

**FLIGHT CREW /
AIRCRAFT OWNER
GUIDELINES**

TABLE OF CONTENTS

	<u>SECTION</u>	<u>PAGE</u>
Record of Revisions		3
Pilot / Aircraft Owner Guidelines	1.	
Purpose and Intent	1.00	5
Pilots	1.10	5
Equipment	1.20	7
Patient and Passengers	1.30	7
Missions	1.40	8
Reporting	1.50	9
Disaster Plan	1.60	10
Exhibits		
Recipient Flight Information (moved)	A	
Confidential Recipient Information (moved)	B	
Recipient Information Letter (moved)	C	
Doctor's Certification (moved)	D	
Waiver of Liability (moved)	E	
Mission Report	F	11
Guidelines - Mission specific (moved)	G	
Pilot Membership Application	H	12
WOM Volunteer Waiver of Liability	J	13
Preflight Briefing – Passengers	K	14
Preflight Briefing – Crew	L	15
Conditions and Limitations – Exemption 10019A	M	16-21

RECORD OF REVISIONS

<u>REVISION</u>	<u>DATE</u>	<u>SECTION</u>	<u>DESCRIPTION</u>
A	03/16/95	ALL	Board Approved Revisions to multiple sections
B	04/13/95	Sec 2.16	Added waiver requirement.
		Sec 2.45	Removed nighttime reference.
		Sec 2.49	Added mission reporting request.
		Sec 3.46	Added single engine restriction.
		Sec 3.47	Added instructions.
C	03/23/96	Sec 1.24	Added Volunteer references.
		Sec 2.32	Added Nurse reference.
		Sec 3.10	Added section D, moved previous D to section E.
		Sec 3.3	Added sections 3.33 and 3.34.
		Exhibits	Added Nurses Waiver Form.
D	09/11/96	Exhibits	Added Medical Personnel Application Form.
		Contents	Added Mission and Exhibit references.
E	11/05/96	Sec 1.5	Added financial responsibility section and flow charts.
	11/30/96	Sec 2.16	Added reference to Medical Personnel Form.
F	01/15/97	Sec 3.12	Defined economic need for patient qualifier.
G	04/15/97	Sec All	Removed all Flight Director references.
	04/15/97	Sec All	Removed all Medical and Nurse references.
	04/15/97	Sec All	Modified WOM "regional" to chapter.
	04/15/97	Sec All	Change "assigned" to referred.
	04/15/97	Sec 2	Removed "annual" flight evaluation requirement.
	04/15/97	Sec 1	Added Disaster Planning recommendation.
H	04/15/97	Exhibits	Revised and reworded all forms.
J	07/28/98	Exhibit D	Change form format
K	07/15/00	Sec 3.2	Expanded eligibility criteria
L			
M	07/29/05	Sec 2.01	Changed wording to "encourage."
		Sec 2.02	Changed wording to "expects."
		Sec 2.03	Removed paragraph.
		Sec 2.11	Changed wording to "expected."
		Sec 2.12-14	Changed wording to "must certify."
		Sec 2.20	Changed wording to include "aerobatic."
		Sec 2.22	Changed "inaction's" to "omissions."
		Sec 2.23	Added named insured requirement.
		Sec 2.41	Changed "Lifeguard" to "Compassion."
		Sec 2.43-44	Removed sections and renumbered.
		Sec 2.45	Renumbered to 2.43 and reworded for clarification.
		Sec 2.46	Renumbered to 2.44 and reworded to "recommended."
		Sec 2.47	Renumbered to 2.45
		Sec 2.48	Renumbered to 2.46.
		Sec 3.23	Added requirement for PIC to certify in writing before flight.

RECORD OF REVISIONS (continued)

- O 03/22/08 Sec 1.66 Modified flow-chart to identify separation of invoice approval and payment authority.
- P 11/15/08 Sec 1.66 Modified flow-chart to identify separation of invoice approval, payment authority, and account reconciliation. Color background added to identify action responsibilities.
- Q 10/20/10 ALL Board approved modifications to multiple sections. This supersedes all previous revisions.
Flight Crew guidelines moved to a separate document.

