

TOUR OPERATORS PROGRAM OF SAFETY

Pre Audit Checklist

Date:

Company:

Address:

City, State, Zip:

Telephone:

FAX:



AREAS OF INTEREST:

- WEBSITE AND PROGRAM MATERIAL DISPLAYED*
- KEY PERSONNEL*
- TRAINING PROGRAM AND AVAILABLE LITERATURE*
- SAFETY*
- FLIGHT OPERATIONS*
- FLIGHT COORDINATION*
- HELIPORTS*
- MAINTENANCE*
- MAINTENANCE PERSONNEL*
- MAINTENANCE AREAS*
- AIRCRAFT SERVICING*
- GROUND SUPPORT PERSONNEL*
- USE OF SUB CONTRACTED AIRCRAFT*
- MEDICAL PROGRAM*
- PREVIOUS DISCREPANCIES*

WEBSITE AND PROGRAM MATERIAL DISPLAYED

Program Poster Displayed. (Briefing area, ramp, etc.)

Yes No

Website is updated with Program Link and Logo.

Yes No

KEY PERSONNEL

CEO/President:

Director of Operations:

- How long in this position?
- How long with the company?

Director of Maintenance:

- How long in this position?
- How long with the company?

Chief Pilot:

- How long in this position?
- How long with the company?

Director of Safety:

- How long in this position?
- How long with the company?

Has management established clear tour operating standards in accordance with TOPS requirements and effectively communicated them to the staff?

Yes No

Explain?

TRAINING PROGRAM AND AVAILABLE LITERATURE

Does management ensure their air tour operations are coordinated with other operators flying in the same airspace?

Yes No

Explain?

Has management established standards that would avoid any perception of a thrill ride, aerobatics, low flying or unnecessary abrupt maneuvers?

Yes No

Explain?

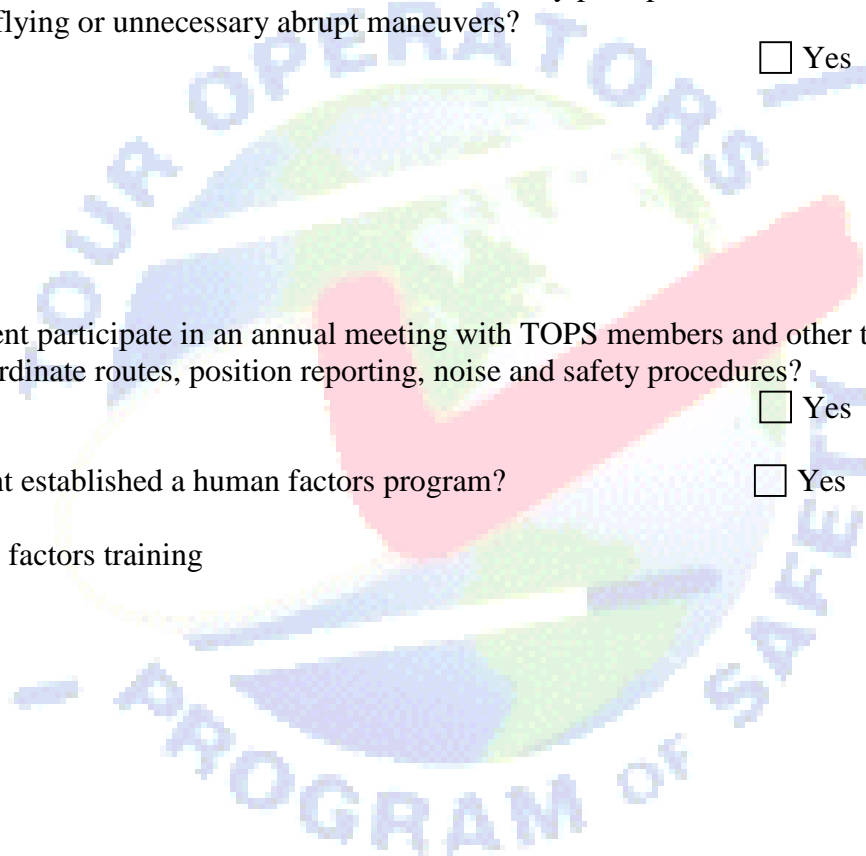
Does management participate in an annual meeting with TOPS members and other tour operators to coordinate routes, position reporting, noise and safety procedures?

