
ADMINISTRATIVE DIRECTIVE – 112.048
SMALL UNMANNED AIRCRAFT SYSTEMS

EFFECTIVE DATE: September 17, 2019
AFFECTS: Sworn Personnel

REVISION DATE: July 27, 2024

I. PURPOSE

The Plano Police Department has adopted the use of small unmanned aircraft systems (sUAS), when appropriate, to assist emergency responders through provision of a complementary aerial visual perspective. In doing so, the department intends to achieve the following objectives:

- A. Enhance situational awareness to assist decision makers in understanding the nature, scale, and scope of an incident to better plan and coordinate an effective response.
- B. Assist personnel involved in search and rescue missions or the investigation of a missing person (including Amber and Silver Alerts).
- C. Provide support for tactical deployments of officers and equipment during response to critical incidents (e.g., calls for service involving hostages and barricades, large-scale tactical operations, and other temporary perimeter security situations).
- D. Assist officers with aerial observation capabilities during crowd control, traffic incident management, building searches, rooftop inspections, and other high-risk tactical operations, during which sUAS operation would result in improved officer safety and overall operational efficiency.
- E. Provide comprehensive aerial imagery for use in the documentation of major crime and vehicle crash scenes.
- F. Conduct safety inspections of commercial vehicles, on public real property, in accordance with local, state, and federal regulations.

This directive provides guidelines for the procurement, management, maintenance, deployment, and operation of sUAS, by or at the direction of the police department. It also addresses certification and training requirements for remote pilots and other police department employees or volunteers who are involved in the program. It is intended to minimize the risk to people, property, and aircraft during the operation of sUAS, while also safeguarding the right to privacy by all persons.

II. POLICY

It is the policy of the Plano Police Department that duly trained and authorized agency personnel may utilize sUAS when appropriate in the performance of their official duties. Deployment and operation of sUAS, or the collection and use of any audio/video recordings or other data originating from or captured by the sUAS, must comport with the policy provisions provided herein and all applicable laws, rules, and regulations.

III. DEFINITIONS

- A. Air Traffic Control (ATC) - A service operated by appropriate authority to promote the safe, orderly and expeditious flow of air traffic.
- B. Certificate of Authorization (COA) - The COA is an authorization issued by the Federal Aviation Administration (FAA) to a public operator for a specific unmanned aircraft activity. If necessary, provisions or limitations may be imposed as part of the approval to ensure the UAS can operate safely with other airspace users.
- C. Civil Twilight - For purposes of sUAS operation under Part 107 (except for Alaska), this has been defined as;
 - 1. The period of time that begins 30 minutes before official sunrise and ends at official sunrise (morning civil twilight); and

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2. The period of time that begins at official sunset and ends 30 minutes after official sunset (evening civil twilight).
- D. Controlled Airspace - A generic term that covers the different classifications of airspace (Class A, B, C, D and E airspace) and defined dimensions within which ATC services is provided.
- E. Crewmember - A remote pilot, person manipulating the controls, visual observer, safety officer, camera operator, or other person assigned sUAS duties for the purpose of a flight or training mission.
- F. Crew Resource Management – The effective use of all available resources, including human, hardware, and information, prior to and during a flight to ensure a successful outcome.
- G. Defined Incident Perimeter (DIP) - The location determined for the operation of the sUAS during a flight mission. The maximum operating height of the sUAS is 400 feet above ground level (AGL) or, if within 400 feet of a structure, 400 feet above that structure.
- H. Digital Multimedia Evidence (DME) - Digital recordings of images, sounds, and/or associated data collected during a flight mission that are of evidentiary value.
- I. First Person View (FPV) - A method used to control a remotely controlled vehicle from the driver or pilot's viewpoint using the on-board camera.
- J. Flight Mission - An incident response or other specific operation during which a sUAS is utilized to provide aerial observation, capture recorded images, or perform other authorized tasks.
- K. Low Altitude Authorization and Notification Capability (LAANC) - A collaboration between FAA and Industry. It directly supports UAS integration into the airspace. It provides access to controlled airspace near airports through near real-time processing of airspace authorizations below approved altitudes in controlled airspace.
- L. Lost Link - An interruption or loss of command-and-control link contact with the UAV such that the remote pilot can no longer manage the aircraft's flight, and as a result of the control loss the UA is not operating in a predictable or planned manner.
- M. Meteorological Terminal Aviation Routine (METAR) - A weather report that pilots commonly use as part of pre-flight weather briefings. It is available at <https://www.aviationweather.gov/metar>.
- N. National Airspace System (NAS) - Airspace inside the continental United States. It is further defined through air navigation facilities, equipment and services, airports or landing areas, aeronautical rules, regulations and procedures. There are two types of airspace within the NAS, controlled and uncontrolled. Operation of a UAS in controlled airspace adds another layer of responsibilities and requirements that must be met to operate the UAS.
- O. Night - The time between the end of evening civil twilight and the beginning of morning civil twilight.
- P. Notice to Air Missions (NOTAM) - A notice containing information essential to personnel concerned with flight operations, but not known far enough in advance to be publicized by other means. It states the abnormal status of a component of the National Airspace System (NAS). Every user of the NAS is affected by NOTAMs because they indicate the real-time and abnormal status of a component of the NAS. NOTAMs concern the establishment, condition, or change of any facility, service, procedure or hazard in the NAS.
- Q. Part 107 - Refers to Title 14, Part 107 of the Code of Federal Regulations, which applies to the registration, airman certification, and operation of civil small unmanned aircraft systems within the United States.
- R. Small Unmanned Aircraft System (sUAS) - A UAS that utilizes UAVs weighing less than 55 pounds on takeoff, including everything that is on board or otherwise attached to the aircraft.