PILOT / AIRCRAFT OWNER GUIDELINES

1.00 PURPOSE and INTENT

- 1.01 Purpose. The purpose of this section is to encourage safety and quality of service in all *WINGS OF MERCY* (WOM) operations.
- 1.02 Adherence to FARs. *WINGS OF MERCY* (WOM) expects that Pilot-in-Command (PIC's) and Second-in-Command (SIC's), aircraft owner/operators and other volunteers will be dedicated to performing their duties in compliance with all applicable Federal Aviation Regulations. PIC's or SIC's operating in violation of Federal Aviation Regulations or intentionally disregarding *WINGS OF MERCY* guidelines, may be excluded from future flight referrals.
- 1.03 Fuel Reimbursement Authorization. Wings of Mercy offers pilots / aircraft owners reimbursement for fuel expenses incurred while conducting Wings of Mercy flights under exemptions (10019 and 10019A) from FAR 61.113(c). The conditions and limitations section of this exemption is attached as **(EXHIBIT M)**. All PICs, SICs and aircraft owners are expected to be familiar with, and to operate according to, the conditions and limitations contained therein.
- 1.04 Adherence to Conditions and Limitations. Exemption 10019A as granted by the FAA applies only to operations conducted within United States airspace. However, Wings of Mercy requires that pilots adhere to the conditions and limitations section of the exemption when flying in airspace not under the jurisdiction of the FAA as well.
- 1.05 Inspections. The FAA may at any time or place conduct inspections of the pilot(s) and aircraft being flown in accordance with this exemption.
- 1.06 Adherence to Wings of Mercy Guidelines. In addition to operating within the rules FAR parts 61 and 91, and the conditions and limitations contained in exemption 10019A, All PICs, SICs and aircraft owners must understand and operate according to the Wings of Mercy guidelines set forth in this document.

1.10 PILOTS & OTHER VOLUNTARY CREW

- 1.11 ALL PILOTS - To qualify for mission referrals pilots are expected to comply with FAR Parts 61 and 91. Both PICs and SICs shall certify at the time of membership application, and before each flight, that they have an appropriate pilot certificate, current medical certificate, meet all applicable current experience requirements, with ratings and endorsements appropriate for the mission aircraft. Pilots must hold an instrument rating. Prior to accepting a Mission, pilots must have a *WINGS OF MERCY* application on file at the chapter office (See **Exhibit H** for sample form) and are

expected to comply with all FARs regarding pilot certification, medical certification, recency of flight experience and recurrent training applicable to the flight to be conducted. *WINGS OF MERCY* cannot and does not assume any responsibility for pilot qualification.

1.12 Annual Renewal. Pilot Applications must be renewed annually in order to be eligible for Wings of Mercy referrals.

1.13 Aeronautical Experience of Flight Crews. All flight crewmembers must possess the following qualifications and aeronautical experience, as appropriate:

- a. Must hold an instrument rating or privilege that is appropriate to the aircraft being flown;
- b. Must have a current flight review (per § 61.56(a)) in the same aircraft category, class, and type (if a type rating is required) being flown;
- c. Must be instrument current (per § 61.57(c) or (d), as appropriate) in the same aircraft category, class, and type (if a type rating is required) being flown;
- d. Within the preceding 3 calendar months prior to the flight, the pilots must have logged, in the pilot stations(s) they will occupy under this exemption, at least three takeoffs and three landings to a full stop in the same aircraft category, class, and type (if a type rating is required) being flown. This condition may also be satisfied by having accomplished and logged at least three takeoffs and three landings to a full stop at night within the preceding 3 calendar months in the same aircraft category, class, and type (if a type rating is required) being flown;
- e. The PIC must have a minimum total time of 600 hours, with no less than 400 hours as PIC, 100 hours of actual or simulated instrument time, 50 hours in category and class, 25 hours in category and class at night, and:
 - i. if the flight is to be conducted in a single-engine airplane, a minimum of 10 hours in the specific make and model of aircraft being flown; and
 - ii. if the flight is to be conducted in a multiengine airplane, a minimum of 15 hours in the specific make and model of the aircraft being flown; and
- f. The SIC must have a minimum total time of 300 hours, with no less than 100 hours as PIC, 50 hours of actual or simulated instrument time, 50 hours in category and class, 25 hours in category and class at night, and:
 - i. if the flight is to be conducted in a single-engine airplane, a minimum of 5 hours in the specific make and model of the aircraft being flown; and
 - ii. if the flight is to be conducted in a multiengine powered airplane, a minimum of 5 hours in the specific make and model of the aircraft being flown.