Yes No

Has management established a human factors program?

Yes No

Describe human factors training



SAFETY

Does top management clearly communicate its commitment to safety throughout the organization and are they involved in the established safety program in an effective manner?

Yes No

Is safety the primary standard by which air tours are conducted?

Yes No

Qualifications of Safety Director:

Last safety course Safety Director attended and date:

Does the company utilize an outside Safety Officer?

Yes No

- If Yes, is an in-house safety person designated?

Yes No

- Name:

- If Yes, is the Safety Program, the Safety contractor and the safety contract approved by TOPS?

- Name of contractor:

Has a Safety Management Program been established which satisfies the requirements of TOPS Program of Safety and contains an accident response plan?

Yes No

Are ground support activities systematically monitored by the Safety Officer?

Yes No

Are open lines of communication established to allow reporting of hazardous situations and submission of ideas and suggestions concerning safety?

Yes No

Is a safety committee established wherein each department within the organization is represented?

Yes No

Are regular quarterly meetings held?

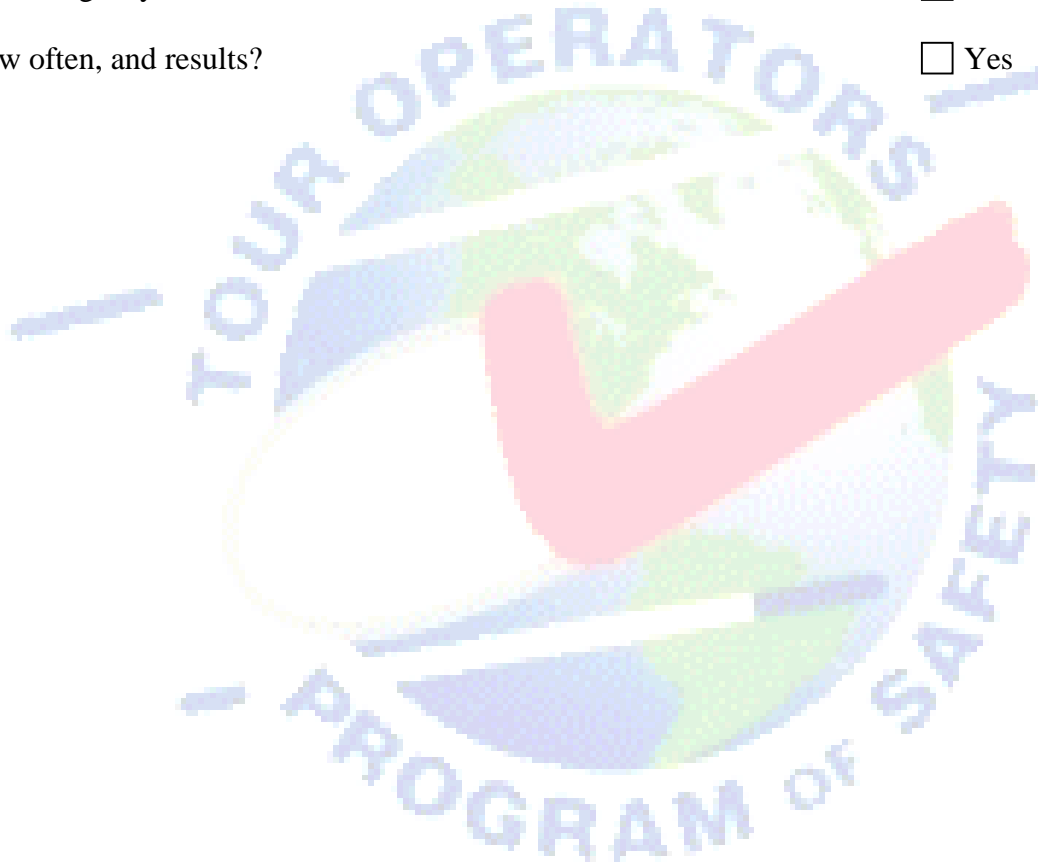
Yes No

Are minutes kept?

Yes No

SAFETY CONTINUED:

- Is there follow-up action? Yes No
- Is top management involved? Yes No
- Does the program cover Ground safety and Industrial safety? Yes No
- Are safety publications received? Yes No
- Are they current? Yes No
- Are emergency drills held? Yes No
- How often, and results? Yes No



FLIGHT OPERATIONS

How many aircraft are operated for tours? List make(s) and model(s).

