked back in upon its return using an equipment checkout. Only Department personnel are allowed to check the equipment in and out. A Division Sergeant/Corporal shall track all equipment monthly and prepare/submit an inventory memorandum to the Division Commander as needed.

1.28.0 *SHIFT BRIEFING (ROLL CALL)*

The Division shift briefing normally occurs at 1630 hours in the briefing room. All flight crews are required to attend the shift briefings. All absences shall be approved by the Watch Commander. All support personnel are encouraged to attend shift briefings.

The briefing period should include, but is not limited to, the following items:

- Briefing board items.*
- Watch assignments.*
- Schedule changes.*
- Review of previous shift's log activities.*
- Safety issues.*
- Status of any outstanding unit aircraft or vehicles.*
- Training sessions.*
- Any significant weather information.*
- Discussion of any problems or any pertinent information.*

- *Round table discussion.*

1.29.0 INSPECTION MATIRX

The Emergency Operations Division has an inspection matrix. Pursuant to Department Policy, specific areas within each command shall be inspected, reviewed and monitored. The Division Commander or designee will assign personnel to specific areas of responsibility. The Division inspection matrix ensures each employee is completing their required assignments listed on the matrix and are inspecting their assigned area/equipment as needed.

At the end of each calendar year, the Division Commander will review the inspection matrix for accuracy and compliance with all applicable Department and Division policies.

1.30.0 EMPLOYEE PERSONNEL FILES

All employee files shall be kept confidential and secured inside of the Lieutenants office (Aviation and Volunteer Forces). Supervisors shall check out employee files with the Lieutenants(s) when necessary and only for Department business.

VOLUME TWO: GENERAL FACILITY GUIDELINES

2.1.0 TRANSPORTATION SECURITY ADMINISTRATION (TSA)

The Emergency Operations Division has hangars located at the San Bernardino International Airport and the Apple Valley Airport. All personnel must adhere to all applicable TSA regulations. Both hangars have designated areas for aviation personnel including helipad or aircraft landing areas. All personnel shall be mindful of all aircraft operations and ensure the safety of other personnel or guests. Personnel shall also adhere to all San Bernardino International Airport and Apple Valley Airport regulations, restrictions and guidelines.

2.2.0 FACILITY AND AIRPORT SECURITY

All employees shall ensure that all Emergency Operations Division facilities are secure at all times. All doors and access gates shall remain secured and only used pursuant to normal work activity. Security doors and gates shall not be propped open or left unsecured. Employees shall be diligent and mindful of suspicious activity near buildings and surrounding areas. Suspicious activity shall be reported to a law enforcement officer without delay.

The Emergency Operations facility has two security levels; public and restricted. Public areas consist of the lobby and training rooms. All other areas are restricted access. All guests or invitees to the facility must check in at the front desk and wait to be met by requested personnel. This includes airport personnel.

At close of business, the remaining flight crew is responsible for a final facility check to ensure all access points and gates are locked and secure.

2.3.0 AIRPORT AND VEHICLE GATES

Only Division approved aircraft and vehicles will enter through the automated gates. All other aircraft or vehicles must request access via the video access panel. When practical, all vehicles and pedestrians will be directed to the front desk for check-in prior to entering the secured parking lot/flight line. Pedestrians requesting to enter through the gate shall at minimum be vetted via the video surveillance system. All non-division vehicles requesting to enter through the gate shall remain outside the

secured vehicle gate until they can be safely escorted into the back of the facility to their desired destination. (Division employee and Division volunteers' vehicles are exempt)

Vehicles shall drive as close to the building as safely possible to avoid contact with any parked aircraft. All vehicles shall stop and will not proceed when any aircraft is running or is in motion until that aircraft shuts down or departs.

When any vehicle or aircraft requests to make entry through the aircraft gate, a member of Aviation shall be directed to the gate. If entry is approved, the subject will be directed to the approved vehicle/aircraft parking area and then escorted into the facility.

The vehicle gate and aircraft gate can be opened at the same time. Personnel who exit through the aircraft gate shall remain until the gate is closed. This is to ensure no unauthorized vehicles, aircraft or persons enter the AOA or the facility.

2.4.0 EMPLOYEE IDENTIFICATION DISPLAY

Sheriff's employees visiting or working at the Emergency Operations Division or Apple Valley Hangar, and not in uniform, shall display the proper Department issued identification card, a Department building pass, or badge in plain view.

Law enforcement personnel not employed by the Department shall be directed to wear their agency identification card in plain view. Those requesting access to secure areas of the facility, shall be escorted by an Emergency Operations Division employee.

2.5.0 FACILITY TOURS

All requests for tours of the Emergency Operations Division shall be forwarded to a watch commander for approval. Generally, tours should be scheduled during normal business hours, however, exceptions can be made with prior approval from the Division Commander or designee. The following groups are permitted to tour the Emergency Operations Division:

- Government agencies or their individual members.*
- Service clubs.*
- Citizen groups interested in law enforcement.*

- *Businesses interested in operations, functions and design of aviation facilities.*
- *Student groups studying law enforcement.*
- *Department sponsored intervention programs, and programs promoting positive educational experiences for juveniles with law enforcement.*

If approved by a Watch Commander, the tour request should be logged in the Aviation Operation Board. The staff member who coordinates the tour shall contact the group to schedule the date and time of the tour.

Generally, safety staff shall conduct the tour on the scheduled day. An EOD staff member shall escort all tours.

Watch commanders may permit certain groups or individuals (family member or outside agency employees) to tour the facility on a case by case basis.

2.6.0 HANGAR DOOR OPERATION

All employees should clear the door tracks and openings before operating the doors. Employees shall ensure there are no obstructions in the way before opening/closing the hangar doors. To open or close the doors, press and hold the open or close button for five seconds. To ensure safety, the operator is required to walk with each door as it opens or closes. There will be an audible alarm when the open or close button is pressed. There are limit switches that should automatically stop the doors at full travel closed or open. Be prepared to stop the door motor manually if the limit switches malfunction. Emergency shut off is the “Red Re-set” switch located near the door open/close buttons.

2.7.0 FIRE ALARM SYSTEM

Each hangar is equipped with both foam and water for fire suppression. The hangars have an overhead water sprinkler system. Each hangar has foam hose reels located on the north and south wall. The hose reels are marked with red foam signs and should only be used for fire suppression

The fire alarm system has two monitoring/reset keypads. One is located on the west wall in the lobby. The second one is in the electrical room in the administrative hallway. Both keypads can silence any false alarm and give information from where the issue is located.

Unless otherwise notified the current system is monitored by Tri-Signal Alarms at 1-800-975-2405

2.8.0 HANGAR ALARMS AND SECURITY

It is everyone's responsibility to ensure the facility is secure and that the doors and gates are secured during and after normal business hours. After shift briefing, flight crews assigned to rescue/night crews should make a security walk-around of the hangar and ensure that all doors and gates are locked.

2.8.10 EMERGENCY OPERATIONS FACILITY ALARM (San Bernardino)

There are seven (7) alarm keypads in the facility to arm and disarm the security alarm. The keypads are located inside the doors at the loading dock entrance to the training rooms, the main lobby, northeast entrance, maintenance entrance and southeast entrance.

To activate the alarm, follow the instructions on display pad after pressing the command button. The display will notify if an area or door is unsecure. Personnel should investigate any area in question prior to overriding the area.

If all areas are secure, the status light will turn "red" and exit count down will begin. At that time, it is safe to exit the building.

If personnel have a late call (past 0200 hrs.), contact the on-call Watch Commander and tell them personnel are still out. Otherwise, they should call the staff to advise them the alarm was not set.

The alarm company for the Emergency Operations facility is currently Troy Alarms (800) 746-0831

2.8.20 APPLE VALLEY FACILITY ALARM (Apple Valley)

There are two keypads in the facility to arm and disarm the security alarm. The keypads are located inside the front door and inside the east hangar man door.

To activate the alarm, follow the instructions on the display pad. Is the green “ready” light on or off? If it is off, there is a door that is not secured or one of the motion sensors has detected movement. Personnel must stand still for about 5 seconds.

When the green “ready” light is on, enter the appropriate security code then push the “away” button. Personnel may now exit the building.

When entering the building, personnel must enter the security code and then push the “off” button.

The alarm company for the Apple Valley facility is currently Apple Valley Communications: 760-247-2668.

2.9.0 INMATE WORKERS

The San Bernardino County Work Release Program is a privilege. It is the inmate’s responsibility to comply with all general instructions and rules governing their assignment to the program. Performance of Labor on Public Works in Lieu of Confinement authorizes our use of inmate workers when available. Inmate workers are sentenced prisoners performing manual labor. As such, inmates may be retaken into custody at any time they are no longer considered a fit subject for participation in the program.

Inmate workers are only assigned to the Emergency Operations facility in San Bernardino. The inmate worker duties are generally divided into three main areas:

- Area 1 consists of the unrestricted area; training rooms and restrooms near the training rooms and front parking lot.*
- Area 2 consists restricted area; admin building and restrooms.*
- Area 3 restricted area; maintenance offices, hangars, tarmac and south parking lot.*

2.9.10 INMATE WORKER PROCEDURES

A list of specific duties to be performed by the inmate workers is posted at the sign in location located in the Emergency Operations facility lobby. Inmate supervision is the responsibility of all unit personnel. However, shift Watch Commanders should ensure all required paperwork is complete, i.e., weekly attendance reports and inmate injury reports. Any person assigning workers to perform a task should oversee the completion of the job.

The inmate worker's break area is located along the south wall of the maintenance hangar. The break area should be kept clean at all times. Staff should ensure that the inmate worker cleans and places all equipment (mops, buckets, etc.) in the proper location at the end of each day.

The Watch Commander or designee is responsible for the supervision of inmate workers. However, all personnel have the duty and responsibility to monitor the inmate worker activities and ensure that the work performed is completed safely. Inmates shall receive a tour of the facility for safety purposes. The tour should include the bathrooms, offices, hangar area, wash rack area, parking lots, outside storage area and the clean-up equipment area. Safety should be stressed as our number one goal while working at the facility.

At the end of each duty day the inmate workers are to be searched before departing the building. The person checking the workers out should be a sworn safety employee. We must ensure the workers are checked for any items of county property and equipment.

A complete set of the Rules, Instructions, and Aviation Duties are maintained by the inmate worker supervisor.

If an inmate is not working as required, the inmate can be returned to the Glen Helen Rehabilitation Center (GHRC) Work Release Unit. Staff shall inform the inmate that they need to return to GHRC immediately. Staff shall contact GHRC at 909-473-2630 or 909-473-2502 and let them know the circumstances on why the inmate needs to be returned to GHRC. They will need his/her name and booking number.

2.10.0 GENERAL FACILITY CLEANLINESS

All personnel assigned to the Emergency Operations Division have a responsibility to keep the facility clean and free from hazards. If an employee identifies an area that needs to be cleaned or presents a hazard to other employees, he/she shall take steps to ensure that the issue is addressed. The following, but not limited to, shall be cleaned daily:

- Rest rooms and locker rooms*
- Kitchen areas*
- Office areas*
- Hangars*

- Classrooms
- Mailbox area (*Employees shall ensure their mailbox is cleaned out on a regular basis*).

All Watch Commanders shall inspect the facility on a daily basis and ensure the facility is clean and free of hazards. Maintenance personnel and flight crews should ensure that both hangars are clean and free of debris. Generally, the flight crew on night shift or on the weekends should clean each hangar floor.

Personnel assigned to the Volunteer Forces unit shall ensure that all classrooms are cleaned daily.

VOLUME THREE: AVIATION OPERATIONS

3.1.0 AVIATION SCHEDULE

The aviation schedule managed through Microsoft Teams is used to document the daily roster of shift assignments, employees, ride-a-longs, overtime hours and other pertinent information.

3.2.0 COMPUTERIZED AVIATION FLIGHT LOG (ZULULOG)

The San Bernardino County Sheriff's Aviation Unit provides aviation support to all public safety agencies in San Bernardino County. This includes all Sheriff, Police, Fire and other government agencies. Typically, calls for service are documented on a Computer Aided Dispatch (CAD) system; however, there is not one unified CAD system for the County of San Bernardino. Many agencies have their own CAD system and aviation personnel do not have the ability to input call information. Therefore, in order to document calls for service and call information, all tactical flight officers, crew chiefs, and fixed wing pilots shall complete the aviation flight log in Zululog for all patrol, rescue, fire and administrative flights. In the absence of a dedicated tactical flight officer or crew chief, the pilot in command (PIC) shall ensure that the appropriate information is entered into the aviation flight log. Generally, call information should be inputted by the end of each shift. Watch Commanders shall ensure that the flight logs are completed as required.

Entries should include the following information where applicable:

- Date and times of all flights.*
- Flight crew information including pilot(s), tactical flight officers/crew chiefs, air medics or other crew members.*
- Civilian ride-a-long information.*
- Passengers.*
- Aircraft (the aircraft used during the shift, 40K1, 307, N40SB etc.).*
- Hobbs start and end times for each aircraft used during the shift.*
- Type of shift or assignment (day valley, night valley, rescue, etc.).*
- Weather conditions. If the aircraft is grounded due to weather, list reasons in flight log.*
- Indicate the type of call activity (proactive patrol, dispatched call, self-initiated call, etc.).*
- Agency (enter jurisdiction of the call or requesting agency. San Bernardino, Rancho, Highland, etc.).*

- *Activity (list the specific activity).*
- *Location of call (the address or identifiable location of the activity).*
- *Disposition (list the appropriate disposition for each call).*
- *All other pertinent information.*

A supervisor shall be assigned to review the aviation flight log periodically each month to ensure compliance with the aforementioned requirements.

All civilian ride-a-longs shall be entered into the aviation flight log.

3.3.0 AIRCRAFT LOG

The aircraft flight log is an official document that must remain inside the aircraft at all times. This official log is utilized by FAA and Sheriff's personnel to determine compliance with all applicable regulations related to flying an approved aircraft. It is also used by pilots and maintenance personnel to identify squawks and other maintenance issues. The aircraft logs shall be filed and stored by maintenance personnel during ongoing and annual maintenance repairs. All PIC's must complete the aircraft log prior to any flight.

3.4.0 PERSONAL PILOT LOG

The personal pilot log is also an official document that is reviewed by the FAA, Chief Pilot or other personnel authorized to review the log. Each pilot must maintain a pilot log and documents all FAA required flights or training.

