

**COMMUNICATIONS OFFICE
STANDARD OPERATING PROCEDURES
UNMANNED AIRCRAFT SYSTEMS (UAS)
M.P. 2XX.XX 12/21-N**

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PURPOSE

The purpose of this procedure is to provide the staff of the Communications Office with a set of operational procedures intended to promote the safe, efficient, secure, and lawful operation of Unmanned Aircraft Systems (UAS). This document identifies the responsibilities, requirements, and operations of the department's UAS program.

The Communication Office will purchase and utilize a Safeware Skydio 2+ Enterprise drone model #SKYEK350NA, for all UAS related operations.

The Communications Office's primary purpose for integrating UAS technology into its business model is to enhance existing departmental capabilities and service to the community. This SOP is intended to provide a framework and direction for the Communications Office to implement UAS technology to meet their respective department mission objectives.

DEFINITIONS AND ABBREVIATIONS

Above Ground Level (AGL): AGL is the altitude expressed in the actual number of feet measured above the ground.

Air Traffic Control (ATC): Manages traffic from the airport to a radius of 3 to 30 miles. Provides pilots taxiing and take-off instructions, air traffic clearance, and advice based on their own observations and experience. Maintains separation between landing and departing aircraft, transfers control of aircraft to the enroute center controllers when the aircraft leave their airspace and receives control of aircraft on flights coming into their airspace.

Beyond Visual Line of Site (BVLOS): the operation of UAVs (unmanned Aircraft vehicles) at distances outside the Visual Line of Site (VLOS), as defined herein.

Certificate of Authorization (COA): Issued by the FAA and grants permission to fly within specific boundaries and parameters.

Federal Aviation Administration (FAA): Federal agency in the United States and part of the Department of Transportation. The FAA regulates U.S. civil aviation, U.S. commercial space transportation, operates control towers, builds, installs, and maintains electronic aids to navigation, and registers all pilots and aircrafts in the United States.

National Airspace System (NAS): The NAS is made up of a network of air navigation facilities, ATC facilities, airports, technology, and appropriate rules and regulations that are needed to operate the system.

Navigable Airspace: FAA-controlled airspace classified as A, B, C, D, E, and G.

Notice to Airmen (NOTAM): A NOTAM is time-critical information concerning the establishment,

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Condition, or change in any component in the National Air Space (NAS). The NOTAM provides knowledge that is essential to personnel concerned with flight operations in designated areas. NOTAMs may be filed as a temporary change to the NAS as they were not known in advance to publish on aeronautical charts or other operational publications.

Personal Identifying Information: For purposes of this policy, this includes a person's date of birth, social security number, personal telephone number, home address, personal email address, and official state or government-issued driver's license or identification number.

Remote Pilot-in-Command (RPIC): A person who has final authority and responsibility for the operation and safety of flight, has been designated as the RPIC before or during the flight, and holds the appropriate category, class, and type rating, if applicable, for the conduct of the flight. Pilots are authorized to evaluate and accept or decline any mission or portion thereof due to safety concerns.

Person Manipulating the Controls: A person who is manipulating the UAV flight controls but does not have an FAA 107 certification. The RPIC must be able to take over control of the UAV from the person manipulating the controls, in case of emergency. This can be done by standing close enough to physically take the controller, by using a secondary controller, or use of a pre-programmed safe-mode system.

Unmanned Aircraft Vehicle (UAV): A powered, aerial vehicle that uses aerodynamic forces to provide vehicle lift, can fly autonomously or be piloted remotely, and can be expendable or recoverable. Refers more specifically to the unmanned aircraft vehicle itself.

Unmanned Aircraft System (UAS): Consists of an unmanned aircraft weighing less than 55 lbs., the command system, a secure control link, a camera, and other related safety support equipment, including ground control base stations and specialty vehicles designed to support unmanned flight operations.

Unmanned Aircraft System Crewmember: A Pilot in Command, Visual Observer, or other person assigned UAS duties for the purpose of flight.

Visual Line of Sight (VLOS): Visual contact between PIC or VO and a UAS sufficient to maintain safe operational control of the aircraft, known location, and be able to scan the airspace in which it is operating to see and avoid other aircraft or objects aloft or on the ground.

Visual Observer (VO): The Visual Observer is for the visual observation of the UAV while in-flight. The VO shall alert the PIC of any conditions (obstructions, terrain, structures, air traffic, weather, etc.) that may affect the safety of flight.

SCOPE

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The purpose of this SOP is to provide the process and procedures for the operations and management of any small UAS used by the Communications Office. It will detail the conditions under which the Communications Office will utilize UAS technology to maximize efficiency and cost savings while minimizing risk to staff, equipment, and the community.

The primary role of the UAS will be in gathering aerial images to enhance efforts to share the City of Phoenix story with residents, business owners, and visitors through the various distribution platforms, including social media, PHXTV, newsletters, flyers, and other forms of communication.

Although not meant to be “all-inclusive” or exclusive of any emergent request type, the following are primary scenarios under which a Communications UAS can be requested, deployed, and utilized:

Create a Better Understanding of Phoenix

Until just a few years ago, the pursuit of aerial photography was mostly limited to the military, dedicated hobbyists, and people with access to full-size aircraft. Today’s drones are comparatively cheap, take high-quality images and video, and, when operated in accordance with established regulations, are safe to fly. Using the UAS as a tool, we can increase our residents’ context and understanding of the nation’s 5th most populous city by promoting the positive aspects of our programs and services on behalf of the community. While the technology to do this type of marketing has changed dramatically over time, the human desire to see the world from above has been a constant.

Assistance for Other City Departments with Storytelling Needs

Drone technology has evolved as a necessary storytelling tool rather than a toy. City departments have a story to tell, and they look to the Communications Department when seeking pictures or videos to support their presentation efforts. Utilizing licensed pilots, this aerial photography platform means we essentially have all the requisite tools to record and create unique content for city communications with one device. In our efforts to continually refine service and customer relations, drones offer a safe way to acquire images that would be difficult to get otherwise due to safety issues, high costs, or physical barriers. Examples of this storytelling could be capital improvement project progress, Community and Economic Development initiatives, Parks and Recreation natural resources, and more.

Video and Still Photography

The Communication Office is constantly updating our image library to reflect the rapidly changing landscape of our city. The ability to utilize the latest drone technology to have an airborne camera allows us to film from an elevated perspective, without the use and expense of a helicopter. Most drones, particularly the ones made for more advanced users, have built-in cameras that can rotate and swivel to allow the operator to shoot photos and videos from all sorts of angles. That combination leads to the ability to show our beautiful City from an aerial platform. These videos and photos will be utilized in citywide campaigns to promote City services, recruit for City jobs, or promote other important City initiatives.