Who has overall operational control?

Does this person meet the requirements of Part 119 and are they in the operating manual?

Yes No

Has anyone else been trained on the aspects of operation control and authorize to assume operational control if needed?

Yes No

No List Bases where tour operations are conducted, Base Managers and Field Elevation.

Are cockpit and flight procedures standardized regarding:

- Crew coordination? Yes No
- Inadvertent IMC recovery? Yes No
- Takeoff/enroute/approach and landing procedures? Yes No
- Turbulence? Yes No
- Emergencies? Yes No
- Electronic equipment? Yes No

Are passengers:

- Briefed? Yes No
- Escorted to and from the aircraft? Yes No
- Assisted with loading, seat belt fastening and any specific information relative to the aircraft and flight routine? Yes No
- Assisted upon landing by opening the door and deplaning? Yes No

FLIGHT OPERATIONS CONTINUED:

Are weather minimums in accordance with TOPS standards? Yes No

*Prevailing visibility in the scenic area must be three (3) miles or more
Minimum of one (1) mile visibility is authorized for transitory situations where airspeed
is limited to eighty (80) knots.*

*Minimum en route altitude of five hundred (500) feet AGL, except for ridgeline
transitions or other legally required altitudes.*

Are any routes over water? Yes No

Are suitable (TOPS definition) landing sites available? Yes No

• If No, are the aircraft equipped with floats? Yes No

Are passengers required and briefed to wear personal floatation devices? Yes No

Do tour aircraft have required TOPS equipment installed? Yes No

• Aircraft Flotation devices (Required for Hawaii members) Yes No

• A slip skid indicator? Yes No

• A gyroscopic bank-and-pitch indicator? Yes No

• A gyroscopic direction indicator? Yes No

• A generator able to supply all probable combinations of continuous in-flight
electrical loads for required equipment and for recharging the battery?
 Yes No

• At least one strobe? Yes No

For night flights:

• An anti-collision light system? Yes No

• Instrument lights? Yes No

• A flashlight having at least two "D" cells or equivalent? Yes No

Are TOPS Operational Standards published and complied with? Yes No

Are pre- and post-flight inspections conducted? Yes No

Do they conform to manufacturer and company requirements? Yes No

Are crews familiar with emergency exits and emergency equipment? Yes No

FLIGHT OPERATIONS CONTINUED:

- Is an Operations Policy Manual published? Yes No
- Are aircraft operating/owner's manuals available? Yes No
- Are aircraft checklists available, up to date, easily read and utilized? Yes No
- Is a method in place to assure proper weight and balance compliance? Yes No
- Are crew members scheduled for adequate crew rest? Yes No

PILOTS

Do pilots meet the minimum TOPS requirements? Yes No

- *1,000 hours as helicopter PIC.*
- *100 hours flying in typical terrain for which the pilot is hired, or completion of a training program specifically designed for those unique conditions.*
- *Company checkout in make and model including ground and flight training..*
- *Are thorough pilot background checks completed?*
- *Are pilots required to provide a FAA abstract of his/her certificate record, and drivers license record*

Does a training curriculum cover:

- Inadvertent IMC Avoidance and Recovery?? Yes No
 - **To include basic attitude training under the hood for:*
 - *Recovery from unusual attitudes*
 - *Demonstration of 180° turns with a descent and a climb.*
- Ground? Yes No
- Preflight procedures? Yes No
- Cockpit checklists? Yes No
- Use of the Flight Manual? Yes No
- Emergency egress and survival techniques? Yes No
- On board Passenger Briefing? Yes No
- Human Factors? Yes No

*Including, but not limited to: Aeronautical Decision Making (ADM)
Crew Resource Management (CRM), and Fatigue Management.*

FLIGHT OPERATIONS CONTINUED:

- Avoidance of the Height Velocity Curve? Yes No
- Density Altitude? Yes No
- Hover in and out of ground effect? Yes No
- Loss of effective anti-torque thrust? Yes No
- Basic helicopter aerodynamics? Yes No
Including, but not limited to:
 - *Settling with power / Ground resonance / Dynamic rollover*
 - *Low speed flight / Auto-rotation characteristics / Ditching*
- Acting with Professionalism? Yes No
- Emergencies? Yes No
- Requalification training? Yes No
- Transition training? Yes No
- Differences training? Yes No
- Medical aspects of flight? Yes No
- First aid? Yes No
- Recurrent training? Yes No
- Aircraft and Systems? Yes No
- Meteorology? Yes No

