

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



Policy Manual

Updated July 2019

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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 of the aforementioned 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 maintain a hard copy that is available for review by staff. The policy manual will also 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

Aviation Lieutenant

Under direction, the Aviation Lieutenant serves as second in command of the Aviation Unit 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 aviation administrative paperwork.*
- *Liaison to ICEMA and other aviation related committees.*
- *Provide oversight to aviation sergeant(s) and administrative clerical personnel.*
- *Oversight of aviation 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 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 Ambulance Program.*
- *Additional duties are to be assigned by the Division Commander or designee.*

Volunteer Forces Lieutenant

Under direction, the Volunteer Forces Lieutenant serves as second in command of the Volunteer Forces Unit 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 Commanding Officer.*
- *Process of Volunteer Forces administrative paperwork.*

- *Liaison to CAL-OES and other committees associated with Volunteer Forces.*
- *Provide oversight to the Volunteer Forces sergeant and administrative clerical personnel.*
- *Oversight of Volunteer Forces budget and tracking of overtime.*
- *Management of personnel files and employee evaluations.*
- *Coordinate Region VI Law Enforcement Mutual Aid (LEMA) meetings.*
- *Oversight of special projects.*
- *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.*
- *Prepare and provide oversight over work schedules.*
- *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 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.*
- *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 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.*

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 all FAA and Sheriff’s Aviation Unit regulations.*
- *Ensure that all crew members and passengers comply with Sheriff and FAA regulations.*
- *Take appropriate actions during an emergency. During an emergency situation, 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 above.*

Supervisory Personnel

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

Staff Personnel

- *Division Corporal(s), Lead Mechanic and above.*

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.*
- *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 in Department aircraft.*
- *Non-emergency flight instructor tasks.*
- *Must be approved by the Division Commander in writing.*

Emergency Procedures Flight Instructor

- *Aviation unit instructors are unit flight instructors that are authorized to train other pilots in in Department aircraft.*
- *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, visitor, or official parking. Staff shall park their personal vehicles in the secure parking area adjacent to the administration building or 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. The duty schedule can be found in the following areas:

- *Aviation or Volunteer Forces computer share drives.*
- *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

Division Lieutenants 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 contact 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. Should additional resources be required for coordination of call-outs 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. For any out-of-county mission requiring

a response by volunteer members (e.g. SAR Missions), a sworn member of Volunteer Forces will accompany the volunteers. 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 two members of the Volunteer Forces staff will 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).*

[REDACTED]

- *When an employee leaves the Division, the sergeant will insure all Department keys are issued or returned.*

Key control tracking sheets will be kept in the [REDACTED]

- *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. He/she shall do 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 [REDACTED]*
- *Building key cards shall be audited annually.*
- *The Administrative Sergeant will insure all Department card keys are issued or returned.*
- *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. 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, County and other personnel based on availability. 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 conference room calendar by authorized personnel.

1.25.0 AVIATION OPERATIONS “OPS” BOARD

The aviation operations “ops” board is a computerized tracking schedule. 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 shall also prepare and submit a monthly inventory memorandum to the Division Commander.

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 Department approved aircraft and vehicles will enter through the automated gates. All other aircraft or vehicles must request access via the video access panel. Whenever possible, unscheduled arrivals should be directed to the front desk for check-in prior to entering the secured parking lot. Pedestrians requesting to enter through the gate shall be vetted via the video surveillance system. If an unscheduled request is made through the aircraft

gate, a member of Aviation shall be directed to the gate. If approved, the subject will be directed to the approved parking area and 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, building pass, or badge in plain view.

Law enforcement personnel not employed by the Department shall 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. 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

[REDACTED]

[REDACTED]

2.8.0 HANGAR ALARMS AND SECURITY

[REDACTED]

2.8.10 EMERGENCY OPERATIONS FACILITY ALARM (San Bernardino)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2.8.20 APPLE VALLEY FACILITY ALARM (Apple Valley)

[REDACTED]

[REDACTED]

[REDACTED]




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. 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 paper work 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 on a daily basis:

- *Rest rooms and locker rooms*
- *Kitchen areas*
- *Office areas*
- *Hangars*
- *Classrooms*
- *Mail box 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 on a daily basis.

