

**CHAPTER 1**  
**ADMINISTRATION**  
**REVISED OCTOBER 2025**  
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## CHAPTER 1

### ADMINISTRATION

#### 1. GENERAL.

a. Policy. This manual contains the policies and procedures which govern the administration and operation of CHP's Air Operations Program (AOP). All AOP personnel shall be trained in and demonstrate an understanding of the contents of this manual, which shall be reviewed annually. Training shall be documented as outlined per this manual. All unit members have access to the Department's electronic version of Highway Patrol Manual 100.7, Air Operations Manual, located on the CHP Intranet site. Record keeping and retention of personnel records, training, and maintenance shall be documented as outlined per this manual and shall be retained per the Department's STD. 73, Records Retention Schedule.

b. Objective. The Department's AOP provides assistance to CHP field-related operations. The policies and procedures in this manual provide for a safe and standardized operation throughout the AOP. Due to the diversity of departmental aircraft capabilities and the types of missions performed, sufficient latitude is provided to allow individual air units to meet operational needs without compromising safety. Wherever possible, the Office of Air Operations' (OAO) Standard Operating Procedures (SOP) shall provide additional policy or procedures which are compatible with and supplement this manual.

c. Safety. Safety shall be the overriding and paramount emphasis in all aspects of the AOP. Air operations managers, supervisors, and crew members shall ensure that this policy is followed at all times.

d. Office of Air Operations. The OAO advises Assistant Commissioner, Field (ACF) on all matters related to AOP, and obtains approval from ACF regarding any changes, revisions, or modifications to the program. The OAO provides direction and assistance to aerial supervisors. The OAO is responsible for developing, revising, and ensuring compliance with this manual, administering program safety, developing and administering initial and recurrent aviation training of program personnel, as well as developing and coordinating aircraft maintenance contracts and procedures. The OAO staff develops and manages, with approval and oversight from ACF, the air program's fiscal budget, develops specifications for, and procurement of, aircraft and related equipment, as well as reviews and approves proposed modifications to departmental aircraft. Annex B contains detailed job descriptions of OAO personnel.

e. Air Units. Under the direction of the sector lieutenants, and with the support of ACF, air units conduct departmental aviation missions and meet the

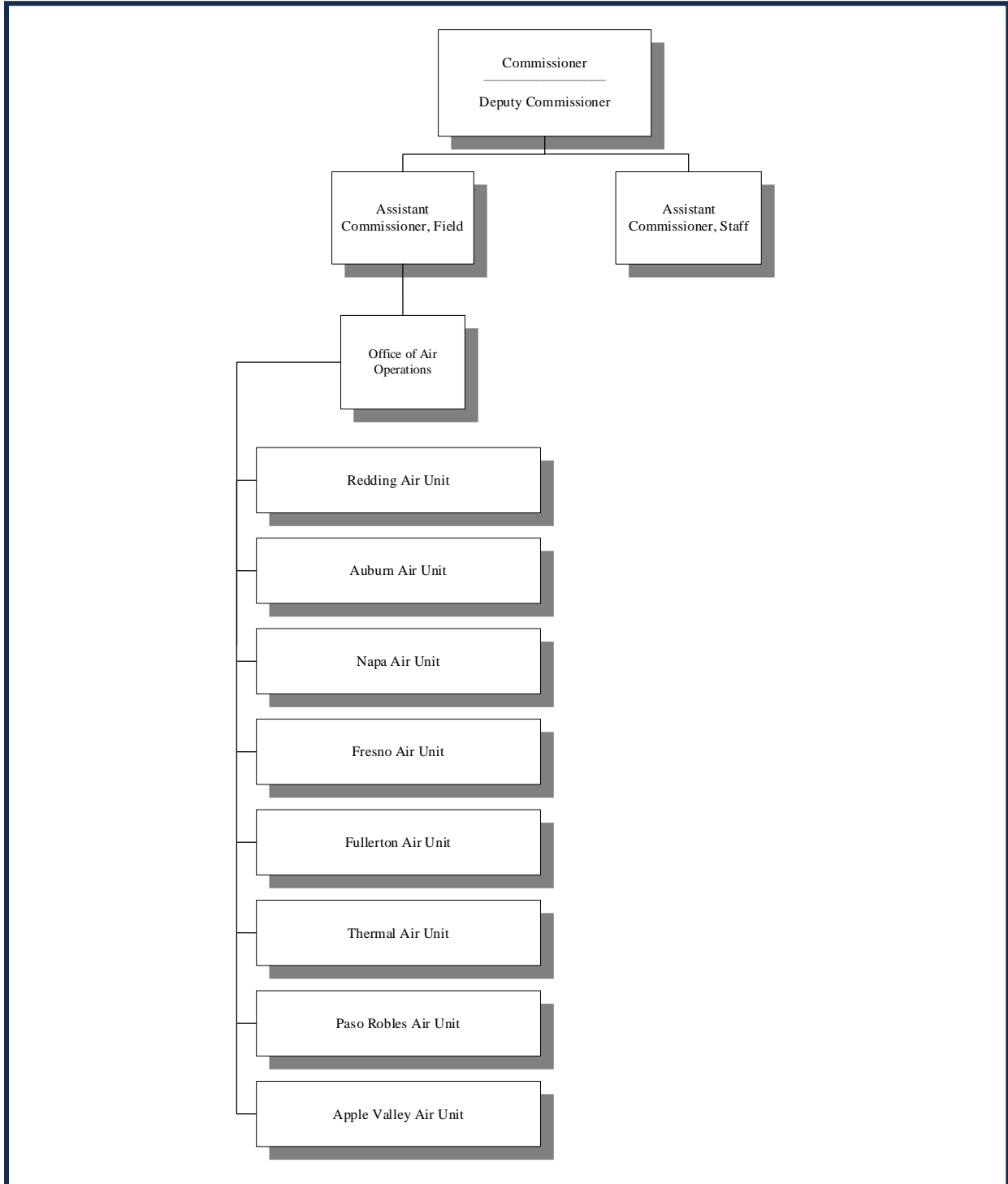
departmental air operations objective in accordance with the policies and procedures of this manual and the OAO SOP. Annex B contains detailed job descriptions of air unit personnel.