1.14 To qualify for mission referrals ALL volunteers must have a waiver of liability form on file with *WINGS OF MERCY*. (See **Exhibit J**).

1.20 EQUIPMENT

- 1.21 AIRCRAFT: A *WINGS OF MERCY* aircraft application form must be on file before being referred to a mission. The aircraft must have a standard airworthiness certificate.
- 1.22 Aircraft maintenance: All maintenance must be performed in accordance with the regulations outlined in the FARs.
- 1.23 Annual Inspection. The PIC must certify that the aircraft has had a current annual inspection and is equipped and certified for existing and forecast mission flight conditions as determined by the PIC. *WINGS OF MERCY* cannot and does not assume any responsibility for aircraft condition or license.
- 1.24 INSURANCE: *WINGS OF MERCY* missions are flown by volunteer pilots as a public service intended to enhance the quality of life in the community. The organization does not provide insurance coverage for equipment or personnel. *WINGS OF MERCY* assumes no liability for the actions or omissions of any individual piloting an aircraft, or for the condition of any aircraft referred on its missions.

1.30 PATIENTS and PASSENGERS

- 1.31 Patient Boarding. Patients or passengers on *WINGS OF MERCY* referral flights who may require assistance while boarding or during flight, must be accompanied by an adult who can accept the responsibility for their care and needs during the mission. If a patient requires medical equipment or personnel for support, the patient must provide for these needs without assistance from *WINGS OF MERCY*.
- 1.32 Doctor's Certification. Patients must have a signed WOM Doctor's Certification statement, from a qualified physician, certifying they are medically stable and able to be safely transported in a non-pressurized general aviation aircraft. This statement must be on file with *WINGS OF MERCY* prior to departure. If the patient is a minor, a parent or legal guardian must execute these documents.
- 1.33 Patient Waiver of Liability. Patients must have a signed WOM Waiver of Liability form on file with *WINGS OF MERCY* prior to departure. If the patient is a minor, a parent or legal guardian must execute these documents.

1.40 MISSIONS

- 1.41 Flight plan: An instrument flight plan must be filed and activated for all *WINGS OF MERCY* missions. The COMPASSION designator is to be used whenever a medical patient is on board. In situations where the patient's condition requires priority the call sign LIFEGUARD may be used per AIM 4-2-4.
- 1.42 Flight Crew composition. All Wings of Mercy flights will be conducted by a crew of **two** appropriately rated pilots who meet the qualifications outlined by FARs part 61 and 91, exemption 10019A, and the Wings of Mercy guidelines.
- 1.43 Flight Crew Appearance. Pilots should dress professionally when representing the organization. Apparel with the *WINGS OF MERCY* name and/or insignia is encouraged in order to provide organizational visibility and recognition.
- 1.44 Over water / Night Operations Limitation. Only multi-engine aircraft should be referred for *WINGS OF MERCY* missions that are planned to be conducted on prolonged over water routes (such as crossing the Great Lakes.) Exceptions to this requirement can be made for high-performance piston or turbine singles that normally operate at altitudes allowing a glide to land in the event of an engine malfunction. Night operations are not to be conducted in single-engine aircraft while transporting WOM passengers.
- 1.45 Passenger briefing: Before departure it is recommended that when the PIC provides the safety and operational briefing required by the FAR's that the PIC keep in mind passengers may not have much experience in general aviation aircraft and/or may be apprehensive. It is recommend the briefing included appropriate information for the passenger's personal comfort, no smoking requirements, use of seat belts, location and operation of normal and emergency exits, use of oxygen equipment (when applicable) and the normal sights and sounds associated with flight in the specific mission aircraft. Use caution in allowing inflatable objects (such as balloons) on board as they can explode as the aircraft climbs to altitude. If the patient brings medical oxygen on board, verify the container is marked as required and is secured for flight.
- 1.46 Pre-flight briefing checklist for *passengers*. Pilots will be provided with a passenger briefing checklist (**EXHIBIT K**) that must be orally communicated to all passengers prior to every Wings of Mercy flight.
- 1.47 Pre-flight briefing checklist for *flight crew*. Pilots will be provided with a flight crew briefing checklist (**EXHIBIT L**) that must be completed by the flight crew prior to every Wings of Mercy flight. This checklist must be placed in the mail, or faxed, to the Wings of Mercy office **prior** to conducting flights with passengers on board.

