



Monday, Feb. 29, 2016
Louisville, Kentucky

Meeting called by: Craig Jennison, TOPS Chair

Regular Membership - 2016

Minutes: Jen Boyer

Call To Order

Chairman called meeting to order at 1:10 p.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 San Diego in October 2015.

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 by Mark Schlaefli. A motion was made by Paul Tramontana and seconded by John Becker. It passed unanimously.

Report of Officers

Chairman

The Chair thanked TOPS sponsors: Vector Aerospace, Airbus Helicopters, Bumblejax and JSSI.

Jennison

The Chair announced the results of the board election, welcoming new board members John Becker of Papillon Helicopters and Mark Schlaefli of Sundance Helicopters. He also welcomed reelected board members Eric Hamp of Blue Hawaiian Helicopters, Brent Nicewonger of Airbus Helicopters, Inc. and Craig Jennison of NorthStar Trekking to the board.

The Chair thanked everyone for their participation in nominations and board elections. He encouraged anyone interested in participating in TOPS to please see him as committee member positions were open.

Treasurer

Jennison

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

The treasurer was absent so the chair made the report. He reported the organization was in strong financial shape and welcomed new members JSSI and United Rotorcraft. He also reminded members

that dues renewals were mailed out earlier last month.

There were no question on the Treasurer's report

Executive Director

Boyer

The Executive Director highlighted 2016 is the 20th anniversary of TOPS and reminded members to please stop by the TOPS booth to celebrate with a 2 p.m. champagne toast the next day, sponsored by Vector Aerospace. She also highlighted the new brochures available to take back home as well as new TOPS lanyards (both available at the meeting and at the booth).

The request was made for regular members to sign up for booth slots to help promote TOPS throughout Heli-Expo.

The Executive Director also asked a representative of each regular member to please review the spreadsheet of key employees so the TOPS website could be updated with the latest information.

Regional Reports

Hawaii

Lincoln

Eric Lincoln of Blue Hawaiian reported the company's hard landing on the beach is still under investigation. No injuries were involved and he applauded the pilot for quick action.

Lincoln and TOPS Chair Craig Jennison discussed the Pearl Harbor helicopter crash of a non-TOPS operator. Lincoln said Blue Hawaiian appreciated TOPS weighing in, taking the spotlight off any other particular operator. Jennison shared that he approved the executive director's interview with Hawaiian TV to talk about TOPS as a way to show the tour industry is dedicated to the safety of its passengers. He said he believed it really showed the value of TOPS. He highlighted that the ED only spoke about the TOPS program and took the opportunity to plug TOPS and the industry's work to receive weather cameras in Hawaii. The Chair reported most of the response was very positive and members are reporting customer questions regarding floats on aircraft, doors off and being a TOPS member.

Lincoln brought up concerns of a parachute operation at Hana airport on Maui – mixing aircraft with parachutes.

Kain/Jennison

Alaska

Operators reported a concern over NTSB reality series being filmed in Alaska and what that might do to the industry. Rain is still an issue to business and one operator has brought on a social media firm to help stay on top of issues that can quickly get out of hand on social media.

Washington

Bergtold

Hillsboro reported the summer was strong, however as the weather got really hot, they noticed a decrease of visitors to Mt. St. Helens – possibly in favor of traveling to cooler places.

Southwest

Bergtold/Becker/Shlaefli

Hillsboro started their Sedona operation last year and saw it slowly build while going through the usual steps of getting a new operation up and running. Overall, it has been successful.

Papillon celebrated their 50th anniversary year with good weather and strong passenger numbers. However, moves to add parachute operations to Grand Canyon airport starting March 1 have operators very concerned. Papillon continues to battle as safety is a serious concern.

Sundance reported a strong year and the company is now in the middle of hiring and training new pilots.

Long Beach

Cox

Island Express reported sales are slowly growing. The company added a Sikorsky recently. Also, IEX recently learned the hard way that SNA has a three noise violations in three years and you're banned rule thanks to a 2 a.m. celebrity charter to the airport. He shared this as awareness of these kinds of rules popping up at airports.

New York

Tramontana

Liberty reported 2015 was a strong tour year. Online app called Blade has been helpful in building tours there.

