



# Skyports

**Skyports Limited**

**Airspace Change – ACP-2020-055 – UAS BVLOS in Segregated Airspace (Oban-Lochgilphead)**

**Summary Report – Targeted Aviation Stakeholder Engagement – Temporary Operating Instruction  
[REDACTED]**

**Version 1.0 – Dated: 4 January 2021**



# Temporary Operating Instruction (TOI) Stakeholder Engagement

## Aviation Stakeholder

Following on from the formal ACP, it quickly became apparent that further engagement with Emergency service operators and Aviation service providers was required.

Additional engagement below is post Emergency Services Multi-Agency Brief (4/11/20), specifically for ACP-2020-055 (Oban-Lochgilphead Area) Temporary Operating Instruction (TOI).

Stakeholder	Type of Organisation	TOI Initial Distribution (03/11/20)	Personal Call	Feedback received	First TOI Revision Sent (3/12/20)	Personal Reminder (11/12/20)	In Agreement
Babcock Mission Critical Services	Aviation Service Provider	Yes	No	Yes 27/11/20; 5/12/20	Yes	No	Yes
Bristow: Scottish Air Ambulance	Emergency Service Provider	Yes	No Email- 23/11/20,	Yes, 23/11/20	Yes	Yes	Yes, based on 23/11/20 response
Police Scotland	Emergency Service Provider	Yes	Yes	Yes	Yes	Yes	Yes
Gama Aviation	Aviation Service Provider	Yes	No	16/11/20	Yes	Yes	Yes, phone call and email 15/12/20
PDG Aviation	Aviation Service Provider	Yes	No	Yes	Yes	Yes	Yes
Maritime and Coastguard Agency	Emergency Service Provider	Yes	Yes. Email - 24/11/20 Call - 27/11/20	Yes	Yes	Yes	Yes
Air Task	Air Services Operator	Yes	Yes	Yes	Yes	No	Yes

## Summary of feedback

Individual discussion with each emergency provider took place where possible to understand each provider's specific operation and how our drone service could potentially impact them. Given the distance from Glasgow Airport, the Oban region provides adequate time for Skyports to potentially ground its drone once a request to enter the proposed TDA is passed. All parties agreed that the facilitation of this request would be via Scottish Information or Oban Information should time not be available to make contact via telephone. Skyports are currently in talks with NATS to facilitate this.

Technically, Skyports upgraded drone capability to include both ADS-B IN & OUT to further enhance air safety, which is a provision also valued by the emergency services.



## Appendices

### Appendix A: Babcock Mission Critical Services

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 11 December 2020 10:01  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: CAUTION: External email - Re: Draft Oban TOI Response

[REDACTED]

Thank you for your response and I am happy you agree to this TOI. I have included your suggested rewording and updated our powerpoint slides to more accurately reflect the poor VHF comms area and TETRA terminology (this will be used to brief our remote pilots). I will share a final version nearer to the start of the operation, so all information is accurate. Once again thank you for all you advice and input on this.

On a separate note [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Many thanks,

[REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 05 December 2020 14:12  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: CAUTION: External email - Re: Draft Oban TOI Response

[REDACTED]

Thank you for these revisions. A suggested tweak for clarity if I may , to TOI Section 5.2 para 5:

[In poor VHF communication locations re-tasked emergency services aircraft may use TETRA to contact Skyports directly by telephone or via their control room in order to access active TDAs.](#)

Also, slides 3 and 5 in the PP package could more accurately reflect that VHF comms are poor below 1000ft all the way from where it says S. Mull, past Crinan to Bute, and the low level route you've drawn should go



south from Lochgilphead to overfly the middle of Bute. 650ft may not be achievable in the Crinan to Lochgilphead area, thereby preventing flight above that section of the TDA. References in these slides to TETRA being unserviceable or serviceable could more accurately be termed 'out of signal' or 'in signal' and, as above, TETRA calls might be direct to the Skyports telephone or via control rooms. You could include Police as well as EMS in the reference to in-flight re-tasking.

Overall, though, this looks fine from our point of view, thanks.

Best regards,

[REDACTED]

[REDACTED]  
UK Aviation | Aviation  
Babcock International Group

[REDACTED]  
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**From:** [REDACTED]  
**Sent:** Thursday, December 3, 2020 12:09:59 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: CAUTION: External email - Re: Draft Oban TOI Response

[REDACTED]

Thank you once again for the detailed response you previously sent us.  
Please find attached the revised TOI, now taking into account all point depicted to us by the emergency services. I have also included a short presentation to supplement this to reaffirm our understanding of your operation, highlighting any further mitigations.