LEGAL AUTHORITY

Pursuant to ARS § 13-3729(D)(2), the City may enact or adopt ordinances or rules on the operation or use of a public unmanned aircraft that the City owns. Under this statute “a public unmanned aircraft” means an unmanned aircraft or unmanned aircraft system that the City operates for a government-related purpose. ARS § 13-3729(F)(6). The Communications Office Departmental

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Standard Operating Procedures (SOPs) must be consistent with the citywide policy (**AR 1.84, 1.90, and 1.95**) and must comply with all federal, state, and local laws and regulations.

4th Amendment Protections, Privacy, and Civil Liberties

It is the policy of the City of Phoenix that the operation of the UAS and all UAVs shall be carried out in a manner that respects and protects personal privacy consistent with the United States Constitution and Federal, State, and local law. The impact on privacy and civil liberties shall be balanced against the governmental interests leading to a deployment. The Communications Office will only collect information and use, retain, or disseminate information obtained for a properly authorized purpose.

The Communications Office prohibits the collection, use, retention, or dissemination of UAS collected information in any manner that would:

- a. Be used or operated to violate a person's reasonable expectation of privacy, if a warrant has not been obtained, there is no exigency, and/or there is no consent. Some factors to include that may create a reasonable expectation of privacy are: (1) the location is not open to public use; (2) the location is privately owned, and the person on the property has the right to control access to the location and exclude others; and (3) the location is one where the owner has taken normal precautions to maintain privacy. A person does not have a reasonable expectation of privacy out in public or openly accessible places, or in places that can be viewed by the normal eye.
- b. Involve prolonged or extensive tracking or surveillance, over a lengthy period of time, that reveals non-public information, without obtaining a warrant, in violation of a person's Fourth Amendment protections. When a person can conduct surveillance with authority or a warrant, a UAV or UAS can also conduct the surveillance.
- c. Violate the rights guaranteed under the First Amendment of the US Constitution and/or Article 2, § 6 of the Arizona Constitution and the right against unreasonable search and seizure under the Fourth Amendment US Constitution and/or Article 2, § 8 of the Arizona Constitution. In addition, UAS shall not be used to violate any constitutional right of any citizen, including Victim's Rights, due process of law, the right to petition and assembly, or the right to worship or religion.
- d. Involve unnecessary stationary surveillance of a private property that is not involved in a critical incident as outlined in the authorized uses; be of a person with a reasonable expectation of privacy, where there is no exigency or warrant. Incidental and transitory capture of information and images, such as aerial flyovers of homes, neighborhoods, or businesses en route to an incident, are allowable.
- e. Harass, coerce, or discriminate against persons based upon their ethnicity, race, gender, national origin, religion, sexual orientation, or gender identity, in violation of law.
- f. Utilize facial recognition surveillance technologies or software of any kind.
- g. It is for personal use of any type.

The Communications Office will handle open record requests while complying with **AR 1.95**.

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UAS REMOTE PILOT CERTIFICATION

The Communications Office and its personnel assigned to UAS operations will adhere to Title 14 of the Code of Federal Regulations, Section 107.12 (14 C.F.R. § 107.12) and will obtain the following certification:

Communications Office UAS will only be operated by trained, certified, and FAA part 107 licensed pilots who are employees of the department. These members will successfully complete the following requirements:

- Pass the Unmanned Aircraft General (UAG) – Part 107 Remote Pilot Knowledge Exam
- Be vetted by the Transportation Security Administration (TSA)
- Be issued an FAA Remote Pilot 107 certificate with a small UAS rating authorized to operate UAS platforms of less than 55 lbs.
- Complete PFD UAS Training Program

The Communications Office UAS Program Manager and Coordinator will manage initial training and recurrent UAS training. This training may also be delivered by use of a third-party UAS training vendor.

The cost for each UAS Remote Pilot Certification will be funded by the Communications Office.

OPERATIONAL GUIDELINES

This procedure is not intended to be all-inclusive, but serves as a supplement to other department guidelines, FAA regulations, and the aircraft manufacturer's approved user manual.

This procedure has been written to address Communications Office UAS operations. This procedure will be reviewed and updated periodically, or any time the FAA issues a new advisory or new regulation. Any changes to the manual will be communicated as currently dictated by Communications Office policy. A copy of these guidelines and any updates to them will be issued to each person having UAS responsibilities and will be posted on the shared drive so all Communications personnel may access it.

AUTHORIZED DEPARTMENTAL USE of UAS

The Communications Office is only authorized to fly UAVs if they are members of the UAS program in good standing, as approved by the UAS Executive Committee. This includes submitting a written request for UAS Program membership with an explanation on why a UAS program is needed and the impact that a UAS program would have on the Communications Office's mission and agree to follow UAS policies, governing and reporting structure.

PROHIBITED UAS USES

Prohibited uses may include, but are not limited to the following:

- General Surveillance: Monitor members of the public or provide surveillance for law enforcement purposes.

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- Lending Equipment: The UAS will NOT be lent to any other department or agency. However, if dispatched or adequately requested, the UAS, operated by CO UAS team members, can be utilized in accordance with the provisions of the Department UAS Policy and applicable COA, to assist Automatic Aid and/or Mutual Aid partners.
- Exceeding Aircraft Limitations: The UAS shall not be used in a manner contrary to the manufacturer's guidelines or specifications.
- Personal business: The UAS shall not be used to conduct any personal business other than official department business.
- High Risk Missions: UAS will not be flown for any mission during which the PIC determines the risk of flying outweighs the benefit to the mission. Risks may include hazards to individuals or property, possible collision hazards, and/or loss of control of the UAS.
- No Fly Zones/"No Drone Zones": Where FAA rules prohibit or restrict UAS operations including, without limitation, (a) within a five (5) mile radius of an airport; (b) national parks, monuments, and landmarks; (c) federal military bases; (d) federal prisons; (e) near, or over wildfires; (f) in, and around stadiums one (1) hour before and (1) hour after an event; and (g) nuclear power plants. If the Communications Office determines it is necessary to operate UAS in a No-Fly Zone, FAA or other appropriate authorization will be obtained prior to UAS deployment.
- Flying After Dark: Communications Office will only operate UAS after dark or before sunrise with FAA authorization and the required equipment.
- Height Restrictions: Per the FAA, UAS may only fly up to 400 feet above the ground or higher if the UAV remains within 400 feet of a building or other structure.
- Use of UAS to spray, drop, or carry any chemicals or hazardous materials, nor carry any weapons of any type or category.
- Manned Aircraft in Operating Area: UAS flights are prohibited when other governmental aircraft are in the area, unless coordinated flight training has occurred with that agency.
- Beyond Visual Line of Sight: All BVLOS missions are prohibited. The UAV must be kept within VLOS. Alternatively, if First Person View or similar technology is used, a visual observer must always keep the UAV within unaided sight (for example, no binoculars). However, the PIC must keep the UAV close enough to be able to see it if something unexpected happens. BVLOS operations may be approved once a FAA COA and BVLOS waiver have been attained and the RPIC has been thoroughly trained and approved for these operations by the Program Coordinator.