However, the city has imposed a 50% reduction on tours based on those numbers. It was that or be evicted. Liberty is in the middle of redesigning their business plan and preparing for the reduction (20% reduction in June, another 20% reduction in Oct, and final 10% reduction in Jan. 2017).

20th Anniversary Toast

Halvorson

Elling Halvorson of Papillon Grand Canyon Helicopters and a founding member gave a brief history and champagne toast to TOPS. He shared that a handful of operators came together to increase safety in the tour industry. After two years, the TOPS program was created, but HAI didn't want to have anything to do with it because it had teeth. TOPS formed its own organization when SMS, safety programs and the like were very rare in the industry. It was meant to be safety first, with little or no marketing value. Since that time many programs and safety mindsets have been inspired by TOPS while competitors have become friends and partners in safety.

TOPS Chair Craig Jennison and the TOPS board and executive director joined in honoring Elling's 20+ years of dedication to TOPS and presented him with an award of recognition. Halvorson stepped down from the board at the end of 2015 with the election of new board members for 2016.

Committee Reports

Standardization

Lincoln

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

- Offering language to the board regarding expelling a member – suggested requiring compliance by next meeting. If not met, suspended/removed from membership and must reapply as a new member once in compliance.
- Written guidance if can't fly at every base, or even one base during audit
- Language about board member requirements – suggest an appendix
- Mentoring process for new members – suggest email and phone are appropriate if physical travel is not.

ACTION: Committee to submit all verbiage to board and board will review, offering final version at Fall Meeting.

Directors of Safety

Kain

Directors of safety committee Vice Chair Joel Kain reported the committee met to talk about the Pearl Harbor crash. Any crash hurts all operators, but on a whole members were happy with TOPS' response.

Committee recommends talking points for accidents, pre-prepared so operators are ready to respond when an accident happens in the industry.

ACTION: With Executive Director, Safety Committee will begin preparing talking points about TOPS for the next meeting.

Kain also reported the committee had discussed a stewardship program, highlighting the best practices area of the website, flight risk assessment tools and possible creation of a parenthetical document to show how TOPS works with SMS programs.

Kain requested specific direction from the board on the above discussion points to help the committee prioritize.

ACTION: Board to provide direction to the Directors of Safety Committee.

Directors of Maintenance

Atkinson

Directors of Maintenance vice chair Troy Atkinson reported his committee continues to refine the F.O.D. Control Guidelines and duty time guidelines. The committee has been unable to meet since the last meeting.

Additionally, the committee is reviewing the training options to meet training requirements of TOPS.

Marketing

Edlund/Boyer/Cox

Marketing Committee Chair Geoff Edlund shared that the unveiling of the website went well and the new brochures, logo, and website are out. Committee member Gordy Cox suggested the next step for TOPS is to work with organizations to promote TOPS much like hotels receive AAA ratings. It was suggested TOPS reach out to Expedia and the like to increase awareness of how TOPS operators stand out. ED Jen Boyer invited members to take home brochures to have available for customers. Some operators were interested in a reprint for more brochures – 100 per operator at least.

ACTION: Boyer to poll members and make an order for more brochures.

Boyer also walked through the members only section of the website, highlighting best practices, pages where member contact information is found, the download library and the audit toolbox.

Audit Committee

Becker

Audit Committee Chair John Becker highlighted that all documents were located in the audit toolbox and are ready for download with the exception of the checklist as Areas of Special Interest are still being finalized. He asked for recommendations for Areas of Special Interest. He suggested adding use of checklists in response to an increase in Safety Alerts on checklists.

Becker reminded operators that the Pre-Audit Checklist must be completed and turned into the auditor prior to the audit, and that it must be turned in with the audit by the auditor.

Three auditors are available this year: Bill Payne, Katherine Hilst and Bruce Mayes. Ron Livingston is no longer eligible for auditing TOPS

as he's not attended a meeting in more than a year. TOPS is in the process of reviewing and approving additional auditors for the 2017 audit cycle.

Auditor Bill Payne asked if TOPS could review the TOPS fee structure and make adjustments. This was moved to the Board of Directors agenda.