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- S. Terminal Aerodrome Forecast (TAF) - A format for reporting weather forecast information related to aviation. TAFs are issued every six hours for major civil airfields and generally apply to a 24 or 30-hour period within approximately 5 statute miles (8.0 km) from the center of an airport runway complex. TAFs are issued every three hours for military airfields and some civil airfields and cover a period ranging from 3 hours to 30 hours. TAFs complement and use similar encoding to METAR reports. They are available at <https://www.aviationweather.gov/taf>.
 - T. Training Mission - Operation of the sUAS for training purposes only.
 - U. Unmanned Aircraft (UA) or Unmanned Aerial Vehicle (UAV) - An aircraft operated without the possibility of direct human intervention from within or on the aircraft. Also, alternatively called Remotely Piloted Aircraft (RPA), Remotely Operated Vehicle (ROV), or Drone.
 - V. Unmanned Aircraft System (UAS) - A system comprised of all equipment, communication networks, and personnel necessary for the safe, efficient, and lawful operation of an unmanned aircraft in the national airspace system.
 - W. Visual Flight Rules (VFR) - are a set of regulations under which a pilot operates an aircraft in visual meteorological conditions (VMC), with flight visibility of at least 3 statute miles that is clear enough to allow the pilot to see and avoid other aircraft and obstacles.
 - X. Visual Line of Sight (VLOS) - At all times, the UA must remain close enough to the RPIC and person manipulating the flight controls of the UA for those people to be capable of seeing the aircraft with vision unaided by any device other than corrective lenses. This may be accomplished alternatively by a visual observer assigned to assist with this responsibility who has direct communication with the UAV operator(s).

IV. PROGRAM ROLES AND RESPONSIBILITIES

A. Program Coordinator

1. The technical services lieutenant, who is responsible for oversight of all logistical and administrative elements of the sUAS program. This includes, but is not limited to:
 - a. Development and maintenance of departmental directives and policies related to the sUAS program;
 - b. Coordination with federal, state, and other local agencies as necessary to ensure department compliance with all applicable laws, rules, and regulations. This may include the submission and management of applications to the FAA for a jurisdictional COA or Part 107 waivers;
 - c. Designation of sUAS team leader(s) and remote pilots;
 - d. Procurement of sUAS equipment and registration of aircraft as required by the FAA;
 - e. Issuance of sUAS equipment to team leaders and/or remote pilots as deemed appropriate;
 - f. Review of sUAS usage by or at the direction of Police Department employees;
 - g. Compilation, submission, and publication of all necessary sUAS utilization reports;
 - h. Removal or reinstatement of a team leader, remote pilot, or other team member from active duty in the program for failure to demonstrate proficiency in their assignment.