Appreciate it if you can confirm if this TOI is acceptable to you, and if not which areas require any further development by Wednesday 9th December.

FYI I didn't get a chance to speak to you personally about this however, given the cessation of our Bute service we hope to expand the current route system in the Oban area to compensate, specifically to the west of Oban (Bunessan and Arinagour), which will be a separate ACP. I will be able to share these routes in the next couple of weeks to get your thought on them.



I look forward to hearing from you.

Kind regards,

[REDACTED]  
[REDACTED]

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**From:** [REDACTED]

**Sent:** 27 November 2020 11:03

**To:** [REDACTED]

**Cc:** [REDACTED]

[REDACTED]  
[REDACTED]

**Subject:** Re: CAUTION: External email - Re: Draft Oban TOI Response

[REDACTED]

I have reviewed your draft TOI for drone operations out of Oban and have considered Babcock's flying operations in this area in support of Police Scotland and the Scottish Ambulance Service. I note the Police Scotland input and your responses below, and concur with it all. I don't see any major issues for us from an Air Ambulance perspective provided that there remains a clear principle that we have primacy in all the airspace affected by TDAs; I'm reassured on that front by your comments below.

You ask about our key low level routes: they are to and from Oban via Lochgilphead, Crinan then up the Sound of Lorn, via the Sound of Mull, and via Lismore and Loch Linnhe. In the Lochgilphead to Crinan area there are definitely no VHF comms when low level, and we may not always be able to achieve the 650ft AMSL required to clear the TDA there, but as you'll see below, I don't regard this as a major issue.

I have the following further comments:

1. When tasked into the area from our respective bases we would contact your operation by landline and arrange for the timely grounding of drones.
2. Inbound aircraft will only be able to enter the TDAs if their commanders have confirmation that the drones are on the ground; simply knowing that a request has been lodged is not sufficient in my view. Agreement by landline before departure would suffice for pre-planned tasks. For in flight re-tasking this requires reliable comms for both medium level and low level operations. Your VHF plans using Scottish Info and Oban Info are satisfactory for medium level ops.
3. When the weather requires low level flight - say 1200ft AMSL and below, VHF comms cannot be relied upon, so if re-tasked in flight we would have to request and receive confirmation of the



grounding of drones using our Tetra comms, either direct to your landline or via our tasking agencies, which should work okay. I estimate that the worst case delay between your receipt of a request and confirmation of grounding would be about 12 minutes. If our Tetra comms are unsatisfactory due to low level blind spots we can't be re-tasked, so this situation shouldn't present a problem!

4. Our threshold for requesting precautionary groundings when tasked into the general area would be low, particularly to ensure we have access to fuel at Oban, but we spend less time operating in this area than around Bute so I don't see this being too disruptive to your operations.
5. Your UTM system clearly has merit, but it is of no help to us in terms of easing our TDA access because, as I've already said, our commanders will not enter the TDAs unless they know that there is no confliction with drone operations; in other words, unless they have confirmation that drones are not airborne in the relevant TDA. Furthermore, terrain masking on the West Coast means that low level helicopters will not always have line of sight connections to radar heads, VHF radio stations, or other aircraft unless they are very close, so there would often be no effective early warning in this instance.
6. Assuming the project goes ahead, we would like to reserve the right to request an immediate change to your procedures if we encounter any difficulties with them, although I think this unlikely.
7. I note your line on training flights for the Police; the air ambulances will also require this accommodation.

We are keen to help establish the means whereby both your and our operational requirements can be met in this airspace. Please let me know if you need any more from me as you prepare your next draft TOI.

Best regards,

[REDACTED]

[REDACTED]  
UK Aviation | Aviation  
Babcock International Group

[REDACTED]  
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**From:** [REDACTED]  
**Sent:** Saturday, November 21, 2020 6:17 PM  
**To:** [REDACTED]  
**Subject:** CAUTION: External email - Re: Draft Oban TOI Response

[REDACTED]



No problem, I do understand. I had a productive conversation with [REDACTED] from Police Scotland yesterday and they are satisfied with the points below which came out of our conversation. I also wanted to update you that based on the Emergency Services feedback two weeks ago, we have upgraded to a better drone system which will have ADS-B IN & OUT capability, able to detect traffic within 30km range around the drone.