New Business

Auditors

John Becker reported TOPS is seeking new auditors. He asked the membership to pass along any eligible folks they may know. Joel Kain recommended touch base with the Medallion Foundation as they have strong auditors.

Doors off Operations

The membership discussed adding specific language to the program regarding this operation. After deliberation, it was determined the Directors of Safety Committee would perform a risk assessment and recommendation at the Fall Meeting.

ACTION: Safety to do risk assessment on doors off operations and report recommendation at Fall Meeting.

Self-Evaluations

At the Fall meeting a member requested reviewing self-evaluations as a part of the TOPS program. After discussion of this topic, the membership agreed SMS programs already require these and it is not necessary to add them to the program

Fall Meeting Location

During the HTOC meeting the previous day, Hawaii was recommended. The TOPS membership agreed and suggested the Big Island. Also, it was recommended that late Oct/Early November (with the exclusion of Oct. 31 as a meeting or travel day) as a good time and it shouldn't conflict with NBAA. HTOC Chair and TOPS Board Member Gordy Cox offered to bring these recommendations to HTOC.

Good of the Whole

A member asked how operators were responding to requests to take service animals on flights. Papillon suggested following rules requiring crating or muzzling as the cockpit is open and accessible by the animal. It was suggested a tour is not required to include the animal. Another suggestion was to require ADA certification proof (not just a service animal sign. It was highly recommended each operator check with their attorneys to assure they're following the rules.

Adjournment

Meeting adjourned 3:40 pm.

Respectfully submitted:

Jen Boyer

TOPS Executive Director

Appendix I: Sign in Sheet



TOPS Annual Meeting
February 29, 2016; Louisville, Kentucky

Name	Company	Phone	e-mail
1. <u>Joe Boyer</u>	<u>TOPS</u>		
2. <u>Craig Jensen</u>	<u>NorthStar Trekking</u>	<u>907-723-7218</u>	<u>craig@northstarkling.com</u>
3. <u>Ed Lucero</u>	<u>Blue Hawaiian</u>	<u>808-280-4243</u>	<u>edlucero@bluehawaiian.com</u>
4. <u>FERRIS BERGTON</u>	<u>Huss3020 Aviation</u>	<u>503 648 2831</u>	<u>FBERGTON@huss3020.com</u>
5. <u>Gordy Cat</u>	<u>Island Express Helicopters</u>	<u>530-410-3480</u>	<u>gordy@islandexpress.com</u>
6. <u>ANA THAMMANTHAN</u>	<u>LIBERTY</u>	<u>646 342 8876</u>	<u>thammant@libertyhelicopters.com</u>
7. <u>Brent Owen</u>	<u>Liberty</u>	<u>774-535-1575</u>	<u>Brent@libertyhelicopters.com</u>
8. <u>Joel Kain</u>	<u>Tenisco/NorthStar Trekking</u>	<u>(907) 228-0858</u>	<u>joel.kaine@surveypt.com</u>
9. <u>Ethan Rento</u>	<u>Tenisco/NorthStar</u>	<u>907-617-8881</u>	<u>ethan@surveypt.com</u>
10. <u>Ernie Heng</u>	<u>Blue Hawaiian Helicopters</u>	<u>808-359-8603</u>	<u>eheng@bluehawaiian.com</u>
11. <u>William Haversen</u>	<u>Papillon</u>	<u>425-417-4179</u>	<u>whh@papillon.com</u>
12. <u>John Becker</u>	<u>Papillon</u>	<u>928-606-6143</u>	<u>jbecker@papillon.com</u>
13. <u>MAKE SUNDANCE</u>	<u>SUNDANCE</u>	<u>858-775-7808</u>	<u>ms@helicoptersundance.com</u>
14. <u>GEFF ENLUND</u>	<u>Papillon</u>	<u>206-683-7705</u>	<u>geff@papillon.com</u>
15. <u>Brent Nicemonger</u>	<u>Airbus Helicopters</u>	<u>214-784-6693</u>	<u>Brent.Nicemonger@airbus.com</u>
16. <u>ROS BECKER</u>	<u>Blue Hawaiian Helicopters</u>	<u>770-329-9507</u>	<u>RBecker@bluehawaiian.com</u>
17. <u>Tony Harrison</u>	<u>Blue Hawaiian Helicopters</u>	<u>808-442-8788</u>	<u>tharrison@bluehawaiian.com</u>
18. <u>BILL PARKS</u>	<u>AIRPAYNE</u>	<u>916 764-9596</u>	<u>bill@airpayne.com</u>
19. <u>Alan Stegman</u>	<u>STANDY ANTON AIRWAYS</u>	<u>702 638 3202</u>	<u>alan@standyantonairways.com</u>
20. <u>SIMON WHITELY</u>	<u>ORILLON AIRWAYS</u>	<u>702 375 2787</u>	<u>simon.whitely@orillon.com</u>
21. <u>DARL EVANS</u>	<u>BLUE HAWAIIAN</u>	<u>808-936-6889</u>	<u>Darlene@bluehawaiian.com</u>
22. <u>Mike Huas</u>	<u>Liberty Helicopters</u>	<u>860-982-5927</u>	<u>huas@m@libertyhelicopters.com</u>
23. <u>Kyle Sale</u>	<u>SSS</u>	<u>312-494-8637</u>	<u>KSale@jetsupport.com</u>
24. <u>Bruce BARTLEY</u>	<u>EYE-FLY</u>	<u>64 21 941 541</u>	<u>bruce@eye-fly.co</u>
25. <u>Mike Cohen</u>	<u>Coastal Helicopters</u>	<u>907-789-5600</u>	<u>mcohen@coastalhelicopters.com</u>
26. <u>Barbara Halverson</u>	<u>Papillon Helicopters</u>	<u>425-417-4179</u>	