1.48 Caution advised: All volunteers referred on *WINGS OF MERCY* missions may be transporting individuals with communicable diseases. Any body fluid discharge should be treated as contagious and be handled with extreme caution. Also, use care when cleaning any equipment that could be contaminated.

1.49 Flight duty, rest, and flight time limitations:

- a. No pilot may fly more than 8 hours of pilot time (per § 61.1) within any 24-consecutive-hour duty day period;
- b. No pilot may perform a duty day in excess of 12 consecutive hours (a duty day starts when the pilot arrives at the airport and begins preparation for the flight and terminates upon completion of the post-flight of the aircraft);
- c. Once 12 consecutive hours of duty has been performed, the pilot must rest a period of at least 12 consecutive hours before conducting another flight.

1.50 REPORTING

1.51 Mission Reports: PIC's should submit a completed report (See **Exhibit F**) immediately after completing a referred mission. This report provides *WINGS OF MERCY* with valuable planning and historical records. It also serves as the vehicle by which Owners or PIC's are reimbursed for fuel or other expenses

1.52 Incident Reporting. Wings of Mercy and the FAA require that all pilots report all National Transportation Safety Board reportable events to the Board, Wings of Mercy, and to the FAA Certification and General Aviation Branch, AFS-810, 800 Independence Avenue, SW., Washington, D.C. 20591-0001; telephone (202) 267-8212.

1.60 DISASTER PLAN

1.61 In the event of an accident or incident involving a mission flight, it is expected that all associated with *WINGS OF MERCY* will support and follow the organizations disaster protocol of:

- A. Pilots or any other person associated with Wings of Mercy may NOT make any statements or have any discussion on mission specifics such as names, aircraft type, probable cause, etc, to either media or individuals. No speculation, no matter how persistent the inquirer.
- B. Notify *WINGS OF MERCY, INC.* as soon as possible of the situation.
- C. Refer all questions and inquiries to the President of *WINGS OF MERCY, INC.* The President is the only official spokesman for *WINGS OF MERCY* Chapers or *WINGS OF MERCY, INC.*, all communications during a disaster situation must come from this position.



Giving Wings to those in need...

MISSION REPORT

**PIC's: Please complete this form to receive reimbursement
For Mission expenses. Submit along with receipts.
PLEASE SEND TO THE WINGS OF MERCY CHAPTER OFFICE
IMMEDIATELY AFTER COMPLETING A REFERRED FLIGHT.**