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TRANSPARENCY

To promote transparency about departmental UAS activities within the NAS, the Communications Office, without revealing information that could reasonably be expected to be kept private (including law enforcement) and while protecting any personally identifiable information, shall:

1. Keep the public informed about the Department's UAS Program as well as any changes to maintain continuous program transparency; as Communications Office UAS operations and technologies evolve, program improvements will be shared with the public via the Communications Office homepage and/or the department's Public Information Officer. When possible, prior notice will be provided to the public regarding CO UAS operations in specific areas.
2. PUBLIC RECORDS: Notwithstanding any provisions of this policy regarding confidentiality or protected rights, all documents related to the Department UAS Program may be subject to disclosure by laws related to open public records. To obtain public records per City ordinance S- 36997 JULY 1, 2010: Submit a written request form via fax, e-mail, in person, or by postal mail.

ORGANIZATION ACCOUNTABILITY AND OVERSIGHT

The Communications Office UAS program will be managed and administered by the Chief Multi-media Specialist (Chief MMS). The Chief MMS will report on the program to the Digital Engagement Manager on such topics as operations, education, training, security, procurement, device maintenance, and record management.

UAS Teams consist of a pilot (RPIC) and ideally a visual observer (VO). The "team" concept is established to train for and respond to each authorized UAS mission. Each UAS Team will ideally operate with two (2) members of the Department (pilot-in-command and visual observer). Each member will be assigned a specific role prior to flight. Additional team members may be needed for complex missions.

UAS Pilot (PIC): The PIC is the sole person responsible for the safety and operation of the UAS during a mission or training.

- UAS operators must be Department personnel and must have at minimum, an FAA part 107 license.
- UAS operators must maintain his/her part 107 license, maintain flight logs and all necessary records to meet the FAA's requirements.
- UAS operators will also be required to open, complete, and maintain a UAS task book detailing operational proficiency through mission specific training.
- Complete the requisite training hours designated by the Program Coordinator.
- The UAS RPIC will be the team leader. The RPIC will ultimately be responsible for the operation and solely responsible for input of commands of the UAS during flight.
- The RPIC will be responsible for UAS assembly, flight preparation, post flight procedures, UAS disassembly/storage procedures and documenting all UAS flights via the UAS deployment report.

UAS Visual Observer (VO): The Visual Observer is crucial in ensuring the UAS operates in a safe manner.

- The UAS Visual Observer (VO) must be City staff and must have at minimum completed the departments Visual Observer course.

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- The VO is equally responsible for the visual observation of the UAS while in flight and to alert the PIC of any conditions (obstructions, terrain, structures, air traffic, weather, etc.), which may affect the safety of a flight.
- The VO's added function is to coordinate and communicate operations between the Pilot-in-Command (PIC) and the IC or their designee.
- The VO will be responsible for all aviation related communications required by Federal Aviation Regulations (FARs). To accomplish this, the observer should be in close proximity and have constant communication, via radio or face-to-face, with the PIC to ensure instant relaying of information.

The Chief Information Security Officer (CISO) is responsible and accountable (AR 1.84) for implementing security apparatus that assures confidentiality, integrity, and availability of information.

The City Auditor Department is empowered (AR 1.84 and 1.90) to conduct periodic audits to evaluate department's compliance with the ARs and SOPs related to information security. CISO and City's Auditor Department will make available to Executive Committee any security control deficiencies, any violation, abuse, or misuse of UAS technologies by the UAS program members.

The Department shall be responsible for the development and delivery of training for its personnel assigned to an UAS program to include all recurring training and documentation.

TRAINING

Instructors:

The Primary instructor(s) will be chosen by the Program Manager. These pilots will be chosen based on UAS experience and operational knowledge within the National Airspace. Through training modules approved by the UAS Program Manager, the UAS Coordinator will coordinate training based on the needs of the program. Duties of instructing new members shall fall upon those who have the most flight time and knowledge of UAS operations. Instructors will be designated based on experience and competency with the UAS operation and approved by the UAS Program Manager.

Training Policies:

All members will have access to the monthly and yearly training plan. Training plans will be developed jointly by the Communications Office's UAS Program Manager and the Training Division and will be implemented by approved UAS instructors.

All deployments and/or exercises will be documented and will count toward a member's training. A third-party program management software will help track pilot logs and flight hours with each specific UAS platform. Each member of the UAS program has the responsibility to maintain their own training file and ensure the information is up-to-date, accurate and complete.

Initial Training:

All pilot candidates must complete the Communications Office UAS ground school regardless even if the person already possesses an FAA Part 107 license. Ground school will be supplemented with hands on flight training drills, the NIST UAS proficiency course, and mission specific training to ensure

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that all department RPICs have the skills necessary to safely operate a UAS in the field. The proficiency course is based on the National Institute of Standards and Technology (NIST) Guide to Measuring and Comparing UAS Capabilities and Remote Pilot.

RPIC Certification Levels

Pilots who qualify for **CO UAS RPIC Level 1** have successfully completed all the requirements listed below and have been certified by a qualified PFD instructor on UAS for day missions only.

1. RPIC has a current FAA Part 107 Remote Pilot certificate.
2. RPIC has completed the following CO UAS RPIC Level 1 Course ground school topics:
 - Standard Operating Procedures
 - Mission Planning
 - Issuing of the Drills Handbook containing:
 - a. RPIC signoffs
 - b. VO signoffs
 - Logbook – Every RPIC shall keep a log of all training and operations flights – that includes such information as:
 - a. Date of flight
 - b. UAS make and model.
 - c. UAS registration number
 - d. Flight location
 - e. Mission description
 - f. Flight start time.
 - g. Duration of flight
 - h. weather
 - i. Maximum altitude
3. RPIC has completed the following CO UAS RPIC Level 1 Course hands-on training:
 - Setup
 - Basic flight maneuvers
 - Using the cameras
 - Setting flight modes
4. RPIC has completed the following CO UAS RPIC Level 1 Course proficiency tests based on the National Institute of Standards and Technology (NIST) Guide to Measuring and Comparing UAS Capabilities and Remote Pilot Proficiencies Using Standard Test Methods:
 - Hold position and altitude.
 - Orbit a point.
 - Fly straight and level.
 - Identify and inspect objects.
 - Land accurately

Pilots who qualify for **CO UAS RPIC Level 2** have successfully completed all the requirements listed below and have been certified by a qualified Communications Office instructor on a specific aircraft for

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both day and night missions.

1. RPIC has a current FAA Part 107 Remote Pilot certificate.
2. RPIC has completed all CO UAS RPIC Level 1 Course requirements.
3. RPIC has completed the following CO UAS RPIC Level 2 Course ground school topics:
 - UAS Night Operations
 - How the Eye Works
 - Spatial Disorientation and Visual Illusions
 - Improving Your Night Vision
4. RPIC has completed the following CO UAS RPIC Level 2 Course hands-on training:
 - Setup
 - Basic flight maneuvers
 - Night Camera Operations
 - Setting flight modes
5. RPIC has completed the following CO UAS RPIC Level 2 Course proficiency tests based on the National Institute of Standards and Technology (NIST) Guide to Measuring and Comparing UAS Capabilities and Remote Pilot Proficiencies Using Standard Test Methods:
 - Hold position and altitude.
 - Hold position and altitude.
 - Orbit a point.
 - Fly straight and level.
 - Identify and inspect objects.
 - Land accurately

A member is authorized to conduct flight operations as the PIC when the following criteria have been met:

- PIC Level 1 or 2 certification completed.
- Minimum flight hours on each UAS platform as determined by the Program Manager or Coordinator
- PIC meets all initial and recurrent training requirements.

