



**Wednesday, October 26, 2016**  
Kohala Coast, Hawaii

Meeting called by: Craig Jennison, TOPS Chair

Fall Membership Meeting- 2016

Minutes: Jen Boyer

## **Call To Order**

Chairman called meeting to order at 8:05 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 from Regular Membership Meeting in Louisville on Feb. 29.**

Jennison

The minutes were distributed via e-mail/web posting earlier by the Executive Director. No comments were received. The minutes were approved as written. A motion was made to approve the minutes as written by Gordy Cox and seconded by Erik Hamp. It passed unanimously.

## **Report of Officers**

### **Chairman**

Jennison

The chair announced the Doors Off discussion on the agenda will move to the Members Only section of the meeting.

The Chair thanked our regular and associate members for their continued support and for coming out to the meeting.

He shared that the board met in a spring retreat and achieved a great deal of work, the results of which are making up some of this agenda today. Big thanks to the board for their dedication.

The Chair welcomed Matt Zuccaro of HAI for attending our meeting and gave a special thank you to Sunshine Helicopters and Blue Hawaiian Helicopters for their social events Sunday and Monday.

The Chair announced Brent Nicewonger has left Airbus and as such is no longer a board member. Elections to replace him will take place before the Regular Membership Meeting at Heli-Expo.

Finally, the Chair introduced the International Program Committee and invited the membership to consider participating in any of the many committees in TOPS to help support the organization.

Valenzuela

### **Treasurer**

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

The treasurer reported the organization was in strong financial shape and plans were being made to update the budget in order to earmark funds for specific uses. She also mentioned renewals will go out around the first of the year and invited those who preferred to receive them electronically to let her know. She also requested members provide her with any updated contacts to send invoices.

There were no question on the Treasurer's report

Boyer

### **Executive Director**

The Executive Director reviewed the By-Law changed passed by the board in the Spring Meeting, specifically highlighting auditor requirements and board responsibilities as well as procedure in suspending members.

Lincoln

The ED also welcomed and thanked the newest members Precise Flight and Heliproduct Industries.

## **Guest Speaker: Matt Zuccaro, President of HAI**

Matt shared HAI's support for TOPS and commitment to work together to support its members. Matt also stated HAI is taking a stand against safety being compromised by opportunities for more profit or market share.

## **Committee Reports**

Lincoln

### **Standardization**

Standardization Chair Eric Lincoln noted the committee carefully reviewed the draft international program and asked that the committee be included in calls an discussions moving forward as the program is further developed as the committee had concerns regarding looking more in depth at the international standards and being able to explain them.

Kain/Hamp

### **Directors of Safety/Safety Committee**

Directors of safety committee Vice Chair Joel Kain asked that the Safety committee also be included in discussions moving forward on the International Program.

Committee Member Erik Hamp shared the program preamble recommended to replace the current preamble (to be voted on as a part of recommended changes later in the meeting)

### **Directors of Maintenance**

Jennison

Currently this committee is dormant and TOPS Chair asked the membership to please encourage their directors of maintenance to participate as each company's DOM is involved in TOPS.

### **Educational Outreach**

Marketing Committee Chair Geoff Edlund was not in attendance so committee member Brooke Edlund gave the report. Brooke noted the Website Committee had undergone a name change at the spring board retreat to better reflect its mission moving forward – educating the consumer directly about TOPS and the benefits of the program.

Edlund (Brooke)

The goal of the committee moving forward is to develop a social media presence and work with member company marketing and social media professionals on a social media plan.

The committee will also have a schedule and budget request prepared by the Regular Membership meeting at Heli-Expo regarding attending one to two travel trade shows to further expand travel industry awareness of TOPS.

The committee will work on ways to educate on TOPS through current collateral at member companies, such as safety briefing cards, safety videos, etc.

Finally, the committee is working on a video that can be used on social media, on websites and at trade shows highlighting TOPS and the program.

### **Audit Committee**

Audit Committee Chair John Becker was not in attendance. TOPS ED Jen Boyer read his report.

Boyer

All members were recommended for continued membership and the board voted the week prior to the fall meeting to approve the continued membership.

Lincoln

Best practices were quickly reviewed and Jen reminded members they were posted on the website. Jen will also email them to the membership.

**ACTION:** Jen to send membership the Best Practices.

Jen introduced Burl Boyd of Papillon as a new member to the audit committee and announced John intended to step down at Heli-Expo. Should anyone be interested in this committee position, please let us know.