MISSION #

PIC	SIC																				
DATE OF MISSION	AIRCRAFT N # <div style="text-align: center; font-size: 1.5em; font-weight: bold;">N</div>																				
ROUTE OF FLIGHT																					
RECIPIENT	FROM-TO																				
RECIPIENT	FROM-TO																				
RECIPIENT	FROM-TO																				
RECIPIENT	FROM-TO																				
<div style="border: 1px solid black; width: fit-content; margin: 0 auto; padding: 5px;">NOTE:</div>																					
MISSION INFORMATION	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;"></td> <td style="width: 20%; text-align: center; border-bottom: 1px solid black;">TIME</td> <td style="width: 20%;"></td> <td style="width: 20%; text-align: center; border-bottom: 1px solid black;">TOTAL DISTANCE</td> <td style="width: 10%;"></td> </tr> <tr> <td style="padding-left: 20px;">FLIGHT DATA >>></td> <td style="text-align: center; border: 1px solid black;">HRS</td> <td style="text-align: center;">@</td> <td style="text-align: center; border: 1px solid black;">KnM</td> <td style="border: 1px solid black; text-align: center;">\$</td> </tr> <tr> <td style="padding-left: 20px;">FUEL USED >>></td> <td style="text-align: center; border: 1px solid black;">GAL S</td> <td style="text-align: center;">@</td> <td style="text-align: center; border: 1px solid black;">\$/GAL</td> <td style="border: 1px solid black; text-align: center;">\$</td> </tr> <tr> <td style="padding-left: 20px;">OTHER EXP >>></td> <td style="border: 1px solid black;"></td> <td style="border: 1px solid black;"></td> <td style="border: 1px solid black;"></td> <td style="border: 1px solid black; text-align: center;">\$</td> </tr> </table>		TIME		TOTAL DISTANCE		FLIGHT DATA >>>	HRS	@	KnM	\$	FUEL USED >>>	GAL S	@	\$/GAL	\$	OTHER EXP >>>				\$
	TIME		TOTAL DISTANCE																		
FLIGHT DATA >>>	HRS	@	KnM	\$																	
FUEL USED >>>	GAL S	@	\$/GAL	\$																	
OTHER EXP >>>				\$																	
REMARKS:	<div style="border: 1px solid black; width: fit-content; margin: 0 auto; padding: 5px; text-align: center;"> TOTAL REIMBURSEMENT </div>																				

I certify that I have the qualifications and meet the recency of experience criteria specified in **FAR PART 61** and **FAA Exemption 10019A** as relevant to this flight. I have verified the that the aircraft meets the requirements in FAA Exemption 10019A.

PIC Signature: _____ **SIC Signature:** _____

Return completed form to:



Giving Wings to those in need...

PILOT MEMBERSHIP APPLICATION – To be updated ANNUALLY

NAME:		BIRTHDATE:	
ADDRESS	CITY:	ST:	ZIP:
HOME PH:	WORK PH:	MOBIL PH:	
HOME FAX:	WORK FAX:	PAGER:	

	CERTIFICATE NUMBER	INST RATED	CATEGORY	ISSUE DATE
PRIVATE		YES - NO	SEL - MEL	
COMMERCIAL		YES - NO	SEL - MEL	
ATP		YES	SEL - MEL	
CFI		YES - NO	SEL - MEL	

TYPE RATINGS	ISSUE DATE

MEDICAL CLASS:	MEDICAL DATE:	BIENNIAL DATE:	INST COMP CHECK DATE:
----------------	---------------	----------------	-----------------------

Please ATTACH PHOTOCOPIES of Certificate, Medical, Flight Review, and Inst. Competency Check APPLICATIONS WILL NOT BE ACCEPTED WITHOUT ATTACHEMENTS

FLIGHT EXPERIENCE:	SINGLE	MULTI	TOTAL	QUALIFIED WINGS
TOTAL TIME:				PIC <input type="checkbox"/>
PIC TIME:				SIC <input type="checkbox"/>
INSTRUMENT:				
NIGHT:				
X COUNTRY:				

I am qualified and current in the following aircraft:

CAT-CLASS-TYPE:	HOUR IN TYPE:	DATE LAST FLOWN
CAT-CLASS-TYPE:	HOUR IN TYPE:	DATE LAST FLOWN

I certify the above information is correct.

	DATE:
--	-------

(SIGNATURE)

Return completed form to:



VOLUNTEER WAIVER OF LIABILITY

To Whom It May Concern:

In consideration of being giving the opportunity to fly missions referred by WINGS OF MERCY, I do hereby release the WINGS OF MERCY organization, fully and without reservation, from any and all claims whatsoever of culpability, responsibility, fault or liability, for any inadvertent injury and/or damage while on a referred mission;

and

furthermore, I do herewith, unequivocally waive and deny, for myself and all my assigns, all rights to pursue any action against WINGS OF MERCY, its officers, directors, or aircraft owners and/or pilots on a referred mission, for any action or inaction executed or suffered by them in good faith. In the event any one or more of the elements in this waiver are for any reason held to be invalid or unenforceable in any respect, it shall not affect any other provision of this waiver.