UAS VISUAL OBSERVOR CERTIFICATION (VO)

A crew member qualifies as a Visual Observer for both day and night missions when they have completed all the CO UAS Visual Observer Course topics listed below and have been certified by a qualified City instructor:

- UAS Operations
- Definitions and Roles
- Understanding Airspace, NOTAMs, and TFR's
- Night Operations
- How the Eye Works
- Spatial Disorientation and Visual Illusions

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Any member that has the status of “pilot” may act as a VO while the PIC is at the controls of the UAS.

Recurrent Training

All members shall maintain proficiency in their RPIC/VO abilities. In accordance with CFR§ 61.57 Communication Office UAS pilots must record at least three (3) takeoffs and landings in the preceding **90-days in each type aircraft**. Three (3) day for Level 1 RPIC’s and both Three (3) night and day for Level 2 RPIC’s.

RPIC’s who do not meet the required documented training or flight time within the **90-day period** must have a flight currency review with the UAS Lead Instructor and be signed off by the UAS program Manager before they can be returned to full flight status.

Continuing education (CE) training will be provided to all UAS program members monthly.

MISUSE/ABUSE

Communications Office personnel will follow all department policies outlined in this procedure for all UAS operations conducted by the department. The public may address UAS complaints through the City Manager’s Office at contactus@phoenix.gov or the City’s Integrity Line at city.auditor@phoenix.gov. Complaints needing immediate attention may be directed to the Communications Office customer service line (602) 262-7177. All complaints will be reviewed and properly investigated. Communications Office personnel found in violation of department policy may be subject to discipline up to and including termination as well as removal from the department’s UAS program.

OPERATIONS

The Communications Department is only authorized to fly UAVs if they are members of the UAS program in a good standing, as approved by the **UAS Executive Committee**. This includes submitting a written request for UAS Program membership with an explanation on why a UAS program is needed and the impact that a UAS program would have on the Department’s mission and agree to follow UAS policies and governing & reporting structure.

General Deployment Rules

- A UAS Team will only be dispatched on specific nature codes that fit within CO UAS operational guidelines, and any approved FAA COA and/or waiver operational areas.
- All requests for non-emergency UAS flights will be made through the Program Manager.

Communication Offices’ UAS will be given the designator of “**Drone 1**” during all flights. Subsequent UAS’s deployed will be given “**Drone 2**” and so on. This designator is subject to change at any time as determined by the IC, Operations, or the UAS Program Manager.

No pilot may act as a PIC for more than 10 hours in any 24-hour period.

All requests for UAS assistance will be made through one of the following:

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1. The UAS Program Manager

Rules, regulations, policies, and procedures in place for flights within Comm's jurisdiction will remain as such should the UAS provide support under any form of request (Automatic aid, Mutual aid, etc.)

The Pilot in Command (PIC) will determine if the UAS can be deployed safely, and practically, and will either accept or decline the flight request.

The pilot is ultimately responsible for the UAS operation, and their authority is absolute.

If the mission is accepted, the following will take place:

- The pilot will announce when Air Operations is on scene.
- Sky Harbor Airport Duty Manager's Office (ADM) is to be contacted and made aware of any UAS mission/incident that requires an FAA Special Governmental Interest (SGI) approval within the Sky Harbor Class B airspace, any mission/incident in close proximity to or that might affect Sky Harbor Airport Operations. This notification should be made as early as possible as well as a notification once the UAS mission/incident has concluded. Sky Harbor ADM phone number is? 602-273-3388.
- The pilot will make an on-scene assessment of the conditions and determine if the UAS can fulfill the requested goals of the mission.
- The IC will contact AHQ and request a secondary radio channel to be used for flight team communications when needed.
- Normal pre-flight operations will be initiated including the filing of a NOTAM when required.

No member of the Communications Office (or any other entity), may order a pilot to:

- Accept a mission.
- Fly outside of FAA, Certificate of Authorization (COA), or manufacturer's parameters.
- Violate any rules or regulations that the PIC feels would put first responders, members of the public, or the flight team at a greater risk than is normally assumed with flight operations.

Should a pilot decline a mission, the pilot must make a written declaration outlining the reason(s) why the mission was not accepted and submit the draft to the Program Manager where it will be reviewed and forwarded to the Homeland Chief.

SAFETY POLICY

All UAS operated by the Department will only be operated in a safe manner and in accordance with all Federal Aviation Administration guidelines. Due regard for the safety of department personnel, the public, navigable airspace, and surrounding property will take priority over the need for deployment.

If any UAS Team member observes or has knowledge of an unsafe or dangerous act within the UAS Program shall be communicated to the Program Coordinator immediately.

Management will not initiate disciplinary action against personnel who, in good faith, disclose a hazard or safety occurrence due to unintentional conduct.

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It is the duty of every UAS Team member involved in any UAS flight to contribute to the goal of continued safe operations. Any safety hazard, whether procedural, operational, or maintenance related should be identified as soon as possible.

Conduct regular audits of safety policies, procedures, and practices.

Monitor the UAS community to ensure best safety practices are incorporated into the organization.

GROUND SAFETY

- The UAS Team will identify and secure a safe location within the operational area for UAS launch and recovery.
- Only mission essential personnel will be in proximity to UAS launch and recovery activities. When operating near populated areas, the pilot will ensure that a “defined incident perimeter” exists to limit the potential of persons being present beneath the UAS flight path.
- The pilot and Visual Observer must always be aware of dangers to ground personnel from moving rotors.
- The pilot shall under no circumstances leave any unauthorized person in charge of the UAS controls while the UAS is running.
- If it is necessary for the pilot to leave the controls of the UAS, the engine will be shut down, battery removed, and the controls deactivated.
- A pre-flight checklist pertinent to the specific UAS to be flown will be utilized to perform the required checks and risk assessment.

WEATHER

Before launch, a thorough check of the weather will be conducted, and all members of the flight team will be made aware of the findings.

Weather information can be obtained through two primary means.

- FAA approved weather resources.
- An anemometer

Weather information obtained during the pre-flight phase will be documented in the flight log.

PRE-FLIGHT

Team members will conduct a pre-flight assessment of the incident environment to ensure the proposed operation is within COA guidelines and Department UAS Policy. The UAS team will determine if safe operation of the UAS can be accomplished as requested by the IC. The decision will be contingent upon several factors to include physical features of the area, obstructions to flight, terrain, and the weather. The UAS PIC will make the final determination if flight operations can be initiated. When and where appropriate and applicable, team members will ensure that all authority has been obtained.