VOLUME THREE: AVIATION OPERATIONS

3.1.0 AVIATION SHIFT ROSTER

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

- *The daily shift roster shall be completed by the Watch Commander or designee each morning. A copy of the aviation shift roster will be given to front desk personnel so they will know who is working that day.*
- *Significant issues (major call for service, damage to aircraft, etc.) shall be listed on the log. The log may also include events held at the Emergency Operations Division including training classes, graduation lunches, TFO or pilot training, etc. The log shall be emailed to the Division Commander, Lieutenant, Sergeants and Secretary at the conclusion of the night time valley patrol shift.*
- *The daily shift roster shall be electronically saved in the aviation share file for future reference.*

3.2.0 COMPUTERIZED AVIATION FLIGHT LOG

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 or crew chiefs shall complete the aviation flight log 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.

Tactical flight officers and/or crew chiefs should include the following information:

- *Date and times of all required 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, 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 if the helicopter was washed. If not, why?*
- *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.*
- A 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 daily shift roster.*
- 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 share file for future reference.*
- 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.*

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, VIP transports, 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. If the static display takes place at or within 1000 feet of K-12 school, then a landing site survey must be completed (Cal-Trans) before any landing. Generally, all requests for helicopter static displays should be made at least four weeks in advance.

3.9.0 WASHING AND CARE FOR AIRCRAFT

Helicopter 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. Night flight crews may also wash the aircraft inside of the hangar.

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.

3.11.0 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 insure the aircraft is airworthy. The tasks required to insure airworthiness may be delegated to other competent individuals. These tasks include, but are not limited to:

- *A review of the aircraft maintenance log book.*
- *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 helmet (Flight or Rescue).*
- *An authorized flight suit.*
- *An authorized flight jacket (as needed).*
- *Nomex flight gloves (as required).*
- *Authorized flight boots.*
- *Other appropriate apparel may be worn at the discretion of the PIC or supervisory staff personnel.*

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.

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 or an evaluation that has been approved by a Watch Commander.*
- *In the event of an in-flight emergency*
- *When authorized by command personnel*
- *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.

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.

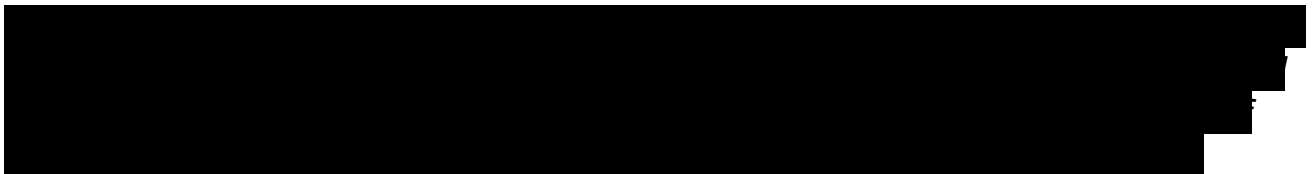
The primary duty of the crew during the aforementioned operations is to support Colorado River Station personnel. The duty shift hours are flexible, depending on the mission. Crews may be put on-call for possible after hour missions. All requests for ride-a-longs or passengers should be routed through the Colorado River Station watch commander.

The crew should establish a point of contact using hardline or a cell number. 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



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 forward-facing crew seat. 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, and headsets in place for each passenger should be used. A 3-4 position center seat should be installed when needed (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 in a south direction 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 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 on-duty rescue aircraft shall respond to the incident. 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-DEPT. 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 N.T.S.B. Normally N.T.S.B. 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 N.T.S.B. Bodies or personal property should not to 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. F.A.A. or N.T.S.B. need not be notified unless requested by the military. In the case of multiple fatalities, with one or more civilians involved, the County Coroner should assume exclusive jurisdiction of all civilian bodies, with exception of military personnel, per Coroner and military MOU which is 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 AIRCRAFT

Pursuant to Department Policy Section 3.152, the on-duty Watch Commander shall be notified if an aircraft is overdue or does not respond to radio calls. The watch commander shall research the helicopters call history to determine the last location of the aircraft. 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 HAZARD REPORTING PROGRAM