3.5.0 CIVILIAN RIDE-A-LONGS AND PASSENGERS IN AIRCRAFT

3.5.10 CIVILIAN RIDE-A-LONGS

Pursuant to Department Policy 1.818, the Emergency Operations Division shall allow citizens to fly in a helicopter under the following conditions:

- *Requests for a ride-a-long shall be routed to the Watch Commander or higher level of authority.*
- *The Aviation Unit specific civilian ride-a-long waiver shall be completed by the citizen requesting to fly in the aircraft.*
- *The citizen's criminal background shall be checked by accessing the available criminal databases (NCIC, CNI, DMV, etc. NO RAPS).*

- *The Watch Commander shall review the waiver and background information for accuracy and approve the ride-a-long.*
- *The ride-a-long information shall be documented in the aviation flight log and ops board.*
- *The ride-a-long waivers shall be placed into a separate file located in the aviation operations area. The waivers will also be scanned and stored in the aviation flight log (Zululog).*
- *Generally, civilian ride-a-longs shall be limited to two times per year. The Division Commander may approve additional ride-a-longs at his discretion.*
- *A request for a ride-a-long may be denied at any time based on flight conditions, availability of aircraft, type of mission or other public safety concern.*
- *Citizens are prohibited from carrying a firearm, less than lethal device, or pepper spray at any time while flying in the aircraft.*
- *Citizens are required to wear attire appropriate for flying in an aircraft.*
- *Aviation ride-a-longs differ and are unique from ground patrol ride-a-longs as the observer is removed from the elements of most law enforcement calls for service. With that, citizens under the age of 15 requesting to ride-a-long with the Aviation Division shall be at the discretion of the Aviation Commander or his designee.*
- *Ride-a-longs on the Unit's Rescue Helicopter are prohibited without division commander's approval.*

3.5.20 PASSENGERS

Passengers are non-Aviation Unit personnel who need to be flown in Department aircraft. Examples include city, county, state and federal employees, public safety personnel or other people based on the specific situation. Passengers may be flown under the following circumstances:

- *Approval from PIC, Watch Commander or higher level of authority.*
- *Pursuant to a specific mission (VIP transport, public safety reconnaissance flight, public safety call for service, etc.).*
- *The type of flight and passenger information is listed in the aviation flight log.*
- *A waiver or background is not necessary if the passenger is a city, county, state or federal employee.*

All civilian ride-a-longs and passengers shall receive a flight briefing (except in an emergency) before any flight. The flight briefing shall include the following information:

- *No weapons or chemical agents are allowed unless authorized by the pilot in command (law enforcement employee).*
- *No smoking within 100 feet of the aircraft.*
- *Compliance with flight crew directions.*
- *Operation and use of seat belts and shoulder harnesses.*
- *Location and means for opening the passenger entry door and emergency exits. Passengers shall be briefed on the procedures to follow in the event an emergency evacuation is necessary.*
- *Emergency procedures to be followed during a forced landing or ditching.*
- *Location of survival equipment.*
- *The normal and emergency use of oxygen if the flight is to be conducted above 12,000 feet Mean Sea Level (MSL) (fixed wing).*
- *The location and operation of fire extinguishers.*
- *Precautions and procedures necessary to avoid undue hazards when approaching or departing the aircraft*
- *Securing loose items.*
- *Keeping clear of controls.*
- *Not engaging the crew in idle conversation during takeoffs and landings.*
- *Alerting the pilot of hazards.*
- *Keeping arms and legs inside the aircraft while in operation.*
- *Operation of aircraft intercom system.*
- *The use of electronic devices.*

3.6.0 TYPE OF FLIGHTS

All flights shall be approved by the Division Commander or designee. The flights will be documented as required. The Aviation Unit provides several types of flights. They include:

Patrol

- *Law enforcement calls for service.*
- *Logged in the aircraft and computerized aviation flight log.*

Rescue

- *Medical or search/rescue call for service.*
- *Logged in the aircraft and computerized aviation flight log.*
- *Part 91, Public use.*

Fire Suppression

- *Flight in support of a local, state or federal wildland fire.*
- *Logged in the aircraft and computerized aviation flight log.*

Surveillance

- *Flight in support of covert investigation.*
- *Helicopter or fixed wing.*
- *Logged into the aircraft and computerized aviation flight log.*

Administrative

- *Special assignment, static display, Passenger transport, Extraditions, etc.*
- *Helicopter and fixed wing.*
- *Logged into the aircraft log and computerized aviation flight log.*

Training

- *Flying an aircraft is a highly perishable skill that requires initial and ongoing training. Pilots are permitted to “build time” in Department aircraft to ensure compliance with FAA regulations and Aviation Unit training requirements.*
- *Includes all initial, refresher and ongoing training flights.*
- *Flight currency (FAA requirements).*
- *Logged into the aircraft and personal pilot flight log.*

Maintenance

- *Periodic maintenance flights are required to ensure that all aircraft are in compliance with FAA regulations, manufacturer guidelines and Aviation Unit policy.*
- *Maintenance flights (run up and actual flights) may only be done by authorized pilots.*
- *Logged into the aircraft flight log.*

3.7.0 OUT OF COUNTY FLIGHTS

All flight crews shall remain within San Bernardino County unless they have permission from the Watch Commander to leave the county area or they are on an official call for service (pursuit, natural disaster, etc.). If the flight crew does go out of the county on an official call for service, they shall notify the Watch Commander as soon as possible.

When out of the county on a call for service, the flight crew shall attempt to get air support from the affected jurisdiction and if appropriate, ask them to take over the call.

3.8.0 *HELICOPTER STATIC DISPLAYS*

All requests for static displays should be routed through the Aviation Watch Commander. Static displays are permitted based on aircraft and personnel availability. A Division "Static Display Request Form" will be filled out and signed for all approved static displays. All guidelines on the form must be followed or the display will be cancelled. If the static display takes place at or within 1000 feet of K-12 school, then a Cal-Trans landing site survey must be completed before any landing. Generally, all requests for helicopter static displays should be made at least four weeks in advance. A crew briefing prior to the aircraft taking off for the event shall take place and cover expectations and hazards.

3.9.0 *WASHING AND CARE FOR AIRCRAFT*

Generally, helicopter and fixed wing crews shall wash all assigned aircraft prior to the first flight of the day. Exceptions can be made for "first light launches" or an emergency call for service. If the flight crew responds to one of the aforementioned calls, they shall wash the aircraft as soon as practical. During "down time", all flight crews are encouraged to clean standby aircraft.

Personnel should wash Department aircraft at the approved wash area/rack. Crews may also wash the aircraft inside of the hangar.

Aircraft shall be moved to the wash rack on a platform, using a chopper spotter, or tow vehicle (fixed wing). Aircraft shall not land on the wash rack unless exigent circumstances exist and with the approval of the on-duty supervisor.

Only authorized personnel can move an aircraft to and from a hangar or around the flight ramp area. Authorized personnel must receive specific training in this area before moving any aircraft.

3.10.0 FLIGHT REGULATIONS

All personnel assigned to the Aviation Unit shall adhere to applicable local, state and federal flight regulations. All personnel shall also adhere to all Department and Aviation Unit operational procedures.

3.10.10 AIRCRAFT SEATBELTS

All Department Aircraft are equipped with manufacturer approved seat belts. Seat belts should be used in accordance with manufacturer instruction and applicable FAA regulations.

All flight crew members shall wear their seatbelts while in flight with the only exemption being when the wearing of a seat belt would prohibit them from performing their duties. (FAA Reg 91.105)

To lessen the risk of injury when a seat belt is not in use, all flight crew members shall, at minimum, be attached to the interior of the aircraft with a safety strap (Red/Blue strap). The use of safety straps in place of seatbelts is discouraged but may be necessary to perform crew duties.

3.11.0 DESIGNATION OF PILOT IN COMMAND

A pilot in command (PIC) shall be established for all Aviation Unit flights. When more than one pilot is on board the aircraft, the following procedures shall be used:

- During all non-training flights, the pilot in command shall fly the aircraft from the seat established as the pilot's seat by either the aircraft operator's manual or, in the absence of such designation, the control and instrument placement that is obviously for the pilot.*
- During training flights, the flight instructor shall be the pilot in command. If two flight instructors are flying together, a preflight briefing will be conducted prior to the flight to determine which flight instructor is the pilot in command.*

If there is difficulty in establishing the pilot in command for a flight, the pilots shall consult with the Aviation Unit Watch Commander or staff personnel to determine the pilot in command.

3.12.0 CREW RESOURCE MANAGEMENT

Crew resource management (CRM) shall be practiced during all flight operations. CRM education shall be included in all flight crew member's initial, annual and ongoing training and evaluations.

CRM is defined as a management system that makes use of all available resources (equipment, procedures, and people) to promote safety and enhance the efficiency of flight operations. Good situational awareness, problem solving, decision-making, communications and interpersonal skills are all needed to maximize the positive effect of CRM.

3.13.0 AIRCRAFT AIRWORTHINESS

The pilot in command (PIC) has the official responsibility to ensure the aircraft is airworthy. The tasks required to ensure airworthiness may be delegated to other competent individuals. These tasks include, but are not limited to:

- A review of the aircraft maintenance logbook.*
- Compliance with applicable airworthiness directives.*
- A preflight conducted in accordance with the aircraft operator's manual prior to the first flight of the shift.*
- A walk-around inspection should generally be completed prior to takeoff following each engine shutdown, if pilot exits the aircraft.*

3.14.0 AVIATION SAFETY EQUIPMENT

Flight crew personnel shall wear the following safety equipment when flying in Department helicopters:

- All Department assigned equipment (as necessary).*
- An authorized flight helmet. The flight helmet shall be white in color. If wearing the maxillofacial shield, the shield shall be solid black with no stickers or patches affixed to it. A sticker or patch may be affixed to the flight helmet at the discretion of the Aviation Commander (a rescue "bump" style helmet is authorized when working in a rescue capacity, see section 3.14.10).*
- An authorized flight suit.*
- An authorized flight jacket (as needed).*
- Nomex/ flame resistant gloves (as required).*
- Authorized flight boots.*

- Other appropriate apparel may be worn at the discretion of the PIC or supervisory staff.

3.14.10 RESCUE HELMET

The Aviation Unit provides “bump” style helmets with a TEA headset to be used as a rescue helmet by flight crew members involved in technical rescue operations. While these helmets provide tactical and safety benefits of their own (visual and advanced audible capabilities), they do not have the same lateral crash protection as a standard HGU flight helmet.

Generally, rescue helmets should only be used on missions in which the crew member is likely to have victim/patient contact while performing their duties on the ground. Therefore, the rescue helmets will not be used in lieu of a flight helmet during all missions. The use of “bump” style helmets during training is restricted to hoist rider and hover step training only.

3.15.0 FLIGHT OPERATIONS/TRAINING

Only Aviation Unit pilots are authorized to manipulate any flight controls onboard any unit aircraft except:

- *When an Aviation Unit flight instructor is at a set of flight controls conducting specific flight training with another Aviation Unit member or performing an evaluation that has been approved by a Watch Commander.*
- *In the event of an in-flight emergency.*
- *When specifically authorized by the Division Commander.*
- *For the purpose of a FAA check ride. The Division Commander may authorize an FAA appointed Designated Examiner to be at and manipulate the Department’s aircraft’s flight controls for the purposes of conducting a check ride. During the course of the check ride, the Designated Examiner may also manipulate the aircraft throttle for the purposes of conducting and evaluating the applicant for emergency procedures portion of the FAA Practical Test Standards.*

Civilians and personnel from outside agencies shall not take control of any Department aircraft.

Sheriff’s Department personnel not assigned to the Aviation Unit shall not take control of any Department aircraft with the exception of Aviation Unit pilots who may be assigned elsewhere, but remain current on the type of aircraft they are assigned to fly.

3.16.0 POSITIVE TRANSFER OF FLIGHT CONTROLS

During any flight where there is more than one pilot in the aircraft, there must always be a clear understanding of who has control of the aircraft.

A briefing shall be conducted prior to such a flight covering the procedure for the exchange of flight controls. A three-step process in the exchange of the controls shall be followed. The pilot in command may modify this procedure as needed to meet immediate demands during any critical situation.

When the pilot in command wishes to take the controls, he/she will say, "I have the controls." Anyone else on the controls will relinquish the control and acknowledge by saying, "You have the controls." The pilot in command again will say, "I have the controls." When control is transferred from the pilot in command to anyone else, the same procedure shall be followed. There should never be any doubt as to who is flying the aircraft.

3.17.0 SMOKING

Smoking inside or within 100 feet of any aircraft or fuel source is prohibited. Emergency Operations personnel shall also adhere to the San Bernardino County policy on smoking in or near county buildings. The only designated smoking area is the front parking lot.

3.18.0 AVIATION UNIT CREW REST POLICY

Aviation Flight Crew

The crew rest policy pertains to all aviation flight crew personnel. This includes pilots, tactical flight officers and air medics. Specific crew rest policies are:

- Maximum duty day – 14 hours*
- Maximum flight time per duty day – 7 hours*
- Minimum time off between duty days – 8 hours of uninterrupted rest*
- During any 14 consecutive flight duty days, flight crew personnel shall be off flight duty for two full calendar days. The days off may be any two calendar days and need not be consecutive. Flight crew personnel shall not be subject to call during the days off.*
- Flight crew personnel shall voluntarily ground themselves at the onset of fatigue which affects safe job performance.*

- *Flight crew personnel shall arrive for duty sufficiently rested to provide safe job performance throughout their shift.*
- *Crew rest policies may be waived by Aviation Unit supervisory personnel (excluding the maintenance supervisor) in agreement with the flight crew personnel. No employee may waive crew rest policies for himself.*
- *Pilots assigned to fire suppression under the direction of Cal-Fire shall adhere to the crew rest policy contained in the Cal-Fire Aviation Management Procedures Manual.*

Fuel Truck Drivers

This policy applies to Aviation Unit personnel assigned to drive the fuel truck. This policy is in compliance with Federal Interstate Commerce Regulations.

- *Fuel truck drivers shall not drive the fuel truck beyond the 14th hour after coming on duty following 10 hours off duty.*
- *Fuel truck drivers shall not drive more than 11 hours following 10 hours off duty.*
- *Fuel truck drivers shall not drive after having been on duty for 60 hours in a 7-day period. A new 7-day period may start after 24 or more consecutive hours off duty.*
- *After driving the fuel truck for 11 hours or being on duty for 14 hours, fuel truck drivers shall not drive the fuel truck again until he has had 10 consecutive hours off duty.*

In the event of an emergency situation, these crew rest policies may be waived in order to support the Sheriff's Departments mission during the emergency. The fuel truck driver and an Aviation Unit supervisor must agree with the waiver prior to its implementation.

3.19.0 COLORADO RIVER HOLIDAY ASSIGNMENTS

Aviation Unit helicopters are routinely assigned to the Colorado River/Needles Station during major holiday weekends. Generally, the primary base of operation will be dictated by the Colorado River Station Commander. The flight crew may have optional standby locations as necessary based on mission requirements and faster response times. Dispatch should be notified of their location and status.

If the aircraft is left unattended overnight, all weapons, medical supplies (narcotics) shall be removed and stored by the flight crew. Other items may be secured at the crew's discretion.

The primary duty of the crew during the aforementioned operations is to support Colorado River Station personnel. The duty shift hours are flexible, depending on the mission. Crews will generally be put on-call for possible after hour missions. The crew should establish a point of contact using hardline or a cell number. All applicable Department on-call policies as well as Safety MOU on-call agreements shall be adhered to.

All requests for ride-a-longs or passengers should be routed through the Colorado River Station watch commander, however the crew PIC has the discretion to refuse as necessary.

Transportation arrangements should include vehicle and fuel card. Extra headsets should be available for passengers. Swift water gear and water rescue preparations should also be considered.

3.20.0 HELICOPTER CONFIGURATION

At the beginning of each shift, the assigned flight crew should ensure their aircraft is configured and prepared for the assigned mission. Equipment such as FLIR, radios, binoculars, special weapons and crew survival pack should be installed and operational. Store survival packs in the cargo bay. The A-Star/H-125 can have the pack stowed on/or under the back seat.

Patrol

Specialized weapons should be stowed and locked in the aircraft weapon rack, if equipped. If the helicopter is parked overnight, the weapon shall be secured with the crew. If the helicopter is left unattended at an off-site location out of view of the flight crew, the weapons shall be locked in the aft cargo area.

Front doors can be removed and back doors pinned open should that configuration become necessary. It is the crew's responsibility to ensure all loose items inside the helicopter are secure and the doors properly stored.

The patrol ships may be used to extract victims and/or personnel. Be familiar on how to remove the back seats if necessary and remove aircraft

doors. It is the crew's responsibility to ensure all items inside the helicopter remain secure.