## 2. MANAGEMENT.

- a. Assistant Commissioner, Field. Under the direction of the Commissioner, ACF exercises overall operational control of AOP with oversight by OAO. This includes assignment of appropriate resources, aircraft, equipment, and personnel. All policy changes regarding AOP shall be reviewed by OAO and approved by ACF prior to implementation. (Refer to Annex A.)
- b. Office of Air Operations—Assistant Chief. Under the direction of ACF, the OAO Assistant Chief is directly responsible for the oversight of AOP. Issues regarding policy changes or matters which cannot be resolved by direct coordination with OAO shall be referred to ACF.
- c. Office of Air Operations—Captain. Under the direction of the OAO Assistant Chief, the OAO Captain is directly responsible for the daily operations of AOP. The OAO Captain shall ensure that all air unit operations comply with this manual and the OAO SOP, as appropriate.
- d. Sector Lieutenants. The sector lieutenants, under the direction of the OAO Captain, ensure the effective management and operation of their respective air units. The sector lieutenants provide direct supervision to aerial supervisors. In addition to ensuring proper supervision and control of each air unit, sector lieutenants maintain communication between their air units and OAO.

# ANNEX A

## ORGANIZATIONAL CHART—AIR OPERATIONS PROGRAM



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## ANNEX B

### OFFICE OF AIR OPERATIONS JOB DESCRIPTIONS

1. ASSISTANT CHIEF. The Assistant Chief is responsible for the oversight of AOP and advising executive management on all matters related to policies, procedures, safety, operations, aircraft deployment, maintenance, and the selection, assignment, and training of air operations personnel. Additionally, the Assistant Chief, as the delegated accountable executive, is responsible for clearly defining the safety unit structure and publishing the unit's goals and objectives for the Safety Management System (SMS).
2. CAPTAIN. The Captain is responsible for the program's budget, planning, organizing, directing, coordinating, and controls of all OAO operations and functions within the AOP. The primary purpose of the Captain's position is to manage OAO with the mission of providing responsible management and administration of the office, which consists of the following disciplines: Flight Operations, Aircraft Maintenance, Aviation Safety, and Emergency Medical Services (EMS). The captain is also responsible for managing the AOP budget. The Captain's responsibilities include the investigation of all departmental aircraft accidents and incidents, coordinating the departmental Aviation Paramedic Program, including the control mechanisms for disseminating Schedule I and Schedule II drugs, and administering both pilot and flight officer testing.
3. SECTOR LIEUTENANT. The lieutenants are responsible for assisting with planning, organizing, directing, coordinating, and controlling all OAO operations and functions within AOP. Lieutenants assist the Captain with managing OAO and AOP with the mission of providing responsible management and administration of the office, which consists of the following disciplines: Flight Operations, Aircraft Maintenance, Aviation Safety, and EMS. The lieutenants are also responsible for managing the AOP budget and providing oversight. The lieutenants' responsibilities include the managerial oversight of all investigations of all departmental aircraft accidents and incidents, coordination of the departmental Aviation Paramedic Program, including the control mechanisms for disseminating Schedule I and Schedule II drugs, and administration of both pilot and flight officer testing.
