

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? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Is top management involved? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Does the program cover Ground safety and Industrial safety? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Are safety publications received? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Are they current? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Are emergency drills held? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| How often, and results? | <input type="checkbox"/> Yes | <input type="checkbox"/> 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?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are helicopter movements monitored and assisted in congested areas?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Heliport approval authority for company aircraft?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are the following facilities available?		
• Beacon?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Visual wind indicator?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
○ Is it lighted?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Is a daily heliport inspection made?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Is a checklist used?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are heliports free of FOD?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are appropriate and effective heliport security precautions in effect?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Is fire fighting equipment available?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are personnel trained in fire fighting?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Last training date:		
Are fire prevention inspections conducted?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
• Last inspection date:		
Are the following services available?		
• Fuel?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Maintenance?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Telephone?	<input type="checkbox"/> Yes	<input type="checkbox"/> 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?

☐ Yes ☐ No

- Ventilated?

☐ Yes ☐ No

- Temperature controlled?

☐ 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