International Operations for the First Time Operator

Tuesday, November 1, 2016 | 10:30 a.m. – 12:00 p.m.

PRESENTED BY:
Craig Hanlon, Scott Harrold, Mitch Launius, Chris Duffek, Henry “Duke” LeDuc, Phil Linebaugh, Debbi Laux, Charlie LeBlanc
Introduction

PRESENTED BY:
Craig Hanlon
Chief Pilot – G550
DuPont
Chairman, NBAA International Operators Committee
International Operations Committee

Organization

- One of seventeen NBAA standing committees
- Made up of 90+ volunteers
- Hosts the annual International Operators Conference
- Administers the IOC Scholarship Program
- Manage International Feedback Database on www.NBAA.org
International Operations Committee

Mission

Dedicated to Ensuring that International Operators Fly Safely, Securely, Efficiently and Legally
International Operations Committee
Operators Conference

• March 13 – 16, 2017
• Omni Atlanta Hotel at CNN Center
• 600+ attendees
• 44th annual conference
International Operations Training

Tuesday, 1 November | Start Time 10:30 a.m. – 12:00 p.m.

PRESENTED BY:
Mitch Launius
Booth #3891
International Operations Training

Primary Considerations

- International flight operations often take you into complex and demanding environments that are intolerant of errors
- Training reduces your exposure to potential liability due to non-compliance
- A properly trained crew will operate safer and smarter
- A properly trained crew is better prepared to meet their passengers expectations
- Training also helps departments understand the role of ICAO and assist in keeping abreast of a rapidly evolving regulatory environment
- Training is typically required if a department uses an auditor such as IS-BAO or Wyvern
A preliminary analysis based on limited factual data was conducted to identify the root cause for an observed surge in North Atlantic lateral deviations.

Sources as provided contained limited data to conduct a thorough analysis for determining the causal factors and assess if and how currently existing controls were utilized and their effectiveness in mitigating the occurrence of these events.

Jeppesen released NavData cycle 1404, effective 3 April 2014, containing new half-degree latitude/full degree longitude waypoints. The surge in lateral deviation events following this change suggests these new waypoints posed a source of confusion for flight crews as the ARINC 424 standard requires a trailing character be used to denote full degree of latitude while a leading character is used for a half degree of latitude. Without having prior knowledge of the new waypoints in the database and proper knowledge of the procedures necessary for their proper entry, crews could have been unaware of the

It is noted that International General Aviation business aviation aircraft having the range capability for intercontinental flight were involved in a disproportionate number of events, 57%. Yet International General Aviation business aviation only generate 5% of the total North Atlantic traffic.
International Operations Training

Recent changes in FAA Policy

- Random FAA tabletop exercises with the GA flight departments began in the latter part in 2014
- They are typically 4 hours long and cover a variety of topics intended to ensure the crews are properly trained
- This program is a mitigation measure designed to improve International General Aviation business aviation operational performance
• 96 Articles agreed to by 191 member States
• Standards and Recommended Practices
  – 19 Annexes
• Annex One- Personnel Licensing, Medical and Age Requirements

• Annex Two- Rules of the Air
• Annex Six- Operation of Aircraft
  – Part 1 Commercial
  – Part 2 General Aviation
  – Part 3 Helicopters

Operation of Aircraft

Rules of the Air

Personnel Licensing
FAA Guidance on Training for GA Operators

Subject: Oceanic and Remote Continental Airspace Operations

Date: 10/4/16

Initiated by: AFS-400

AC No: 91-70B

Change:

Sources: FAA AC 91-70B
FAA Guidance on Training for GA Operators

3.2.2 GA Training. If you are a GA pilot desiring to fly in oceanic and remote continental airspace, you may need operational approval via an LOA (see paragraph 2.5). One or more of the following actions may satisfy the requirements for us to issue an LOA:

1. Completing an operator’s oceanic operations training program.
2. Completing a commercial oceanic operations training program.
3. Submitting military training records indicating prior oceanic operations experience.
4. Using other methods indicating that you can safely conduct oceanic operations. Examples could include written testing, oral testing, or evidence of prior experience.

Sources: FAA AC 91-70B
2.6 Authorization Process Relative to SAO. We have developed a five-phase process for you to gain approval for a desired operation. Your local FSDO can provide you with the details pertinent to each phase and your specific requirements.