4. CHIEF PILOTS—AIRPLANE AND/OR HELICOPTER. The chief pilots are responsible for initial pilot technical evaluation and assisting with the initial pilot interview process; conducting, coordinating, and overseeing initial and recurrent pilot training; and annual pilot evaluations. In addition, with ACF's concurrence, the chief pilots are responsible for assessing or resolving operational issues, assessing requests for aircraft modifications, and developing specifications for acquiring aircraft and

## ANNEX B

### OFFICE OF AIR OPERATIONS JOB DESCRIPTIONS (*continued*)

specialized equipment. The chief helicopter pilot also assumes responsibility for matters relating to rescue operations and necessary training programs. The chief pilots shall assist individual air units in coordinating the investigation of departmental aircraft accidents, incidents, or occurrences. The chief pilots shall be experienced departmental pilots possessing a current Certified Flight Instructor Certificate with appropriate aircraft and instrument ratings for all aircraft to be flown.

5. CHIEF FLIGHT OFFICER. The chief flight officer is responsible for conducting, coordinating, and overseeing initial and recurrent flight officer training, and annual flight officer evaluations. The chief flight officer manages the Department's Aviation Life Support Equipment (ALSE) program. In addition, the chief flight officer also assumes responsibility for matters relating to the external load program, Helicopter Emergency Egress Device (HEED) training, physiological training, and survival training. The chief flight officer shall be a departmental flight officer.

6. MAINTENANCE COORDINATORS—AIRPLANE AND/OR HELICOPTER. The maintenance coordinators are responsible for coordinating and monitoring the Department's aircraft maintenance program. The maintenance coordinators shall ensure compliance with appropriate manufacturer directives, Federal Aviation Regulations, and departmental requirements. The maintenance coordinators also prepare, coordinate, and evaluate bid specifications for maintenance vendor contracts, and track maintenance expenditures for the AOP budget and contract allocations. Maintenance coordinators should have an aviation background or have similar experience and background.

7. SAFETY COORDINATOR. The safety coordinator assumes responsibility for all matters relating to safety within the entire AOP, including managing the program's SMS. The safety coordinator shall report directly to the OAO Captain and successfully complete formal SMS training. Responsibilities include facilitating OAO's Safety Committee meetings, managing the AOP Hazard Reporting Program, coordinating safety training for members of AOP, identifying and evaluating safety problem areas, reviewing safety reports, disseminating information, providing technical guidance when safety is a factor in program operations and training, periodically reviewing the hazards submitted via the SMS, conducting periodic safety inspections of air units, conducting periodic safety meetings and briefings, reviewing AOP incident and accident reports for the purpose of preventing mishaps, assisting management in formulating safe operating practices and policies, developing risk control measures (interventions) based on the SMS process, working with departmental chief pilots to develop training consistent with

## ANNEX B

### OFFICE OF AIR OPERATIONS JOB DESCRIPTIONS (*continued*)

risk control measures, and participating in the investigation of departmental aircraft mishaps. The safety coordinator shall have aviation experience, preferably as a pilot or flight officer within the Department.

8. EMERGENCY MEDICAL SERVICES COORDINATOR. The coordinator is responsible for all matters relating to the OAO Air Rescue, Paramedic, and Emergency Medical Technician (EMT) programs. Those responsibilities include direction of the EMT and EMT-Paramedic (EMT-P) training program, and coordination of the Continuing Quality Improvement program. The coordinator shall be certified as an EMT-P, and it is desirable that they have departmental pilot or flight officer experience.