Jen opened the floor for discussion of ride-alongs. The program requires them, however several companies have not had them in several years because of no room, maintenance or weather. How do we want to address this?

Bruce Mayes, auditor, said a representative ride in a region is better than one ride at each base allowing auditor to spend more time in the operation rather than flying. Paul Morris, Gordy Cox and Kathrine Hilst, auditor, agreed.

Bruce also suggested pulling a video of a flight (when an operator has them available) to review the flight instead of taking a ride.

Katherine also recommended reviewing and spelling out SMS piece in the program (description of a safety program to differentiate between TOPS and ISBAO)

Introduction of Keith Cianfrani, our new TOPS auditor. Keith gave a brief introduction and said he was looking forward to working with the membership.

## **New Business**

Boyer

### **Program of Safety Changes**

ED Jen Boyer walked through the changes to the Program of Safety with the membership. No questions were asked. Mandy made a motion to approve the changes. Mark seconded. The vote was unanimous.

### **International Membership**

Lewis

Stephanie Lewis, international program committee chair, gave an

overview of the work of the committee and its dedication to developing the program without lowering TOPS standards. The current work is centered around developing the program to work with interested member Helidosa in the Dominican Republic as the country has very similar regulations to FAA Part 135. From there, as potential members in new countries show interest, the committee will work to assure the program language works with the country's aviation regulations, again without lowering TOPS standards.

Suggestions from members included working only with countries in the beginning with bilateral agreements with the FAA before going with IASA countries, for example.

Many people in attendance admitted to not having read the draft program. Lewis asked that if it was sent again would people please read it and offer input.

### **Emergency Response**

Jen gave an overview of the addition of an emergency response/CARE Team vendor on retainer as a benefit to all TOPS members. She shared the bid from FEI Behavioral Health for \$4000 and walked through what this meant for members, including annual training.

### **Good of the Whole**

Simon from Papillon suggested perhaps TOPS could address UAS safety and how it impacts our industry.

**ACTION:** Jen will send out program again.

Boyer

**ACTION:** Board to give final review and vote.

Jennison

## **Adjournment of General Meeting**

Meeting adjourned 11:43 p.m.

## **Membership Only Meeting**

Membership only meeting called to order at 1:03

Jennison

### **Accident Briefing**

Members shared lessons learned from recent member non-tour accident and incidents as well as those from non-members.

Kain

### **Doors Off**

Discussion took place on the issue of whether TOPS should include specific language pertaining to doors off operations and if it should be prohibited.

Jennison

After a long discussion and vote, it was decided TOPS would wait on HAI's determination regarding doors off, which will be reviewed and voted on by the HAI accreditation committee in December

Respectfully submitted:

Jen Boyer

TOPS Executive Director

Appendix I: Sign in Sheet



**TOPS Annual Meeting**  
**October 26, 2016; Big Island, Hawaii**

Name	Company	Phone	e-mail
1 Craig Jennison	Temco Helicopters	907-723-2218	craig-jennison@temcoair.com
2 Jon Boye	TOPS		
3 CATHY VALENZUELA	NOGUEIRA SEIBS & WILLIAMS	206-354-0458	CYNTHIA@NCSURF.COM
4 Brooke Edlund	Papillon Helicopters	206-579-9277	brake@papillon.com
5 Mandy Nelson	GVA Helicopters	907-718-2947	mandy@gvahelicopters.com
6 JEANNE ALFORD	SUNSHINE HELICOPTERS	808-895-0924	JEANNE.ALFORD@SUNSHINEHELICOPTERS.COM
7 Keone Garing	Sunshine	808-212-6085	Keone.Garing@Sunshine.com
8 Paul Macais	Sensitive	808-931-1741	Paul.Macais@Sensitivetravel.com
9 DAN MALAKIE	PARADISE HELICOPTERS	808-227-6295	Dan.malakie@paradise.com
10 Justin Brooke	Hawaii Helicopters	808-442-8092	SBrooke@hawaii-helicopters.com
11 Gregg Lundberg	Blue Hawaiian	808-442-8099	glundberg@BlueHawaiiana.com
12 James Wisecup	HAT-Air Methods	801-915-0197	jameswisecup@aerialmethods.com
13 MATT ZUCCARO	HAI	703-683-4646	TAILOR TO READI.COM
14 DAUG FROVING	MAKANI KAI HELI	808-258-1439	DAUG@MAKANIKAI.COM
15 Richard Schumann	MAKANI Kai Heli	808-834-5813	Richard@MAKANIKAI.COM
16 BRUCE MAYES	MAKANI KAI - TOPS	808-753-1346	BRUCE@VINTAGE-AVIATION.COM
17 KEITHAN CIANFRANI	AVIATION SAFETY CONS.	267-377-5364	KCIANFRAN@SAFETY1903.COM
18 JASON Kulbeth	NorthStar Trekking	(907) 790-4530	jason@northstartrekking.com
19 Ethan Berto	TEMSCO	907-671-9891	eberto@survypt.com
20 Eric Hamp	Blue Hawaiian Helicopters	808-381-8603	ehamp@bluehawaiiana.com
21 JOEL KAIN	TEMSCO	907 821-2212	joel.kain@survypt.com
22 SIMON WHITELEY	PAPILLON	702 375 2787	simon.whiteley@papillon.com
23 BURL BOYD	Papillon	702 797-0106	burl.boyd@papillon.com
24 ALAN STEPHEN	Papillon	702 638 3318	alan.stephen@papillon.com
25 Eric Lincoln	Blue Hawaiian	808-280-4942	erich@bluehawaiiana.com
26 MARK SCHLAFFEL	SUNDANCE	858-775-2808	mschlafl@csundancehelicopters.com