Has a program been established that includes monthly/weekly refreshers and daily briefings? Yes No

Are training records maintained? Yes No

Is it emphasized to the pilot during training and on a regular basis, that flying the public for pleasure must be the highest calling with regard to safety, attention to detail, compliance with FAR's and company standards? Yes No

FLIGHT OPERATIONS CONTINUED:

Do all pilots possess FAA Rotorcraft Helicopter Instrument Ratings? Yes No

- If not, does management encourage non-instrumented rated pilots to acquire this rating? Yes No

Explain?

Do pilots take written exams? Yes No

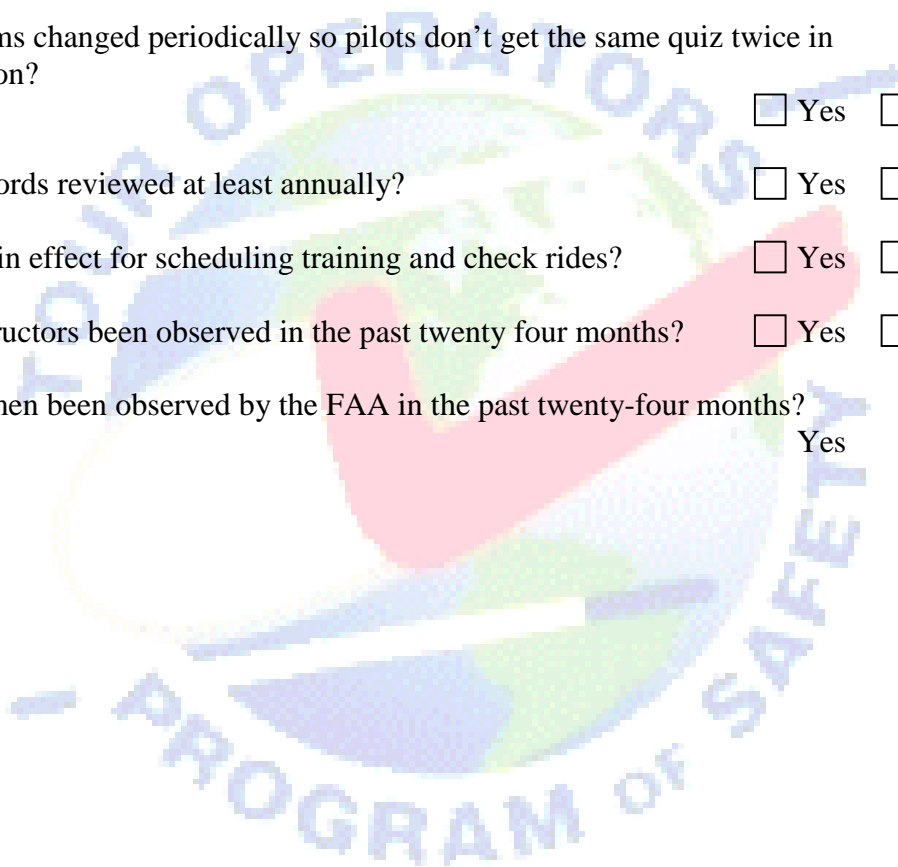
- Are exams changed periodically so pilots don't get the same quiz twice in succession? Yes No

Are training records reviewed at least annually? Yes No

Are procedures in effect for scheduling training and check rides? Yes No

Have flight instructors been observed in the past twenty four months? Yes No

Have check airmen been observed by the FAA in the past twenty-four months? Yes No



FLIGHT COORDINATION

Are Flight Following procedures used?

Yes No

Describe flight following procedures

Is two-way radio communication maintained when practical?

Yes No

Does dispatch have an accident response plan available?

Yes No

Date of last revision of accident response plan

Are Flight Following personnel responsible for emergency notification procedures?

Yes No

Are overdue aircraft reaction procedures established and tested on an annual basis?

Yes No

Is a training program for Flight Coordinators in effect?

Yes No

Is training documented?

Yes No

Does it include:

• Flight following procedures?

Yes No

• Emergency notification procedures?

Yes No

• Radio Communication procedures?