9. GENERAL SUPPORT OFFICER. The general support officer (GSO) works in conjunction with the goals and objectives of the safety program. Responsibilities of the GSO include, but are not limited to, the following: coordinate accreditation efforts and activities related to achieving and maintaining accreditation with Public Safety Aviation Accreditation Commission (PSAAC) and with the Department's accreditation with the Commission on Accreditation of Law Enforcement Agencies (CALEA); analyze accreditation standards and continually update and ensure policies and the implementation of the standards are deployed effectively throughout the program; act as a liaison with PSAAC, CALEA, departmental air units, and allied agencies in matters dealing with accreditation standards, policies, and procedures; coordinate and conduct training for air operations personnel relating to departmental accreditation efforts; and assist in the implementation and maintenance of the AOP's SMS, relative to accreditation standards. Additionally, the GSO is responsible for managing the AOP's fuel program. This includes, but is not limited to, the following: assisting the OAO Captain with managing the fuel budget; tracking monthly fuel expenditures across AOP; providing oversight, coordination, and tracking of fuel card options and their associated agreements or contracts; and providing oversight and direction to the AOP's fuel safety training. The GSO serves as support in OAO with miscellaneous responsibilities and various staff projects and assists, as necessary, in the other subject matter disciplines at OAO.

10. PUBLIC INFORMATION OFFICER. The public information officer (PIO) reports directly to the OAO Captain and is responsible for coordinating and implementing programs related to media relations, recruitment, and community outreach. Responsibilities of PIO include, but are not limited to, the following: provide on-camera, telephonic, and radio interviews with media partners throughout the state; work closely with air units to provide assistance, mentoring, and training to maintain relationships

## ANNEX B

### OFFICE OF AIR OPERATIONS JOB DESCRIPTIONS (*continued*)

with allied agency counterparts and media partners; coordinate and monitor all OAO social media content and/or platforms; assist with presentations; and event liaison duties. The PIO aids in departmental recruitment efforts for both uniformed and non-uniformed positions, promotes the Department's Applicant Preparation Program, Cadet Preparation Program, and written preparatory and cadet recruitment seminars. The PIO coordinates and supports ongoing departmental community outreach efforts, works with other departmental and/or allied agency PIOs to promote OAO events and accomplishments, and coordinates and/or facilitates OAO participation in grants. The PIO is the backup to the GSO and maintenance coordinator positions.

11. ASSOCIATE GOVERNMENTAL PROGRAM ANALYST. The analyst is responsible for coordinating and administering the Out-Service Training and grant programs. The analyst reviews correspondence, prepares and reviews manual revisions, provides analysis of applicable regulations and policy, prepares quarterly command inspection and strategic plan reports, coordinates the biannual air unit audits, and finalizes the AOP annual budget. The analyst also assists with the administration of HEED and physiological training.

12. OFFICE TECHNICIAN. The office technician is responsible for office management and providing clerical support to the OAO.

13. AERIAL SUPERVISOR. Each aerial supervisor is responsible for ensuring adherence to federal and state regulations, departmental policies and procedures, and the OAO SOP concerning flight operations. This responsibility extends through scheduled missions, aircraft deployment, and the direct supervision of flight crews. Aerial supervisors are accountable for assigned equipment, accurate maintenance records, invoices, and completed reports required by this manual. Aerial supervisors meeting departmental qualifications may function as pilots or flight officers. All air units shall have an aerial supervisor assigned on a full-time basis. It is desirable that the aerial supervisor have an aviation background. In selecting an aerial supervisor, emphasis shall be placed on supervision and management skills rather than merely providing an additional pilot or flight officer position to the air unit.

14. PILOTS. Departmental pilots are uniformed personnel selected, trained, and authorized to operate departmental aircraft in accordance with this manual. Pilots are required to practice effective cockpit resource management techniques during all flight operations.

## ANNEX B

### OFFICE OF AIR OPERATIONS JOB DESCRIPTIONS (*continued*)

15. FLIGHT OFFICERS. Flight officers, if assigned, are uniformed personnel, selected, trained, and authorized to act as a departmental crew member. Flight officers coordinate and record flight activities, assist the pilot during flight and ground operations, and conduct other tasks required by this manual.