27	Susan Bryson	ARGUS	206 949 1470	susan.bryson@argus.aero
28	Fruce Maves	IBAC	808 753 1346	bmaves@ibac.orc
29	Laurence Fletcher	IBAC	513-706-9341	lfletcher@ibac.orc
30	Eric Hicks	VECTOR AEROSPACE	604 561-9462	eric.hicks@vectoraerospace.com
31	Elise Bair	Vector Aerospace	503 864 5788	elise.bair@vectoraerospace.com
32	Tom Belem	Turbomeca USA	214-364-9024	tom@turbomeca.com
33	Tim Sudduth	McGraft	678 920 9801	tsudduth@McGraft.com
34	ERIK T. ZESTER	McGraft, TYPOTHINGRAFT.COM	206-877-0941	EZESTER@McGraft.com
35	Andrew C Pierce	FAA AFS-250	202-267-8238	ANDY.PIERCE@FAA.GOV
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TREASURER'S REPORT

Financials

January 1st 2015 – December 31st 2015
&
January 1st 2016 – February 22nd 2016

- A. Please see attached Financials.
- B. We currently have a Certificate of Deposit maturing on October 19th 2016 with a current balance of \$28,056.53.
- C. Jet Support Services, Inc. and United Rotor Craft – A Division of Air Methods, became Associate Members.
- D. 2016 Membership Invoices were mailed out on February 15, 2016. Please let me know if you have not received your Invoice, or have a change in address.

Respectfully submitted,

Cathy L. Grotjahn, Treasurer
Tour Operators Program of Safety
cgrotjahn@mcgriff.com

1:33 PM

02/23/16

Accrual Basis

TOUR OPERATORS PROGRAM OF SAFETY
Balance Sheet
As of December 31, 2015

	<u>Dec 31, 15</u>
ASSETS	
Current Assets	
Checking/Savings	
Business Maximizer	19.33
Certificate of Deposit	28,060.26
Checking Bank of America	84,569.79
Total Checking/Savings	<u>112,649.38</u>
Total Current Assets	<u>112,649.38</u>
TOTAL ASSETS	<u><u>112,649.38</u></u>
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable	-10,334.43
Total Accounts Payable	<u>-10,334.43</u>
Total Current Liabilities	<u>-10,334.43</u>
Total Liabilities	-10,334.43
Equity	
Retained Earnings	103,210.16
Net Income	19,773.65
Total Equity	<u>122,983.81</u>
TOTAL LIABILITIES & EQUITY	<u><u>112,649.38</u></u>