I was going to discuss this with you in person to get more tailored requirements from a Babcock/Air Ambulance perspective however can appreciate your varied schedule, so if easier you can make comments on the points below as to whether you agree/disagree with these being amended in the TOI, and please do share anything you feel would be more suitable to your operation. Police Scotland have agreed to these points but we fully appreciate this might not be suitable for Babcock/Air Ambulance.

- You don't operate in the Oban region very often however you require a deconfliction process to be in place so you can have access to the area if required. **Understood, TOI will be updated as below.**
- Beneficial for Skyports to share their schedule 24hrs prior to operation. **This will be incorporated into TOI.**
- Oban is a refuelling hub for both Gama and Babcock. ETAs are given via Oban Tower. **We will incorporate this into our TOI, Oban tower will relay this information to us and we will ground our drone operations until advised by Oban Tower.**
- Emergency Services are happy to use Scottish Information, who will relay to us any intention to enter our active TDA, should time not allow prior to this. **TOI will be updated accordingly.**
- Scottish Information relaying to other traffic on frequency, once drone is airborne and once landed, would be useful to Gama & Babcock. **This will currently be possible through Oban information but we are in process of discussion with Scottish Information. TOI will be updated to reflect.**
- Skyports **will not take off, will return to land or complete the mission** and land as soon as information is provided by Scottish Information that emergency services intend to transit or operate within active TDA(s). **TOI will be updated to reflect.**
- We spoke about the new drone having both ADS-B IN & OUT. **We will have a specific QRH for this which will be mentioned in the TOI as a tertiary mitigation.**

#### **More generally**

- Given the distance Oban is from Glasgow you are comfortable for us to operate in this region?
- As we are operating in this area Emergency Services ([REDACTED] was talking about Police Scotland) will avoid training in this area. **Much appreciated however our updated TOI will still include a process by which you can have access to TOI even when training.**

I am happy to talk through any points above at a time convenient to you even this weekend if you prefer? We can appreciate that this location has less comms issues and there is more time available than the Bute region previously discussed, however we have tried to take onboard all your feedback and amend the TOI accordingly. If you agree to the points above we will amend the TOI and send a revised one out next week?

It would also be really useful to us if you can share your low level routes, so we are aware where you will likely arrive from in poor weather conditions.



Any questions, don't hesitate to call.

[REDACTED]  
[REDACTED]  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** Saturday, November 21, 2020 5:33:22 PM  
**To:** R [REDACTED]  
**Subject:** Draft Oban TOI Response

[REDACTED]

Friday got away from me, so apologies again. Given the continuing difficulties in finding the time to discuss this, I am preparing a consolidated response to your draft TOI from Babcock regarding our Police Scotland and the Scottish Ambulance Service operations in the Oban area, which you should get next week. This would provide the basis for any further discussion we might need, and should work okay in parallel with the requirements of the other airspace users, with whom I'm struggling to find the time to discuss this.

Best regards,

[REDACTED]



[REDACTED]

UK Aviation | Aviation  
Babcock International Group

[REDACTED]

[REDACTED]

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## Appendix B: Bristow Helicopters

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 23 November 2020 13:22  
**To:** [REDACTED]  
**Subject:** RE: Skyports Drone Service Oban

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

[REDACTED]

Thanks for your work on this. I'm happy with all of the below for the Oban area. The key difference between the Oban TDA and the Bute TDA being the time available to deconflict without hindering/delaying Cat A operational response. Happy to discuss further at some point, I'm back on shift on Thursday if you're free. Thank you for your continued work to try and find a sensible way forwards that we can all agree on.

[REDACTED]

[REDACTED] **HM Coastguard (Bristow), Prestwick SAR Base** | [REDACTED]  
[REDACTED]  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 23 November 2020 12:06  
**To:** [REDACTED]  
**Subject:** Skyports Drone Service Oban

[REDACTED]

I hope you are keeping? I wanted share some progress I have made with Police Scotland and hoped to have a discussion with you around the points below, is there a time convenient for you to discuss?

I had a productive conversation with [REDACTED] from Police Scotland last Friday and they are satisfied with the points below which came out of our conversation. I also wanted to update you that based on the Emergency Services feedback two weeks ago, we have upgraded to a better drone system which will have ADS-B IN & OUT capability, able to detect traffic within 30km range around the drone.