Rescue

The litter basket should be installed on the floor in front of the crew seats. Medical equipment should be installed per the highest medical authority on board. All medical equipment should be inventoried and inspected to ensure condition and function. The hoist should be installed and operational.

Fire

All aft and forward bench seats may be installed. The Bambi bucket, if used, should be placed in the gun well for the UH-1H and on the floor for the B-212. The fire crew tools should be secured in the gun well, along with two headsets. An alternate setup is the use of the fixed belly tank (Simplex).

Passenger Transport

Seats with seatbelts correctly installed should be used. Headsets in place for each passenger should be used when available. A 3-4 position center seat should be installed when needed (Bell 212). The seat should face forward and have seatbelts installed. Additional seats may be installed at the direction of the Pilot in Command.

3.21.0 HELICOPTER DEPARTURE PROCEDURES

The tarmac heliport area at the Emergency Operations facility is approved by the San Bernardino International Airport and the Aeronautical Division of Cal-Trans. The approved final approach/take off (FATO) for the facility is a 06/24 heading to and from the "H".

Standard parking and departing procedures shall be followed to minimize the risk of aircraft incidents. Unless otherwise approved by the Division Commander or designee, helicopters should be parked facing in on the numbered helipads. Flight crews shall follow taxi lines at a slow speed when transitioning to and from the "H".

During windy (Santa Ana) conditions, helicopters may be parked facing north and a north (36) departure is authorized. Pilots should transition to the center taxi line before completing a maximum performance take-off to minimize the downwash on vehicles parked north of the tarmac. Flights out of Apple Valley facility shall be based by weather conditions and/or pilot discretion.

3.22.0 BASE OF OPERATION

Valley Patrol

The primary base of operation is the hangar facility at the San Bernardino International Airport. If the valley patrol's base of operation is changed, the Unit Watch Commander and the Valley Dispatch Supervisor should be notified as soon as possible regarding the circumstances and how the crew can be contacted.

Rescue

The primary base of operation is the hangar facility at San Bernardino International Airport. If there is a request to reposition the helicopter, the Unit Watch commander, the Valley Dispatch Supervisor and the County Fire Communication Center (Comm Center) Supervisor should be notified. If deemed appropriate and the rescue crew is being based at the Apple Valley Airport, Desert Communication and Comm Center should be notified.

Desert Patrol

The primary base of operation is the hangar facility located at Apple Valley Airport. The Desert Dispatch Center should be updated as to the crew's location and status. All requests to reposition the aircraft should be forwarded to the Aviation Unit Watch Commander. The Desert Dispatch Supervisor should be notified as soon as possible as to the circumstances and how the desert crew can be contacted.

River Crews

The base of operation will be at the discretion of the Colorado River Station Commander or designee. Dispatch should be notified as to the crew's status and location. The on-duty Watch Commander should be notified when the crew begins and ends their shift.

Surveillance

Helicopter or fixed-wing operations are normally out of the San Bernardino Hangar. Since the surveillance crew may be required to stage at various locations throughout Southern California, the crew should check in and notify Watch Commander of their status and location approximately every four (4) hours.

3.23.0 AIRCRAFT ACCIDENT, DAMAGE AND INVESTIGATIONS

3.23.10 DEPARTMENT AIRCRAFT ACCIDENT OR DAMAGE

Aviation Unit command staff shall be notified of any accident involving Department aircraft. All subsequent notifications shall be made pursuant to Department Policy 3.816.

In the event of an accident, the Aircraft Accident Response Plan shall be followed. (The plan can be found above the safety bulletin cabinet). At the direction of the Watch Commander, the on-duty rescue aircraft should respond to the incident, if available. Additional aircraft may respond as needed. If additional aircraft are not needed at the scene, the aircraft should respond to the Emergency Operations facility for additional duty assignments. Watch Commanders shall ensure all notifications are made without delay.

All Aviation Unit personnel causing or having knowledge of damage or mechanical defect to an aircraft shall ensure the Watch Commander and maintenance supervisor is advised as soon as possible. The damage shall be noted in the aircraft maintenance log. In cases where the aircraft is grounded, the pilot grounding the aircraft will ensure all “do not fly” precautions are in place.

All Aviation Unit personnel discovering an aircraft with any condition that may cause the safety of flight to be in jeopardy shall take steps to ensure that the aircraft is not flown until the discrepancy has been evaluated or repaired by Aviation Unit maintenance personnel. The steps taken shall include, but are not limited to one or a combination of the following:

- Advising maintenance personnel.*
- Hazard or safety report shall be submitted.*
- Red tagging the aircraft on the cyclic or yoke.*

- *If no maintenance personnel are immediately available to evaluate or repair the unsafe condition, the Aviation Unit person becoming aware of the condition shall place a conspicuous red tag on the cyclic or yoke of the aircraft to alert any pilot not to fly the aircraft.*

3.23.20 NON-DEPARTMENT AIRCRAFT ACCIDENT INVESTIGATIONS

When requested, the Aviation Unit patrol crew shall respond to any aircraft accident including rotor, fixed wing, ultra-lights and hang gliders in San Bernardino County. Pursuant to Department Policy Section 3.152.10, the flight crew shall author a report if there is serious injury or death. Flight crews should also assist independent cities when requested. The Aviation Unit should inquire into matters concerning violations of the State Aeronautic Act (Public Utilities Code) relating to aircraft accidents. The following information should be obtained if possible:

- *Location and time of accident.*
- *Identification and description of aircraft.*
- *Extent of damage and/or injuries.*
- *Identity of pilot and passengers.*
- *Informant or reporting party.*
- *Name and address.*
- *Phone number.*
- *Owner or operator (if different from pilot).*

The Sheriff's Department is responsible for providing security for the aircraft wreckage during the initial investigation, but not after the aircraft has been released to the National Transportation Safety Board (NTSB). Normally NTSB should handle security and removal of wreckage if serious injury or death has occurred.

The aircraft or component parts should not be moved unnecessarily without authorization by the NTSB. Bodies or personal property should not be moved without the consent of the coroner. The aircraft and accident site should be photographed, if possible, for follow-up investigation.

Military accidents on U.S. Government property are the exclusive responsibility of the military agency concerned. Coroner and military have different MOUs in place depending on the military commander in place at the time. Military accidents occurring in an area other than U.S. Government property are the responsibility of the military, except for the handling of bodies, which is the County Coroner's responsibility. If a

Sheriff's unit is the first to respond to a military accident, the site should be secured pending arrival of military authorities. If the accident is known or suspected to have nuclear or conventional armament, NO ONE is to be allowed to approach the wreckage until authority has been relinquished to the military by the Sheriff's unit.

Federal Aviation Administration (FAA) or NTSB need not be notified unless requested otherwise by the military. In the case of multiple fatalities, with one or more civilians involved, the Coroner's Division should assume exclusive jurisdiction of all civilian bodies, with exception of military personnel, per Coroner/military MOU in place at time of accident.

If the aircraft is a common carrier and has U.S. mail on board, the U.S. Postal Service should be notified. The investigator should determine that the following information has been obtained:

- Victim's identity.*
- Witness identification and statements.*
- Pilot certificates and statements.*
- Aircraft airworthiness certificate and registration.*
- Information relative to flight including take-off time, location, destination, route, fuel, weather, etc.*
- The investigator should coordinate with the Public Affairs for the news release.*

3.24.0 OVERDUE DEPARTMENT AIRCRAFT

The on-duty Watch Commander (WC) shall be notified if a Department aircraft is overdue or does not respond to radio calls. The WC shall follow the Division's Aircraft Accident Response Plan. As part of that plan, the WC shall research the helicopter's call history in an attempt to determine the last location of the aircraft. Use the Division's Trac-plus software to try and locate the aircraft. Attempt to contact the missing crew members by cell phone, if appropriate. If additional aircraft are on-duty, an ELT search shall be initiated in appropriate patrol areas while continuing to attempt radio communication. Additional notification shall include the Division Commander and Aviation Lieutenant.

3.25.0 SAFETY REPORTING PROGRAM

The reporting of tarmac, hangar, aircraft or any other safety hazard is everyone's responsibility. Anyone who observes a safety hazard can immediately take action to remedy the situation. However, for repeated

issues and/or for documenting a specific hazard, a Safety Report (SR) should be authored using the Unit's safety reporting system (Zululog). Safety reports are meant to track re-occurring safety issues and to ensure their correction is documented.

Anyone becoming aware of a safety hazard that cannot immediately be corrected should submit a safety report as well as notify the Safety Officer or Watch Commander. The Safety Officer will evaluate the safety report to ensure the safety issue is corrected, then forward the safety report to the Division Commander via his/her supervisor. Generally, hazards or safety issues shall be reviewed and addressed through the use of the Safety Committee. The Safety Committee is a working group made up of the following personnel:

- Mechanic.*
- Pilot.*
- Tactical Flight Officer.*
- Safety Officer.*

The Safety Committee shall:

- Review and evaluate all hazard reports.*
- Summarize and document the incident.*
- Submit findings to Division Commander.*
- The Division Commander will initiate corrective action if necessary.*
- All safety hazard reports shall be filed with the division secretary.*

Safety reports involving incidents or accidents related to 49 CFR Part 830.1, 830.2 or 830.5, shall be forwarded to the Division Commander, via the Safety Officer or Watch Commander. If necessary, aviation administration will assemble a review board from the above personnel groups. This working group, when assigned, should gather all facts regarding the situation and author a final report. The report will be forwarded to the Division Commander for review.

3.26.0 DESERT FLIGHT FOLLOWING PROCEDURES

When an Aviation Unit helicopter is operating within the desert dispatch region and is dispatched to or is transitioning through remote areas of the desert, the helicopter crew should initiate flight following. County dispatch centers are the best sources of assistance because of their extensive communication systems, however crews may choose to contact Station 40 for flight following. The flight crew should provide the following items:

- Request flight following as “40-King over Lucerne enroute to Needles via Amboy”.
- Enter into unit history if available.
- Update aircraft position about every 20-30 minutes.
- Advise dispatch before changing talk groups or frequencies, when practical.
- Once at or near your destination, inform that flight following procedures are being terminated.

The rescue helicopter will use the same procedure. However, when on a dispatch from County Fire Dispatch “Comm Center” they may flight follow with that particular dispatch center. If on Sheriff’s Department business, they shall utilize Sheriff’s dispatch or contact Station 40.

3.27.0 RADIO PROCEDURES AND PROTOCOL

Our mission is to communicate aerial observations to ground units. All flight crews shall be proficient in the operation of the radio systems. It is important that all radio communications are professionally delivered. One harsh or improper statement may be your only dealings with someone. It is the flight crew’s job to obtain as much information as we can to complete a given mission. However, do not waste radio time with unnecessary traffic. An active, helpful attitude should promote a better working atmosphere with the agencies we support. Scanning the frequencies and being proactive enhances the unit’s status and professionalism with those agencies.

The valley patrol crew has the primary responsibility of monitoring the 40-KING talk group on the 800 MHz radio. This is the first line of communication with the officers in the field. Answer it promptly and professionally. While on proactive patrol it is good practice to keep the 800-2 MHz radio programmed to the area the aircraft is over and then continue to scan for other activities that the air crew could assist with.

The desert patrol crew shares the primary responsibility of monitoring the 40-KING talk group. Victorville dispatch must be advised when the desert ship leaves the desert region. The desert dispatch centers can also be used to maintain flight following in remote areas.

The rescue crew has the responsibility of maintaining contact with the County Fire Dispatch Center “Comm Center” and Sheriff’s Dispatch

Centers. However, Comm Center is the main contact for rescue information and can be used for flight following into remote areas.

3.27.10 *AUTOMATIC DEPENDENT SURVEILLANCE-BROADCAST*

The Federal Aviation Administration (FAA) required all aircraft to be equipped with Automatic Dependent Surveillance-Broadcast (ADS-B) in January 2020. ADS-B broadcasts real time position, FAA registry information and aircraft call-signs. While ADS-B was intended for air traffic control purposes, this information is accessible to third parties creating a concern for Operational Security (OPSEC) during critical incidents.

The FAA has granted ability to disable ADS-B during qualifying missions such as:

- *Operations at the request of the Federal Bureau of Investigation's (FBI) Joint Terrorism Task Force.*
- *Operations at the request of federal agencies, sensitive missions for national defense, homeland security or law enforcement purposes, including but not limited to border protection, counterdrug and public protection.*
- *Covert surveillance of illicit activity (including directed and targeted surveillance operations). Including but not limited to:*
 - *Gang violence*
 - *Weapons/arms trafficking*
 - *Multinational criminal activity*
 - *Human trafficking*
 - *Illicit use of public lands*
 - *Poaching of lands or marine wildlife*
 - *Smuggling/illicit transportation of prohibited animal, plant, mineral or archeological material*
- *Covert air operations in support of covert ground operations.*
- *VIP protection support provided to, and at the request of, United States Secret Service and the United States Department of State Diplomatic Security Service.*
- *Counterdrug operations, including but not limited to narcotics operations, marijuana detection and eradication and surveillance of clandestine illicit drug manufacturing labs.*
- *Prisoner transport.*
- *Air operations in support of National Special Security Events (NSSE's) designated by the Secretary of Homeland Security, which*

may include events such as the Super Bowl and national political party conventions.

- *Emergency government official transport.*
- *Operations where the risk of ambush could result in injury to persons, including law enforcement personnel, or damage to property in the air or on the ground.*
- *Special Weapons and Tactics (SWAT) operations.*
- *Searches for fugitive and fleeing suspects.*

Operations that are NOT authorized to disable ADS-B are as follows:

- *Routine patrol missions.*
- *Search and rescues.*
- *Firefighting.*
- *Maintenance Flights.*
- *Training Flights.*
- *Other flights in which ADS-B would NOT compromise Operational Security (OPSEC).*

When responding to any mission authorized to disable ADS-B, ensure ADS-B is turned off prior to launching and only use your call sign when communicating with any air traffic control (i.e. Sheriff-12 or 40-King-1). Disabling ADS-B while in flight and/or identifying the aircraft by the tail number does not ensure OPSEC.

Do not reenable ADS-B until the mission is complete and you've shut down the aircraft after landing.

3.28.0 AIRCRAFT GROUND HANDLING

Always remember that accidents can happen even when the blades of a helicopter are not moving. Ground handling can be very hazardous if done incorrectly or without proper assistance. The minimum number of personnel needed to move an aircraft depends on what device is being used to move the aircraft. At minimum, 2 personnel will be involved in the movement of any aircraft unless exigent circumstances exist. Any deviation from the 2-personnel rule shall be cleared by the on-duty supervisor. Remember to ask for as much help as needed to safely move an aircraft.

Be familiar with the ground handling equipment. If in doubt of its function, ask for assistance. Keep in mind even the slowest of collisions with other

aircraft or hangar can cause damage. Report all ground handling accidents immediately to the Watch Commander and/or maintenance personnel.

No aircraft may be taxied in or out of a hangar.

3.29.0 AIRCRAFT HELI-DECKS

Moving a Heli-deck

A minimum crew to move aircraft with a Helideck is two people unless exigent circumstances exist. One to tow, and one observer. This includes the remote “Heliwagon” decks. Any deviation from the 2-personnel rule shall be cleared by the on-duty supervisor. One person may move an empty deck by themselves.

Landing

When landing on the platform ensure that aircraft is centered laterally and that the aft portion of the skids are on the platform. After landing and shut down, use a tow vehicle to connect to the yoke of the platform and set handbrake on the tow vehicle before removing the platforms wheel chocks.

After removing wheel chocks proceed with the movement of the aircraft to its final parking space.

Move the platform at a walking pace. This should give personnel time to react to any situations in a safe manner.