Yes No

HELIPORTS

- Are walkways clearly identified? Yes No
- Are helicopter movements monitored and assisted in congested areas? Yes No
- Heliport approval authority for company aircraft? Yes No
- Are the following facilities available?
- Beacon? Yes No
 - Visual wind indicator? Yes No
 - Is it lighted? Yes No
- Is a daily heliport inspection made? Yes No
- Is a checklist used? Yes No
- Are heliports free of FOD? Yes No
- Are appropriate and effective heliport security precautions in effect? Yes No
- Is fire fighting equipment available? Yes No
- Are personnel trained in fire fighting? Yes No
- Last training date:
- Are fire prevention inspections conducted? Yes No
- Last inspection date:
- Are the following services available?
- Fuel? Yes No
 - Maintenance? Yes No
 - Telephone? Yes No

MAINTENANCE

Are technical publications and manuals available? Yes No

Including, but not limited to: General Maintenance Manual, Appropriate manuals for aircraft operated, Material Safety Data Sheets (MSDS), FAR's, TC Data Sheets, AD's, and Alert service bulletins issued by manufacturers

- Are changes to publications and manuals tracked? Yes No

How?

- Are they utilized? Yes No

Do you have a Maintenance Quality Control Program in place? Yes No

If "Yes" briefly describe

Does the program include a procedure when flight controls, and/or other critical flight systems, have received maintenance, removal or installation, that they are inspected by an additional maintenance technician or another trained and qualified flight crewmember prior to flight?

Yes No

- Is formal documentation used to guarantee this procedure has taken place?

Yes No

If "Yes" what forms of documentation are used?

- Are there instances or situations where this task would be difficult to comply with given the size or type of operations being conducted?

Yes No

What, if any, additional procedures are in place to help eliminate the possibility of omitting critical maintenance steps?

Yes No

If "Yes" what are these practices?

MAINTENANCE CONTINUED:

Are aircraft discrepancies thoroughly written up? Yes No

Are there corrective actions for all maintenance write ups? Yes No

Is there an approved MEL/NEF program? Yes No

What is the policy on deferred items, and how are they tracked?

Are time/life components being changed at proper intervals? Yes No

Is there a written Tool Control Policy in place regarding training, tracking, calibration, and accountability of tools? Yes No

If "Yes" briefly describe

Is there a written Parts Program in place regarding the inspection, tagging and segregating aircraft parts? Yes No

If "Yes" briefly describe

Is there a tracking program for AD's and SB's? Yes No

Do records agree with installed components? Yes No

Are the rotor blades painted in a high visibility scheme? Yes No

Are the aircraft equipped with pulsing landing/taxi lights and at least one strobe light? Yes No

MAINTENANCE CONTINUED:

How is seat belt serviceability inspected?

Are aircraft properly equipped for the mission they perform? Yes No

• Passenger briefing Cards? Yes No

• Personal flotation devices? Yes No

• Emergency Floats? Yes No

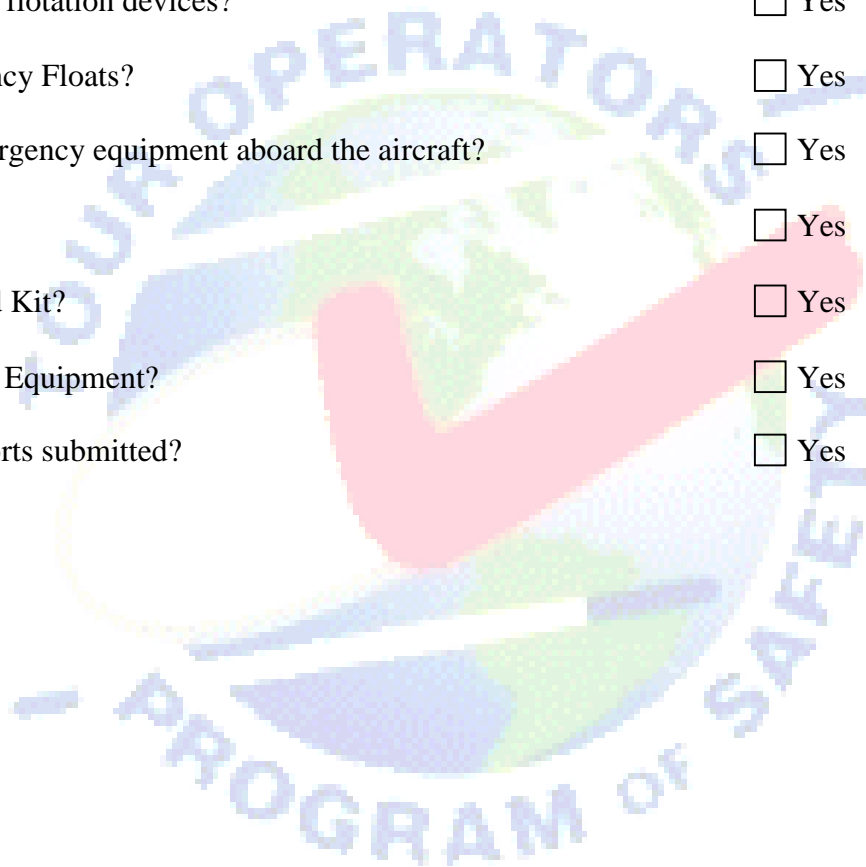
Is adequate emergency equipment aboard the aircraft? Yes No