Before launch, the designated PIC and VO must complete a thorough pre-flight inspection. The pre-flight checklist will be utilized to perform the required checks and risk assessment.

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(The pre-flight checklist is in the Forms Appendix A)

NIGHT FLIGHT OPERATIONS

- UAS will only be used at night if the pilot has the proper authorization/waiver in place.
- UAS team members should obtain the minimum altitude necessary to avoid obstructions in the operating area prior to nightfall if possible.
- Due to field of view and distortion issues, night vision goggles may not be used as the primary means for visual observation duties. Such devices are ONLY permitted for augmentation of the Flight Observer's visual capability.
- Flight Observers must use caution to ensure the UA remains within normal line-of-sight.
- The use of UAS Staff and the use of lighting and/or IR beacons to identify the launch/recover areas is highly recommended.
- A Visual Observer (VO) ***must be used at night.***

DECONFLICTION OF AIRCRAFT

- All UAS flights shall be grounded upon arrival of approved government manned aircraft entering the operational air space unless coordinated flight training has occurred with that agency.
- Deconfliction shall occur by the Lead PIC of the aircraft.
- It is the responsibility of the UAS pilot and Visual Observer to confirm and maintain awareness of all manned aircraft activity during UAS operations.
- In the event a non-Department UAV is identified within the operational air space, the PIC shall immediately follow incursion protocols.

POST-FLIGHT

- After landing, a thorough post-flight inspection of the UAS must be completed by the designated PIC and VO. A post-flight checklist shall be utilized for the inspection procedure.
- Any decontamination will be performed in strict accordance with the specifications and guidelines of the UAS manufacturer.
- UAS deployment report will be submitted to Communications Office UAS Program

Manager. (The post-flight checklist is located in the Forms Appendix A)

MANNED AND UNMANNED JOINT OPERATIONS

To ensure safe, coordinated, and effective response of UAS resources, an accountability system shall be implemented at all incidents where aircraft are utilized.

Communications Office UAS will not fly in the same airspace as other public safety or government agencies unless inter- agency deconfliction training has occurred and both agencies have signed off as being proficient.

POLICY

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- Manned aircraft take priority and have precedence over airspace.
- Both manned and unmanned resources shall establish and maintain communications.
- All UAS resources shall establish and maintain separation assurance standards through the demarcation of altitude, horizontal distance, and /or geographical areas of operation.

COMMUNICATIONS

During both training and scheduled flights, radio communications shall be established and maintained between both the manned and unmanned aircraft.

Typically, all Air Operations communications (manned and unmanned) take place on the assigned Air Ops channel. For example, an Air Operations channel is assigned to emergency response incidents that occur within Maricopa County.

A second option is the air-to-air frequency of **123.025**; however, this is currently only available on ARFF department radios.

If no communication has been established, the UAS shall land immediately upon hearing or seeing any public safety aircraft until positive communication is established.

SEPARATION ASSURANCE STANDARDS

Operations may occur up to a maximum altitude of 400 feet AGL or, if higher than 400 AGL, remain within 400 feet of a structure unless otherwise approved by waiver. Most UAS operations take place at 200 feet AGL or below.

When working in joint airspace, safe separation of aircraft shall be maintained through altitude, horizontal distance, and /or geographical areas of operation such as using roads, rivers, or other natural dividing lines to deconflict the air space. The RPIC shall establish direct communication with the manned resource and develop the necessary separation clearances.

If communication cannot be established, or separation cannot be maintained, the UAS shall give right-of-way to the manned aircraft and return to its landing area until flight becomes safe again.

LOST LINK / GPS PROCEDURES

Lost link is an interruption or loss of the control link between the control station and the unmanned aircraft. This prevents control of the aircraft and results in the aircraft performing pre-set lost link procedures. While operating in controlled airspace, in the event of a lost link that cannot be re-established within a reasonable time, a designated crew member shall immediately notify the appropriate authority.

When possible, lost link and lost GPS procedures shall comply with the following:

- The aircraft autopilot will enter a lost link mode within 10 seconds of the lost link condition being

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detected, return to the LZ or other defined lost link waypoint within the UAS operating area, and land.

- If the aircraft loses GPS, the RPIC will immediately attempt to land the aircraft in a safe location by controlling it manually or landing at the current location within the operating area.
- If both GPS and data link are lost, the aircraft will automatically land at the current position.

EMERGENCY FLY AWAY PROCEDURES

In the event of a fly-away or other emergency scenario while operating in controlled airspace, the designated crew member shall immediately notify the appropriate FAA authority and Sky Harbor Aviation Department Airport Duty Manager (602) 273-3388, and provide the following information:

- The nature of the emergency
- Last known aircraft position, altitude, and direction of flight
- Maximum remaining flight time

LOST SIGHT

If a VO loses sight of the aircraft, the VO shall immediately notify the RPIC. The RPIC shall place the aircraft into hover mode while the RPIC and VO try to reestablish visual contact with the aircraft. If the aircraft is visually reacquired, the mission may continue. If visual contact is not reacquired within a reasonable period of time, the RPIC shall initiate the Return to Home sequence.

For operational necessity, the PIC or RPIC may intentionally maneuver the UAS so that they lose sight of it for brief periods of time. In this case, the RPIC must regain VLOS as soon as practicable. For example, a RPIC stationed on the ground utilizing a UAS to inspect a rooftop may lose sight of the aircraft for brief periods while inspecting the farthest point of the roof. As another example, a RPIC conducting a search operation around a fire scene may briefly lose sight of the aircraft while it is temporarily behind a dense column of smoke.

However, although the RPIC may briefly lose sight of the UAS, the RPIC always has the see-and-avoid responsibilities set out in Part 107, §§ 107.31 and 107.37. The circumstances of what would prevent a

RPIC from fulfilling those responsibilities will vary, depending on factors such as the type of UAS, the operational environment, and distance between the RPIC and the UAS. For this reason, there is no specific time interval that interruption of VLOS is permissible, as it would have the effect of potentially allowing a hazardous interruption or prohibiting a reasonable one.

(See the Contingency Plan Checklist in the Forms Appendix B)

DOCUMENTATION

Each flight will be recorded in both the UAS department's flight log and the pilot's personal flight logbook. Note: the flight log and PIC flight logbook are public records.

A "UAS Deployment Report" must be submitted any time a UAS Team is deployed on a training

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mission or active project. This report will be submitted to the UAS Program Manager.

MEDICAL FACTORS

The health of the flight crew is paramount and any member of the UAS program must stand down if they feel they are not able to perform their duties.

A self-assessment of physical condition shall be made by all flight crewmembers during pre-flight activities.

No member shall act as a PIC or a VO within eight hours (8) after consumption of any alcoholic beverage.

COMMUNICATION LINK

The Communications Office UAS Fleet will use approved broadband network devices and connectivity.