B. Team Leader

1. One or more departmental employees, preferably at the rank of Sergeant or above, who are designated by the program coordinator to perform the following functions:

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- a. Oversee the safekeeping and maintenance of all sUAS equipment assigned to their team;
 - b. Coordinate certifications and/or training necessary for employees and volunteers to operate and maintain sUAS aircraft;
 - c. Establish, maintain, and publish schedules for remote pilot coverage in SharePoint so they may be readily accessed by authorized Police Department, Fire Rescue, and Public Safety Communications employees;
 - d. Review each sUAS flight mission to ensure compliance with all applicable laws, rules, and regulations;
 - e. Ensure all flight and training missions have been properly logged and include all information necessary for the program coordinator to compile, submit, and publish any required sUAS utilization reports;
 - f. Recommend to the program coordinator that a remote pilot or other crewmember be removed from active duty in the program for failure to demonstrate proficiency in their assignment; and
 - g. Assist with other administrative duties as deemed appropriate by the program coordinator.
- C. Remote Pilot
1. A person who has been designated by the program coordinator as a sUAS pilot and meets all requirements of Part 107 and/or the jurisdictional COA (if applicable) for operation of an sUAS. This can be a sworn officer, civilian employee, or volunteer. To remain active, a remote pilot must recertify and/or complete recurrent training as required by the FAA and departmental guidelines.
 2. Each remote pilot is expected to be available for call-out, based on a schedule maintained by the team leaders. It is preferred that each remote pilot reside within a ten-mile radius of the Plano city limits so they can respond promptly to a request for assistance while in on-call status.
 3. All remote pilots shall also receive training provided by the manufacturer, or another instructor deemed qualified by the team leader, to operate the particular sUAS equipment in use by the department.
 4. Each remote pilot who has been assigned sUAS equipment will ensure it is kept securely stored, maintained, and ready for use at all times.
- D. Remote Pilot in Command (RPIC)
1. A remote pilot who has initiated a specific training or flight mission.
 2. The RPIC is responsible for assuring that each flight mission is justified taking into consideration all applicable federal, state, and local policies, ordinances, and regulations.
 3. The RPIC must be designated before each flight (or assume command for another RPIC during a mission) and serves as the primary sUAS pilot responsible for the following duties:
 - a. Carefully assess the operating environment (airspace, lighting conditions, surrounding terrain, weather, hazards, etc.) and consider all other available information to determine if conditions are acceptable for the sUAS flight mission. A decision by the RPIC to discontinue an operation due to articulable safety concerns shall not be subject to administrative review;
 - b. Determine the appropriate number of crewmembers that are needed to safely conduct a given operation. The RPIC must ensure sufficient crew support is available so that no one

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on the team becomes over-tasked, which increases the possibility of an accident or incident.

- c. Use LAANC, when applicable, to obtain necessary airspace authorization from the FAA;
- d. Prior to each flight or training mission, perform a pre-flight inspection of the sUAS in accordance with manufacturer recommendations and department requirements. It must be verified that all sUAS components, including the communications network, are operationally ready in a condition for safe operation with fully charged batteries and no equipment damage or malfunctions. The remote pilot must also verify that a working SD card with adequate storage capacity for the intended mission has been installed in the UAV and/or controller for the capture of DME.
- e. Conduct a briefing prior to each flight mission that is attended by all crewmembers and key mission participants, which shall include, at a minimum:
 - (1) review of mission goals and methods,
 - (2) review of the defined incident perimeter (DIP), including maximum ceiling and floor,
 - (3) review weather conditions and other possible mission limitations, including airspace restrictions, lighting conditions, and the existence of non-participants in the flight path,
 - (4) review of lost link and other emergency/contingency procedures,
 - (5) review and confirmation of any required images or remote sensing data, and
 - (6) delegation of tasks to all designated crewmembers.
- f. Issue any required NOTAMs and/or obtain necessary clearance from ATC prior to each flight or training mission.
- g. Effectively utilize crew resource management techniques to accomplish the following objectives:
 - (1) delegate operational tasks and manage all crewmembers,
 - (2) recognize and address hazardous attitudes, and
 - (3) establish effective team communication procedures.
- h. At the conclusion of the operation, the RPIC must perform another inspection of the sUAS to ensure it sustained no damage or mechanical issues.
- i. Ensure the multimedia SD card has been safely removed from the UAV and any DME captured has been properly logged in as evidence or delivered to the appropriate personnel for this purpose. A blank formatted card should be replaced in the UAV at that time in preparation for the next flight mission. Any SD card containing DME that becomes damaged or otherwise unreadable during a mission shall be treated as evidence and logged in as such. The Quartermaster Unit will maintain a supply of MicroSD memory cards for use during sUAS flight missions.
- j. Ensure all flight missions are logged completely in SharePoint or through other means as directed by the program coordinator.
- k. Notify the team leader in a timely manner of any mechanical issues, or collisions, SD card failures, or other mishaps encountered during a flight or training mission.
- l. FAA Part 107 regulations permit transfer of control of a sUAS between two or more certificated remote pilots during a flight; however, the transfer of aircraft control must be accomplished while maintaining VLOS of the sUAS and without loss of control.

