



**Monday, Oct 23, 2015**  
San Diego, Calif.

Meeting called by: Craig Jennison, TOPS Chair

Fall Membership - 2015

Minutes: Jen Boyer

## **Call To Order**

Chairman called meeting to order at 8:40 a.m.

## **Reading of the Antitrust Statement**

Boyer

The Executive Director read the HAI antitrust statement.

## **Attendee Introduction, Establish Quorum, & Welcome Visitors/New Members**

Jennison

A quorum was established and the Chairman invited members and guests to introduce themselves.

The Executive Director circulated a sign-up sheet, attached as Appendix I.

## **Approval of Minutes of Minutes from Orlando in March 2015.**

Jennison

The minutes were distributed via e-mail/web posting earlier by the Executive Director. No comments were received. Paper copies were again circulated at the meeting. The minutes were approved as written by Brent Nicewonger. A motion was made by Paul Tramontana and seconded by John Becker. It passed unanimously.

## **Report of Officers**

### **Chairman**

Jennison

The Chair thanked TOPS sponsors: Airbus, ARGUS/PRISM, Avall, Vector Aerospace, Heli-One, Nampa Valley, Turbomeca, and Spidertracks.

The Chair appointed Gordy Cox of Island Express to fill the board position vacated by Heidi Rota in the Spring.

The Chair said the Website committee would morph into a Marketing and PR Committee.

### **Treasurer**

Grotjahn

Written report handed out to regular members. Attached in Appendix II.

The treasurer reported the organization was in strong financial shape.

There were no question on the Treasurer's report

### **Executive Director**

Boyer

The Executive Director highlighted 2016 is the 20<sup>th</sup> anniversary of

TOPS and paired with a new logo and website, which would be unveiled later, she was working on a PR plan to help take TOPS on the road to increase awareness of the program with those that fly on our aircraft as well as other operators.

## Committee Reports

### Standardization

Lincoln

Standardization Chair Eric Lincoln noted the committee had continued working this year on a number of issues including:

- Determining that committee chair term limits should be determined by the members of that committee.
- Recommending an online software option for managing audits
- The updating of the mentoring program where the potential new member should take the time to meet with the mentor a day before a TOPS meeting and after, if needed, to go over checklists. Having a pre-audit and then an audit was overkill, but meeting in person was vital.
- Review of doors off – is it really a thrill ride when there are safety rules and procedures in place when doors are off?

**ACTION:** Standardization Committee will have a new mentoring process spelled out for the Heli-Expo meeting.

**ACTION:** Doors off discussion to be added to Heli-Expo meeting.

### Directors of Safety

Kain

Directors of safety committee Vice Chair Joel Kain reported almost all members have a formal SMS program. He emphasized the committee felt it was important to have the organization help those trying to develop their own programs. The committee has made the following five items a priority:

- Create a Stewardship Program: to help other companies with their SMS programs
- Realigning TOPS, or at least referencing TOPS items with the pillars and elements of SMS programs.
- Scour other SMS and accreditation programs for best practices that might be incorporated into the TOPS program
- Leverage whatever pressure TOPS can to get Hawaii weather cameras online

**ACTION:** Report on progress of these items at the next meeting.

### Directors of Maintenance

Garcia

Directors of Maintenance member Luis Garcia reported his committee continues to refine the F.O.D. Control Guidelines for inclusion into the program of safety.

Additionally, the committee would like to look into duty times for maintenance staff. They're looking at what standards TOPS might be able to incorporate that work well with all members.

### Nomination Committee

Nelson

Nomination Committee Chair Mandy Nelson shared that she'd be sending out requests for nominations in January and then votes a few weeks later for board members.

### Website

Edlund

Website Committee Chair Geoff Edlund shared the new website design and logo with the membership. Everyone was very impressed and it was determined the board would vote on them in the board meeting following the general membership meeting.

## Audit Committee

Becker

Audit Committee Chair John Becker reported that all audits were complete and 11 of the 12 members were recommended for continued membership. HFS did not meet standards and has been removed from the organization.

Becker reminded members to go to the website to download the best practices from the 2015 audit season.

Becker also stated he'd be surveying the membership for areas of special interest for next year.