I was going to discuss this with you in person to get more tailored requirements from a Bristow/Coast Guard perspective however can appreciate your varied schedule, so if easier you can make comments on the points below as to whether you agree/disagree with these being amended in the TOI, and please do share anything you feel would be more suitable to your operation. Police Scotland have agreed to these points but we fully appreciate this might not be suitable for Bristow.

- You don't operate in the Oban region very often however you require a deconfliction process to be in place so you can have access to the area if required. **Understood, TOI will be updated as below.**
- Beneficial for Skyports to share their schedule 24hrs prior to operation. **This will be incorporated into TOI.**
- Oban is a refuelling hub for both Gama and Babcock. ETAs are given via Oban Tower. **We will incorporate this into our TOI, Oban tower will relay this information to us and we will ground our drone operations until advised by Oban Tower.**
- Emergency Services are happy to use Scottish Information, who will relay to us any intention to enter our active TDA, should time not allow prior to this. **TOI will be updated accordingly.**

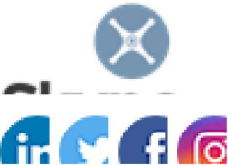


- ### More generally

- I am happy to talk through any points above at a time convenient to? We can appreciate that this location has less comms issues and there is more time available than the Bute region previously discussed, however we have tried to take onboard all your feedback and amend the TOI accordingly. If you agree to the points above we will amend the TOI and send a revised one out this week?

Any questions, don't hesitate to call.

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## Appendix C: Police Scotland

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 11 December 2020 10:38  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Skyports Drone Service Oban Region [OFFICIAL]  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

### OFFICIAL

[REDACTED]

Apologies I thought I had replied.

I am content with the revised TOI from a Police Scotland operational perspective.

[REDACTED]

[REDACTED]

[REDACTED]  
Police Scotland  
Specialist Services - Air Support Unit



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**From:** [REDACTED]  
**Sent:** 11 December 2020 09:08  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Skyports Drone Service Oban Region [OFFICIAL]

[REDACTED]

Just a gentle reminder if you could please review the latest TOI I sent on 3/12/20, and let me know if it is acceptable to you.

On a separate note [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



[REDACTED]  
[REDACTED]

Many thanks,

[REDACTED]  
[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 03 December 2020 12:02  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Skyports Drone Service Oban Region [OFFICIAL]

[REDACTED]

I hope you are keeping well since we last spoke. Please find attached the revised TOI, now taking into account all point depicted to us by the emergency services. I have also included a short presentation to supplement this to reaffirm our understanding of your operation, highlighting any further mitigations.

Appreciate it if you can confirm if this TOI is acceptable to you, and if not which areas require any further development by Wednesday 9<sup>th</sup> December.

FYI as briefly mentioned in our call, given the cessation of our Bute service we hope to expanding the current route system in the Oban area to compensate, specifically to the west of Oban (Bunessan and Arinagour), which will be a separate ACP. I will be able to share these routes in the next couple of weeks to get your thought on them.

I look forward to hearing from you.

Kind regards,

[REDACTED]  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 20 November 2020 14:47



To: [REDACTED]  
Cc: S [REDACTED]  
Subject: RE: Skyports Drone Service Oban Region [OFFICIAL]

**OFFICIAL**

[REDACTED]

Likewise, good to talk and happy as always to chat through our police air operations to help you guys have a better understanding.

I agree with the points made below and from a Police Scotland perspective comfortable with the drone operation in that sector. We are infrequently in that area however we still need a robust deconfliction process to reduce that risk which I think we have here. Clearly I cant comment on what [REDACTED] will provide from a Babcock point of view, but hopefully we can make some progress to support this. I'll ask [REDACTED] to provide a more detailed map in terms of low level routes from the Central belt to Oban which will help you get an idea of the direction of where the Police aircraft will arrive from near to the TDAs.

Cheers

[REDACTED]

[REDACTED]  
Police Scotland  
Specialist Services - Air Support Unit



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**From:** R [REDACTED]  
**Sent:** 20 November 2020 14:22  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Skyports Drone Service Oban Region [OFFICIAL]

[REDACTED]

Absolute pleasure to speak with you this afternoon. Really appreciate the insight you have given into your operation and glad we can work together on this. Some notes below from the call:

- You don't operate in the Oban region very often however you require a deconfliction process to be in place so you can have access to the area if required. **Understood, TOI will be updated as below.**
- Given the distance Oban is from Glasgow you are comfortable for us to operate in this region.
- Missing persons are your usual call out in that region and Police Scotland won't travel there if weather is too bad.
- You will share your low level routes, so we are aware where you will likely to arrive from in poor weather conditions.