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E. Person Manipulating the Controls

1. A person controlling the sUAS under direct supervision of the RPIC.
2. FAA Part 107 regulations allow for a non-certificated person to operate the sUAS under Part 107 only if:
 - a. They are directly supervised by the RPIC, and
 - b. the RPIC has the ability to immediately take direct control of the sUAS.
 - c. The RPIC is ultimately responsible for identifying hazardous conditions and maintains responsibility for all sUAS operations while allowing any other person to manipulate the controls. The RPIC's ability to regain control of the sUAS is necessary to ensure that he or she can quickly intervene to ensure the safety of the flight and prevent a hazardous situation before an accident or incident occurs.
 - d. The ability of the RPIC to immediately assume command may be achieved through a number of methods, including:
 - e. Standing close enough to physically take control;
 - f. use of a second "slave" controller that can be overridden if necessary; or
 - g. use of preprogrammed missions with "return to home" or "hover" commands.

F. Visual Observer (VO)

1. A person who has been designated by the RPIC to assist with the following functions:
 - a. Assist the RPIC with completion of pre- and post-flight inspections,
 - b. Maintain VLOS and 360-degree hazard awareness during the flight mission to assist the RPIC with avoidance of other air traffic or objects in the sky, overhead, or on the ground,
 - c. Ensure the safety of the RPIC while they are operating the sUAS,
 - d. Ensure the launch/landing area stays clear of people and objects during the operation,
 - e. Assist the RPIC with communications (radio traffic and/or phone calls), and
 - f. Assist with flight duties (under RPIC supervision) or assume solo responsibility for sUAS operation and return to home in case of emergency where the RPIC becomes unable to complete the mission.
2. The VO may be formally trained and designated for special operations, such as those occurring at night, or appointed by the RPIC as necessary for a specific flight mission.
3. The VO shall participate in the pre-flight briefing.
4. Each VO must be positioned in a location where they are able to see the sUAS continuously and sufficiently maintain VLOS.
5. Each VO must possess a means to effectively communicate the sUAS position and that of other aircraft to the RPIC and/or person manipulating the controls.
6. The RPIC may not utilize multiple VOs and/or space them out to extend the VLOS distance; however, a VO may be used to temporarily maintain VLOS when the sUAS is flown behind a building or other obstacle during an operation.
7. A VO who has received proper training is mandatory for night sUAS operations.

G. Safety Officer (SO)

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1. The RPIC may designate one or more additional persons as needed to ensure the safety of participants during a flight mission.
 2. It is not required the SO be specifically trained for participation in sUAS operations, but they should participate in the pre-flight briefing.

H. Camera Operator (CO)

1. If applicable, a person designated by the RPIC who is responsible for remote viewing of the camera or sensing devices of the sUAS during a flight mission. The CO may be required to relay real-time information obtained to other mission participants, including command staff.

V. TRAINING

A. Team Member Certifications

1. Initial remote pilot training must be authorized by the program coordinator and may be provided by department employees or outside instructors. Approved training shall include, at a minimum:
 - a. FAA Ground School components to include, as a minimum, airport designations and definitions, airspace designations and definitions, temporary flight restriction designations and definitions, and airport/aircraft communications;
 - b. Flight dynamics of sUAS;
 - c. sUAS flight skills training and testing;
 - d. sUAS technical manual training (specific to each sUAS operated by the department) which shall include maintenance and operations of the sUAS; and
 - e. sUAS operations skills testing including uses at emergency incidents.
2. Recurrent Part 107 training will be provided by the FAA and must be completed by each remote pilot as directed within the required intervals.
3. Visual observer basic training will include, at a minimum, instruction on the airspace intended for operations, specific sUAS aerodynamic factors, and how to obtain and interpret weather conditions.
4. Camera operator basic training will include instruction on the specific camera(s) and remote sensing equipment mounted on sUAS and used by the department.