DATA COLLECTION AND USE

The Phoenix Communications Office will only use UAS-collected information for an official and authorized purpose, to the extent that such collection or use is consistent with and relevant to an authorized purpose.

A UAS digital media file may be utilized as a training tool for specific units or the department. Communications Office personnel requesting utilization of a UAS digital media file for training purposes shall submit their request to the UAS Program Manager.

In most cases, “real time” information will be captured solely to transmit “live” footage to a project team assessing a site. Although there may be occasional benefits to sharing, recording, and retaining visual data, this is **NOT** the intended purpose when a UAS is launched in public space or in and around public property or domains.

DATA RETENTION

All pictures and videos captured during a flight will be stored in accordance with the City and Communication Office’s Data Retention Policy.

Unauthorized use, duplication, and/or distribution of UAS digital media files is prohibited. Personnel shall not make copies of any UAS digital media files for their personal use and are prohibited from using recording devices (such as personal camera, tablets, or smart phone) or any secondary video camera to capture UAS systems media including the retention of video cached on the web. All recorded digital media: images and audio are property of the City of Phoenix Communications Office and shall not be copied, released, or disseminated in any form or manner outside the parameters of this policy without the expressed written consent of the Director.

Requests for UAS digital media, including requests from Federal Prosecutors, State Attorney General’s Office, County Attorneys or City Prosecutor’s Office, shall be forwarded to the Communications Office,

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with sufficient information to locate the specific UAS file. It may be necessary to redact personally identifiable information, or information to protect a patient and/or innocent civilian's medical and/or personal privacy.

Photographic and video data that is collected will be retained in accordance with Communications Office Policies and Records Retention Schedule. This will be determined by the nature of the material in question. Training footage may be retained or purged as needed.

DATA STORAGE

Communications Office personnel will utilize only hardware/software storage systems approved by the City's Information Technology Section and in accordance with existing City policies and procedures. All digital media captured will be stored in accordance with the standards set forth by the TS&P subcommittee for data storage.

REQUEST FOR DELETION OF ACCIDENTAL RECORDING

In the event of an accidental activation and/or recording, the recording employee will contact the UAS Manager and request that the UAS digital media file be deleted by Communications Office UAS redaction personnel.

The UAS Manager, Deputy Director, and Legal shall review the file and affirm that the file does not contain images that represent a breach of privacy or have evidentiary value and make a recommendation to the Deputy Director to approve or deny the deletion request.

DISSEMINATION OF INFORMATION

Dissemination, outside of the Communications Office, of UAS-collected information shall **only take place if** required by law, to fulfill an authorized departmental purpose, or to comply with existing City and/or department requirements. UAS data can be obtained through a formal Communications Office records request.

UAS SPECIFICATIONS and DATA SECURITY

Global Positioning System - All CO UAS will have a global positioning system.

Obstacle Avoidance - All CO UAS will be equipped with obstacle avoidance.

Remote I.D. - ***Currently in litigation.*** (RDQ v. FAA)

Software/Firmware Updates - The Communications Office will ensure the software and/or firmware used to operate each unmanned aircraft is kept up to date and maintained. The Program Coordinator will be responsible for overseeing this. The UAS Team will confirm that updates are current prior to each use. The UAS will only operate once the software update has been completed.

Aircraft Features - No CO UAS may be modified or be used in a way that would be reasonably considered to distract drivers or other aircraft.

Radio Frequencies - During flight operations, the UAS will use assigned radio frequencies and antenna equipment authorized by the FAA.

Airworthiness - The PIC will be responsible for ensuring the UAS is flight-ready according to manufacturer recommendations and any related industry standards. A pre-flight checklist will be utilized

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prior to **ALL** UAS flights.

Strobe – All CO UAS that operate at night must have a strobe light that meets FAA night visibility regulations and an adequate flash rate that is visible for 3 statute miles.

INVENTORY MANAGEMENT

The Communications Office UAS Manager will maintain the following UAS inventory records:

- The serial number, make, and model of each Communications Office UAS.
- The secured location where each Communications Office UAS is stored.
- A description of the technologies and capabilities associated with each UAS.
- Dates upon which new updates to the UAS or associated technology are required.
- Track UAS lifespan and replacement.
- Developing a warranty schedule for each unit and schedule for repairs with the authorized vendor support team.

CYBER SECURITY

The Communications Office will only operate UAS hardware and software approved by the City's Technical, Security, and Privacy Subcommittee.

Community Office personnel will follow cyber security best practices governing the use of UAS. This includes efforts to protect the UAS and any recorded data from cyber tampering or attack.

CO UAS personnel shall use best practices developed by the TS&P to secure UAS from electronic tampering, including hijacking, over the command and control (C2) data link, (which is the wireless communication to the ground control station)

CO UAS personnel will maintain an understanding of the latest threats and vulnerabilities and will ensure all manufacturer UAS cyber security protections (software updates, patches, etc.) are current.

CO UAS personnel will ensure that any operational data and/or imagery data collected and stored will be encrypted when possible.

All recorded photo/video material related to a CO UAS emergency response shall be archived and cataloged immediately after the conclusion of the incident.

MAINTAINENCE

The UAS Program Manager or their designee will oversee the maintenance of the departments fleet. The pilot in command is responsible for any general maintenance or updates of their UAS before and after each flight.

Warranty work, repairs and service will be handled by the UAS manufacturer or a certified third-party vendor that the UAS manufacturer has approved.

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STORAGE & TRANSPORT

Communications Department personnel responsible for deploying UAS will ensure the equipment is adequately secured to prevent physical theft or damage during transport and storage and will consult with ITS for the UAS storage need to develop a storage architecture plan as approved by the Technical, Security & Privacy working group.

LIABILITY INSURANCE

City of Phoenix Risk Management is the only department authorized to place insurance coverage on any City-owned UAS. City Liability coverage must be in place for each UAS prior to deploying. The City's Liability insurance policy only covers the UAS and pilots which have been added to the policy.

To add an UAS pilot to the City policy, an application must be completed and submitted to Risk Management for each pilot and UAS.

The applications can be obtained directly from Risk Management who will submit the application along with any supporting information to the City's insurance carrier for approval. Risk Management will make notification to the applicant once they have been successfully added to the policy.

The Communications Office will comply with City of Phoenix Risk Management and Law Department requirements related to UAS operations.

INCIDENT/ACCIDENT REPORTING

The pilot in command will immediately report any loss or damage to any part of the UAS to the Program Manager or the Program Coordinator.

If an incident or accident occurs resulting in property damage of \$500.00 or more, loss of consciousness or injury requiring an overnight stay in a hospital, the pilot in command shall be responsible for reporting the incident to the FAA within 10 days of the event along with any additional documentation that may be required.

The UAS Pilot in Command will complete a Departmental Accident Report detailing the circumstances of the incident, accident, or injury. The Program Manager will forward the report to City's Risk Management and the Department's Accident Review Committee.