Form with fields for SIGNATURE, PRINT NAME, SIGNATURE, WITNESSED BY:, and PRINT NAME.

DATE:

CITY & STATE

Return completed form to:

PREFLIGHT BRIEFING CHECKLIST - PASSENGERS

Passenger and medical crew briefing requirements: Prior to each takeoff, the PIC must ensure that all passengers have been orally briefed on the following:

- a. The flight is being permitted under this grant of exemption and that the operator is not a certificated commercial operator;
- b. The aircraft has been maintained according to the requirements in the Federal Aviation Regulations requirements for private aircraft.
- c. When, where, and under what conditions smoking is allowed;
- d. When, where, and under what conditions it is necessary to have his or her safety belt and, if installed, his or her shoulder harness fastened about him or her;
- e. The placement of seat backs in an upright position before takeoff and landing;
- f. Location and means for opening the passenger entry door and emergency exits;
- g. Location of survival equipment;
- h. Use of normal and emergency oxygen if installed;
- i. Location and operation of fire extinguishers; and
- j. The patient, who may need the assistance of another person to exit the aircraft if an emergency occurs, has received a briefing as to the procedures to be followed if an evacuation occurs.
- k. Sterile cockpit conditions during taxi and takeoff until reaching cruise altitude and during descent from cruise altitude, descent, approach, landing, and taxi to ramp; and
- l. All passengers must be restrained by FAA-approved seatbelts or FAA-approved child safety seat. The only exceptions shall be for change of seat positions, quick access to luggage, care and/or feeding of child, or use of lavatory.



PREFLIGHT BRIEFING CHECKLIST - CREW

This form must be completed by BOTH flight crew members prior to every Wings of Mercy flight. This form must be left with the FBO or other responsible person to be placed in the mail, or faxed, to the Wings of Mercy Office prior to departure when WOM passengers are on board. FAX number is (616) 748-6093.

Pilots must sign to indicate that they have considered and discussed the following; and that they are BOTH confident in the safe outcome of the flight.

- Pilot health, rest, and physical condition.
- Aircraft logbook and inspection and maintenance requirements.
- Fuel requirements to include reserves.
- Preflight inspection.
- Equipment requirements specific to the flight.
- Weight and balance data specific to each flight.
- Weather conditions for departure, en route, and arrival phases of the specific flight to include all appropriate weather products, including windssocks and the like, to verify departure will be from the correct runway relative to wind conditions.
- I certify that I have the qualifications and meet the recency of experience criteria specified in **FAR PART 61** and **FAA Exemption 10019A** as relevant to this flight. I have verified the that the aircraft meets the requirements in FAA Exemption 10019A.

Date:

PIC Signature:

SIC Signature:

Exemption 10019A - Conditions and Limitations



US Department
of Transportation
**Federal Aviation
Administration**

800 Independence Ave., S.W.
Washington, D.C. 20591

Oct 08 2010

Exemption No. 10019A
Regulatory Docket No. FAA-2009-0709

Mr. Daniel Horne
Vice President of Operations
Wings of Mercy, Inc.
10720 Adams Street
Holland, MI 49423

Dear Mr. Horne:

This letter is to inform you that we have amended Exemption No. 10019. It explains the basis for our decision, describes its effect, and lists the revised conditions and limitations.

The Basis for Our Decision

On March 10, 2010 the Federal Aviation Administration (FAA) issued Exemption No. 10019, as amended. That exemption from § 61.113(c) of Title 14, Code of Federal Regulations (14 CFR), allows Wings of Mercy, Inc. (Wings of Mercy), to reimburse its volunteer pilots for fuel costs incurred in conducting charitable flights.