27	Nick Nawrocke	Sundance Helicopters	702-575-4765	Nawrocke@sundancehelicopters.com
28	Gerdy Cox	Island Express	530-410-3480	gerdy@islandexpress.com
29	Vin Greiner	Sundance Helicopters	508 594 3531	vgreiner@sundancehelicopters.com
30	Luhe McCarthy	Spidertrucks	+64 21 848 728	luhe@spidertrucks.com
31	Casey Kriemer	Jack Hart Helicopters	803 652 6982	jhart@johla.net
32	DAVE HARDIN	HELIDOSA EXCURSIONS	829 345 7205	D.HARDIN@HELIDOSA.COM
33	Sherry Ray	Helidosa Excursions	829-345-1934	sray@helidosa.com
34	Nicole Vanderlaar	Navistar Helicopters	808-492-8211	nicole@navistohelicopters.com
35	Chris Brady	Blue Heaven	865-300-1994	christopher_bradley@blueheaven.com
36	BRUCE BARTLEY	EYE-FLY VIDEO	64 21 941 541	bruce@eye-fly.co
37	DARL EVANS	BLUE HAWAIIAN	808-936-6889	DEVANS@BLUEHAWAII.COM
38	KATHERINE HILST	Safety Design Consult	206 953 4977	khilst@mac.com
39	Mike Wilson	Sundance Helicopters	907-209-0895	mike@helicopters.com
40	Tom Belew	Turbowheel	214-364-9024	tom.belew@turbowheel.com
41	Bob Berto	TEMSCO	907 617 1212	TEMSCO@air.com
42	PAUL TURCELLI	AVIAI	619 977 3885	PRINCE@AVIAI.COM
43	ERIC HICKS	Vector Aerospace	604 561-9462	eric.hicks@vectoraerospace.com
44	BLAKE HEADLAND	EMERGENCY RESPONSE	417 713 6433	blake@headland.com
45	Todd Powers	Airbus Helicopters	972-998-6803	Todd.Powers@airbus.com
46	Calvin Rieb	PRISM SMS Solutions	970-560-2122	Calvin.rieb@prism.com
47	KEN ALDRIDGE	TURBOWHEEL USA	972-467-8572	KEN ALDRIDGE@TURBOWHEEL.COM
48	Stephanie Lewis	TMOB	214-213-6599	stephanie.lewis@tmo.com
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## Appendix II: Treasurer's Report

10:04 AM  
10/18/16  
Cash Basis

**TOUR OPERATORS PROGRAM OF SAFETY**  
**Balance Sheet**  
**As of October 18, 2016**

	<u>Oct 18, 16</u>
<b>ASSETS</b>	
Current Assets	
Checking/Savings	
Business Maximizer	19.33
Certificate of Deposit	28,060.26
Checking Bank of America	111,480.15
Total Checking/Savings	<u>139,559.74</u>
Total Current Assets	<u>139,559.74</u>
<b>TOTAL ASSETS</b>	<b><u>139,559.74</u></b>
<b>LIABILITIES &amp; EQUITY</b>	
Equity	
Retained Earnings	122,983.81
Net Income	16,575.93
Total Equity	<u>139,559.74</u>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b><u>139,559.74</u></b>