B. On-going departmental training will be coordinated by the team leader(s) to ensure all sUAS team members maintain a high level of core sUAS program competencies. It will include operation of the sUAS and an overview of basic job functions of the RPIC, VO, SO, and CO.

1. Training will normally be a minimum of 8 hours and include:
 - a. A pre-flight inspection to be completed by a remote pilot prior to the first training mission;
 - b. For each attending pilot, a minimum of one qualifying sUAS training mission;
 - c. For each flight support member, a minimum of one qualifying sUAS training mission;
 - d. A post-flight inspection to be completed by a pilot at the conclusion of the final training mission;
 - e. A minimum of 30 minutes dedicated to training debriefing as well as the discussion/review of this policy, Part 107, the department's COA (if applicable), Texas Government Code Chapter 423, relevant sUAS case law, and best practices for sUAS operation; and

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- f. Time permitting, cross training of all attending team members on at least one other job function, to ensure each maintains a working knowledge of all aspects of the operation and deployment of the sUAS.
 2. Whenever possible, any team member who is unable to attend monthly training shall notify their team leader prior to the scheduled training.
 3. The program coordinator or a team leader shall authorize the absence from mission training of any sUAS program member who has an injury that removes them from their normal work duties. Other absences from mission training may also be authorized at the discretion of the program coordinator or a team leader.
 4. Unless otherwise authorized by a team leader or the program coordinator, failure to attend two consecutive Mission Trainings will result in the team member being removed from an active role in the program until they have attended a subsequent training session and approved for reinstatement by a team leader.
- C. DME Management
1. All team members shall receive training from one of the Digital Media Forensic Specialists on the proper handling and storage of DME produced by the sUAS.

VI. OPERATIONAL GUIDELINES

- A. All deployments of sUAS by or at the direction of the Police Department must be conducted by an RPIC who is an active or reserve member of the sUAS team. The decision to deploy sUAS should be made by the RPIC contingent upon their comprehensive understanding and strict adherence to Texas state laws, FAA regulations under Part 107, and any applicable local ordinances, directives, and regulations. The RPIC must ensure that each flight complies with all regulatory requirements, including but not limited to wildlife protection laws, airspace restrictions, and pilot certification standards. Prior to flight, pilots are responsible for conducting a thorough pre-flight assessment, which includes reviewing the operational area for any potential conflicts or restrictions and submitting a flight plan if required by specific regulations or circumstances. The RPIC is always responsible for final verification that the circumstances justify deployment of sUAS and that a flight may be safely conducted in the intended area of operation.
- B. Except under exigent circumstances, sUAS deployment outside the City of Plano (other than training) must be authorized in advance by a watch commander, the ESU lieutenant, the sUAS program coordinator, or a team leader.
- C. For tactical operations or long-term flight missions, two remote pilots should be requested to ensure adequate coverage for alternating flight missions and completion of all necessary tasks. If a second pilot is not available, a team leader or the RPIC may designate any other person as a team member to assist with routine task, such as charging of batteries to maintain flight readiness.
- D. sUAS utilization by or at the direction of the Police Department may be authorized only for the following types of activities:
 1. For the purpose of rescuing a person whose life or well-being is in imminent danger;
 2. In connection with the search for a missing person;
 3. Surveying the scene of a catastrophe or other damage to determine whether a state of emergency should be declared;
 4. Preservation of public safety, protection of property, or surveying of damage or contamination during a lawfully declared state of emergency;

