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# **Public Safety Aviation Accreditation Commission**

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## **STANDARDS FOR PUBLIC SAFETY SMALL UNMANNED AIRCRAFT SYSTEM (sUAS) PROGRAMS**

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## **SECTION 1 – ADMINISTRATIVE STANDARDS**

### **01.01.00 General**

#### **01.01.01 Mission Statement**

**Standard:** There shall be a written mission statement for the UAS Program.

**Commentary:** A mission statement sets broad parameters and identifies the key functions, or services to be performed by the UAS Program. Care must be taken to ensure that the mission statement does not exceed current UAS program capabilities. Given that the UAS program is a support function for the agency, development of the mission statement must be a departmental process.

**Compliance:** Mandatory

#### **01.01.02 Chain-of-Command**

**Standard:** There shall be a well-defined chain-of-command:

1. There shall be an organizational chart that defines where the UAS Program fits within the agency. There shall also be a chart that defines the structure of the program.
2. All UAS personnel shall demonstrate an understanding of the chain-of-command.
3. For public safety agencies that contract for UAS services, there shall be a policy that specifies lines of authority between the agency and the contractor and that the agency is responsible for assuring that the contractor meets these standards as they relate to the service they provide.

**Commentary:** The chain-of-command in the UAS Program must be well defined and understood by each member. Unit members must know to whom they report and how they fit into the function of the agency. All agencies utilize organizational charts to depict this, and the agency's UAS function must be included into any organizational charts. For contract aviation services, there must be a written policy or contract that stipulates the lines of authority and responsibilities between both agreeing parties.

**Compliance:** Mandatory

#### **01.01.03 UAS Program Budget**

**Standard:** There shall be evidence of an approved budget or funding source for the operation of the program.

**Commentary:** Operational efficiency, safety and effectiveness are enhanced by the support of a comprehensive budget or funding source.

**Compliance:** Mandatory

#### **01.01.04 Transparency <sup>1,2</sup>**

**Standard:** The agency shall have a policy that it will engage their governing body and community regarding acquisition of UAS and policies governing its use.

**Commentary:** For the public to accept and support the use of UAS, the agency must be transparent about the acquisition and uses of the equipment.

**Compliance:** Mandatory

### **01.01.05 Annual Report** <sup>1, 2</sup>

**Standard:** The agency shall have a policy that mandates an annual report that summarizes all UAS operations. This report shall evaluate the effectiveness of the equipment and be made available to the public.

**Commentary:** An annual report allows the agency to evaluate the effectiveness of the program and by making the report available to the public, it keeps them informed of how the agency is utilizing the technology. The report could include such things as the number of UAS deployments, types and categories of missions and the number of each, review of privacy concerns and adequacy of policy to ensure privacy, assistance to other agencies, etc.<sup>2</sup>

**Compliance:** Mandatory

### **01.01.06 Inquiries and Complaint Processing** <sup>1, 2</sup>

**Standard:** There shall be a written policy that describes how inquiries and complaints about UAS operations are to be handled. This UAS specific policy shall supplement general agency policies regarding complaints/investigations. This policy, at a minimum, shall contain the following:

1. That any member of the agency, to include employees and/or contractors hired to provide UAS services, are required to immediately report suspected cases of misuse of UAS.
2. Any complaint alleging a violation of a person's civil rights by use of the UAS must result in a formal, documented investigation.

**Commentary:** Given the sensitivity of public safety UAS operations, the agency must assure that complaints concerning their use are fully investigated. In most agencies, there are different types of internal investigations for complaints, based on the nature of that complaint. UAS related investigations should be thorough and complete in order to assure accountability and community acceptance of the technology.

**Compliance:** Mandatory

### **01.01.07 Liaison**

**Standard:** The UAS Program shall have a written plan to maintain liaison with other aviation entities operating on a regular basis within the same airspace.

**Commentary:** Coordination between the UAS program and other aircraft (law enforcement, fire, EMS, SAR, news media), military and civilian operators that operate within the same airspace is important to ensure safe flight operations. Liaison shall also be maintained with air traffic control facilities within the area of operations.

**Compliance:** Mandatory

### **01.01.08 Media Relations**

**Standard:** The UAS Program shall have a media-relations policy.

**Commentary:** UAS operations are a high-profile operation. As such, they are frequently the subject of media inquiries. A media relation's policy that facilitates a good working relationship with the media can be beneficial to the agency.

**Compliance:** Mandatory

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