(i) Airspace;
(ii) Air traffic control procedures;
(iii) Aeronautical charts; and
(iv) Aeronautical data sources;
(5) Aviation communication, including:
(i) Available aircraft communications systems;
(ii) Normal communication procedures;
(iii) Abnormal communication procedures; and
(iv) Emergency communication procedures;
(6) Aircraft systems, including:
(i) Communications systems;
(ii) Navigation systems;
(iii) Surveillance systems;
(iv) Fueling systems;
(v) Specialized systems;
(vi) General maintenance requirements; and
(vii) Minimum equipment lists;
(7) Aircraft limitations and performance, including:
(i) Aircraft operational limitations;
(ii) Aircraft performance;
(iii) Weight and balance procedures and limitations; and
(iv) Landing zone and landing facility requirements;
(8) Aviation policy and regulations, including:
(i) 14 CFR Parts 1, 27, 29, 61, 71, 91, and 135;
(ii) 49 CFR Part 830;
(iii) Company operations specifications;
(iv) Company general operations policies;
(v) Enhanced operational control policies;
(vi) Aeronautical decision making and risk management;
(vii) Lost aircraft procedures; and
(viii) Emergency and search and rescue procedures, including plotting coordinates in degrees, minutes, seconds format, and degrees, decimal minutes format;
(9) Crew resource management, including:
(i) Concepts and practical application;
(ii) Risk management and risk mitigation; and
(iii) Pre-flight risk analysis procedures required under §135.617;
(10) Local flying area orientation, including:
(i) Terrain features;
(ii) Obstructions;
(iii) Weather phenomena for local area;
(iv) Airspace and air traffic control facilities;
(v) Heliports, airports, landing zones, and fuel facilities;
(vi) Instrument approaches;
(vii) Predominant air traffic flow;
(viii) Landmarks and cultural features, including areas prone to flatlight, whiteout, and brownout conditions; and
(ix) Local aviation and safety resources and contact information; and
(11) Any other requirements as determined by the Administrator to ensure safe operations.

(g) *Operations control specialist duty time limitations.* (1) Each certificate holder must establish the daily duty period for an operations control specialist so that it begins at a time that allows that person to become thoroughly familiar with operational considerations, including existing and anticipated weather conditions in the area of operations, helicopter operations in progress, and helicopter maintenance status, before performing duties associated with any helicopter air ambulance operation. The operations control specialist must remain on duty until relieved by another qualified operations control specialist or until each helicopter air ambulance monitored by that person has completed its flight or gone beyond that person's jurisdiction.

(2) Except in cases where circumstances or emergency conditions beyond the control of the certificate holder require otherwise—

(i) No certificate holder may schedule an operations control specialist for more than 10 consecutive hours of duty;

(ii) If an operations control specialist is scheduled for more than 10 hours of duty in 24 consecutive hours, the certificate holder must provide that person a rest period of at least 8 hours at or before the end of 10 hours of duty;

(iii) If an operations control specialist is on duty for more than 10 consecutive hours, the certificate holder must provide that person a rest period