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FORMS APPENDIX:

I. Related Policies and Standards

1. A.R. 1.61 Records Management Program
2. A.R. 1.84 Information Security Management
3. A.R. 1.95 Privacy Program
4. DOD Approved list of UAS. <https://www.diu.mil/autonomy-blue-suas>
5. Cisa Cybersecurity Best Practices for Operating Commercial Unmanned Aircraft Systems
<https://www.cisa.gov/sites/default/files/publications/CISA%20Cybersecurity%20Best%20Practices%20for%20Operating%20Commerical%20UAS%20%28508%29.pdf>
6. Federal Aviation Administration (FAA) Part 107 [Certificated Remote Pilots including Commercial Operators \(faa.gov\)](https://www.faa.gov/air-traffic/operations/remote-pilots)
7. Federal Trade Commission Best Practice [Careful Connections: Keeping the Internet of Things Secure | Federal Trade Commission \(ftc.gov\)](https://www.ftc.gov/secure/Internet-of-Things)
8. National Institute of Standards and Technology (NIST) 800-53 (Rev. 5)

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Appendix A: Flight Checklist

UAV Preflight Checklist

- Scan ground, sky, take-off, and landing area for obstacles that may interfere with the UAS
- Wind check
- Confirm mission flight plan.
- Flight crew briefing (for example, flight mission and safety)
- File daily flight report.
- Assemble UAS
 - Visual condition inspection of the UAS components, such as:
 - Airframe structure and attachment points
 - Moveable control and flight surfaces
 - Propulsion system including powerplants, propellers, motors, and ducted fans
 - Servo motors including attachment points.
 - Registration is displayed, and legible
 - Batteries are charged and securely mounted.
 - Equipment (for example, a camera) securely attached
 - Get LAANC approval.

Turn on the Control Unit and Aircraft (in that order)

- Verify all systems (for example, aircraft and control unit) have an adequate energy supply for the intended operation and are functioning correctly.
- Control unit:
 - Antennas set to correct orientation.
 - Display panel, if used, is functioning properly.
 - Control link correct functionality is established between the aircraft and the CS
 - Sensor / Camera setting check.
 - Verify communications with UAS and that the UAS has acquired GPS location from at least 4 satellites.
 - Set/Confirm RTH
 - Check flight termination system, if installed
 - Confirm SD card is inserted and formatted
 - Update Home Point
- Aircraft:
 - Inspect propellers for any imbalance or irregular operation
 - Final airframe inspection.
 - Check ground support equipment, including takeoff and landing systems, for proper operation.
 - Wind checks again for launch.

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In-Flight Checklist

- Launch UAS
- The aircraft reached a safe altitude Hold hover for 10 seconds 360 L/R
- Forward / Backward 10 feet
- Up / Down 10 feet
- Satellite and GPS check
- All systems green
- Cleared for flight.

Before Landing

- Ensure the UAS flight is completed according to the mission plan Scan the landing area for obstacles.
- Wind check
- Observer briefing for landing
- All systems green.
- Land UAS (observe traffic patterns when applicable)

UAS flights should be completed with 15% energy reserves (fuel or battery) remaining or a 5-minute reserve or the manufacturer recommendation, whichever is greater.

Post Flight Checklist

- Power down UAS
- Decontaminate UAS if necessary
- Remove and safely store batteries
- Inspect Airframe
- Check SD card data to confirm data collected
- Transfer data and flight log.
- Complete Pilot logbook entry
- Complete UAS deployment report

Back at Office

- Maintenance report filed if any performed
- Charge batteries.
- SD card cleaned and ready to use
- Process and store data.

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Appendix B: Contingency Plan Checklist

Event	Result	Procedure
Battery depletes	Unmanned aerial system (UAS) incapable of continuing flight operations.	UAS return to base (RTB) as soon as practical; cease data collection.
Ditch Procedures	UAS incapable of continuing flight operations.	Identify safe landing area; attempt a controlled landing; if able, land UAS in water (shallow preferred for ease of recovery) away from public.
Fuel Depletes	UAS incapable of continuing flight operations.	UAS RTB as soon as practical; cease data collection.
Hazardous Weather	UAS incapable of continuing flight operations.	UAS RTB as soon as practical; cease data collection.
Hostile Environment	Mission impacted by hazard (for example, air traffic, public activity).	See and avoid; take evasive action as required with safety taking precedence; UAS RTB as soon as practical.
Loss of Communications	Mission impacted by lack of communications hazard.	Maintain visual line of sight (VLOS); take evasive action as required with safety taking precedence; UAS RTB as soon as practical.
Loss of Control Signal	UAS not controllable.	Maintain VLOS; UAS RTB and land without harm to UAS or contacting surrounding objects.
Loss of Direct Visual	UAS could become a hazard if unable to regain visual control.	Regain direct visual of UAS; contact mission payload operator and/or visual observer to determine status.
Loss of GPS Signal	Use extreme caution as the positional data for the UAS will not be accurate.	Assume manual control of the UAS; Maneuver and climb UAS to reacquire GPS signal; if GPS signal cannot be reacquired, determine whether safe UAS control can be maintained. If safe flight cannot be maintained, land as soon as practical.
Loss of Situational Awareness (SA)	UAS could become a hazard if unable to regain SA.	Climb to a safe altitude; reorient with use of sensors; RTB if required.
Privacy Impact	Possible public complaint.	Cease data collection; RTB and complete an assessment.
UAS Failure	UAS incapable of continuing flight operations.	Maintain VLOS; UAS RTB as soon as practical.

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Appendix C

Tower Notification Contact List


Notify when operating within 5 miles of the airport when LAANC system is down.

For operations that require a waiver through the Special Governmental Interest (SGI) process, requests should be submitted to the FAA by filling out the **Emergency Operations Request Form** and send to the FAA's System Operations Support Center at 9-ator-hq-sosc@faa.gov
(See Appendix D for SGI Emergency Operations Request Form)

Chandler Tower	480-917-8005
Deer Valley Tower	623-869-0975
Falcon Tower	480-981-1367
Glendale Tower	623-872-9588
Goodyear Tower	602-379-6565
PHX-Gateway Tower	480-988-7678
Scottsdale Tower	480-951-1430
Sky Harbor Tower	602-306-2674

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Appendix D



FAA
Air Traffic Organization
System Operations Security

FAA REQUEST FORM FOR EXPEDITED SGI WAIVER OR AUTHORIZATION FOR UAS OPERATION

Basic Qualifications

- The requesting operator must possess a Certificate of Waiver or Authorization (COA) or Part 107 Pilot License
- The UAS operation must support an emergency response or other effort being conducted to address exigent circumstances and that will benefit the public good
- The requested FAA approval cannot be secured via normal processes in time to meet urgent operational needs

Operator Information

Mandatory entry

Operator Organization (e.g., agency or company)

Operator Address

Operator Point-of Contact (including name, office + mobile phone number, and email)

Pilot and Observers (including names, mobile phone numbers, and emails)

Type of UAS

Documentation

If the requested UAS operation will be flown under a pre-existing COA, please attach it hereto and provide the COA number below.