2.6.1 Phase 1. You determine a need for authorization and contact the FAA.

2.6.2 Phase 2. You formally submit a proposal for FAA evaluation.

2.6.3 Phase 3. We evaluate the request and determine what level of demonstration is required. We may conduct the demonstration within a field office, at your site of operations, or at both facilities.

2.6.4 Phase 4. We observe and evaluate a demonstration of your ability to perform in accordance with your proposal. This is an operational evaluation. If you don’t pass, we will notify you at this time.

**Note:** Flight or line observations are not required for GA LOA applications. For GA operators, we evaluate your application and normally conduct an in-person knowledge validation (tabletop exercise and/or static airplane demonstration).
International Operations Training

Critical Skills

• Each crewmember needs to know the correct manner in employ these required skills
  – The utilization of an oceanic checklist
  – Unique briefing points and places
  – The management of a master document
  – The execution of critical waypoint management procedures
  – Critical use of position plotting and equal time point
This advisory circular (AC) applies to all Operators conducting Reduced Vertical Separation Minimum (RVSM) operations. The AC can be used to obtain an initial operational authorization, or amend an existing, operational authorization. The AC appendices include supportive information relating to RVSM airworthiness certifications, training programs, operating practices and procedures, RVSM operations in oceanic and remote continental airspace, and review of height-keeping parameters.

This AC describes acceptable means, but not the only means, for an Operator to obtain authorization to conduct flight in airspace or on routes where RVSM is applied. The advisory material contained in this AC has been substantially modified since the AC was issued in its original form in 2009.
FAA Guidance on Training for GA Operators


Date: 3/7/16

Initiated by: AFS-400

AC No: 90-105A

Change:

FOREWORD

This advisory circular (AC) provides guidance for operators to conduct Required Navigation Performance (RNP) operations in the United States, in oceanic and remote continental airspace, and in foreign countries which adopt International Civil Aviation Organization (ICAO) standards for RNP operations. Guidance is provided for the following:
FAA Guidance on Training for GA Operators

This advisory circular (AC) applies to all operators conducting data link operations and presents various methods for all air operators using data link systems to meet Federal Aviation Administration (FAA) and International Civil Aviation Organization (ICAO) Standards, to include as well recommended practices. The AC introduces U.S. domestic Controller Pilot Data Link Communication Departure Clearances (CPDLC-DCL) and the European LINK 2000+ CPDLC program. This revision also incorporates an expanded description of event reporting and defines the roles and responsibilities during the authorization process. It provides operational approval information for operators conducting operations under Title 14 of the Code of Federal Regulations (14 CFR) parts 91, 91 subpart K (part 91K), 121, 125, 129, 133, and 135. For complete airworthiness guidance for new aircraft and systems, refer to the current edition of AC 20-140, Guidelines for Design Approval of Aircraft Data Communications Systems.
A Pilot’s Perspective

Tuesday, November 1, 2016 | 10:30 a.m. – 12:00 p.m.

PRESENTED BY:
Chris Duffek
Captain, G650/G550
JPMorgan Chase & Co.
You went to training…now what?

Know your resources

• Information Overload
• Keep it Simple
• Rely on Your Recent Training
You went to training...now what?

Develop your resources

- Do you have an International Operations Manual?
- Do you have an International Operations Checklist?
- If not, consider developing one
- Start here....
  
  FAA AC 91-70B, Oceanic and Remote Continental Airspace Operations
What else?
More resources

- Jeppesen Manuals
- FAA International NOTAMs
- FAA NAT Resource Guide for US Operators
- Code7700.com
- NBAA International Feedback Database
But my first trip is next week!

Tailor your preparation

- The flying is the easy part
- Managing the info is the hard part….
- Keep it Regional
- Where do I find stuff?
- Develop Relationship with International Service Provider
- Consider a Contractor
- Attend IOC! (March 2017, Atlanta)
Flight Planning for International Operations

Tuesday, November 1, 2016 | 10:30 a.m. – 12:00 p.m.

PRESENTED BY:
Henry “Duke” LeDuc
Flight Planning for International Operations

Critical Role of Dispatch

• Understanding the requirements
• Bringing all the pieces together by assigning the tasks
• Communicating to the various teams
• Use a checklist!!!