• ELT? Yes No

• First Aid Kit? Yes No

• Survival Equipment? Yes No

Are MMIR reports submitted? Yes No



MAINTENANCE PERSONNEL

Number and type of:

- Certificated A&P Mechanic
- Helper
- Cleaner

Is there more than one shift of mechanics? Yes No

If yes, what are your shift change procedures?

Is there a duty time and rest periods policy?
(TOPS allows 14-hour duty day max) Yes No

If yes, what is it?

Do maintenance technicians meet TOPS requirements? Yes No

*Three (3) years experience in helicopter maintenance, or
Completed a factory training school for the make and model aircraft to be serviced.*

Does the mechanic/apprentice or assistant ratio meet TOPS requirements? Yes No

No more than one (1) apprentice or assistant for each mechanic employed.

Are mechanic applicants required to provide a FAA abstract of his/her certificate record,
and drivers license record?

Yes No

Does each maintenance technician receive at least eight (8) hours of technical training per
year on the aircraft make and model used for tours?

Yes No

MAINTENANCE PERSONNEL CONTINUED:

Has at least one technician been factory trained for each model of helicopter being maintained?

Yes No

Has the technical department leader, or his/her designated representative, attended a factory training course in the last 3 years?

Yes No

Do mechanics receive initial and recurrent training?

Yes No

- Does this training include Human Factors training?

Yes No

Is all training documented (including OTJ, factory and classwork)?

Yes No

What kind of additional training do your mechanics receive? (ex. In house training, factory training, human factors, safety training, etc)

MAINTENANCE AREAS

Are maintenance areas clean? (Including workshops, battery service rooms, engine clean rooms, etc.)

Yes No

- Well lighted?
- Ventilated?
- Temperature controlled?

Yes No

Yes No

Yes No

Is ground equipment available, serviceable, and stored properly?

Yes No

Are there enough fire extinguishers and do they have a current monthly inspection tag?

Yes No

Is a fire evacuation plan posted?

Yes No

Is there a flammable storage area with posted "NO SMOKING" signs?

Yes No

AIRCRAFT SERVICING

Is the fuel filtration system properly maintained and checked? Yes No

Is there a policy in place for inspecting fueling equipment and fuel prior to the first flight of each day to assure compliance with federal, state and company requirements as well as confirming fuel is free of contamination?

Yes No

GROUND SUPPORT PERSONNEL

Is a training program for ground support personnel in effect? Yes No

Does it include:

- Helicopter Safety and awareness inside and outside the cabin? Yes No
- Passenger briefing? Yes No
- Loading and unloading passengers? Yes No
- Ground guiding and communication? Yes No
- Fueling procedures? Yes No
- Load manifesting? Yes No
- Ramp emergency procedures? Yes No
- Are ground support personnel properly trained? Yes No
- Is training documented? Yes No

USE OF SUB CONTRACTED AIRCRAFT

Company uses subcontracted tour aircraft? Yes No

Operators that subcontract aircraft, personnel or both, shall require subcontractors to abide by TOPS standards. The subcontractors will be audited by the TOPS auditor to ensure compliance.

Subcontractors meet TOPS standards described in the Program? Yes No

MEDICAL PROGRAM

Are appropriate first aid facilities available?

Yes No

Is there a first aid training program?

Yes No

- Date of last training:

PREVIOUS DISCREPANCIES

Are there any open discrepancies from the previous TOPS audit?

Yes No

Explain