If the request UAS operation will be flow under Part 107, please provide the Part 107 Pilot License number below.

Requested Flight Details

Enter the date(s) of the proposed UAS operation (e.g., 03/18/2018 or 03/18/2018-03/21/2018) Mandatory entry

Enter the times of the proposed UAS operation (be sure to confirm time zone; e.g., 1200L-1400L daily) Mandatory entry

Enter the location of the proposed flight (reference the nearest city or town, and state; e.g., Gulfport, MS)

Enter the distance and direction from the nearest airport, and FAA identification of the same (e.g., 6 NM W of GPT)

Identify the class(es) of airspace in which the flight will be conducted (e.g., Class G/E/D/C/B/A)

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Requested altitude of UAS flight: Mandatory entry	
Enter GIS details defining location of proposed flight (only one area type description needed) Mandatory entry	
For those flights remaining within a general contiguous area, which can be described as a circular polygon, provide the latitude and longitude, expressed as degrees/minutes/seconds , of the center of that area and the radius of that same area (e.g., XX:XX:XXN / XXX:XX:XXW - .25NM radius)	
For those flights remaining within a general contiguous area, which cannot be easily described as a circular polygon, provide the latitude and longitude, expressed as degrees/minutes/seconds , of the vertices of the general area starting with the most northerly point and then progressing clockwise (e.g., (XXX:XX:XXN / XXX:XX:XXW; XXX:XX:XXN / XXX:XX:XXW; XXX:XX:XXN / XXX:XX:XXW)	
For those flights following an extended route, provide the latitude and longitude, expressed as degrees/minutes/seconds , of the key waypoints of the route, and, as appropriate provide the width of the route (e.g., XX:XX:XXN / XXX:XX:XXW; XXX:XX:XXN / XXX:XX:XXW ; XX:XX:XXN / XXX:XX:XXW ; XX:XX:XXN / XXX:XX:XXW - .25NM wide)	
Nature and Description of Event	
Enter the type of urgent UAS operation to be flown	Description of event
<input type="checkbox"/> Firefighting <input type="checkbox"/> Law Enforcement <input type="checkbox"/> Search and Rescue	
<input type="checkbox"/> Local / National / Natural Disaster	
<input type="checkbox"/> Other (specify below)	
Additional Pilot Qualifications	
Enter additional pilot qualifications	
<input type="checkbox"/>	Sport/Recreational/Private pilot certificate
<input type="checkbox"/>	Commercial/Airline pilot certificate
<input type="checkbox"/>	Flight instructor certificate
Contacting the SOSOC	
The SOSOC office and email are staffed/monitored 0600-2400 Eastern Time. For all emergencies, please follow up any email with a phone call to 202-267-8276, which is answered 24/7 .	
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Appendix B

NOTAM Filing Procedures

Electronic:

1. Go to: 1-800wxbrief.com
2. Username:
Password:
3. Click **UAS** along top ribbon.
4. Under **UAS Management**, click **Planning**.
5. Enter required information.
6. If including GPS coordinates, enter the coordinates in degree, minute, and seconds using the format: DDMSSNDDMMSSE.

Example: 472027**N**0114441**E** □ 47° 20' 27' '**N** 011° 44' 41' '**E**

Telephonic:

1. Obtain GPS coordinates prior to calling.
2. Call 1-877-487-6867
3. Enter **22**
4. Enter **1**
5. Speak to a “**Flight Data Specialist**”
6. Provide required information.

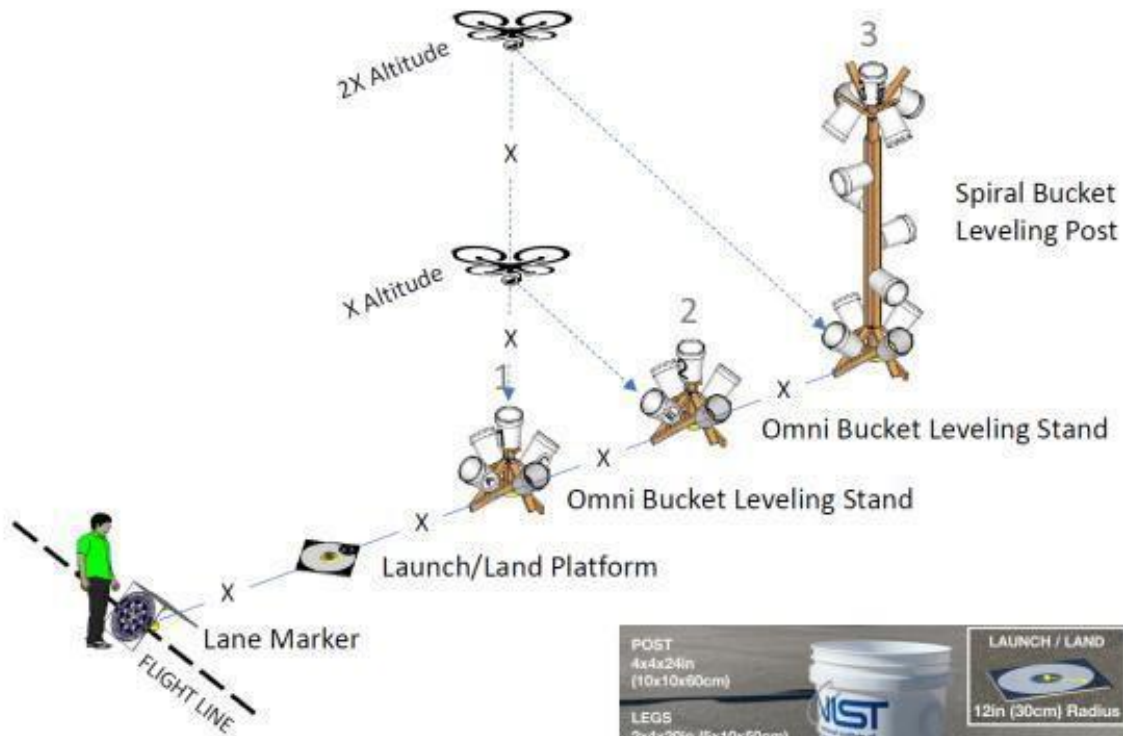
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Appendix C: Building the UAS Proficiency Course



The proficiency course is based on the *National Institute of Standards and Technology (NIST) Guide to Measuring and Comparing UAS Capabilities and Remote Pilot Proficiencies Using Standard Test Methods*.

For information about the NIST course, and for detailed setup steps, including printable stickers, see the *NIST Standard Test Methods for sUAS_v20190905.pdf* that is included with this program.



Setup Options

Depending on the tests that you want to use, there are two options for building your test lane:

- Two Omni bucket levelling stands + one Spiral bucket leveling post, or
- Three Omni bucket levelling stands

Lane Features

- Pilot flight line for safety (A-frame as lane marker).
- Centerline using 100ft (30m) measuring tape.