You are the one! You must have “The buck stops here” attitude in order to succeed
Pre-Planning, Coordination & Readiness

- Executive Assistants  •  Service Companies  •  Crew Members  •  Maintenance Team

Managing Changes? Predicated on Your Principle’s Tendencies

Secure as soon as Possible:

- Crew & Passenger Travel Documents
- Advance Passenger Information System (APIS) required information
- Schedule a Pre-Trip Briefing
- Passenger Itinerary
- Flight Following List
- Trip Contact List
- Final Check and Printing Trip Documents
Pre-Planning, Coordination & Readiness

*Pre-Planning – Make Sure There Are No Gray Areas*

- Review the Requested Itinerary & Identify Necessary Services
- Identify Potential Challenges and Show-stopping Issues
- Send schedule to your International Service Provider (ISP) & obtain Trip Cost Estimate (TCE) from your vendors
- Confirm aircraft documents are valid & ensure all required LOA’s have been secured

*Trip Document Notes*

- Trip Sheet Essentials
- Print (or have the ability to print) documents that a third party may want to see
Pre-Planning, Coordination & Readiness

**Review Country Information**
- Diplomatic Restrictions
- Visa/Passport and Other Travel Documents
- En Route/Overflight/Navigation/Airport Requirements & Fees
- Requirements for Landing Permission
- Preferred Routings
- International Interception Procedures
- ATC Procedures

**Review Airport Information**
- Airport Selection (Determine Suitability)
- Develop a “New Airport” Checklist
- Identify Operating Hours
- Customs, Immigration and Quarantine
- Airport Slot/ARO/PPR Requirements
- Noise Abatement Procedures
- Local Holidays
- Any Other Restrictions
Ground Handling & Credit Arrangements

Ensure You Know AND Communicate!

- What the Requirements Are?
- When is the Charge Due?
- Who is Responsible for Making the Arrangements?
- How Will The Service/Fee Get Paid For?
- Communicate to All Parties (ISP/Local Agent/Crew)

Fuel Arrangements

- Fuelers on the Field
- Obtain Fuel Quotes
- Fuel Releases
- Don’t Forget to Inform Your Handler
Ground Handling & Credit Arrangements

Service Arrangements - Ensure You Know AND Communicate!

- Secure Parking (Do this First!)
- Secure Your Hotels (Do this First!)
- Handling Arrangements – Make the Call
- Point of Contact - Establish Ownership
- Confirm Pax & Crew Handover Details

At most international locations, there are no FBO’s or available hangars. Most handling services are performed by airport employees with supervisory personnel attending the flight. Parking Location is determined by the airport authority.
Hotels, Logistics & Ground Transportation

- Do Your Homework: (Get recommendations and feedback from other crews who operate in the same area, the local aircraft handlers, ISPs and Security Team)
- Ensure to Book for an Early/Late Check-In/Out (Even if Booking Day Before/After)

Logistics (Ground/Air Transportation)

- Crew Ground Transportation:
  - Airport to Crew Hotel Upon Arrival
  - Pick-Up Time for Departure at the Hotel to the Airport
- Passenger Ground Transportation (Be Secure, Know the Details & Communicate)
- Crew Airline Positioning for Crew Change
Catering and Security

Catering:

• Catering Menu & Recommendations from Local Agent
• Catering Request

Security/Medical:

• Use Several Sources to Assess Level of Risk (i.e. News, Hotspots, Security & Medical Services Providers)
• Services can be set up through: Security & Medical Services Providers, Local Handling Agent, Local Security Team)
En Route Issues

Slots/Landing/Overflights/PPR
- Permit List
- Slots/ARO’s (Confirm/Include in Remarks)
- Landing Permissions
- Overflights
- PPR’s

Crewing Options for a Safe Operation (Long Range Ops)
- Crew Rest at an Intermediary Airport
- Crew Augmentation
- Crew Change at an Intermediary Airport
Customs, Immigration and Quarantine

- CBP APIS Submissions
- International Customs
- Local Customs Issues & APIS
- Cabotage Issues

Post Flight

Follow Up, Feedback & Analysis

- Develop a System to Capture Corporate Knowledge
- Compare Incoming Invoices to TCE
- Log & Post Invoices for Payment
International Operations for the First Time Operator

Tuesday, November 1, 2016 | 10:30 a.m. – 12:00 p.m.

PRESENTED BY:
Phil Linebaugh
C.O.O., International Trip Planning Services
What Services are Available?