- Oban is a refuelling hub for both Gama and Babcock. ETAs are given via Oban Tower. **We will incorporate this into our TOI, Oban tower will relay this information to us and we will ground our drone operations until advised by Oban Tower.**
- As we are operating in this area Police Scotland will avoid training in this area. **Updated TOI will include process by which you can have access to TOI even when training, but this is much appreciated, thank you.**
- Beneficial for Skyports to share their schedule 24hrs prior to operation. **This will be incorporated into TOI.**
- Scottish Information relaying to other traffic once drone airborne and landed would be useful to Gama & Babcock. **This will currently be possible through Oban information but we are in process of discussion with Scottish. TOI will be updated to reflect.**
- Police Scotland are happy to use Scottish Information, who will relay to us any intention to enter our active TDA, should time not allow prior to this. **TOI will be updated accordingly.**
- Skyports **will not take off, will return to land or complete the mission** and land as soon as information is provided by Scottish Information that emergency services intend to transit or operate within active TDA(s). **TOI will be updated to reflect.**
- We spoke about the new drone having both ADS-B IN & OUT. **We will have a specific QRH for this which will be mentioned in the TOI as a tertiary mitigation.**

I hope I haven't missed anything? Once again thank you for this [REDACTED], if you can agree to the points above it would be greatly appreciated and we will send out an updated TOI hopefully next week (once I have spoken to [REDACTED] and [REDACTED]). You are more than welcome to share points above with them. Appreciate you sharing your low level routes and responding to the original TOI (even if a copy of the above).

[REDACTED], cc'ed knows all about drone technology and where we could potentially support your operations if you have any questions. All being well I look forward to meeting you in Oban personally.

Many thanks,

[REDACTED]  
[REDACTED]  
[REDACTED]

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**From:** [REDACTED] >  
**Sent:** 20 November 2020 08:50  
**To:** [REDACTED]  
**Subject:** RE: Skyports Drone Service Oban Region [OFFICIAL]

**OFFICIAL**



114

- If there are implications do you have any data you are willing to share on Police operations in this area? Data is really going to help here because Police air operations are not fixed or scheduled and very much reactive.
- What speeds do your helicopter generally cruise at low level? Anywhere from 0 kts in the hover to 120 kts forward flight.

As mentioned on the call I would like some more information regarding your emergency procedures e.g. return to home function - what height/ speed etc, fly aways, loss of signal etc.

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■■■■■



**From:** [REDACTED]

**Sent:** 17 November 2020 17:18

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** Skyports Drone Service Oban Region

Good afternoon,

I was on the call along with my colleague [REDACTED] a couple of weeks ago discussing the emergency services deconfliction for our drone service in the Bute (now cancelled) and the Oban region.

We are in the process of amending the Oban TOI based on your feedback to take the burden of communication away from the emergency services. I am working closely with him to review our current TOI for the Oban area and would be grateful if you could answer the questions below:

- Do any of the proposed routes have any implications on your operations between Jan – March 2021? If so, what do we need to consider?
- If there are implications do you have any data you are willing to share on Police operations in this area?
- What speeds do your helicopter generally cruise at low level?

Thank you very much for your feedback, if necessary this will help us to amend our TOI further.

Kind regards,



[REDACTED]  
[REDACTED]  
[REDACTED]

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## Appendix D: Gama Aviation

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 15 December 2020 10:26  
**To:** [REDACTED]  
**Subject:** Re: Skyports Drone Service Oban Region

[REDACTED]

Thank you for our call just now. And all the hard work you and the team has done to address our concerns.

I can confirm that there are currently no objections from Gama to the proposed TDA.

With kind regards,

[REDACTED]

Gama Aviation 

[REDACTED]  
[REDACTED]  
[REDACTED]

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[gamaaviation.com](https://gamaaviation.com)



## Appendix E: PDG Aviation

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 15 December 2020 11:54  
**To:** [REDACTED]  
**Subject:** RE: Skyports - ACP-2020-055 - Oban Region - Targeted Aviation Stakeholder Engagement

[REDACTED]

Thanks for your email and the changes you have suggested. I am happy with the suggested amendments, and have nothing further to add.