Take-Off

After moving the aircraft to its takeoff position, set the parking brake on the tow vehicle. Always use two chocks to secure the platform in place. Disconnect the tow vehicle from the platform and move it to a secure location prior to take off.

3.30.0 CHOPPER SPOTTER PROCEDURES

The minimum of two people is required to move an aircraft with a Chopper Spotter. Flight crews should ensure the Chopper Spotter is charged above 60%. This should be checked at beginning of shift. If not, plug it in and turn

the master switch on. Prior to running the Chopper Spotter, turn the speed control to minimum and increase speed as necessary. This should prevent an unexpected rapid acceleration.

Move the Chopper Spotter manually under the aircraft to prevent a collision or damage to the aircraft. Someone must be holding the tail before raising the helicopter.

Operate the Chopper Spotter at slow speeds when near other aircraft or obstacles. Once clear of obstacles, personnel may operate up to full speed. When not in use, stow the Chopper Spotter in the hanger, if possible, plug in the charger. Do not leave exposed to rain.

3.31.0 HELICOPTER SECURITY

When the aircraft is to be left unattended off station, all equipment should be removed and the aircraft should be locked and tied down. In the event the aircraft needs to be left in an unsecured area, the Watch Commander shall be notified. The crew is responsible for security until other arrangements can be made or the aircraft can be moved. Special care must be exercised before any flight if an aircraft has been left in an area other than a Department facility.

3.32.0 AIRCRAFT MAINTENANCE

All maintenance will be performed to the manufacturer's guidelines, applicable FAR's, A.D.'s, S.B.'s or any other approved procedures.

When a helicopter comes out of maintenance, at least two mechanics will inspect the critical areas that were reviewed or repaired and annotate in the aircraft logbook.

After the inspection is complete, the Watch Commander will be notified and will assign a pilot to perform the ground runs and maintenance check flight. If possible, the pilot selected to do the test flight should be dedicated to that job until completion.

The pilot and mechanic should perform the pre-flight inspection of the aircraft before the commencement of any ground run.

3.32.10 PILOT RUN-UPS AND TEST FLIGHTS

Pilots may perform maintenance ground runs and test flights in an aircraft for which they are qualified and current. A preflight by the pilot must be done prior to any run up or test flight and after any adjustments or changes made by maintenance staff before another start up is performed.

Maintenance personnel must use the approved “run up” toolbox with foam cut outs to account for all tools used during any run ups before start up.

Any test flights requiring procedures, maneuvers, or operations associated with emergency procedures (i.e., hydraulics off, governor failure, auto-rotations, etc.) shall be performed by a Unit Emergency Procedure CFI or other pilot who has specifically been trained for such maintenance flights and is current for the specific aircraft.

After completion of the ground runs, the pilot and mechanic should review the checks and procedures required during the maintenance test flight.

3.32.20 MAINTENANCE RECORDS

All discrepancies will be logged in the aircraft maintenance logbook. At the completion of the test flight, the pilot and mechanic shall perform a post flight inspection of the aircraft. The pilot shall annotate in the aircraft maintenance logbook that the test flight was complete, prior to its return to service.

3.32.30 MAINTENANCE TOOL/PARTS INSPECTIONS

Aviation maintenance personnel are required to purchase their own tools as described in their job description. However, the Department may elect to purchase specific or specialized tools and equipment for maintenance personnel. The tools and equipment are used to assist maintenance personnel in the repair of Department aircraft.

The Department also purchases thousands of dollars in aircraft parts each year to ensure that all aircraft are flyable and in compliance with all FAA and manufacturer regulations. Generally, aircraft parts are kept in a secured parts room. They may only be used for Department aircraft.

The Aviation Maintenance Supervisor or designee shall inventory all Department owned specialty tools, equipment and aircraft parts on a monthly basis as directed by the Division Commander or designee. All

aircraft parts shall be entered into the approved automated parts inventory system prior to being installed on any aircraft. The Maintenance Supervisor shall complete an annual parts audit/inventory. The Maintenance Supervisor shall submit a memorandum to the Division Commander outlining the results of the parts inventory/audit.

No equipment or aircraft part shall be loaned or given to anyone without specific permission from the Division Commander or his designee.

3.32.40 DAILY MAINTENANCE DUTIES

Aside from the normal duties performed by aviation mechanics, the Aviation Maintenance Supervisor shall ensure that the following activities are done on a daily basis:

- Perform scheduled and unscheduled maintenance repairs.*
- Keep helicopter maintenance down time to a minimum by properly forecasting the specific parts needed for scheduled maintenance.*
- Check, report and document all “Hobbs” aircraft times.*
- Update aircraft status board.*
- Ensure the parts room is properly stocked.*
- Check, clear, repairs aircraft fuel filters.*
- Follow all Part 133 and 137 aircraft maintenance regulations.*
- Maintain Aviation Unit fuel trucks and mechanic re-fueler training per Part 139 standards.*
- Clean each hangar on a daily basis. Ensure hangar floors and maintenance office areas are free of debris including oils, grease, water, etc.*

3.32.50 USE OF ELECTRONIC DEVICES (MAINTENANCE)

The use of electronic devices by maintenance personnel while working on Department aircraft is prohibited. Exceptions may be made if authorized by the Division Commander or designee (Aviation Maintenance Supervisor).

3.33.0 FUELING OPERATIONS

Normal Fueling Procedures

All aircraft refueling will be in accordance with the procedures set forth in the fuel agreement with SBIA and the County of San Bernardino. Aviation

will use its fuel trucks when the fuel agreement is no longer valid, SBIA fuel trucks are unavailable or have an extended arrival time.

If Aviation trucks are utilized, the following should be ensured:

- Aircraft fueling will be performed with all necessary safety precautions taken to prevent fires and other accidents.*
- The aircraft being fueled shall be grounded prior to fueling.*
- No fueling may begin until the aircraft engines and electrical power have been shut down.*
- Turbine powered aircraft responding to an incident where a life is in jeopardy and the time saved by “hot refueling” could save that life, may be fueled with its engines running and electrical power on.*
- Generally, pursuits are not justification for “hot refueling.”*
- Aviation fuel truck is compliant with all required inspections (SBIA Part 139 fueling regulations).*

The fuel nozzle will be attended at all times when fueling is in progress and will not be locked or popped open.

Unit personnel shall have a fire extinguisher available during fueling operations.

Aircraft should be fueled in accordance with the Unit Policy Manual. If SBIA fuel operations are closed or delayed, Aviation fuel trucks should be utilized in the following manner:

- Ground aircraft before fueling.*
- Two personnel should conduct fueling operations when available. One person to pump the fuel and the second person to act as fireguard and/or fuel cutoff in the event of nozzle or hose failure.*

3.34.0 PATROL OPERATIONS AND ACTIVITIES

3.34.10 PURSUITS

Pursuant to Department Policy Section 3.166.50, flight crews shall notify the appropriate dispatch center and assume broadcast control of the pursuit. However, the overall command of the pursuit still remains with the ground watch commander. The tactical flight officer shall provide the following information to ground personnel:

- Location (Speed and direction of travel of the suspect vehicle).*
- Cross traffic and hazards.*

- *Unusual or relevant actions by the suspect(s).*
- *Road conditions.*
- *Any criminal act by the suspect observed from the air, vehicular ADW'S, disposal of evidence, etc.*

Aviation personnel are reminded that their mission is to assist with the pursuit, enhance officer safety and protect citizens from danger. If a secondary helicopter is requested, the second aircraft shall maintain an altitude not less than 500 feet higher than the primary helicopter. Both helicopters shall maintain visual contact at all times and communicate on a mutually agreed upon radio frequency.

If media helicopters are involved in the pursuit, flight crews shall maintain positive communication and visual separation at all times.

Refer to specific Memorandum of Understanding (MOU) with the California Highway Patrol (CHP) when transferring helicopter operations during a pursuit.

3.34.20 WEAPON DEPLOYMENT FROM THE HELICOPTER

The use of lethal force from a Department helicopter shall be in accordance with Department Policy. Shooting profiles, platforms and transitions within the helicopter shall be done in compliance with the unit's Airborne Use of Force (AUF) training.

Crew resource management is a critical component during all high stress situations. Prior to lethal force applications, the flight crew should communicate with each other to eliminate any confusion and discuss intentions. The final decision to shoot from a Department helicopter shall be in compliance with Department Policy 3.608.

Before transitioning to a shooting position, the Tactical Flight Officer (TFO) shall record the intercommunication system (ICS) audio by initializing the camera and activating the record feature on the aircraft's computer.

3.34.30 DISSEMINATION OF INFORMATION TO OTHER AGENCIES

When flying patrol and time is of the essence, the crew should pass along any in progress call information deemed necessary to the appropriate surrounding law enforcement agencies. When time is not of the essence,

the crew should allow the information to be disseminated through the proper dispatch channels. When the TFO elects to pass along info to other agencies, doing so should not distract from his primary responsibilities as TFO.

3.34.40 COMPLETING REQUESTS FOR AIRCRAFT ONBOARD PHOTO(S) VIDEO(S) RECORDINGS

The Department contracts with AXON to store digital evidence. The three corporals assigned to the Aviation Unit have been given access to AXON and will be responsible for uploading the photo(s)/video(s) into AXON.

Follow the instructions below to complete this process:

- 1.) Pull photo(s)/video(s) from the helicopter using a flash drive.*
- 2.) Name the video files **DATE, AGENCY, CRIME, REPORT NUMBER (if available)***

Example: 102524 SBPD FTY 24-12005106.vid

- 3.) Send an email addressed to all three aviation corporals and advise you have a photo(s)/video(s) that need to be uploaded and list the above information. Separate incidents need their own email requests.*
- 4.) When corporals receive a request via email, open the link.*
- 5.) Drag the video file/ files to the upload box.*
- 6.) In the Optional Caption box leave a brief description of what you are uploading.*

If a photo(s) or video(s) is requested by our agency and is needed immediately, the below process is still acceptable:

The requestor shall be provided the Aviation Unit's "Aircraft Onboard Video Recording Request and Declaration" form.

Once the requestor completes the request and declaration form, the reviewer will confirm if any aircraft onboard video was recorded in reference to the requested incident, complete the reviewer's portion of the request and declaration form, and if available, provide the requestor a flash drive obtaining the requested video.

*Once the request and declaration form is completed, **regardless if there was a video recording available**, the reviewer shall file the original copy*

with the lieutenant and save a digital copy of the form in the following shared drive: Aviation (Y:) > AVIA-SHARE > Aircraft Onboard Video Request and Declaration > Completed Requests and Declaration Forms.

The lieutenant shall maintain all original copies of request and declaration forms for 12 months.

3.34.50 PATROL ALTITUDE

All patrol and pursuit operations shall be conducted at a patrol altitude of at least 500 feet AGL except when:

- It is necessary to accomplish the mission and other options have been considered but are not feasible and the descent below 500 feet AGL can be accomplished without threat of injury to persons or damage to the aircraft or other property.*
- Flight officers shall note all descents below 500 feet in the patrol log.*

3.35.0 OFF-SITE LANDINGS

Any landing at a site other than an airport or approved helipad is considered an off-site landing. Off-site landings shall be in accordance with the pilot's flight restrictions. The pilot shall follow all training and safety standards for off-site landing procedures.

Flight crews may land off-site if there is a genuine need to do so to accomplish the mission and only after all other options have been considered but found unfeasible. The flight crew shall not leave the aircraft unattended. Flight crew personnel shall take all necessary precautions so as not to endanger themselves, the aircraft and persons on the ground.

Generally, off-site landings in confined areas should be considered hazardous and only be done in situations where the possibility of saving a life is the primary reason. Any confined off-site landing training should be scheduled and cleared by a watch commander. Landing on school grounds is prohibited unless it is an emergency. Non-emergency landing at schools (K through 12) requires a Cal-Trans site survey.

Generally, when landing to assist Deputies on the ground, the helicopter should land only long enough to off-load the tactical flight officer. The pilot should go airborne to provide observations and further assistance to units.

3.36.0 UNAIDED NIGHT MOUNTAIN OPERATIONS

All flight crews shall receive staff approval prior to performing unaided missions in mountainous terrain at night.

- *Nighttime is defined as the time between 30 minutes after official sunset and 30 minutes before official sunrise.*
- *Mountainous terrain is defined as any canyon, peak, hill or ridge located within any natural rise in the earth's surface, where the top of the rise extends more than 1000 feet above the base of its origin.*
- *Pilots may transition over mountainous terrain at night as long as an altitude of least 1000 feet above ground level (AGL) is maintained. Night landings at Big Bear Airport, Mountains Community Hospital, and Bear Valley Community Hospital are permitted when the landing areas are lighted for aviation operations.*

3.37.0 NIGHT VISION GOGGLES (NVG)

The decision to use NVG's shall be a crew decision after the utilization of proper crew resource management (CRM) and taking into consideration the destination, type of mission, crew qualifications, route of flight, ambient light, weather, etc. All crewmembers have the authority to veto a night vision goggle mission. The following restrictions apply to all NVG flights:

- *Maximum angle of bank is 30 degrees.*
- *No transition from aided to unaided or unaided to aided flight below 200' AGL.*
- *Generally, flight crewmembers shall be either aided or unaided.*
- *Both crewmembers shall use NVG's when flying below an altitude of 100 feet when operating in remote or mountain areas.*
- *Minimum enroute altitude shall be 500' AGL. Minimum on-scene altitude shall be determined by the pilot-in-command (PIC) after arrival and completion of the area recon.*
- *Maximum airspeed: 80 knots below 500' AGL, VNE at 500' AGL and above.*
- *All crewmembers shall be responsible for pre and post flight checks of their assigned NVG's and logging any discrepancies on the appropriate forms. Pilots shall be responsible for ensuring that aircraft/cockpit light is operational and NVG compatible.*
- *Crewmembers should not log more than 4 hours, of NVG time during any 14-hour duty day.*
- *NVG flights shall not be conducted when the actual or forecasted ceiling and visibility is less than 1000 feet and 3 statute miles.*

- Only aircraft that have been properly modified with NVG compatible lighting shall be used for NVG flight.
- Aircraft shall have an operational radar altimeter for NVG flights.
- Aircraft shall have an operational swivel light for all NVG flight profiles except the urban mission profile. The taxi light will not be considered a landing light for the purposes of this SOP.

The flight crew must constantly assess and manage the risks associated with each mission utilizing standard CRM practices. For most missions, the pilot in command (PIC) shall be the approving authority. However, there are some missions that require a higher level of approval. The following missions require staff level briefing and approval prior to execution:

- Search and rescue missions in mountainous areas.
- A search and rescue mission in remote areas where there are no ground lights (example: remote desert areas) and when the flight altitude required for the search is less than 200' AGL.

If a crew member anticipates they will exceed the 4-hour NVG flight limit, they shall obtain a waiver from an Aviation Unit supervisor or Watch Commander. If the waiver is granted, it should only be for the crew members return flight to their duty station.

3.38.0 FLIGHT PAY

Sworn personnel that perform pilot or observer duties shall receive flight pay in accordance with their respective memorandum of understanding.

3.39.0 AERO SQUADRON

The San Bernardino County Sheriff's Aero Squadron unit is a volunteer unit assigned to the Emergency Operations Division. The Aero Squadron unit provides personally owned fixed wing aircraft and personnel to the Department for search and rescue operations, VIP transport and other operations deemed necessary by the Division Commander.

The Division Commander or designee shall approve and manage all air squadron flights and ensure compliance with Aviation Unit policies. If the Aero Squadron unit is utilized on a mission, the Department can provide aircraft fuel as necessary. The reimbursement of fuel must be in connection to an authorized flight and in the best interest of the Department.