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5. Conducting a high-risk tactical operation that poses a threat to human life;
 6. Execution of a valid search or arrest warrant;
 7. Immediate pursuit of a person who officers have reasonable suspicion or probable cause to believe has committed a felony offense;
 8. Documentation of a crime scene where a felony offense has been committed;
 9. Investigation of the scene of a human fatality, a motor vehicle accident causing death or serious bodily injury, or any motor vehicle accident on a federal or state highway;
 10. To capture images of private property that is generally open to the public, where the property owner consents to law enforcement public safety responsibilities;
 11. Operation from a height no more than eight feet above ground level in a public place, if the image was captured without using any electronic, mechanical, or other means to amplify the image beyond normal human perception;
 12. To capture images of public real property or a person on that property;
 13. To capture images with the consent of the individual who owns or lawfully occupies the real property captured in the image; or
 14. Official departmental training.
 15. To assist a fire department with fire suppression activities.
- E. Unless specifically authorized in conjunction with one of the above stated activities, sUAS shall not be utilized by or at the direction of the Police Department to capture an image of an individual or privately owned real property in this state with the intent to conduct surveillance on the individual or property captured in the image.
- F. sUAS utilization by or at the direction of the Police Department is also subject to the following operational limitations:
1. The aircraft must weigh less than 55 pounds, inclusive of all components that are on board or otherwise attached to the aircraft;
 2. sUAS may not be operated recklessly or used to carry hazardous materials;
 3. A person may not operate a sUAS if they know or have reason to know of any physical or mental condition that would interfere with its safe operation;
 4. sUAS must not be operated if the flight or training mission would violate FAA regulations, including operations within controlled airspace or areas with a TFR in effect without proper authorization. Operations in Class G airspace are allowed without ATC permission;
 5. sUAS may not be flown during manned aircraft operations within the same local airspace. An exception to this rule is if a TFR has been established that includes specific altitudes within which UAS and manned aircraft can operate within the same airspace. Even with such a managed TFR in place, the sUAS shall always yield airspace to manned aircraft to avoid collision. This includes the destruction of the sUAS if necessary,
 6. sUAS operation is allowed from a moving land or water-borne vehicle only under exigent circumstances and when the aircraft is being flown in a sparsely populated area;
 7. sUAS operation must adhere to VFR at all times with minimum weather visibility of 3 miles from control station and remain within VLOS of the RPIC and any other person manipulating the flight controls. Alternatively, the sUAS must remain within VLOS of the visual observer;

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8. The sUAS must, at all times, remain close enough to the RPIC and any other person manipulating the flight controls for those people to be capable of seeing the aircraft with vision unaided by any device other than corrective lenses. Alternatively, if FPV is being utilized, a visual observer must always keep the sUAS within unaided sight (no binoculars). However, even if you use a visual observer, you must still keep your unmanned aircraft close enough to be able to see it if something unexpected happens;
 9. sUAS may not be operated over any persons not directly participating in the flight mission, (unless specifically authorized by COA or Part 107 waiver);
 10. Unless specifically approved by a watch commander, the ESU lieutenant, the sUAS program coordinator, or a team leader due to exigent circumstances, sUAS operations at night or during civil twilight will only be conducted with anti-collision lighting illuminated in compliance with FAA requirements;
 11. sUAS must not exceed a maximum groundspeed of 100 mph (87 knots);
 12. sUAS shall not be operated above an altitude of 400 feet AGL, or, if within 400 feet of a structure, 400 feet above that structure;
 13. Weather conditions that would likely cause the loss of pilot control of the sUAS. These thresholds will depend upon the physical capabilities and design of the sUAS;
 14. If the sUAS requires maintenance, repairs, or has been otherwise grounded;
 15. Unless specifically authorized for a flight or training mission within a building or other structure using FPV for navigation, the sUAS shall not be operated where the RPIC or VO cannot visually observe the aircraft or its operations. During any such operation, the RPIC or VO will resume and maintain visible observation of the sUAS whenever safely possible;
 16. The sUAS shall not be operated in any situation that would violate any rule of conduct policy of the police department, including but not limited to sections referring to the violation of local/state/federal laws, activities considered harassment, use of alcohol or illegal drugs, and actions deemed to be unsafe.
 17. Any use of force involving sUAS must be justified under Chapter 9 of the Texas Penal Code.
 18. The use of deadly force by means of autonomous sUAS operation is prohibited.
- G. Lost Link Procedures
1. If there is an interruption or loss of command-and-control link contact with the UAV, the RPIC will immediately notify the VO. The UAV will then enter a failsafe/go home mode and will climb or lower to a predetermined altitude (either the factory determined altitude or one designated by the operator during pre-flight procedures). The UAV will then return to the launch area and land in the predetermined landing zone.
- H. Obtaining sUAS Assistance from Other City Departments or Public Safety Agencies
1. If the program coordinator, a team leader, or a watch commander determines that supplemental sUAS deployment during an incident response would be substantially beneficial to the Police Department, they may request assistance directly or through PSC from another City of Plano department or a neighboring police / fire agency with the necessary equipment available. Any such request must be based on known facts and circumstances that satisfy all requirements set forth in this directive for an approved flight mission.