- Flight Plans
- Weather Discussions / Reports
- Ground Handling Coord.
- Fuel Arrangements
- Permits
  - Landing Permits
  - Overflight Permits
  - PPR’s
- Slots
- Parking
- Security Arrangements
- Ground Transport Coord.
- Hotel Reservations
- Catering
- Regulatory Services
- Customs / APIS Notifications
- Flight Following
- Governmental Reporting
- ETC!!!!!
Why Use an International Services Provider? (ISP)
ISP’s Keep Current on Rules, Laws and Peculiarities

- ATC Rules and Requirements
- Governmental Reporting
- New Laws
- Customs Procedures
- Parking Peculiarities
Regulatory Issue Avoidance

- Foreign Corrupt Practices Act (FCPA)
- UK Bribery Act
- EU / ETS Reporting
- Tax Issues
- French Noise Tax
- Seneam Fees
Relationships: “We Maintain Them So You Don’t Have To…”

• Handlers
• Civil Aviation Authorities
• Local Airport Authorities
• Security Providers
• Hotels
• Credit Facilities
Takes the Burden Off Crews and Dispatchers

- 24 hour staff
- Representation around the world
- Saves crew duty time
- Aware of weather and other obstacles
- Aware of clients needs and anticipate those needs
Pitfalls of Not Using an ISP

- Ever & rapidly changing regulations
- Not understanding geopolitics
- Holidays / Special Events
- Weather
- Diversions
Teamwork

Flight Department + Flight Crew + ISP = Successful Trip!!!!!
Questions????

Booth 3093
Medical Preparedness

Tuesday, November 1, 2016 | 10:30 a.m. to 12:00 p.m.

PRESENTED BY:
Debbi Laux – MedAire
Medical Preparedness

Debbi Laux
November 1, 2016
Travel Risk Management
Where Do You Fly?

2016 Travel Health Risk Map
Critical Steps to Mitigate Medical Risks

Prepare Before You Go

Follow-up Post Trip

Respond In-flight

Assistance at Destination

Follow-up Post Trip

Respond In-flight

Assistance at Destination
Pre-flight

• Establish protocol for unexpected medical incidents in SMS & ERP*
• Engage 24/7 ground-based medical company for telemedicine assistance
• Research general health information for destination
• Obtain current aviation medical travel briefings
• Arrange Trip Watch for at-risk passengers
• Assess travel risks for medical threats
• Sign up for email updated alerts during trip

*SMS – Safety Management System
ERP - Emergency Response Plan
Pre-Flight

• Identify & obtain needed immunizations (carry personal records)
• Review medical insurance policy for international coverage
• Equip & become familiar with medical equipment onboard:
  – Medical kits for treating allergies, infections, cardiac, burns, cuts, asthma, motion sickness, dehydration or gastrointestinal issues.
  – Pediatric medical kit for younger passengers (0 to 12-year old pax)
  – Automated External Defibrillator (AED)
  – Remote diagnostic medical device to transmit vital signs to medical provider
Pre-Flight

- Complete annual crew medical training (CPR/AED)
- Enter emergency phone contact information in cell phones
- Post medical provider’s phone number in aircraft
- Download aviation app to iPads and iPhones (i.e. Trip Ready)
- Consider crew Fitness for Duty concerns - Medical, Psychological, Fatigue, Cognitive, Pharmacological and Nutritional
- Carry personal prescribed medications in original packaging
Inflight Medical Concerns

- Gastro: 37%
- Neuro: 17%
- All other (*): 8%
- Musculo-skeletal: 3%
- Trauma: 3%
- Infectious: 3%
- Allergy: 3%
- Eyes: 4%
- Kidneys: 6%
- Ear, nose, throat: 5%
- Dental: 5%
- External: 6%

(*) Skin, Cardiac, Respiratory, Gynecological

Action Needed

- Follow established protocols for medical emergency
- Assess situation using skills learned & practiced during crew medical training
- Contact medical provider for advice
- Retrieve medical kits and defibrillator, as needed
- Aid ill passenger or crewmember, as directed by medical support
- Coordinate arrangements, if diversion is recommended
- Use best practices for food handling to prevent illness
- Wash your hands to avoid sharing germs
- Document activities, when time allows

Respond In-Flight
Action Needed
Required Reporting of Death or Illness U.S.

- The U.S. Code of Federal Regulations [42 CFR 70.4 and 71.21(b)] contains requirements for reporting death and illness on international flights arriving to the United States and flights between states.

- **42 CFR 70.4** requires the pilot of interstate flights to report a suspected case of contagious disease among passengers or crew members **before arrival** to the local health authority with jurisdiction for the arrival airport. [*Reporting to CDC will fulfill this requirement.*]

- **42 CFR 71.21(b)** requires the pilot of international flights to the United States to report **before arrival** any deaths or illnesses (as defined in the regulations) among passengers or crew to the Centers for Disease Control and Prevention’s (CDC) Quarantine Station[http://www.cdc.gov/quarantine/quarantine-stations-us.html] at or nearest to the airport of arrival.