**ACTION:** Survey membership for areas of special interest.

## Member Information

### UAVs

Becker

John Becker reported he's joined a UAV committee at HAI and attended the Commercial UAV Expo. He warned the membership that the UAV industry is very organized and is pushing through regulation. At the same time, more than 750,000 more UAVs will hit the market between now and Christmas. It's important members become aware of UAVs and get involved.

## New Business

### ARGUS/PRISM

ARGUS/PRISM did a presentation at the request of the board to share how they could provide an online audit solution. After the presentation the membership asked questions and discussed the options.

**ACTION:** Audit and Standardization Committees will work together to review and flesh out the program for members and report at Heli-Expo.

After discussion, it was determined the Audit and Standardization committees will review the program, talk to members and report to the membership at the next meeting.

### Discussion: What to do if a tour flight is not done during audit?

Jennison

During the 2015 audits there were questions about the process should an auditor not be able to take a flight during the audit. Jennison asked for discussion around the topic. Auditor Bill Payne highlighted that direction to auditors was to take a representative sample of bases, but not to bump passengers. He said in times when a seat is not available or weather doesn't permit, he reviews Trip Advisor and pulls a video from a flight to review.

Jennison asked the Standardization Committee to prepare official language into the program outlining this process.

**ACTION:** Standardization to craft language to share at the HAI meeting in February.

### Discussion: What to do if member is found out of compliance?

Jennison

During the 2015 audits one member was found out of compliance. Jennison explained it didn't feel right to kick a member who has a history of good standing with the group out and perhaps there was a way to have a suspension added to the program for those the audit committee deemed qualified for this step.

After overall supportive discussion of this move, Jennison tasked the Standardization Committee with providing verbiage for the By-Laws.

**ACTION:** Standardization to craft language to share at the HAI meeting in February.

### Discussion: How to capture institutional knowledge?

Boyer/Jennison

Boyer mentioned there was concern mentioned in an audit about high turnover lately and how institutional knowledge would be maintained in companies. She wanted to bring this up for discussion to put on

company radars so senior leadership could identify ways to procure and save that knowledge.

Payne weighed in that he saw a base manager who has been with the company since its inception who knew every nook and cranny of the operation. Close to retirement, this person would leave a big hole, and potential safety exposure, when he left without a process in place to retain his knowledge

Eric Lincoln suggested a way for TOPS to maintain institutional knowledge was to have an advisory committee to TOPS of past member leaders.

Jennison also recommended a board mentorship program, where a longer term board member would mentor a new board member.

## **Good of the Whole**

Jennison opened the floor for any further discussion members wanted to have. Members continued to discuss the UAV issue.

Jennison

## **Adjournment**

Meeting adjourned 1:40 pm.

Respectfully submitted:

Jen Boyer

TOPS Executive Director

Jennison

## Appendix I: Sign in Sheet

**TOPS Fall Meeting**  
**Oct. 23, 2015, San Diego, California**

	Name	Company	Phone	e-mail
1	Jen Boyer	TOPS	206-230-3209	jenboyer@gmail.com
2	Craig Jennison	NorthStar Trekking	907-790-4530	craig@northstartrekking.com
3	Luis Garcia	Papillon Airways	928-600-6142	luis.garcia@papillon.com
4	Paul Thompson	LIBERTY	646-342-5876	THOMPSONPAUL@LIBERTYAIRWAYS.COM
5	Burl Boyd	Papillon Airways	702-797-0106	burl.boyd@papillon.com
6	John Becker	PAPILLON AIRWAYS	928-606-6143	John@Papillon.com
7	ALAN STEPHEN	PAPILLON AIRWAYS	702-638-3318	alan.stephen@papillon.com
8	Geoff Edlund	Papillon	206-693-7705	geoff@papillon.com
9	Mandy Nelson	Eva Helicopters	801-719-2847	mandy@evahelicopters.com
10	CAROL GROFF	EXTREME WINGS	206-877-0902	CAROL@EXTREMEWINGS.COM
11	ANN T. CARROLL	HAI	843-743-5807	ann.carroll@hail.com
12	John Self	Caledonian	808-256-2109	johnself@caledonian.com
13	Geordy Cox	Island Express Helicopters	530-410-3480	geordy@islandexpress.com
14	STACEY DAVIDSON	AVIAC	604-619-9745	STACEY@AVIAC.COM
15	ERIC HICKS	Vector Aerospace	604-561-9462	eric.hicks@vectoraerospace.com
16	Paul Purcell	AVIA-11	619-977-3885	PPurcell@AVIA11.com
17	Keone Garma	Sunshine Heli	808-212-6085	Keone.Garma@sunshinehelicopters.com
18	Paul Morris	Sunshine Helicopters	808-937-1747	Paul.morris@sunshinehelicopters.com
19	James O. Wisecup	HAI Board of Directors	801-915-0197	jim.wisecup@airmethods.com
20	Dennis Pratte	HAI Dir. of Safety	208-615-5554 cell	Dennis.Pratte@hail.com
21	BRUCE HUNT	HAI'S Aviation Safety Committee	720-320-4142	BRUCE@HAIASC.ORG
22	Gandy Stewarts	HAI'S Aviation Safety Committee	360-817-2699	Randy@HAIASC.ORG