1:29 PM
02/23/16
Cash Basis

TOUR OPERATORS PROGRAM OF SAFETY
Profit & Loss
January through December 2015

	Jan - Dec 15
Ordinary Income/Expense	
Income	
Membership Dues	53,600.00
Total Income	53,600.00
Expense	
Insurance	
D & O/ EPL Insurance	1,769.00
General Liability Insurance	829.00
Total Insurance	2,598.00
Licenses and Permits	490.70
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	836.16
TOPS Brochure	1,530.00
TOPS Fall Meeting 2015 San Dieg	7.88
TOPS Poster	80.00
Website	7,198.92
Total Marketing	2,121.01
Office Supplies	150.00
Professional Fees	
Gilligan, Ryan & Jorgenson	660.00
Jen Boyer	26,342.27
Total Professional Fees	27,002.27
Supplies	
Office	
Plaques	328.50
Total Office	328.50
Total Supplies	328.50
Telephone	158.59
Total Expense	32,849.07
Net Ordinary Income	20,750.93
Other Income/Expense	
Other Income	
Interest Income	22.72
Total Other Income	22.72
Net Other Income	22.72
Net Income	20,773.65

1:31 PM

02/23/16

Cash Basis

TOUR OPERATORS PROGRAM OF SAFETY
Income by Customer Summary
January through December 2015

	<u>Jan - Dec 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
BALDWIN AVIATION INC.	500.00
Bell Helicopter	2,000.00
Berkley Aviation LLC	2,000.00
Blue Hawaiian Helicopters	5,200.00
Dart Helicopter Services LLC	500.00
Era Helicopters, LLC	2,400.00
EuroSafety International LLC	500.00
EUROTEC Vertical Flight Solutions	500.00
Eye-Fly Aviation Video	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
McGriff, Seibels & Williams, Inc.	500.00
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
TOTAL	<u>53,600.00</u>