Our Decision

On April 19, 2010, the petitioner met with representatives of the FAA regarding Exemption No. 10019. Based upon the comments provided by the petitioner during the discussion (a copy included in Regulatory Docket No. FAA-2009-0709), the FAA has reevaluated and revised the conditions and limitations of the exemption, where appropriate, to clarify original content, list existing operational practices, and, more appropriately, define the intent of safety-related aspects of these conditions and limitations.

Under the authority contained in 49 U.S.C. 40113 and 44701, which the FAA Administrator has delegated to me, I hereby grant Wings of Mercy, Inc., an exemption from 14 CFR

AFS-10-381-E

§ 61.113(c) to the extent necessary to allow for reimbursement of its volunteer pilots for fuel costs incurred in conducting charitable flights, subject to the revised conditions and limitations described below.

Conditions and Limitations

1. The exemption holder must have in place the following:
 - a. A structured and documented pilot registration process that has an annual renewal requirement and ensures that only qualified pilots who are registered and trained are conducting charitable flights. This process must include a means to verify registration prior to flight;
 - b. On-file documentation authenticating registered pilots' experience, ratings, FAA physical, and any other information pertinent to the pilots' qualifications;
 - c. A system that registers the pilot's assertion, at the time he/she accepts a flight to accomplish, that he/she meets all minimum standards and appropriate currency requirements established by the FAA and all conditions and limitations set forth in this exemption, and will conduct the flight in accordance with all applicable Federal regulations; and
 - d. A file of all flight and reimbursement records shall be made available to the FAA for viewing at a designated office site location. Records shall be kept a minimum of 2 years.
2. The exemption holder must develop and implement a written set of standard operating procedures (SOPs) for crew resource management and ensure that all pilots who operate under this exemption use those SOPs. All flight crewmembers must receive and log annual training to the exemption holder's SOPs and understand fully the division of responsibilities between the pilot in command (PIC) and second in command (SIC) during all phases of flight. The SOPs must include, at a minimum:
 - a. Division of responsibilities for the PIC and the SIC;
 - b. Communications processes, decisions, and coordination, to include communication with air traffic control and passengers;
 - c. Workload and time management;
 - d. Situational awareness;
 - e. Effects of fatigue on performance, avoidance strategies, and countermeasures;
 - f. Effects of stress and stress reduction strategies; and
 - g. Aeronautical decisionmaking and judgment.
3. The FAA may at any time or place conduct inspections of the pilot(s) and aircraft being flown in accordance with this exemption.

4. All flights will be operated with two flight crewmembers.
5. All flights operated over water and beyond power-off glide distance from shore must be conducted in a multiengine aircraft.
6. All flight crewmembers must possess the following qualifications and aeronautical experience, as appropriate:
 - a. Must hold an instrument rating or privilege that is appropriate to the aircraft being flown;
 - b. Must have a current flight review (per § 61.56(a)) in the same aircraft category, class, and type (if a type rating is required) being flown;
 - c. Must be instrument current (per § 61.57(c) or (d), as appropriate) in the same aircraft category, class, and type (if a type rating is required) being flown;
 - d. Within the preceding 3 calendar months prior to the flight, the pilots must have logged, in the pilot stations(s) they will occupy under this exemption, at least three takeoffs and three landings to a full stop in the same aircraft category, class, and type (if a type rating is required) being flown. This condition may also be satisfied by having accomplished and logged at least three takeoffs and three landings to a full stop at night within the preceding 3 calendar months in the same aircraft category, class, and type (if a type rating is required) being flown;
 - e. The PIC must have a minimum total time of 600 hours, with no less than 400 hours as PIC, 100 hours of actual or simulated instrument time, 50 hours in category and class, 25 hours in category and class at night, and:
 - i. if the flight is to be conducted in a single-engine airplane, a minimum of 10 hours in the specific make and model of aircraft being flown; and
 - ii. if the flight is to be conducted in a multiengine airplane, a minimum of 15 hours in the specific make and model of the aircraft being flown; and
 - f. The SIC must have a minimum total time of 300 hours, with no less than 100 hours as PIC, 50 hours of actual or simulated instrument time, 50 hours in category and class, 25 hours in category and class at night, and:
 - i. if the flight is to be conducted in a single-engine airplane, a minimum of 5 hours in the specific make and model of the aircraft being flown; and
 - ii. if the flight is to be conducted in a multiengine powered airplane, a minimum of 5 hours in the specific make and model of the aircraft being flown.