Many thanks,

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 15 December 2020 09:37  
**To:** [REDACTED]  
**Subject:** RE: Skyports - ACP-2020-055 - Oban Region - Targeted Aviation Stakeholder Engagement

[REDACTED]

Just wanted to touch base and check whether you have any further questions based on my email on Friday? I did try to call your office however couldn't get hold of you. If you need to discuss anything feel free to call anytime today. Otherwise if the amendment to the TOI described is sufficient, appreciate if you can confirm this.

Many thanks,

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 11 December 2020 12:14  
**To:** [REDACTED]  
**Subject:** RE: Skyports - ACP-2020-055 - Oban Region - Targeted Aviation Stakeholder Engagement

[REDACTED]

Thank you for this information. I have now made the following amendments as per your suggestion to the TOI, with extracts below. Appreciate if you can confirm this is now acceptable. I will send out the revised TOI closer to deployment to ensure all details are up to date (phone numbers etc). Any issues let me know.

### 5.1 Airspace

2. If emergency services and VFR commercial services require transit or to operate within the TDA(s) and the TDA(s) are already active, TDA(s) will remain active, but the UAV will be grounded (at the closest location depending on the location of the UA at the point of alert) and will remain grounded until clearance has been granted by Scottish Information.
3. To access TDA, commercial services should follow the Communications process in Section 7.3.

### 7.3 VFR Commercial scheduled services

VFR scheduled services to contact Skyports directly via telephone with their intent to enter the active TDA.



1. Scheduled services to liaise directly with the UAV operator for scheduled requests to transit or to operate in/around the TDA only.
2. Scheduled services to liaise directly with UAV operator for unscheduled requests to transit or to operate in/around the TDA, if the time allows.
3. Scheduled services en route and unable to use the phone should contact Oban Information who will relay the information to the UA operator
4. UAV operator to submit planned schedule of operations with scheduled service operators and to confirm schedules and any last-minute changes.

On a separate note [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Kind regards,

[REDACTED]  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 07 December 2020 11:49  
**To:** [REDACTED]  
**Subject:** RE: Skyports - ACP-2020-055 - Oban Region - Targeted Aviation Stakeholder Engagement

[REDACTED]

1. No, not a scheduled service, however tasking is monitored and controlled by our Operations Department. We support lighthouse operations throughout the British Isles, and although much of this work is scheduled and predictable, we are still available for emergency response in event of lighthouse malfunction, and schedules are weather dependent.
2. The operation to the Oban base is anytime during daylight hours and with comms with Oban/N. Connell when available.
3. Often from our other bases in Cumbernauld or Inverness, but could be from any direction depending on previous tasking.

[REDACTED]



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**From:** [REDACTED]  
**Sent:** 07 December 2020 11:24  
**To:** [REDACTED]  
**Subject:** RE: Skyports - ACP-2020-055 - Oban Region - Targeted Aviation Stakeholder Engagement

[REDACTED]

Thank you for this feedback. Appreciate if you can clarify a few things, I can then suggest an amendment to the TOI after discussion with our team and yourself of course:

- 1) Do you operate a scheduled service with the EC135, how far in advance do you know when you need to depart?
- 2) Do you operate only during Oban hours of operation, and communicate with Oban Information when you depart and arrive?
- 3) Departing from Oban to support the Northern Lighthouse Board, where do you generally depart to and arrive from into Oban (approx. routing).

Many thanks,

[REDACTED]  
[REDACTED]  
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**From:** [REDACTED]  
**Sent:** 07 December 2020 11:07  
**To:** [REDACTED]  
**Subject:** RE: Skyports - ACP-2020-055 - Oban Region - Targeted Aviation Stakeholder Engagement

[REDACTED]

Thank you for your email and draft copy of the TOI.

In Section 5 'Implications for other traffic and deconfliction' the requirements for entry/transit for EMS and scheduled VFR services are covered at 5.1.2. I request that this subsection be expanded to include requirements for 'Commercial Helicopter Operators'? My concerns are particularly for our helicopters operating in support of the Northern Lighthouse Board. We regularly operate an EC135 from the Oban NLB base located 56.411570° - 5.482462°

Can you suggest a suitable procedure which utilises telephone and/or radio to Oban Information to coordinate access to the TDA for PDG helicopters?