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23	Joel Kain	TENSCO Helicopters	(907) 821-2212	joel.kain@survey.pt.com
24	John Chicosky	Sundance Helicopters	(314) 610-3935	jchicosky@sundancehelicopters.com
25	Rich Ramirez	SUNDANCE HELICOPTERS	(702) 400-3727	RRAMIREZ@SUNDANCEHELICOPTERS.COM
26	Gregg Lundberg	Blue Hawaiian Helicopters	808-442-8069	glundberg@bluehawaiian.com
27	Eric Hamp	Blue Hawaiian Helicopters	808-359-8603	ehamp@bluehawaiian.com
28	Justin Brooke	Hawai Helicopters	808-345-2430	stbrooke@hawaii-helicopters.com
29	MARK SCHIAFFELI	SUNDANCE HELICOPTERS	702-949-3482	mschiaffeli@sundancehelicopters.com
30	BILL PAYNE	AIRPAYNE	916 764-4043	airpayne1@aol.com
31	FREDERICK BERGTON	HILLSBORO AVIATION	503 799 6401	FBERGTON@HILLSBOROAVIATION.COM
32	Chris MARTINO	HAT	703 302 1606	CHRIS.MARTINO@tobor.org
33	Beant Nkenonker	ARGUS HELICOPTERS	714 784 6693	
34	Susan Bryan	ARGUS	#513 852 1058	susan.bryan@argus.aero
35	Chris Young	PRISM	(303)	CHRIS.YOUNG@PRISM.AERO
36	Casey Riemer	Tank Harter Helicopter	808 652 6982	jharter1@aol.com
37	Casey Delaunghie	Appareo	(701) 219-4148	cdelaunghie@appareo.com
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**TREASURER'S REPORT**

Financials

January 1<sup>st</sup> 2015 – October 19<sup>th</sup> 2015

- A. Please see attached Financials.
- B. We currently have a Certificate of Deposit maturing on January 19<sup>th</sup> 2016 with a current balance of \$28,048.07.
- C. Nampa Valley Helicopter became a new Associate Member in April, 2015.
- D. *Bell Helicopters, Inc.* cancelled their membership; *Aviation Risk Solutions, Inc.* was removed from membership due to non-payment and *Soloy Helicopter Solutions Inc.* requested to suspend their membership until 2016.
- E. 2016 Membership Invoices will be mailed out in January, 2016.

Respectfully submitted,

Cathy L. Grotjahn, Treasurer  
Tour Operators Program of Safety

1:51 PM  
10/19/15  
Cash Basis

**TOUR OPERATORS PROGRAM OF SAFETY**  
**Income by Customer Summary**  
January 1 through October 19, 2015

	<u>Jan 1 - Oct 19, 15</u>
Air Pegasus Heliport, Inc.	500.00
Airbus Helicopters	2,000.00
Allianz	2,000.00
Appareo Systems	0.00
Argus International, Inc.	500.00
AVIALL*	500.00
Aviation Risk Solutions Inc.	0.00
Bell Helicopter	0.00
Berkley Aviation LLC	2,000.00
Blue Hawaiian Helicopters	5,200.00
Caledonian Insurance Group Inc	500.00
Dart Helicopter Services LLC	500.00
Era Helicopters, LLC	2,400.00
EuroSafety International LLC	500.00
EUROTEC Vertical Flight Solutions	500.00
FlightSafety Intl.	500.00
Hawaii Helicopters	600.00
Heli-One American Support LLC	500.00
Helicopter Flight Services, Inc.	1,800.00
Hillsboro Aviation	600.00
Island Express Helicopters Inc.	1,200.00
John F Throne & Co	500.00
Liberty Helicopters	2,000.00
Metro Aviation DBA	500.00
Nampa Valley Helicopters*	500.00
Northstar Trekking LLC	1,400.00
Papillion Airways, Inc.	9,400.00
Soloy LLC	0.00
Spider Tracks Limited	500.00
Sundance Helicopters	4,800.00
Sunshine Helicopters, Inc	2,000.00
Temsco Helicopters, Inc	2,200.00
Turbomeca	2,000.00
Vector Aerospace	500.00
W. Brown & Associates	2,000.00
Zodiac Services Americas	0.00
<b>TOTAL</b>	<b><u>50,600.00</u></b>