16. AIR UNIT TRAINING PERSONNEL.

a. Primary Training Pilot. Each air unit shall designate a primary training pilot for each category of aircraft assigned. This assignment shall be made by the OAO Assistant Chief with the concurrence of ACF. Training pilots shall be responsible for conducting and verifying flight training required by this manual, ensuring CHP 93s are filled out and processed properly, and ensuring each pilot has a current medical on file. Training pilots shall possess a current Federal Aviation Administration Certified Flight Instructor rating and be certified by the appropriate chief pilot to act in this capacity. Training pilots may be selected by the chief pilot to act as a designee.

b. Additional Unit Training Pilot. Each air unit, with ACF and OAO approval, may designate an additional training pilot, if necessary, to assist with the training required by this manual. They must be certified by the appropriate chief pilot to act in this capacity.

c. Training Flight Officer. Each air units shall have a flight officer designated to conduct flight officer training required by this manual. They must be certified by the chief flight officer to act in this capacity.

17. MAINTENANCE OFFICER. Each air unit shall designate a primary and secondary maintenance officer for each category of aircraft assigned. The assignment shall be made by the aerial supervisor with the concurrence of the OAO Captain. The maintenance officer shall be responsible for scheduling and overseeing aircraft maintenance, including the processing of maintenance records, logs, and job tags. The unit maintenance officer acts as a liaison with the appropriate OAO maintenance coordinator. Maintenance officers should demonstrate a strong understanding of the aircraft systems. Maintenance officers shall receive documented training on post maintenance run-ups and flight checks. The training to meet this requirement will be facilitated through OAO. The maintenance officer will be responsible for the oversight of the maintenance vendor and ensure the vendor operates in accordance with the provisions of the contract and appropriate standards in this manual. The maintenance officer shall conduct an annual audit of the maintenance vendor and submit the findings

## ANNEX B

### OFFICE OF AIR OPERATIONS JOB DESCRIPTIONS (*continued*)

of the audit to the appropriate aircraft maintenance coordinator at OAO. This audit is to be done on an annual basis, beginning six months after the unit evaluation visit by OAO. Additionally, the unit maintenance officer(s) shall be responsible for ensuring a maintenance tracking and inventory system is up to date.

18. SAFETY OFFICER. Each air unit shall designate a safety officer. The assignment will be made by the OAO Captain with the concurrence of the OAO Assistant Chief. The safety officer should be selected on the basis of experience and ability and shall have a minimum of two years' experience within AOP. Typical duties include reviewing unit safety practices, observing flight and ground operations to detect and correct unsafe practices, establishing and rehearsing current emergency response plans, inspecting the physical condition of airfields and facilities, and maintaining and distributing aviation safety literature. The unit safety officer acts as a liaison with the OAO safety coordinator. Refer to Chapter 5, Aviation Safety, of this manual, for further safety officer duties and responsibilities.

19. EMERGENCY MEDICAL SERVICES OFFICER. Each air unit shall designate an EMS officer who provides advanced life support services. The assignment will be made by the OAO Captain with the concurrence of the OAO Assistant Chief. The EMS officer shall be an EMT-P and should be selected on the basis of EMS experience and aptitude. The EMS officer will assume responsibility for maintaining and inspecting medical equipment, managing medical supply inventories, and implementing Continuous Quality Improvement programs. Typical duties include providing liaison services between the air unit, local EMS authorities, base hospitals, and the OAO EMS coordinator.

20. AVIATION LIFE SUPPORT EQUIPMENT OFFICER. Each air unit shall designate an officer who will be responsible for maintaining and inspecting ALSE. The assignment will be made by the OAO Captain with the concurrence of the OAO Assistant Chief. The ALSE officer shall train crew members in the proper handling and use of specific ALSE equipment. The responsibilities include ordering ALSE, maintaining accountability of the items, inspecting/maintaining the equipment as needed, and acting as liaison with the OAO ALSE coordinator.

## ANNEX B

### OFFICE OF AIR OPERATIONS JOB DESCRIPTIONS (*continued*)

21. HELICOPTER EXTERNAL LOAD COORDINATOR. Each air unit conducting external load operations shall assign a crew member as their external load coordinator who, in conjunction with the unit's training pilot, will ensure flight officers are properly trained and certified in departmental external load operations.

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