3.40.0 AIR MEDICS

The San Bernardino County Sheriff's Air Medic unit is a volunteer unit assigned to the Emergency Operations Division. The Air Medic unit is comprised of medical professionals that volunteer their time to assist the Aviation Unit with helicopter rescue or scene calls. All Air Medics shall be current in their medical certifications and in compliance with all Aviation Unit policies.

3.40.10 AIR MEDIC MEDICATION LOCKER

Air medics are authorized to treat patients, including the issuance of medications, pursuant to each member's own certification. Medications and other supplies are stored in a secure locker under the direction of the San Bernardino County Sheriff's Department Medical Director. The Air Medic medication locker is located at the Emergency Operations Division. The locker shall be secured at all times and only allow access to authorized personnel. The contents of the medication locker shall be inventoried and audited on a monthly basis. The monthly memorandums shall be submitted to the Division Commander for review.

3.40.20 DIVISION MEDICAL DIRECTOR

The Division Medical Director is appointed by the Division Commander and must have the certificates, background and training to perform such duties. The Medical Director performs the following related duties as required:

- Reports directly to Division Commander or designee.*
- Maintain valid medical license from State of California Medical Board to practice medicine in the State of California.*
- Maintain active license with the Drug Enforcement Agency for the procurement and dispensing of medication by approved Sheriff's medical providers.*
- Provide general oversight of all Division medical providers ensuring compliance with state and local scope of practice.*
- Oversight of medical programs within the Emergency Operations Division (EOD) and Specialized Enforcement Division (SED).*
- Development and implementation of medical protocols in compliance with Inland Counties Emergency Medical Association regulations.*
- Oversee Division continuous quality improvement plan.*
- Designated as clinical director for continuing education.*

- *Responsible for the development and training of Division medical personnel.*
- *Provide documentation of medical operational qualifications to Division Commander or designee.*
- *Authorized to act as a representative for the San Bernardino County Sheriff's Department for Tactical Emergency Medical Support (TEMS) programs.*

3.40.30 ASSISTANT MEDICAL DIRECTOR

The Assistant Division Medical Director is appointed by the Division Commander and must have the certificates, background and training to perform such duties. The Assistant Medical Director performs the following related duties as required:

- *Reports directly to division medical director.*
- *Works in conjunction with division medical director.*
- *Oversee providers assigned as search and rescue team members.*

3.41.0 AVIATION SUPPORT UNIT

The San Bernardino County Sheriff's Aviation Support Unit is a volunteer unit assigned to the Emergency Operations Division. The unit is mainly comprised of retired full-time San Bernardino County deputies who have remained with the Department as reserve deputies. These deputies possess extensive knowledge of all aspect of the Department's aviation mission and operation.

Requirements for reserves in this unit include but are not limited to:

- *Commercial Rotary Wing Pilot's certificate.*
- *A Current Second-Class Medical Certificate.*
- *A Minimum of a Level III Reserve with the Department.*
- *Current or former assignment with SBSD Aviation Unit*

VOLUME FOUR: HELICOPTER RESCUE OPERATIONS

4.1.0 AUTHORITY TO PERFORM SEARCH AND RESCUE OPERATIONS

Pursuant to California Government Code Section 26614, the Board of Supervisors may authorize the Sheriff to search for and rescue persons who are lost or are in danger of their lives within or in the immediate vicinity of the county. Pursuant to San Bernardino County Code Section 12.0511, the Board of Supervisors gave the Sheriff the authority for search and rescue operations within the County of San Bernardino.

The San Bernardino County Sheriff's Department Aviation Unit responds to rescue calls for service including:

- Medical transport (scene calls).*
- Search and rescue (helicopter is needed to search for and/or rescue lost or missing people).*
- Hoist rescue (ground personnel have requested Sheriff's Aviation for a hoist rescue via a patrol or rescue helicopter).*
- Transportation of rescue personnel to and from an incident location.*

4.2.0 SEARCH AND RESCUE LOG

A search and rescue (SAR) expenditure report (Formerly known as a blue card) shall be completed for all rescue missions. The following information shall be included in the report:

- The report should be completed by the end of each shift.*
- A minimum of one hour per person shall be listed.*
- If the victim(s) name is unknown, report it as John or Jane Doe.*
- All efforts should be made to obtain additional information on the victim, i.e., DOB, address, occupation, etc.*
- If the crew was canceled while enroute to a call, a report is not necessary.*
- The report may be filled out by any crewmember. However, it is the responsibility of the pilot to ensure it has been completed. All SAR reports shall be routed to the Air Medic Coordinator Sergeant and the Volunteer Forces Search and Rescue Coordinator.*
- A mission/training report shall be completed after each search and rescue. This is in addition to the flight log and SAR report. If training was part of the mission, the crew chief will note any deficiencies and/or areas of concern. The reports shall be forwarded to the rescue operations corporal.*

For ongoing searches, an “extended mission log” should be created to indicate flight hours flown during that incident.

4.3.0 RESCUE CREW BRIEFING

It is the responsibility of each pilot assigned to rescue to conduct a rescue briefing at the beginning of each shift. Each rescue briefing should consist of, but not be limited to:

- Briefings shall be in accordance with Aviation Unit and FAR regulations.*
- Identifying each crew member that needs training or are close to lapsing their currency and their areas of responsibilities (crew chief, radio person, medical provider, ship security, trainees, etc.).*
- Communications to be used during a mission.*
- Preflight equipment checks. Make proper arrangements to correct any problems discovered during the preflight equipment checks.*
- Discuss any scheduled special assignment for the rescue crew such as demonstrations, static displays or tours for that day.*
- Passenger briefing. It should be the pilot’s responsibility to properly brief any passenger on seating arrangements and the specific aircraft operations including boarding and exiting the aircraft, safety considerations, and emergency operations. This may be delegated to a responsible rescue crewmember.*
- Weather forecast and completing the approved safety management system flight risk analysis for the shift (if applicable).*
- It should be emphasized that each member has an obligation to safety first for each team member. If they feel uncomfortable about a procedure or assignment, they should speak up and bring it to the crew chief or pilot’s attention without delay. The pilot has the final authority to complete the mission and the “go no-go responsibility”.*

4.4.0 MISSION BRIEFING

When flight crew responds to a rescue call out, the crew chief and pilot should take into consideration any special circumstances connected to the mission. All members should be briefed on the specifics of the mission and the plan for emergencies that may arise during the operation. Communication frequencies can be confirmed, and safety equipment checked during this time.

4.5.0 POST FLIGHT BRIEFING

A post flight debriefing should be conducted with the involved crew within a reasonable time after the mission. The debriefing should include each crewmember's role during the mission and what could be done better, if applicable.

4.6.0 RESCUE HOIST OPERATIONS (PATROL AND RESCUE)

ONLY essential crewmembers and victims should be on board the aircraft during actual live hoist operations. During training hoist operations, the ability for non-essential crew to be onboard shall be at the discretion of the watch commander and Pilot in Command. Only Aviation Unit approved equipment shall be used during hoist operations. The litter should be attached with the spider at the welded reinforced points with autolocking carabineers. A tag line should be used whenever necessary. Use of a tag line shall be done employing current unit training standards. Whenever possible, hoist operations should be conducted at an altitude that will have the least rotor wash impact for ground personnel. Aircraft doors not in use should be closed/secured during hoist operations.

Hoist operations are among the higher risk missions performed. Therefore, other lower risk methods of accomplishing the missions should be considered and ruled out before hoists are performed. Lower risk methods include:

- Transporting the victim to a landing zone where the helicopter can land.*
- Uninjured victims moving to an area where the helicopter can land.*

Patrol flight crews should always consider the greater ability of the medium helicopters if a hoist is required. If time constraints, availability or other issues outweigh the advantages of calling for a medium helicopter, the patrol flight crew may elect to use their hoist instead.

4.6.10 INSTALLATION/PREFLIGHT

Maintenance personnel shall be responsible for the installation of the hoist into the helicopter. Due to the heavy weight and awkwardness of the hoist, a minimum of three people should be used for the installation. At a minimum, the hoist operator and pilot should preflight the hoist at the

beginning of the shift. Whenever possible, use an APU to power the hoist on the ground.

4.7.0 LIVE LOADS

Live loads for training are permitted during initial and currency training. Any additional training requires supervisor's approval

4.8.0 NIGHT VISION GOGGLE (NVG) HOIST OPERATIONS

Generally, hoist operations will be conducted in daylight conditions. However, night hoist operations may be authorized for flight crews with nighttime hoist NVG training.

4.9.0 SWIFT WATER RESCUE OPERATIONS

When rain projections are one-half inch in a 12-hour period in urban areas, and/or two inches of rain in a 24-hour period in mountainous areas, the Sheriff's Aviation Unit should be prepared for swift water rescue deployment. When this occurs, the patrol crew should ensure that the aircraft is equipped with a swift water rescue bag and an operational hook in case the hoist cannot be used. This bag should contain:

- Cinch Collar.*
- Inflatable personal flotation device for pilot and observer.*
- Water activated "throw bag" flotation device.*
- 50' rope and throw bag.*
- Four (4) pick-off straps w/steel carabineers.*
- Two (2) "Q straps" w/ aluminum carabineers.*

Only flight crews that have been trained and are current in the deployment of the Cinch Collar should utilize it during a rescue. Aviation Unit personnel may deploy the Cinch Collar from the helicopter and will not enter the water to assist the victim. Only qualified swift water rescue personnel will be authorized to enter the water for victim recovery.

4.10.0 LONG LINE OPERATIONS (CARGO)

Long line operations are very complex and require effective crew resource management. A Crew Chief shall always be assigned to long line operations. Crew Chiefs must be secured to the aircraft with an approved

harness and personal retention lanyard (PRL). The Crew Chief should sit in the passenger area of the aircraft with both sliding doors locked open, so they can watch the load and guide the pilot into and out of the landing zone.

When a steel cable or rope is to be used for a long line operation, the flight crew must first conduct an operational check of the cargo hook. If a remote hook is to be used at the end of the cable, it shall be checked. In this operation, the pilot has total control of the load.

The minimum crew for a long line operation is a pilot and crew chief. Pilots generally do not have a good line of sight when carrying the load, therefore, effective communication between the flight crew is essential.

VOLUME FIVE: FIRE SUPPRESSION OPERATIONS

5.1.0 FIRE SUPPRESSION MISSION

The San Bernardino County Sheriff's Aviation Unit provides support to our fire department partners during wildland fires. Department aircraft may be utilized as initial attack or via an actual request from a fire department or outside agency. Aviation Unit personnel shall be mindful that they are there to support the fire suppression efforts as necessary. Flight crews assigned to a fire should coordinate their response and the dropping of water with fire department personnel on the ground or an "air attack" unit if on scene.

5.2.0 FIRE CONTRACT/MEMORANDUM OF UNDERSTANDING (MOU)

The Aviation Unit has several Memorandums of Understanding (MOU's) with the San Bernardino County Fire Protection District, Cal-Fire and the U.S. Forest Service for fire suppression services. Therefore, all aviation personnel shall be familiar and adhere to the various rules and regulations in support of the aforementioned MOU's.

5.3.0 RESPONSE TO A FIRE – INDEPENDENT ACTION

Department helicopters may respond to a fire within San Bernardino County as an independent action in order to protect life and property. Upon arrival, the pilot or tactical flight officer will do the following:

- Contact Sheriff's Dispatch and provide the location of the fire.*
- Contact Comm Center (CONFIRE) and provide them the location of the fire.*
- Monitor appropriate "Victor" channel VHF frequency and back up channel if necessary.*
- Advise Watch Commander as soon as possible.*

If fire department personnel are NOT already on scene, flight crews shall do the following:

- Advise Comm Center that the aircraft has the ability to drop water or is conducting water drops and ascertain if fire personnel are on the way to the scene.*

If fire department personnel are on the way to the fire, establish air to ground contact and assist them with fire suppression as necessary.

If Fire Department personnel ARE on scene, flight crews shall do the following:

- Advise them that the aircraft has the ability to drop water and assist with the fire.*
- Obtain instructions from ground or aircraft personnel (air attack). They will advise if sheriff's aircraft are needed.*
- If needed, stay with the fire for the first fuel cycle unless released sooner by fire department personnel or directed to leave the fire by a Sheriff's Aviation Supervisor.*

If the fire is in Cal-Fire or U.S. Forest Service land, flight crews shall do the following:

- Stay with the fire until released for fuel. When leaving the area for fuel, contact the "air attack" unit or when practical the incident commander to obtain an "order/request number". (The order and request number will ensure reimbursement for unit services).*
- If no response or they do not provide the order and request number, continue to participate in the fire with approval from "air attack".*
- If the flight crew does not get a response on the order and request number, they shall contact the Watch Commander for direction.*
- If a flight crew responds to a fire and there are no fire department personnel on scene, sheriff's aircraft may drop water in order to protect life and property. However, flight crews should make contact with the appropriate dispatch center and advise that the fire is threatening life and property. Additionally, the flight crews shall always monitor "air attack" radio frequencies (Victor) for incoming aircraft.*

5.4.0 *RESPONSE TO A FIRE – REQUEST FROM AN OUTSIDE AGENCY*

This Department may respond to a fire within San Bernardino County at the request of a fire agency. CONFIRE dispatch may contact the unit by radio or telephone. The dispatcher should provide the following information:

- Location of fire (latitude/longitude, if available).*
- Appropriate radio frequencies.*
- Order and Request number. "A" number (if applicable).*
- Incident name.*
- Type of request.*
- Agency making request.*

If a flight crew responds to a fire, they shall notify Comm Center upon arrival and at the end of the assignment. Upon arrival, the pilot must establish contact with the appropriate ground or aircraft in charge of the fire for priority assignment.

If additional aircraft are requested by “air attack” or ground personnel, the aforementioned information must be relayed to Comm Center as soon as possible. It is also the flight crews responsibility to advise Sheriff’s Dispatch they are working the fire (start and end times).

5.5.0 REQUIRED PAPERWORK/NOTIFICATION

The pilot in command shall document the following information for all fire responses in the helicopter flight log:

- *Date of response.*
- *Start and end time of response.*
- *Amount of water drops. Indicate if a bucket or tank was used.*
- *Location of water used for drops. Cal-Fire needs this information.*
- *Name of fire.*
- *Start and end Hobbs time.*
- *Any other pertinent information (use of downlink, hoist rescue of fire personnel or victim of fire.*

If a pilot responds to a fire and has an order/request number from Cal-Fire or U.S. Forest Service, the pilot must contact the assigned Cal-Fire helicopter manager with the aforementioned information as soon as possible. This will occur after the pilot is released from the fire. Cal-Fire personnel will handle the billing process on our behalf.

5.6.0 FUEL TRUCK OPERATIONS

During fire suppression operations, a fuel truck may be utilized to support helicopter operations. The following protocols shall apply:

- *The Watch Commander shall be contacted for approved the use of a fuel truck.*
- *The fuel truck shall be operated by a licensed (hazmat endorsed) and qualified fuel truck driver.*
- *Daily sump checks should be performed each morning. A fuel sample should be saved until the end of the business day.*
- *Prior to deployment, filters should be inspected to insure they have been changed within the calendar year.*

- *All fluid levels, tires, etc., should be checked before operation.*
- *Except during hot refueling (see “Hot Refueling Procedures”), rotors should be stopped and tied down, if appropriate. The aircraft and fuel truck should also be properly grounded.*
- *A fireguard should be posted with a fire extinguisher during the fueling process.*
- *Air to ground communication shall be established with Department aircraft without delay. The use of a backup channel may also be utilized.*

If the assignment is in support of an MOU or contract with an outside fire department, the flight crew shall obtain the required information for billing. The following information should be forwarded to the outside fire department helicopter manager:

- *Staging location.*
- *Total mileage.*
- *Hours worked (portal to portal).*
- *Vehicle information.*

5.7.0 BAMBI BUCKET OPERATIONS

Aviation Unit personnel are authorized to use a “Bambi Bucket” during fire suppression operations. However, prior to the use of the bucket, Aviation Unit personnel shall receive training on Bambi Bucket operations.