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**From:** [REDACTED]  
**Sent:** 03 December 2020 13:50  
**To:** [REDACTED]  
**Subject:** RE: Skyports - ACP-2020-055 - Oban Region - Targeted Aviation Stakeholder Engagement

[REDACTED]

I hope you are keeping well. I work with [REDACTED] in Skyports [REDACTED] an understand he has been in touch with you in the past regarding this ACP. We have updated your contact details that you have provided (note this is not shown in this TOI but our own documents), thank you for this.



Please find attached the revised Temporary Operating Instruction (TOI), now taking into account all point depicted to us by the emergency services. I have also included a short presentation to supplement this to reaffirm our understanding of the emergency services operation, highlighting any further mitigations.

Appreciate it if you can confirm if this TOI is acceptable to you, and if not which areas require any further development by Wednesday 9th December.

FYI given the proximity of Glasgow Airport we have ceased our Bute service entirely and hope to expanding the current route system in the Oban area to compensate, specifically to the west of Oban (Bunessan and Arinagour), which will be a separate ACP. I will be able to share these routes in the next couple of weeks to get your thought on them.

I look forward to hearing from you.

Kind regards,

██████████  
████████████████████

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## Appendix F: Maritime and Coastguard Agency

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 16 December 2020 21:33  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: Skyports - Oban W.Scotland Drone Service

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

[REDACTED]

**The attached Oban TOI is absolutely fine.**

I would like to just amend that where you identify specific emergency services, you'd be better to capture "Any aircraft operating for the purposes of Search and Rescue, National Security, Policing and Medical aid" that way it covers any operator and type of aircraft. This kind of statement is what is contained in ACNs (Airspace Coordination Notices).

For the purposes of our internal TOI, all I need is the Drone operators/Pilots direct line to be able to suppress or deconflict activity for SAROPS if you could confirm this. For direct line to ARCC, use: [REDACTED].

The simple process we have got this down to with all RPAS/UAV operators is;

- > The local ATC/FISO/FIR will provide DAAIS or DACS for training sorties.
- > When SAROPS ON = UK ARCC contact UAV operator direct for suppression/deconfliction.
- > Once UAV operator has actioned the suppression/deconfliction, calls UK ARCC direct to confirm.
- > When SAROPS OFF = UK ARCC contact UAV operator direct to end the suppression/deconfliction.

Hope this makes sense?

Regards

[REDACTED] HM Coastguard  
[REDACTED]  
[REDACTED]  
[REDACTED]

National Maritime Operations Centre (NMOC) | [REDACTED]  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 16 December 2020 14:59  
**To:** [REDACTED]  
**Subject:** Re: Skyports - Oban W.Scotland Drone Service

[REDACTED]



Really appreciate that, look forward to it. Any questions feel free to call me in the evening as it will be a late one for me.

Many thanks,

[REDACTED]  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** Wednesday, December 16, 2020 2:52:41 PM  
**To:** [REDACTED]  
**Subject:** Re: Skyports - Oban W.Scotland Drone Service

[REDACTED],

This is just a holding email to say that I shall have a formal response later this evening, but to assure you it will be today.

Regards,

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 11 December 2020 09:10  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Skyports - Oban W.Scotland Drone Service

[REDACTED],

Just a gentle reminder if you could please review the latest TOI I sent on 3/12/20, and let me know if it is acceptable to you.

On a separate note [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Many thanks,

[REDACTED]  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 03 December 2020 12:18  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Skyports - Oban W.Scotland Drone Service



██████████

I hope you are keeping well since we last spoke.

Please find attached the revised TOI, now taking into account all point depicted to us by the emergency services. I have also included a short presentation to supplement this to reaffirm our understanding of your operation, highlighting any further mitigations.

Appreciate it if you can confirm if this TOI is acceptable to you, and if not which areas require any further development by Wednesday 9th December.

As mentioned briefly on our call, given the cessation of our Bute service we hope to expand the current route system in the Oban area to compensate, specifically to the west of Oban (Bunessan and Arinagour), which will be a separate ACP. I will be able to share these routes in the next couple of weeks to get your thought on them.

I look forward to hearing from you.

Kind regards,

██████████

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[REDACTED]

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**From:** [REDACTED]  
**Sent:** 21 January 2021 09:36  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Skyports ACP2020-055 Temporary Operation Instruction (TOI)

[REDACTED]

An excellent summary of our discussion, I have nothing to add.