1:53 PM  
10/19/15  
Cash Basis

TOUR OPERATORS PROGRAM OF SAFETY  
**Profit & Loss**  
January 1 through October 19, 2015

	Jan 1 - Oct 19, 15
Ordinary Income/Expense	
Income	
Membership Dues	50,600.00
Total Income	50,600.00
Expense	
Insurance	
D & O/ EPL Insurance	1,769.00
General Liability Insurance	829.00
Total Insurance	2,598.00
Licenses and Permits	63.70
Marketing	
2014 Fall Meeting	
Catering / AV equipment	-9,407.96
Total 2014 Fall Meeting	-9,407.96
2015 HELI EXPO	1,876.01
FALL MEETING - SAN DIEGO 2015	187.20
TOPS Poster	80.00
Website	4,900.00
Total Marketing	-2,364.75
Office Supplies	150.00
Professional Fees	
Gilligan, Ryan & Jorgenson	660.00
Jen Boyer	19,467.26
Total Professional Fees	20,127.26
Supplies	
Office	
Plaques	328.50
Total Office	328.50
Total Supplies	328.50
Telephone	118.99
Total Expense	21,021.70
Net Ordinary Income	29,578.30
Other Income/Expense	
Other Income	
Interest Income	10.53
Total Other Income	10.53
Net Other Income	10.53
Net Income	29,588.83

1:56 PM

10/19/15

Cash Basis

TOUR OPERATORS PROGRAM OF SAFETY  
**Expenses by Vendor Summary**  
January 1 through October 19, 2015

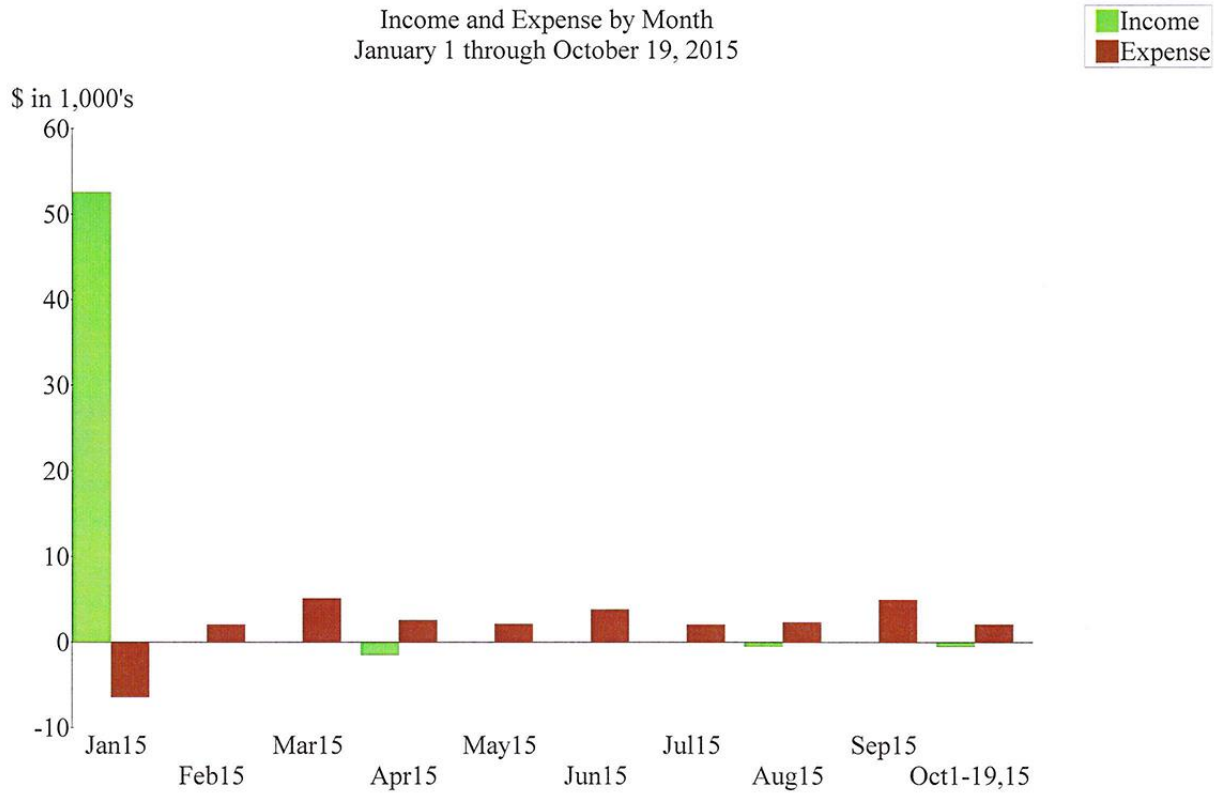
	<u>Jan 1 - Oct 19, 15</u>
CLEAR MIND GRAPHICS	4,900.00
Corporation Service Company	63.70
ELISE OLSON	150.00
Grand Hyatt Kauai	-9,407.96
Grasshopper	118.99
Jen Boyer	21,858.97
Kimberly Goddard	80.00
Liberty Mutual Insurance	829.00
Philadelphia Insurance Co.	1,769.00
Ryan Jorgenson & Limoli, P.S.	660.00
<b>TOTAL</b>	<b><u>21,021.70</u></b>