Flight crews are NOT allowed to land or take off from a landing platform with a Bambi Bucket attached. The Bambi Bucket may tangle on the platform and damage may occur.

5.8.0 WATER TANK OPERATIONS

Aviation Unit personnel are authorized to use a water tank “Pumpkin” during fire suppression operations. However, prior to the use of the water tank, Aviation Unit personnel shall receive training on the specific requirements and/or restrictions of the tank during fire operations.

VOLUME SIX: FIXED WING OPERATIONS

6.1.0 FIXED WING OPERATIONS

Department fixed wing aircraft are used for a variety of operations including surveillance, passenger transport, prisoner transport and other operations as approved by Aviation Command Staff. Generally, a minimum of two authorized pilots are required for all fixed wing multiengine flights. Single pilot operations are approved for surveillance missions and maintenance ferrying.

6.2.0 MULTI-ENGINE FLIGHTS- CREW PLANNING AND PREP

Prior to each multiengine flight, the assigned crew should discuss and perform the following:

- Obtain all the available information regarding the flight to complete a “request for aviation assist” form.*
- Based on the flight information, determine the best aircraft to complete the flight, airworthiness of the aircraft to be flown and identify any discrepancies (make sure they are either corrected or properly deferred).*
- Prior the flight, it is the crew’s responsibility to ensure that the exterior and interior of the aircraft are clean and in order.*
- At least one of the crew members should perform a preflight as required.*
- Prior to the flight, the crew shall discuss all required preflight information. That information should include but is not limited to weather, destination information, alternates, fuel, the route, etc.*

6.3.0 CREW RESPONSIBILITIES

Prior to the flight, the crew will determine the Pilot in Command (PIC) and Non-Flying Pilot (NFP). The crew may alternate these positions for each leg of the trip. Generally, the following are the responsibilities of each pilot.

Pilot in Command

- Perform the start and shutdown procedures from an approved checklist. The start and shutdown checklist is generally read by the Non-Flying Pilot.*

- *Taxi the aircraft with “eyes outside” for collision avoidance. The Pilot in Command may designate the Non-Flying Pilot to taxi with “eyes outside” if necessary.*
- *Ensure that all crewmembers and passengers are secured (seat belted) and in their seats at all times during flight.*

Non-Flying Pilot

- *Generally, removes all chocks, locks, and covers prior to engine start.*
- *Closes and verifies the door is latched and secure.*
- *Provide the “passenger briefing” (seat belts, emergency exits, etc.).*
- *Reads and performs most actions on the checklist. The exception being, reading the startup and shutdown checklists while the Pilot in Command performs them.*
- *Handles the radio and navigation for the flight.*
- *Assist the flying pilot as requested.*

Flight crews shall ensure that the aircraft is washed, cleaned and stocked prior to each flight. This includes all headsets and motion sickness bags.

While in flight, all crewmembers and passengers shall remain seat belted. Any desired movement from a seated position shall be communicated to the crew before making the move.

6.4.0 USE OF CHECKLIST

Pilots Operating Handbook (POH), flight safety, or an approved locally developed checklist should be used at all times, with the appropriate challenge and response. The Pilot in Command should call for each respective checklist. Upon completion of the checklist, the Non-Flying Pilot should announce “checklists complete.” All checklists on the ground should be read and performed by the Non-Flying Pilot generally while the aircraft is in motion. The pre-start and shutdown checklists are generally read by the Non-Flying Pilot while the Pilot in Command performs the actions, however, the crew can change these general responsibilities as needed.

6.4.10 SURVEILLANCE CAMERA CHECKLIST

Crew members utilizing the surveillance camera will follow the supplied checklist when activating or storing the camera. The checklist will be kept inside the aircraft and should not be removed without authorization.

6.5.0 CREW BRIEFING

On the first flight of the day for each crewmember, or whenever a change of flight crew takes place, the Pilot in Command should give a pre-takeoff crew briefing to the Non-Flying Pilot. The briefing should include emergency procedures prior to and after takeoff speed is attained. It should also contain a plan for any in-flight emergencies experienced after takeoff.

6.6.0 TAXIING AND ENROUTE PROCEDURES

GENERAL:

Before taxiing out, the flight deck crew shall complete the “AFTER-START” checklist. This also applies to single pilot operations.

PRIOR TO TAXI:

- *Clear left and right.*
- *Both flight deck crew members have the Airport Diagram chart available for reference.*
- *Complex taxi instructions are written down.*
- *Challenge and response are used by the flight deck crew when confirming taxi instructions.*
- *The entire BEFORE TAKEOFF Checklist is completed prior to initiating a back-taxi on a runway to be used for takeoff.*

DURING TAXI:

Flight crews minimize “heads-down” activities, such as entering and verifying data in the GPS or flight management system (FMS) while the airplane is moving.

The PIC’s primary responsibility and attention is focused on taxiing the aircraft. The SIC’s primary responsibility is monitoring and providing feedback of the aircraft progress along the cleared taxi route and setting

the GPS or FMS and take off performance, when needed, or as directed by the PIC.

Follow ATC taxi instructions and verify difference from the initial briefing when applicable. Briefing the taxi route reduces the workload during the departure and arrival briefings. ATC shall be contacted anytime there is a concern about a potential conflict or confusion about taxi instructions. Avoid taxiing closely behind other aircraft where FOD may be blown.

AFTER LANDING:

After Landing, in crewed aircraft, the pilot flying calls for the “after-landing sequence” once clear of the runway. The non-flying pilot conducts the after landing sequence after clearing the runway. In busy airport environments it is recommended the after-landing sequence be completed after clearing all runways.

During taxi in congested airports, it is recommended both pilots always be “heads up” and communicate taxi and traffic instructions. The pilot taxiing will always be heads up.

ENROUTE PROCEDURES:

Generally, the Non-Flying Pilot should handle the checklist, radios and navigation. The Non-Flying Pilot should always read back assigned altitudes, headings or other assignments from Air Traffic Control. If either pilot intends to change an altitude or heading, he or she should advise the other pilot prior of the change.

If the aircraft is so equipped, dual navigation sources should always be used to independently verify the aircraft’s position. When flying in areas of thunderstorms, use of weather radar (if installed) in areas of heavy precipitation can help provide safe clearance.

Flights into known severe turbulence should be avoided. When expecting turbulent conditions, the Non-Flying Pilot should advise the passengers to expect turbulence. Flights into known moderate or severe icing conditions should be avoided. The flight crew shall keep abreast of the weather conditions during all phases of the flight.

6.7.0 BEFORE LANDING

The “before landing checklist” should generally be completed before descending below 1000 feet above the ground by the Non-Flying Pilot.

6.7.1 LANDING

Upon receipt of the landing clearance (where appropriate), the NFP should announce, “Landing clearance received, Before Landing Checklist complete.” In the absence of a control tower, announce intentions on the aircraft radio. The crew is responsible for identifying any traffic in the area and determining that a safe approach and landing can be completed.

When executing an instrument approach, the flying pilot should not descend below decision height or minimum descending altitude (MDA) unless the runway environment is in sight. Pilots must not descend below MDA on circling approaches until the aircraft is in position for a straight in approach to the selected runway. If the runway is lost during the circling maneuver, the published missed approach is mandatory.

The aircraft must not continue decent below 500 feet on any approach unless the aircraft is in landing configuration. At any time, these conditions are not met, a go around is mandatory.

6.8.0 STERILE COCKPIT

During takeoffs and landings, the sterile cockpit rule shall be in effect. The sterile cockpit rule is an FAA regulation requiring pilots to refrain from non-essential activities during critical phases of flight. This includes limiting any unnecessary movement of any crewmember or passengers in the aircraft.

6.9.0 POST FLIGHT DUTIES

At least one crew member should perform a post flight walk around to check for any items that may need immediate maintenance attention. After the last flight of the day, all paperwork, electronic flight logs and maintenance logbook entries should be completed.

6.10.0 SINGLE PILOT OPERATIONS

If authorized to fly a Department aircraft as a single pilot, it is the pilot's responsibility to incorporate all of the above procedures into his or her flight. If a flight or mission is expected to experience moderate to severe weather, it is recommended the pilot in command delay the flight until conditions improve. In consideration of safety, it is also recommended the pilot in command consider requesting a second pilot for the flight.

6.11.0 FLIGHT PUBLICATIONS

It is the pilot's responsibility to assure all publications are updated and current before any flight requiring those publications. Pilots are authorized to use current electronic versions such as ForeFlight, Jeppesen or FltPln.Com. However, if electronic versions are used as the primary source for publications, a "paper" chart must be within reach of the flying pilot for every flight. The publications may include the following:

- Chart Supplement Southwest US.*
- Los Angeles sectional chart.*
- Phoenix sectional chart.*
- Los Angeles TAC chart.*
- San Diego TAC chart.*
- San Francisco TAC chart.*
- IFR Enroute Low Altitude.*
- Terminal Procedures (Approach Plates).*

6.12.0 PRISONER TRANSPORTATION

When transporting prisoners in Department aircraft, the pilot should ensure that a complete pat down search of the prisoner has been completed prior to the prisoner boarding the aircraft. The prisoner's hands should be secured using a waste chain. If a waist chain is not available, the prisoner's hands may be secured with conventional handcuffs. The prisoner's legs should be restrained using leg shackles. The prisoner should be placed in the most aft forward-facing seat in the aircraft. A seat belt will be placed around the prisoner and secured. A minimum of two law enforcement officers will be on any flight designated for prisoner transportation. Both the law enforcement officers and prisoner(s) should be briefed on all emergency procedures before departure.

6.13.0 SURVEILLANCE FLIGHTS

Flight crews may participate in surveillance flights as necessary. Surveillance flights are generally used to support narcotics or intelligence operations. Fixed wing surveillance flight crews shall maintain communications with ground personnel during surveillance operations. The Watch Commander should be notified every four hours of their status. That information should include departure time, general area of operation, fuel stops, and a safe return to base.

The flight officer assigned to surveillance should keep the “IRNET phone” with them at all times while assigned to surveillance and on duty.

Aside from the avionics equipment installed in the surveillance aircraft, the flight crews should have the following equipment/supplies on board:

- Local and out of county Thomas Guides.*
- Aeronautical charts for the potential surveillance area.*
- Chart Supplement Southwest U.S.*
- Overnight bag or clothing (recommended).*

Personnel assigned to this mission shall dress appropriately for each mission (No tank tops, shorts, sandals etc.). The clothing shall be clean and neat in appearance.

6.13.10 SURVEILLANCE CAMERA OPERATION PROCEDURES

Enroute Checklist

- 1. Turn on camera approx. 15 Nautical Miles from target*
- 2. Verify indicated airspeed is less than 120 Knots*
- 3. Request the pilot to lower the camera*
- 4. Visually verify pod door open and camera down*
- 5. Pilot should have AUX page set on G500 (camera picture)*

Mission Complete Checklist

- 1. Request the pilot to stow the camera*
- 2. Visually verify the camera has retracted and pod door is closed*
- 3. Camera position indicator should illuminate “UP”*
- 4. Pilot can change the AUX page on the G500*
- 5.*

Before Landing Checklist

1. *Verify the camera deployment switch is in the “UP” position*
2. *Visually verify the camera is retracted and the pod door is closed*

Note: Every step should be verbalized to the pilot followed by a response

6.14.0 FIXED WING GROUND HANDLING PROCEDURES

Notwithstanding an emergency, fixed wing aircraft shall not be taxied into or out of a hangar.

Ground handling procedures for all Department aircraft shall be performed by two persons to minimize the risk of damage unless exigent circumstances exist and with the approval of the on-duty supervisor.

6.15.0 FIXED WING AIRCRAFT SECURITY

The pilot in command or crew shall follow the procedures outlined in the pilots operating handbook (POH) for shutting down and securing the aircraft. The pilot in command or crew shall also do the following:

- *Note all squawks and discrepancies in the aircraft flight log.*
- *Close and lock all doors and hatches.*
- *Chalk all parked aircraft.*
- *Place all available covers and tie downs on the aircraft if parked outside.*

After the completion of a flight or mission, if there were any problems or squawks, the Maintenance Supervisor or designee shall be notified as soon as practical. The pilot or crew will relinquish the keys and log. Once maintenance has accepted the keys and log, the responsibility for the aircraft lies with them.

VOLUME SEVEN: TRAINING AND QUALIFICATIONS

7.1.0 TRAINING AND QUALIFICATIONS

The training of Emergency Operations Division personnel is an essential part of the operation. The Division Commander or designee shall ensure that all personnel are adequately trained for each assignment or mission. The training shall be consistent with applicable County Policy.

7.2.0 AVIATION QUALIFICATIONS MANUAL

The Aviation Unit has a qualifications manual that defines specific qualification requirements for all pilots, tactical flight officers, crew chiefs and hoist riders. The manual outlines the requirements for various skills sets along with requirements for the use of lethal force from a helicopter. The Division Commander or designee shall review the qualifications manual annually to ensure all material is current and within Department Policy and Federal Aviation Regulations.

7.3.0 PILOT TRAINING GOALS

To provide a structured, but individually tailored training program that allows the Aviation Unit to advance a new pilot from initial assignment to a fully qualified mission specific pilot. The advancement will be based on the pilot's demonstrated competency and/or previous experience as a pilot. Generally, all pilots will have a commercial pilot certificate, attend factory training courses (or equivalent) and over time progress through the following flight phases:

- Day time patrol.*
- Nighttime patrol.*
- Night Vision Goggles (NVG).*
- Desert/Mountain.*
- Rescue.*
- Fire suppression.*

7.4.0 PILOT CERTIFICATION

All pilots that fly in Department aircraft shall possess a pilot certificate consistent with the pilot operation being performed.

7.5.0 PILOT MEDICAL EXAMS

In order to fly a Department aircraft, the pilot must hold a valid second-class medical certificate or higher. Exceptions may be authorized for personnel flying with a certified flight instructor who has a valid second-class medical certificate or higher.

7.6.0 PILOT EXPERIENCE AND PROFICIENCY FLIGHTS

Flying an aircraft is a highly specialized skill, which requires ongoing training and proficiency or currency qualifications. The Sheriff's Department recognizes the need for ongoing training and skill enhancement in order to maintain proficiency. At the direction of the Division Commander or designee, pilots are permitted and encouraged to build their experience by doing training flights that reinforce their skills and handling of potential situations they may encounter while working in the Aviation Unit. This is also referred to as "building time".

All pilots must maintain their proficiency or currency by adhering to all Federal Aviation Regulations (FAR) and Aviation Unit's policies. At a minimum, all pilots must complete at least three take offs and landings every 60 days for each type of flight (day, night and NVG) and complete an annual flight review with the appropriate unit instructor. Pilots should also seek out frequent opportunities to maintain a high standard of proficiency and piloting skills to include, but not limited to, off-site landings, Southern California air space navigation, hoist, technical rescues, fire operations as well as any other unit missions.

7.7.0 TACTICAL FLIGHT OFFICER TRAINING GOALS

To provide a structured, but individually tailored training program that allows the Aviation Unit to advance a tactical flight officer from initial assignment to a fully qualified mission specific tactical flight officer or crew chief. The advancement will be based on the employee's demonstrated competency and/or previous experience in aviation. Refer to the Aviation Unit Qualifications Manual for specific requirements and guidelines.