[REDACTED]

[REDACTED]

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[REDACTED] www.airtask.com

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 20 January 2021 21:19  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Skyports ACP2020-055 Temporary Operation Instruction (TOI)

[REDACTED]

Pleasure talking to you today, thanks for taking the time to discuss this TOI further. I have made the following points below based on our conversation:

- For any given day you want us to presume Air Task schedule for the next day will go ahead. You will also include us in the email you send to Oban Airport detailing your schedule.
- Skyports active TDAs south of Oban (TDA 1,2 & 3) are not subject to the deconfliction procedure, unless informed by Air Task. I have updated document accordingly and attached it together with a screen shot. Appreciate your efforts to make this possible, thank you.
- We spoke about the actual vertical separation between the drone flight path and TDA top, ideally there should be a 500ft buffer between your aircraft and ours. We have fed this back to the CAA already however Jef can you comment further on our likely cruise altitudes.
- We will endeavour to operate around Air Task schedule where feasible.

I hope I have captured everything correctly.

Kind regards,  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 19 January 2021 12:53



**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: Skyports ACP2020-055 Temporary Operation Instruction (TOI)

[REDACTED],

Thank you for reviewing the TOI and getting back to us with your suggestions. I have incorporated all your and [REDACTED] comments into Appendix A, and attached a screenshot and updated TOI in this email.

Specifically:

- Cloud base criteria has been increased to 1500ft (with crossing >1450ft, 500ft above TDA 4).
- Check in time with Air Task changed to 1330L
- We will also brief our crew to contact you before 1700L (for the following day) as suggested.
- Appendix A and Section 5.3 in TOI has been updated accordingly.

I trust this is now acceptable?

As a side note our flight operations team are analysis the feasibility of reducing TDA 4 altitude further, which is likely to have the potential to reduce the cloud base criteria, however this can be discussed at a later date, when I have something more concrete.

Kind regards,

[REDACTED]

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**From:** [REDACTED]

**Sent:** 15 January 2021 17:43

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: Skyports ACP2020-055 Temporary Operation Instruction (TOI)

[REDACTED]

As discussed, I have consulted within the company and their have been no objections. I have copied an email from [REDACTED] with some practical suggestions to make things run more smoothly and I request that you incorporate these; its mostly a case of tweaking the timings to fit in with our pilot's working day.

My only other concern is on the cloudbase criteria that we use to trigger the deconfliction procedure. For the initial trial your routes were entirely over water and so it was appropriate to use a 1000 ft amsl cloudbase, which was designed to give us 500 ft vertical clearance above the TDA upper limit, which of course was 400 ft amsl. We rounded it up to 1000 ft for convenience.

I note that TDA 4 has an upper limit of 950 ft to account for the transit of the high ground on Kerrera. Applying the logic above I therefore suggest that we raise the cloudbase to 1500 ft in Appendix A. As I know you appreciate, our VFR flight paths do vary laterally to allow the pilot to avoid weather, and so it is feasible that we might wish to transit TDA 4 on departure or recovery to Oban.

I am slightly scratching my head as to the best way to handle TDAs 1, 2 & 3. A min 1500 ft cloudbase triggering the deconfliction procedure works for these TDAs also, but as generally we are clear of these laterally I don't wish to inhibit your operations unnecessarily. I suggest that we apply the deconfliction procedure specifically for TDAs 4 & 5. For UAS ops exclusively to the South of the hospital we will not trigger the deconfliction procedure even in cloudbases lower than 1500 ft **unless** specifically requested by our Duty Pilot at either the evening or morning call.



If you redraft the text and diagram we will comment on the final version as a matter of urgency next week?

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**From:** [REDACTED]

**Sent:** 06 January 2021 10:38

To: [REDACTED]

Cc: [REDACTED]

**Subject:** Skyports ACP2020-055 Temporary Operation Instruction (TOI)

114

Great to talk to yourself and [REDACTED] prior to Christmas and I'm glad there looks to be progress on the ADS-B front.

As promised please find attached the proposed TOI for the Oban/Lochgilphead/Mull operation (1<sup>st</sup> Feb – 31<sup>st</sup> March 2021). Annex A at the end shows our specific deconfliction procedure based on our conversation and prior operation with yourself. Any issues do get in touch. Would appreciate if you can confirm that this is acceptable to you.

ACP-2020-099: [REDACTED] and I shared with you our intention to expand operations to the Coll region in the month of April. I will send out engagement material and a revised TOI for this in due course and may need to confer with yourself to discuss any potential changes.

Kind regards,

\_\_\_\_\_

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11/11/2019

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