The reporting of tarmac, hangar, aircraft or any other hazard is everyone's responsibility. Anyone who observes a 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. 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 to the Safety Officer or Watch Commander. The Safety Officer will evaluate the safety report to ensure the safety issue is corrected, if necessary. Then, forward the safety report to the Division Commander via his/her supervisor. If necessary, hazards or safety issues will be addressed through the use of the safety committee. The safety committee is a working group made up of personnel groups listed below:

- *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 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 management 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. The flight crew should provide dispatch with the following items:

- *Request flight following as “40-King over Lucerne enroute to Needles via Amboy”.*
- *Enter into unit history.*
- *Update the aircraft’s position about every 15 to 20 minutes.*
- *Advise dispatch before changing talk groups or frequencies.*
- *Once at or near your destination, inform dispatch that flight following procedures are terminated.*

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

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 personnel 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.

3.28.0 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. Ask for as much help as needed to safely move the 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

Whenever practical a minimum crew to move aircraft with Helideck is two people. One person can be used on a case by case basis.

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 if moving the platform solo. Always use two chocks to secure the platform in place. Disconnect the tow vehicle from the platform and move it to a secure location.

3.30.0 CHOPPER SPOTTER PROCEDURES

The minimum of two people are 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 should be notified. The crew should be 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 log book.

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. 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 log book. 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 log book 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 and 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 written permission from the Division Commander.

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 or while inside of a hangar is prohibited. Exceptions made 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.*

Hot Refueling Procedures

- *Remove passengers and crew (if applicable) from the aircraft and marshal into a safe area until refueling is complete.*
- *Post a fireguard with a fire extinguisher in hand (crew permitting) on the fuel port side of the aircraft in view of the pilot in order to warn the pilot should a problem occur during refueling.*
- *Make certain good vigilance and communication is maintained inside and outside of the cockpit during the procedure so fueling personnel and/or safety observer can respond to an emergency such as fuel over spray, spillage, or fire.*

Aircraft having an approved closed-circuit refueling system may be fueled with engines running and electrical power on when using the closed system.

Once fueling is complete, ensure the fuel cap is secure and all grounding cables are removed from the aircraft and safely stowed.

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 for 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

[REDACTED]

[REDACTED]



3.34.30 DISSEMINATION OF INFORMATION TO OTHER AGENCIES

When flying patrol and time is of the essence, the crew should pass along any 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 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.

Flight crews may land off-site if there is a genuine need to do so to accomplish the mission and if other options have been considered, but are not feasible. 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.

Off-site landings in congested city areas should only be done in situations where the possibility of saving a life is the primary reason. Landing on school

grounds is prohibited unless it is an emergency. Non-emergency landing at schools (K through 12) requires a site survey and approval from a Cal-Trans site inspector or designee.

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

The decision to use night vision goggles 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 night vision goggle 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 night vision goggles 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 insuring 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.

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.

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

- *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

- *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 comprised of retired San Bernardino County deputies who are familiar with every aspect of the Department's aviation mission and operation. All members must adhere to all current flight requirement for aviation unit pilots, Federal Aviation Administration and Department Policy 7.102. These include but are not limited to:

- *Must have left the unit as a pilot in good standing.*
- *Commercial Rotary Wing Pilot's certificate.*
- *Current Second-Class Medical Certificate.*
- *Minimum of a Level III Reserve.*

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 expenditure report/data card (blue card) shall be completed for all rescue missions. The following information shall be included on the blue card:

- *The blue card 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 blue card is not necessary.*
- *The blue card may be filled out by any crewmember. However, it is the responsibility of the pilot to see that it has been completed. All blue*

cards shall be routed to the Air Medic Coordinator Sergeant and the Volunteer Forces Search and Rescue Coordinator.

- *Mission/training report shall be completed after each search and rescue. This is in addition to the flight log and blue card. 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 coordinator.*

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 mission. All members should be briefed on the specifics of the mission and the plan in case of an emergency 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 and/or training hoist operations. Only Aviation Unit approved equipment should be used during hoist operations. The titanium litter should be attached with the spider at the welded reinforced points with locking carabineers. A tag line should be used. Usually, the hoist operations should be conducted at an altitude that will have the least rotor wash impact for ground personnel. Doors not in use should be closed and secured as required during the 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 might include:

- Ground teams 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 consider the greater ability of the medium helicopters if a hoist is required. If the time constraints 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 should 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 staff 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 that have received night time 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.*

Generally, only aircrews 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.