7.8.0 TACTICAL FLIGHT OFFICER EMT CERTIFICATION

Tactical flight officers and crew chiefs should consider obtaining an Emergency Medical Technician (EMT) certificate. This could enhance their

abilities during rescue operations. Tactical flight officers and/or crew chiefs should be scheduled based on staffing and course availability. The Department shall pay for this training

7.9.0 *HOIST OPERATOR AND RIDER TRAINING*

All personnel assigned to be a hoist operator or hoist rider shall receive the appropriate training as outlined in the Aviation Unit Qualifications Manual. At a minimum, all hoist operators and riders shall show proficiency every 90 days. Hoist operators shall also have an annual review by the Aviation Unit hoist operator instructor.

7.10.0 *HELICOPTER WEAPON QUALIFICATION AND PROFICIENCY*

No person may carry or use any specialized weapon in a Department helicopter unless they are qualified and proficient in the use of that weapon from a Department helicopter. Only crewmembers that have completed a POST approved rifle course (16-hour course) and the Aviation Unit's Airborne Use of Force (AUF) Course are authorized to use that weapon from a Department helicopter. Aviation Unit personnel shall also adhere to deployment instructions as outlined in the Aviation Unit Qualifications Manual.

All Tactical Flight Officers (TFO) shall qualify with approved specialized weapons carried onboard Department helicopters. They shall:

- Attend regular Continued Professional Training (CPT) each trimester at the Sheriff's Training Center. They shall qualify with their specialized weapon(s) and submit their range card to the Aviation Unit training coordinator or watch commander.*
- Qualify with their specialized weapon from a helicopter during the prescribed biannual AUF course (biannual required, but generally completed quarterly).*

TFO's may enhance their skills for currency as needed at an authorized target at the Sheriff's Training Center with watch commander approval.

All training shall be documented on an aviation currency form and submitted to the Aviation Unit's Training Coordinator.

7.10.10 HELICOPTER WEAPON QUALIFICATION FAILURE

Should the Tactical Flight Officer (TFO) fail to meet the basic proficiency requirements during any biannual Airborne Use of Force (AUF) qualification, the following shall be adhered to:

- The TFO will be provided an additional opportunity to qualify that day.*
- If the TFO is unable to qualify during the same-day second attempt, the TFO shall only be permitted to carry the weapon for training purposes.*
- As scheduling permits, the TFO will receive 4-hours of remedial training to correct deficiencies every 2-weeks for up to 6-months.*
- After remedial training is complete, AUF requalification may be provided after, at minimum, 72-hours has passed following their last training session.*

During the course of remedial training, the TFO may continue to perform their job duties as a TFO, without the use of their specialized weapon. A Failure to qualify the prescribed AUF course makes the TFO ineligible to carry specialized weapons. There shall be no exceptions.

Failure to qualify the prescribed AUF course after remedial training or failure to participate in any remedial training will result in permanent removal from the Division. An extension to continue remedial training may be granted on a case-by-case basis by the Division Commander.

7.11.0 TRAINING RECORDS

Aviation Sergeants are responsible for maintaining pilot and tactical flight officer training records. The records are normally kept in three ring binders. The binders contain information including, but not limited to the following:

- Pilot certificates.*
- Medical certificate.*
- Flight reviews.*
- Fire carding.*
- Flight school completion certificates.*
- Aircraft qualification tests.*
- Hoist operator and rider records.*
- Proficiency records.*
- Weapon qualification records.*

Aviation Sergeants are also responsible for maintaining training records for Air Medic crew training. These records are kept in three-ring binders labeled “Air Medic Training Records”. The binder will contain training files on each individual Air Medic. Each file will contain hoist operator and hoist rider records as well as any other pertinent training and currency records pertaining to their Air Medic assignment.

7.12.0 VOLUNTEER FORCES TRAINING COURSES

Volunteer Forces personnel routinely manage large scale events including search and rescue operations, natural disasters and other prominent events. Personnel often assist other Counties pursuant to Law Enforcement Mutual Aid (LEMA) protocols. Therefore, all Volunteer Forces personnel should receive training in the following courses:

- Incident Command System (ICS) 100.*
- Incident Command System (ICS) 200.*
- Incident Command System (ICS) 300.*
- California Office of Emergency Services (OES) Direction and Control.*
- National Incident Management System (NIMS) 700.*
- National Incident Management System (NIMS) 800.*
- POST Academy Instructor Certification Course (AICC).*
- SBSD Helitac Course.*

VOLUME EIGHT: VOLUNTEER FORCES UNIT

8.1.0 VOLUNTEER FORCES MISSION

Pursuant to Department Policy section 7.100, The Sheriff recognizes the value of the volunteer programs to the community and the Department. The Sheriff has established four distinct volunteer programs; Reserve Deputy Sheriff, Search and Rescue, Citizen Volunteer and Explorer Scouts. Therefore, policies and procedures have been established in order to provide the best service to the citizens of San Bernardino County.

8.2.0 DEPARTMENT POLICIES ON VOLUNTEERS

Personnel assigned to the Volunteer Forces Unit shall ensure that all Department Policies pertaining to volunteers are adhered to and enforced as necessary. Refer to the Department Manual for Department policy on volunteers.

8.3.0 COMMANDER/COORDINATOR MEETINGS

Volunteer Forces hosts' annual meetings for all volunteer unit commanders and station coordinators of each discipline in the Division's training room. These meetings traditionally take place at the end of February or beginning of March. The purpose is to convey changes in Department policy, changes in volunteer programs, and to give Volunteer Forces Staff a platform for thanking and addressing the volunteers.

8.4.0 POLICY CHANGES

This shall be a biannual process. Keep notes for changes and revise volunteer program policies as necessary. Submit changes on the proper form to the lieutenant for approval. It must then be presented to the Deputy Chief for approval. If the policy change affects a program department-wide, the approval of the Board of Chiefs is required. Notify the Department of the approved changes by memorandum.

8.5.0 MANUALS

Volunteer Forces personnel shall track policy changes and update program policy manuals. Manuals need only be revised every two years, at the soonest.

Keep electronic manual updated. Produce several print copies of each manual for Volunteer Forces personnel and provide copies of the manual (CD) for volunteers.

8.6.0 MEMBERSHIP REPORT

The Membership Report is the program designed by the Technical Services Division (TSD) specifically for Volunteer Forces to enable tracking of each volunteer unit's individual member's participation. Tracking hours, mileage, certifications, and participation in meetings and trainings are the highlights of the program capabilities.

Volunteer Forces personnel shall maintain the Membership Report with the assistance from the Volunteer Forces Office Assistant and the Technical Services Division.

The program is designed with a simple security login to allow limited access by authorized persons only, the station coordinator(s) and volunteer secretaries (or the volunteer responsible for statistics entry). There is a single login username and password shared by everyone making entries, regardless of the volunteer unit. The information stored in the Membership Report is not sensitive, but access should be limited to prevent complications. The username and/or password should be changed and disseminated to authorized persons on a periodic basis.

The Volunteer Forces Sergeant keeps and updates the Membership Report password.

Units having issues with the program or discrepancies in their rosters should notify by email the Office Assistant who will keep track of queries. When the issue is addressed or rosters have been reconciled between what Volunteer Forces shows and what the unit shows, the Office Assistant will send an email notification. Volunteers shall not contact TSD about issues with the Membership Report.

8.7.0 VOLUNTEER FORCES EQUIPMENT

The unit sergeant shall track all division issued equipment and ensure all division equipment is in good working order and ready for use.

The unit sergeant shall also track and ensure all Volunteer Forces vehicles are being maintained and are in good working order.

The unit sergeant shall maintain a current inventory list in the admin share folder.

8.8.0 SAR PROGRAM COORDINATOR DUTIES

This deputy or corporal position is responsible for the following programs and duties:

- *Search Dog Unit Coordinator.*
- *Cave and Technical Rope Rescue Unit Coordinator.*
- *Incident Management Team (IMT) Coordinator.*
- *Inland Empire Search and Rescue Council Liaison.*
- *Basic Search and Rescue Academy (BSAR).*
- *Basic Mountaineering Course (BMC).*
- *Mounted Search and Rescue (MSAR).*
- *Off Highway Vehicle (OHV).*
- *Rope Rescue Oversight Committee (RROC).*
- *Advanced Emergency Med Tech Program (AEMT).*
- *Search and Rescue Trainings / Classes.*
- *Nixle Notification System.*
- *Coordinator on-call roster.*
- *Search and Rescue Billing.*
- *SAR equipment request list.*

8.8.10 SEARCH DOG UNIT

Act as the sworn coordinator for the Search Dog Team. Represent the Division at unit meetings providing the unit information from the Department or Division. The unit meets the second Tuesday of each month at 1830 hours at the Emergency Operations Division and generally conducts trainings on the following Saturday. A representative from Volunteer Forces must be present at all certifications/re-certifications.

8.8.20 CAVE AND TECHNICAL ROPE RESCUE UNIT

Act as sworn coordinator for the Cave and Technical Rope Rescue team. The team has one official unit meeting each year in December. Team members are from all over Southern California. They train each month and conduct unit business at their monthly trainings. They are an affiliated team of the Mountain Rescue Association (MRA).

8.8.30 INCIDENT MANAGEMENT TEAM (IMT)

Act as a sworn coordinator for the Incident Management Team (IMT). The IMT team is composed of search and rescue members from several different teams throughout the department. Each have the capability and experience to run or assist in a search and rescue operation from the Command Post. IMT meetings are held every third month beginning in January at Volunteer Forces. The coordinator is responsible for the agenda.

8.8.40 INLAND EMPIRE SAR COUNCIL LIAISON

The Inland Empire Search and Rescue Council is comprised of active members from the Department's SAR program. They have a board consisting of a director, assistant director, secretary, and treasurer. The director is approved of and appointed by the Sheriff, with the other board positions voted on by the council. The board positions are two-year appointments. The council is made up of a representative from each team as well as an alternate. The SAR Coordinator is the sworn liaison between the Department and the SAR Council. Board and general meetings are held every other month on the third Wednesday beginning in January. Meetings will generally be held at the Emergency Operations Division. The SAR Director is approved and appointed by the Sheriff.

8.8.50 BASIC SEARCH AND RESCUE ACADEMY (BSAR)

The SAR coordinator is responsible for ensuring at least two Basic Search and Rescue (BSAR) academies are held per year. Someone from Volunteer Forces staff must be present during the academy. Generally, BSAR is held at the Heart Bar Training facility.

SAR policy states, "All search and rescue members must complete the Basic Search and Rescue Academy within one calendar year of their

appointment.” In order to ensure SAR Policy is followed and for fairness in the registration process, the following criteria will be used when registering students:

- Swear- in date (Seniority).*
- Date Volunteer Forces receives completed registration packet (Check included).*
- Volunteer Forces may exercise some flexibility and discretion in determining placement on the roster.*

The coordinator is responsible for maintaining and updating the BSAR curriculum on the Volunteer Forces share drive. The coordinator is also responsible for printing and organizing all classroom materials before the program begins. SAR Council maintains committee for BSAR instructors.

8.8.60 BASIC MOUNTAINEERING COURSE (BMC)

The Basic Mountaineering Course (BMC) is taught by trained SAR volunteers every year. The classroom portion is typically held in November and the field session in February or March. The VOLF coordinator is responsible for announcing the course and creating a roster. The SAR coordinator will assist in organizing accommodations for the class and any special needs.

8.8.70 MOUNTED SEARCH AND RESCUE (MSAR)

The Mounted Search and Rescue (MSAR) course is taught annually by trained Posse SAR volunteers as needed. A sworn deputy who has attended both BSAR and Mounted Enforcement Training may teach the course if necessary. The course is typically held in the spring. The SAR coordinator will assist in organizing the course with Posse members.

8.8.80 ROPE RESCUE OVERSIGHT COMMITTEE (RROC)

The Rope Rescue Oversight Committee (RROC) is responsible for the standardization and training of the technical rope teams. The SAR coordinator will attend all meetings which are usually held as needed. There is no set schedule of meetings. Every two years the coordinator will organize a technician course (Rope Rescue Technician) paid by Volunteer Forces.

8.8.90 ADVANCED EMT PROGRAM SUPERVISOR

The Advanced Emergency Medical Technician (AEMT) Program is taught by trained SAR Volunteers currently working in the medical field (Doctors, Nurses, etc.). The SAR program coordinator will assist in accommodations for meetings and trainings. The coordinator will also obtain bids and make purchases needed to replace used or expired medical supplies.

8.8.100 SAR TRAINING COURSES

The Search and Rescue Coordinator assists in the facilitation of the following SAR trainings / classes:

- *Basic Search and Rescue Academy (BSAR).*
- *Basic Mountaineering Course (BMC).*
- *Mounted Search and Rescue (MSAR).*
- *Rope Rescue SUPPORT.*
- *Rope Rescue OPERATOR.*
- *Rope Rescue TECHNICIAN.*
- *Driver Awareness.*

8.8.110 NIXLE NOTIFICATION SYSTEM

Nixle is a notification system which utilizes cell phone numbers, SBSAR emails or both. It allows Volunteer Forces to communicate with SAR unit coordinators and volunteer members by sending either one-way or two-way messages. It is the SAR Coordinator's responsibility to enter into the system the names of all SAR coordinators and volunteer members. It is also the coordinators responsibility to remove coordinators and volunteers from the system upon leaving the SAR Program. At the beginning of each month the SAR coordinator shall check the Hire and Separation folder in the VOLF share drive to see who needs to be added or removed from Nixle.

8.8.120 COORDINATOR ON-CALL ROSTER

The SAR Coordinator On-Call-Roster is to be maintained and updated by the Volunteer Forces SAR coordinator. This roster will be emailed to on-call staff when updated and is maintained in the share drive under the file Coordinator Information/Coordinator Contact Excel List.

8.8.130 SAR BILLING

The SAR coordinator is responsible for all SAR billing. The California Government Code allows the Sheriff to bill other counties for Search and Rescue operations conducted on persons residing in other counties as necessary.

When tasked, the coordinator will provide a letter, copy of the Government Code (26614 and 26614.5), agency claim against the county form, and an invoice along with a completed report to the county of billing. See the Volunteer Forces S&R Out-of-County Procedures in the Volunteer Forces Share drive for further details.

(Two months before the end of the fiscal year in July, any pending payment checks should be held for deposit for when the new fiscal year starts)

SAR missions shall not be billed if any of the following conditions exist:

- Victims are out-of-state residents.*
- Missions under \$1,000.00 will not be billed.*
- Aircraft time under ½ hour.*
- The Emergency Operations Division Commander or his designee direct otherwise.*

8.8.140 SAR EQUIPMENT

The SAR coordinator is responsible for all SAR equipment in the Command Post Unit and what is needed for a search and rescue mission. The SAR coordinator should create a schedule so all equipment that would be used on a search and rescue mission is tested to ensure it is in proper working order. Any problems with equipment should be addressed immediately. Documentation should be made of all problems and repairs.

8.8.145 SAR EQUIPMENT REQUEST LIST

The SAR coordinator is responsible for the annual equipment request list (previous "Wish List") requested by the SAR teams.

As budget permits, the SAR coordinator will purchase the requested equipment once approved by the Volunteer Forces Lieutenant by following the appropriate SAP purchasing requirements.