7. Flight duty, rest, and flight time limitations:
 - a. No pilot may fly more than 8 hours of pilot time (per § 61.1) within any 24-consecutive-hour duty day period;
 - b. No pilot may perform a duty day in excess of 12 consecutive hours (a duty day starts when the pilot arrives at the airport and begins preparation for the flight and terminates upon completion of the post-flight of the aircraft);
 - c. Once 12 consecutive hours of duty has been performed, the pilot must rest a period of at least 12 consecutive hours before conducting another flight.

8. Passenger and medical crew briefing requirements: Prior to each takeoff, the PIC must ensure that all passengers have been orally briefed on the following:
 - a. The flight is being permitted under this grant of exemption and that the operator is not a certificated commercial operator;
 - b. When, where, and under what conditions smoking is allowed;
 - c. When, where, and under what conditions it is necessary to have his or her safety belt and, if installed, his or her shoulder harness fastened about him or her;
 - d. The placement of seat backs in an upright position before takeoff and landing;
 - e. Location and means for opening the passenger entry door and emergency exits;
 - f. Location of survival equipment;
 - g. Use of normal and emergency oxygen if installed;
 - h. Location and operation of fire extinguishers; and
 - i. The patient, who may need the assistance of another person to exit the aircraft if an emergency occurs, has received a briefing as to the procedures to be followed if an evacuation occurs.

9. The exemption holder must ensure that all pilots operating under this exemption report all National Transportation Safety Board reportable events to the Board, exemption holder, and to the FAA Certification and General Aviation Branch, AFS-810, 800 Independence Avenue, SW., Washington, D.C. 20591-0001; telephone (202) 267-8212.

10. Aircraft requirements: Each aircraft must have a standard airworthiness certificate.

11. Aircraft maintenance: All maintenance must be performed by a certificated mechanic, repairman, or repair station. Aircraft components must be overhauled prior to reaching manufacturer's recommended time between overhaul.

12. Areas of operations: All flights must remain within domestic United States airspace.

13. The exemption holder will develop a preflight checklist to be used by every pilot who operates under this exemption to include, at a minimum, items related to:
 - a. Pilot health, rest, and physical condition;
 - b. Aircraft logbook and inspection and maintenance requirements;
 - c. Fuel requirements to include reserves;
 - d. Preflight inspection;
 - e. Equipment requirements specific to the flight;
 - f. Weight and balance data specific to each flight;
 - g. Weather conditions for departure, en route, and arrival phases of the specific flight to include all appropriate weather products, including windssocks and the like, to verify departure will be from the correct runway relative to wind conditions;
 - h. Passenger briefings specific to the flight to include at a minimum:
 - i. sterile cockpit conditions during taxi and takeoff until reaching cruise altitude and during descent from cruise altitude, descent, approach, landing, and taxi to ramp; and
 - ii. all passengers must be restrained by FAA-approved seatbelts or FAA-approved child safety seat. The only exceptions shall be for change of seat positions, quick access to luggage, care and/or feeding of child, or use of lavatory.
 - i. The checklist items 13a, c, e, f, and g must be provided to the exemption holder or left with a responsible person, such as a fixed base operator, prior to conducting a flight under this exemption. The completed checklist must be retained for 3 days.
14. The pilot must file and activate an instrument flight rules flight plan for each flight. The flight plan may be canceled upon acceptance of a visual approach clearance from air traffic control.

The Effect of Our Decision

The termination date of Exemption No. 10019 remains October 31, 2012, unless sooner superseded or rescinded. This letter must be attached to, and is a part of, Exemption No. 10019.

Sincerely,

/s/
Raymond Towles
Acting Director, Flight Standards
Service