2:15 PM  
10/19/15  
Cash Basis

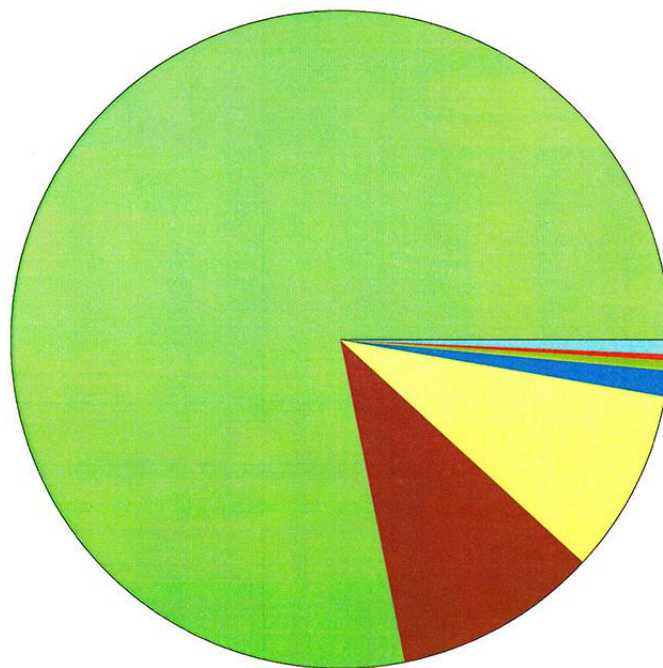
TOUR OPERATORS PROGRAM OF SAFETY  
**Balance Sheet**  
As of October 19, 2015

	<u>Oct 19, 15</u>
ASSETS	
Current Assets	
Checking/Savings	
Business Maximizer	19.33
Certificate of Deposit	28,048.07
Checking Bank of America	103,731.59
Total Checking/Savings	<u>131,798.99</u>
Total Current Assets	<u>131,798.99</u>
TOTAL ASSETS	<u>131,798.99</u>
LIABILITIES & EQUITY	
Equity	
Retained Earnings	102,210.16
Net Income	29,588.83
Total Equity	<u>131,798.99</u>
TOTAL LIABILITIES & EQUITY	<u>131,798.99</u>

Income and Expense by Month  
January 1 through October 19, 2015



Expense Summary  
January 1 through October 19, 2015



Professional Fees	86.06%
Insurance	11.11
Marketing	\$-2,364.75
Supplies	1.40
Office Supplies	0.64
Telephone	0.51
Licenses and Permits	0.27
Sub-Total	\$21,021.70

By Account