8.9.0 RESERVE PROGRAM COORDINATOR DUTIES

This deputy or corporal position is responsible for the following programs and duties:

- *Reserve Deputy Program.*
- *Volunteer Services Unit (VSU) Coordinator.*
- *Reserve Carry Concealed Weapons (CCW) Permits.*
- *Retired Reserve CCW Program.*

8.9.10 RESERVE DEPUTY PROGRAM COORDINATOR

The Reserve Program Coordinator provides oversight and guidance to station/division reserve coordinators. The Reserve Program Coordinator is responsible for the following:

- *Contact the station/division unit coordinators to determine a swearing-in date.*
- *Make identification cards and orders which are then signed by the Volunteer Forces commander.*
- *Advise the station/division unit coordinators that the orders are ready for the applicant to be sworn-in as a Reserve Deputy Sheriff.*
- *Ensure that the volunteer is sworn in by the Station Commander or coordinator and signs the oath/affirmation and badge control forms. Upon receiving the form, Volunteer Forces will issue a badge.*
- *If the reserve deputy wishes to work a paid detail, the Reserve Program Coordinator shall ensure the reserve deputy submits the EMACS packet, copy of California CDL, Social Security card and a medical report that is not older than 90 days, to the payroll clerk who handles reserves and/or directs the reserve deputy to Sheriff's Payroll located at Headquarters.*
- *The Reserve Program Coordinator will also serve as the Department's liaison with California Peace Officer Standards and Training (POST) and when needed, log into POST EDI, complete a Notification of Appointment/Termination and enter any necessary reserve information into the POST website.*

8.9.20 VOLUNTEER SUPPORT UNIT #648 (VSU)

A member of the Volunteer Forces Unit shall act as the sworn coordinator for the Volunteer Support Unit. The Volunteer Support Unit #648 is a volunteer unit which is maintained, supervised and managed by Volunteer

Forces. This unit is comprised of volunteers from other units or solely assigned.

The purpose of the unit is to assist Volunteer Forces in various duties such as unit file audits, training, equipment movement, etc. In addition to normal coordinator duties, the VSU coordinator should:

- Ensure a board is in place and members are attending to their respective duties.*
- Ensure taxes are filed and the non-profit 501(c) (3) status is current.*
- Ensure unit statistics are submitted and members are in good standing.*
- Coordinate the unit's assistance with the needs of Volunteer Forces.*
- The Volunteer Support Unit has a bank account for fundraisers and financial transactions. All monies are deposited into a 501(c) 3 account and taxes are filed annually. It is the responsibility of the Volunteer Forces Lieutenant or Sergeant to oversee and ensure the integrity of the account. The account is a general checking account. The authorized account signer is the Volunteer Forces Lieutenant or Sergeant, the VSU deputy coordinator and when possible, one member of the VSU Board of Directors. The account ledger and checks shall be secured in the VOLF Lieutenant's, Sergeant's, or Corporals locked office. Personnel no longer assigned to Volunteer Forces will be removed from the account.*

8.9.30 RESERVE CCW PERMITS

The Reserve Program Coordinator is responsible to assist reserve deputies with potentially bypassing the normal process for CCW. A reserve may contact the Employee Resources Office Assistant III at (909) 387-3754 to see if they qualify. If they qualify, the Reserve Program Coordinator will assist the reserve in obtaining a CCW.

Per California POST, Designated Reserves do not need a CCW, as they are deemed full-time law enforcement officers.

8.9.35 RETIRED RESERVE CCW PROGRAM

The Reserve Program Coordinator is responsible to help oversee the retired reserve CCW program. In order to be eligible for a CCW-endorsed retired reserve identification card, a retired reserve must have served a minimum of 10 consecutive years as a Level I and left the Department in good standing. Any exceptions must be cleared by the Division

Commander and Bureau Chief. The retired reserve must qualify at the range on or before their date of issuance to maintain their eligibility.

8.10.0 CITIZEN VOLUNTEER PROGRAM

This deputy or corporal position is responsible for the following programs and duties:

- *Citizen Volunteers/Citizens on Patrol Program.*
- *Chaplain Corps.*
- *Medical Reserve Corps (MRC).*
- *Citizen Volunteer Academy.*
- *CPR/1st Aid Training.*
- *Drivers Awareness Training.*
- *CLETS/nexTEST Program.*
- *Coordinator/Station Updates.*
- *Station File Audits.*
- *Incident Support Unit Coordinator.*

8.10.10 CITIZENS ON PATROL (COP) PROGRAM

The CVP Coordinator shall support individual station units as needed. Serve as a contact point for any citizen volunteer related questions or concerns.

8.12.0 CHAPLAIN CORPS PROGRAM

The Chaplain program is maintained, supervised and managed by the CVP program coordinator in Volunteer Forces. Chaplains are not on-call, but have committed to being available for calls on a 24-hour basis.

The program coordinator should attend the monthly meetings and allow the unit to operate as a body with necessary minimal coordinator oversight. The coordinator will ensure unit statics are submitted, assign invocations and requests for prayers or appearances, and deploy Chaplains when requested. The coordinator will maintain the Chaplain files and complete the resignation, At-Will and necessary application paperwork.

8.12.10 CHAPLAIN ON-CALL OR CALL-OUT PROCEDURES

Personnel assigned to the Volunteer Forces Unit shall do the following when calling out a chaplain:

- Contact the requesting employee by phone and ask if the request is for Department personnel or the general public. If the request is for the public, ask if they have their own support system, pastor etc. (SBSD Chaplains are available to the public at a deputy's request if they are needed and no personal support system exists).*
- Ensure the chaplain corps is needed, wanted and requested by the involved parties.*
- Obtain the type of call and basic synopsis. This is so the chaplains can prepare their mindset while responding to a call.*
- Ask if a language barrier exists, such as Spanish speaking only. Etc.*
- Ask if there is a denomination barrier and if there is a specific request.*

**Chaplains do not administer "Last-Rights", however, they will pray and assist wherever possible.*

Make sure the requesting employee is willing to stay with the chaplain during his entire visit. Chaplains are not to be left alone at the scenes where they are called to serve members of the public.

8.13.0 MEDICAL RESERVE CORPS (MRC)

A member of the Volunteer Forces Unit shall act as the sworn coordinator for the Medical Reserve Corps. MRC supplements medical needs at Department events, such as SEAT Heat, Physical Agility tests, etc. The unit meets the second Monday of each month at 1730 hours at the Emergency Operations Division Training Room.

8.14.0 CITIZEN VOLUNTEER ACADEMY

Citizen Volunteer Academies are held throughout the year by host stations, based on the availability of the station coordinators. Station coordinators are required to submit an email request to the Volunteer Forces CVP coordinator to schedule an academy. This is to allow for proper coordination with other stations/divisions so as to not dilute resources or attendance. Upon approval, The CVP Coordinator will assist that station with setting up an academy and guide the station coordinators to follow the

standardized academy curriculum, as outlined in the Volunteer Forces share drive.

No person may attend the academy unless previously issued a department identification card and orders.

Prior to the start of the academy, hosting coordinators must submit a class roster and academy syllabus which must include the following: date, location(s), instructors, Learning Domains, tours, EVOC, CPR/1st Aid and graduation information to the Volunteer Forces Citizen Patrol Coordinator. Volunteer Forces program coordinator may host an academy to fulfill the Department mandate.

8.15.0 CPR AND FIRST AID TRAINING

CPR and First Aid certification is a Department mandate. The Volunteer Forces Unit hosts CPR and First Aid classes throughout the year, but is not solely responsible for training the Department volunteers. This certification may be obtained by volunteers through other programs, such as the Red Cross or the American Heart Association.

Recertification is necessary every two years and should be managed by the station coordinator. The CVP coordinator is responsible for setting up these trainings and it is recommended that at least one person in Volunteer Forces be a POST-certified CPR/First Aid Instructor to maintain the integrity of the program and curriculum, preferably the CVP coordinator. Classes should be scheduled throughout the year, in all regions to accommodate the volunteers. Only approved trained certified instructors may teach the standardized curriculum.

Instructors must sign and comply with the Instructor Agreement Form. All volunteers attending the class must sign a class roster and certificates are inter-office mailed to their coordinators. Each certificate must contain the class date, class number and instructor's name. All rosters must be scanned and placed on the share drive under the appropriate year. The hard copy may be stored in a file with the program coordinator.

8.16.0 DRIVERS AWARENESS TRAINING

Drivers Awareness Training certification is a Department mandate and Volunteer Forces Unit is responsible for training the Department volunteers.

Volunteers must successfully pass the course to operate a county vehicle. The CVP coordinator is responsible for setting up these trainings and it is recommended that at least one person in Volunteer Forces be a POST-certified Drivers Awareness Instructor to maintain the integrity of the program and curriculum. Classes should be scheduled throughout the year, in all regions to accommodate the volunteers. Only approved trained certified instructors may teach the standardized curriculum.

Instructors must sign and comply with the Instructor Agreement Form. All volunteers attending the class must sign a class roster and certificates are inter-office mail to their coordinators. The program coordinator must email the EVOC representative with the names of the volunteers, location, and date of the class. All rosters must be scanned and placed on the share drive under the appropriate year. The hard copy may be stored in a file with the program coordinator.

Volunteers and coordinators are encouraged to contact their program coordinator to schedule a class or to be placed on a waiting list. To accommodate volunteers and academy classes, Volunteer Forces maintains its own cones, delineators, and marking equipment to hold a class off-site. Driver Awareness equipment is stored in a trailer especially outfitted for the program.

8.17.0 CLETS/NexTEST PROGRAM

The Department of Justice (DOJ) requires all law enforcement agencies to ensure its members are in compliance with DOJ testing requirements for CLETS. DOJ calls this CLETS/NexTEST.

All volunteers are to complete this mandatory NexTEST training once every two years. The CVP Coordinator will track all NexTEST's completed and enter the volunteer's names into the DOJ database. For training, utilize the PowerPoint in the share drive under NexTEST training.

8.18.0 STATION FILE AUDITS

The CVP coordinator will conduct an audit inspection of station's volunteer files annually. This is typically done in the first months of the year. 10 percent of all the stations volunteer files will be audited. All stations must be included in the audit. A memo listing the upcoming audit dates must

precede the audit and be sent to the individual station commanders and their coordinators.

8.19.0 INCIDENT SUPPORT UNIT (ISU) COORDINATOR

A member of the Volunteer Forces Unit shall act as the sworn coordinator for the Incident Support Unit. They shall attend unit meetings as needed, schedule/deploy assets when requested and keep all CP's operational/update computers etc. (Note-Combined with VSU-2019)

8.20.0 EXPLORER PROGRAM COORDINATOR

The Volunteer Forces Unit Deputy or Corporal shall act as the Explorer Program Coordinator. They shall be responsible for the following:

- Coordinate the Department Explorer Program and Explorer Academies.*
- Ensure compliance with all Department and station explorer policies and procedures.*
- Conduct regular audits of explorer files.*
- The Explorer Program Coordinator shall support individual station units as needed.*
- Serve as a contact point for any explorer related questions or concerns.*

8.20.10 EXPLORER ACADEMY

The Explorer Program Coordinator will coordinate a minimum of one Explorer Academy each year. If more than one is needed, the coordinator shall have the option of hosting one in the Valley and one in the High Desert. Station advisors are utilized as the tactical staff members. The academies are modeled after the basic academy.

All explorers must attend an academy within one year of being sworn in. No person may attend the academy unless previously issued a department identification card and orders.

Each academy is held in the summer and runs over a two-week period (80 hours). Dates need to be presented to the Training Division as soon as possible to make sure there is availability for the classrooms. The High Desert Academy has been held at the Regional Public Safety Training

Center in Apple Valley. This facility needs to be secured through the Victor Valley College. The cost for the RPSTC is usually waived.

The Learning Domains taught in the academy vary and can consist of, but are not limited to; defensive tactic, range, radio communication, vehicle stops, pedestrian checks, GHRC tour and lunch, dispatch, aviation, coroner tour, physical training, physical agility, History of Law Enforcement, ethics, memorandum writing, evidence, persons with disabilities, criminal justice, leadership, DUI, social media and report writing.

The Explorer Coordinator from Volunteer Forces will schedule instructors. They do not have to be POST certified to teach at the explorer academy since the explorer academy is not POST regulated. When outside agencies are invited to send explorers to an academy, a representative from that Department should be sent to assist with the academy. During the academy, all students are responsible for their own meals and cannot leave the facility for lunch. Lunch is provided only on graduation day.

8.21.0 VEHICLE AND EQUIPMENT LOAN GUIDELINES

Volunteer Forces has vehicles and equipment available to be loaned out upon request. Volunteer Forces personnel are responsible to schedule and track the use/loaning of vehicles and equipment. Vehicles may only be used for department volunteer related functions/events. Equipment requested for loan must be approved by the Volunteer Forces Lieutenant or Sergeant.

8.21.10 VEHICLE AND EQUIPMENT LOAN PROCEDURE

When a request for a vehicle is received by Volunteer Forces personnel, they shall check to see if the vehicle and dates are available, by checking both the Outlook Volunteer Forces calendar and checking the vehicle check out binder in the automotive office.

If the vehicle is available, the staff member will complete the initial request portion of the "Volunteer Forces Vehicle Check Out" sheet and place the form in the vehicle check out binder. The blank form template can also be found in the Volunteer Forces shared drive. The staff member will then save the date in the Volunteer Forces calendar in Outlook, Use the "Check Out/In Sheet." Blank copies of the sheet will be inside the binder. When a

request comes in, fill out the actual sheet on paper and keep that sheet in the front of the binder.

On the day of pick up, go over proper operation of the loaner equipment with the person who will be operating the unit. Inspect the vehicle and fill in the day of pick-up portion of the sheet. Put the page back in the binder.

Upon return, the equipment shall be returned clean, fueled and in proper working order. When brought back, physically inspect the vehicle in the presence of the driver returning it and fill in the day of turn in portion of the same sheet. When finished, put the completed sheet in the back of the binder. Staff shall also complete the tracking matrix.

If damage has occurred during the loaner period, the Volunteer Forces Sergeant or Lieutenant shall be notified immediately. Note the drivers name and contact information. If a report was taken, Volunteer Forces personnel should obtain a copy as soon as possible.

VOLUME NINE: MOBILE FIELD FORCE

9.0.0 MOBILE FIELD FORCE

The Sheriff's Department Mobile Field Force (MFF) is assigned under the command of the Emergency Operations Division. The Unit is comprised of specially trained deputies and supervisors from throughout the county who form a large contingent of manpower deployable throughout the county during unusual occurrences.

The Unit is comprised of:

4 Captains, 5 Lieutenants and 10 Squads of 12 personnel

Each Squad is comprised of:

1 Sergeant, 2 Corporals and 9 Deputies

6 Marked Units (2 Deps Per Unit)

All field personnel shall be interchangeable from squad to squad in order to fill vacancies and provide adequate staffing for each deployment.

The MFF shall remain trained and able to accommodate multiple emergencies simultaneously. MFF should also be able to sustain staffing for several operational periods.

9.10.0 MOBILE FIELD FORCE ACTIVATION

Department Manual Section 3.236.20

In the case of an Unusual Occurrence, Division Commanders may request the assistance of the Mobile Field Force. A Mobile Field Force squad is comprised of 12 person teams which include a sergeant, two corporals and nine deputies. Each squad is managed by a lieutenant with the support of a captain. Mobile Field Force teams can be deployed by making a request to the Emergency Operations Division. Once approved by the Executive Staff, the Emergency Operations Division will deploy the appropriate squads to the following incidents.

- Response to natural disasters*
- Wildland fires*
- Evacuation*
- Security/ Patrol of evacuated areas and critical facilities*
- Large Scale Pre-planned events/ i.e. concerts, Speedway*

- *Conventional crowd management*
- *Force protection*
- *High profile patrol operations*
- *Mass arrest/ processing*
- *Mutual Aid requests*
- *Jail disturbances*