It is very difficult to judge height above water. Use shoreline references or fixed objects to judge height and movement.

When the crew chief is on the skid, do not deploy the entire line. Feed the line down to the victim. When the victim is secure in the ring, begin the ascent to take up the remaining line. The line could tangle in the water if too much is deployed.

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 strap. The Crew Chief should sit in the passenger area of the aircraft with both sliding doors locked open so he/she 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 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 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 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 continues into 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 and request (as time permits) they contact 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 Comm 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. Comm Center 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. Refer to FC106 radio load out sheet.*
- *Order and Request number. Also known as an “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 recommended flight crews 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 approve the use of a fuel truck.*
- *The fuel truck should 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.*
- *Filters should be inspected to insure they have been changed within the calendar year.*
- *All fluid levels, tires, etc., should be checked before operation. The ice chest should be filled with ice and beverages before leaving the hangar.*
- *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 whenever possible 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 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 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 staff. Generally, a minimum of two authorized pilots are required for all fixed wing multiengine flights. Single pilot operations are approved for surveillance missions. For the purpose of this section, the Non-Flying Pilot will be referred to as “NFP.”

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 and Non-Flying Pilot. The crew should 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 so required.*
- *Ensure that all crewmembers and passengers are secured (seat belted) 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 while the aircraft is in motion. Generally, the pre-start and shutdown checklists are 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 [REDACTED] 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 V_1 is attained. It should also contain a plan for any in-flight emergencies, which are experienced after takeoff.

6.6.0 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 to 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 secure their seatbelts. 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 CTAF. The crew is responsible for identifying any traffic in the area and determining a safe approach and landing can be completed.

When executing an instrument approach, the flying pilot should not descend below DH or 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 descent 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 SURVIELLANCE FLIGHTS

Flight crews may participate in surveillance flights as necessary.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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.

6.13.0 SURVEILLANCE CAMERA OPERATION PROCEDURES

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

6.14.0 *FIXED WING GROUND HANDLING PROCEDURES*

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

Generally, ground handling procedures for all Department aircraft should be performed by two persons to minimize the risk of damage.

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 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.

7.3.0 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 and over time progress through the following flight phases:

- *Day time patrol.*
- *Night time 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 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 Units 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 a 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.

7.8.0 TACTICAL FLIGHT OFFICER CERTIFICATION

All tactical flight officers or crew chiefs should eventually possess an Emergency Medical Technician (EMT) certificate. The Department shall pay for this training. Tactical flight officers and/or crew chiefs are scheduled based on staffing and course availability.

7.9.0 HOIST OPERATOR AND RIDER TRAINING

All personnel assigned to be a hoist operator or hoist rider shall receive the appropriate training. 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

Generally, no person may carry or use any specialized weapons in a Department helicopter unless they are qualified and proficient in the use of that weapon from a Department helicopter. Generally, only crewmembers that have completed an approved Select Fire Course and the Aerial Weapons Course are authorized to use that weapon from a Department helicopter.

All tactical flight officers (TFO) shall qualify with approved specialized weapons carried onboard Department helicopters. They shall:

- *Attend regular Continued Professional Trimester Training at the range. 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 at an authorized target at the Sheriff's range. This training shall occur every 90 days.*
- *All training shall be documented on an aviation currency form and submitted to the Aviation Unit's training coordinator.*

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 bi annual 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

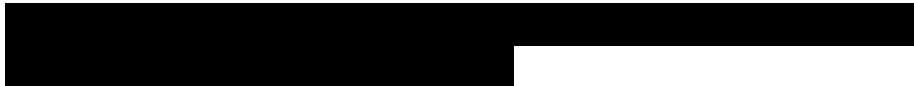
Volunteer Forces personnel shall track policy changes and update program policy manuals. Manuals need only be revised every two years, at the soonest.

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.



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 LIASON

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. The SAR coordinator will purchase the requested equipment once approved by the Volunteer Forces Lieutenant or Sergeant 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, 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 one member of the VSU Board of Directors.

Personnel no longer assigned to Volunteer Forces will be removed from the station 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 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. 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 COORDIANTOR

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.