10:09 AM  
10/18/16  
Cash Basis

**TOUR OPERATORS PROGRAM OF SAFETY**  
**Balance Sheet Detail**  
**As of October 18, 2016**

Type	Date	Balance
<b>ASSETS</b>		139,559.74
<b>Current Assets</b>		139,559.74
<b>Checking/Savings</b>		139,559.74
<b>Business Maximizer</b>		19.33
Total Business Maximizer		19.33
<b>Certificate of Deposit</b>		28,060.26
Total Certificate of Deposit		28,060.26
<b>Checking Bank of America</b>		111,480.15
Total Checking Bank of America		111,480.15
<b>Savings Acct./Bank of Ameri...</b>		0.00
Total Savings Acct./Bank of A...		0.00
Total Checking/Savings		139,559.74
<b>Accounts Receivable</b>		0.00
<b>Accounts Receivable</b>		0.00
Total Accounts Receivable		0.00
Total Accounts Receivable		0.00
<b>Other Current Assets</b>		0.00
<b>Undeposited Funds</b>		0.00
Total Undeposited Funds		0.00
Total Other Current Assets		0.00
Total Current Assets		139,559.74
<b>Fixed Assets</b>		0.00
Total Fixed Assets		0.00
<b>Other Assets</b>		0.00
Total Other Assets		0.00
<b>TOTAL ASSETS</b>		<b>139,559.74</b>
<b>LIABILITIES &amp; EQUITY</b>		139,559.74
<b>Liabilities</b>		0.00
<b>Current Liabilities</b>		0.00
<b>Accounts Payable</b>		0.00
<b>Accounts Payable</b>		0.00
Total Accounts Payable		0.00
Total Accounts Payable		0.00
<b>Credit Cards</b>		0.00
Total Credit Cards		0.00
<b>Other Current Liabilities</b>		0.00
<b>Sales Tax Payable</b>		0.00
Total Sales Tax Payable		0.00
Total Other Current Liabilities		0.00
Total Current Liabilities		0.00
<b>Long Term Liabilities</b>		0.00
Total Long Term Liabilities		0.00
Total Liabilities		0.00

10:09 AM  
10/18/16  
Cash Basis

**TOUR OPERATORS PROGRAM OF SAFETY**  
**Balance Sheet Detail**  
**As of October 18, 2016**

Type	Date	Balance
Equity		139,559.74
Opening Bal Equity		0.00
Total Opening Bal Equity		0.00
Retained Earnings		122,983.81
Total Retained Earnings		122,983.81
Net Income		16,575.93
Total Net Income		16,575.93
Total Equity		139,559.74
<b>TOTAL LIABILITIES &amp; EQUITY</b>		<b>139,559.74</b>

10:49 AM  
10/18/16  
Cash Basis

**TOUR OPERATORS PROGRAM OF SAFETY**  
**Balance Sheet**  
**As of October 18, 2016**

	<u>Oct 18, 16</u>	<u>Oct 18, 15</u>	<u>\$ Change</u>	<u>% Change</u>
<b>ASSETS</b>				
Current Assets				
Checking/Savings				
Business Maximizer	19.33	19.33	0.00	0.0%
Certificate of Deposit	28,060.26	28,048.07	12.19	0.0%
Checking Bank of America	111,480.15	103,731.59	7,748.56	7.5%
Total Checking/Savings	<u>139,559.74</u>	<u>131,798.99</u>	<u>7,760.75</u>	<u>5.9%</u>
Total Current Assets	<u>139,559.74</u>	<u>131,798.99</u>	<u>7,760.75</u>	<u>5.9%</u>
<b>TOTAL ASSETS</b>	<u><b>139,559.74</b></u>	<u><b>131,798.99</b></u>	<u><b>7,760.75</b></u>	<u><b>5.9%</b></u>
<b>LIABILITIES &amp; EQUITY</b>				
Equity				
Retained Earnings	122,983.81	102,210.16	20,773.65	20.3%
Net Income	16,575.93	29,588.83	-13,012.90	-44.0%
Total Equity	<u>139,559.74</u>	<u>131,798.99</u>	<u>7,760.75</u>	<u>5.9%</u>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<u><b>139,559.74</b></u>	<u><b>131,798.99</b></u>	<u><b>7,760.75</b></u>	<u><b>5.9%</b></u>