*Note: Applies to ALL travelers: crew, passengers, US citizens, and non-U.S. citizens*

Source: Centers for Disease Control; http://www.cdc.gov/quarantine/air/reporting-deaths-illness/guidance-reporting-onboard-deaths-illnesses.html
Action Needed
Required Reporting

- Fever ≥ 100°F of any duration AND one or more of the following:
  - Persistent cough
  - Persistent vomiting
  - Difficulty breathing
  - Headache with stiff neck
  - Decreased consciousness
  - Unexplained bleeding

Check your international destinations for their requirements

Source: Centers for Disease Control; 
http://www.cdc.gov/quarantine/air/reporting-deaths-illness/guidance-reporting-onboard-deaths-illnesses.html
At destination

Medical support

• Know how to contact your medical assistance provider or insurance hotline 24/7
• Use hospital admission arrangements & medical monitoring service during hospitalization
• Establish Guarantee of Payment for expenses—GOP may be required before treatment
• Seek emergency assistance
• Request prescription replacement coordination
• Accept referral for medical appointment with vetted medical facilities
At destination

Local Resources

• Hotel Physicians, Urgent Care, Emergency Dept.
• May not be 24/7 - often limited X-rays, testing and lab services
• May need assistance for foreign language translation
• Personal vehicles are sometimes used for transport
• Possible overcrowding in emergency care facilities
• Be cautious of local folk-lore remedies
• Awareness of cultural differences
At destination
Local facilities?

Assistance
At destination

OR
Post Travel

- Contact your personal physician as a follow-up to any medical incidents that you may have experienced while traveling
- Seek medical attention for any new concerns immediately following international travel
Recap

Prepare Before You Go

Follow-up Post Trip

Respond In-flight

Assistance at Destination
Resources

Travel Risk Management Assistance
www.medaire.com
www.aircareinternational.com
www.uhcglobal.com

Centers for Disease Control & Prevention (CDC)
www.cdc.gov

World Health Organization (WHO)
www.who.int

Local health authorities - Internet
International Security Operations

Tuesday, November 1, 2016 | 10:30 a.m. – 12:00 p.m.

PRESENTED BY:
Charlie LeBlanc, Vice President Global Risk
UnitedHealthcare Global
Security is a State of Mind
Know before you go and plan ahead

• Pre-Trip Planning
  – Destination information – use of solid Intelligence
  – Airport Security evaluation
  – Ground Security evaluation
    • Transportation options and risks (Public vs. Private)
    • Hotels (Choices and Threats)

• Threats vs. Risks
Security is a State of Mind

You are there -- now what?

• Trip Execution
  – You know the threats, now what are you going to do about it?
    • Crime, kidnapping, terrorism
  – Traveling in groups minimizes risk of crime
  – Know your location and your route -- don’t wander

• Talk through your plan with the crew in advance -- make sure everyone understands
  • Establish Meeting point in case of crisis
  • Know the location of crew at all times
  • When it all falls apart who do you call?
Security is a State of Mind

Crisis Planning and Response

• Unexpected Issues that can affect your trip – how have you planned?
  – Medical
    • Insurance coverage?
    • Availability of quality medical care and resources / support
  – Civil Unrest
    • Turkey, South Sudan
  – Lost travel documents
  – Victim of crime
  – Terrorist incident occurrence
    • Brussels, Nice
Security Planning Resources

Smart Traveler Enrollment Program – STEP -
https://step.state.gov

Overseas Security Advisory Council
www.osac.gov

NBAA International Feedback
https://www.nbaa.org/ops/intl/
Security Planning Resources - continued

United Healthcare Global - www.uhcglobal.com

Universal Weather and Aviation - www.universalweather.com

FAM International Security - www.faminternational.com


Security is a State of Mind

You’re Home!

• What worked & what didn’t?
• Any Lessons Learned?
  – Incorporation of lessons into future planning
  – Never forget that planning ahead and being prepared will increase exponentially your chances of having a safe and secure trip!
  – Questions
Questions and Answers

PRESENTED BY:
Scott Harrold
International
Pacific USA (Key) . Hawaii . Alaska . Canada . Asia
Fly Safely, Securely, Efficiently, and Legally

Thanks for attending our session!

Craig, Mitch, Chris, Duke, Phil, Debbi, Charlie, and Scott