8:37 AM

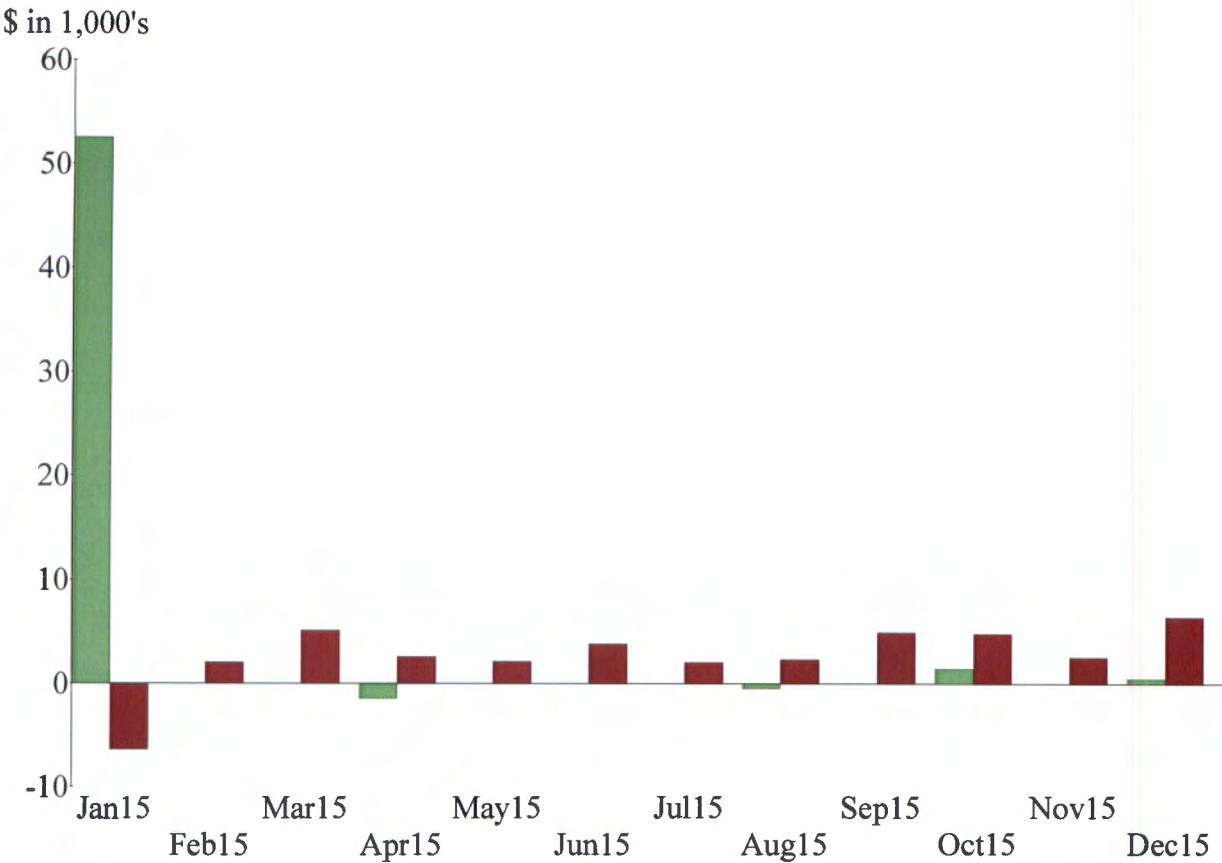
02/24/16

Cash Basis

TOUR OPERATORS PROGRAM OF SAFETY
Expenses by Vendor Summary
January through December 2015

	<u>Jan - Dec 15</u>
CLEAR MIND GRAPHICS	7,150.00
Corporation Service Company	490.70
ELISE OLSON	150.00
GoDaddy Operating Co. LLC	48.92
Grand Hyatt Kauai	-9,407.96
Grasshopper	158.59
Jen Boyer	29,390.82
Kimberly Goddard	80.00
Lesley Feldman	1,530.00
Liberty Mutual Insurance	829.00
Philadelphia Insurance Co.	1,769.00
Ryan Jorgenson & Limoli, P.S.	660.00
TOTAL	<u>32,849.07</u>

Income and Expense by Month January through December 2015



Expense Summary January through December 2015



Professional Fees	82.20%
Insurance	7.91
Marketing	6.46
Licenses and Permits	1.49
Supplies	1.00
Telephone	0.48
Office Supplies	0.46
Total	\$32,849.07

By Account

9:18 AM

02/24/16

Cash Basis

TOUR OPERATORS PROGRAM OF SAFETY
Balance Sheet
As of February 22, 2016

	<u>Feb 22, 16</u>
ASSETS	
Current Assets	
Checking/Savings	
Business Maximizer	19.33
Certificate of Deposit	28,060.26
Checking Bank of America	83,977.29
Total Checking/Savings	<u>112,056.88</u>
Total Current Assets	<u>112,056.88</u>
TOTAL ASSETS	<u><u>112,056.88</u></u>
LIABILITIES & EQUITY	
Equity	
Retained Earnings	122,983.81
Net Income	-10,926.93
Total Equity	<u>112,056.88</u>
TOTAL LIABILITIES & EQUITY	<u><u>112,056.88</u></u>

9:15 AM

02/24/16

Cash Basis

TOUR OPERATORS PROGRAM OF SAFETY

Profit & Loss

February 1 - 22, 2016

	<u>Feb 1 - 22, 16</u>
Ordinary Income/Expense	
Expense	
Marketing	
TOPS Brochure	297.50
Website	150.00
Total Marketing	<u>447.50</u>
Professional Fees	
Gilligan, Ryan & Jorgenson	145.00
Total Professional Fees	<u>145.00</u>
Total Expense	<u>592.50</u>
Net Ordinary Income	<u>-592.50</u>
Net Income	<u><u>-592.50</u></u>

9:17 AM

02/24/16

Cash Basis

TOUR OPERATORS PROGRAM OF SAFETY
Expenses by Vendor Summary
January 1 through February 22, 2016

	<u>Jan 1 - Feb 22, 16</u>
CLEAR MIND GRAPHICS	150.00
Jen Boyer	10,334.43
Lesley Feldman	297.50
Ryan Jorgenson & Limoli, P.S.	145.00
TOTAL	<u><u>10,926.93</u></u>

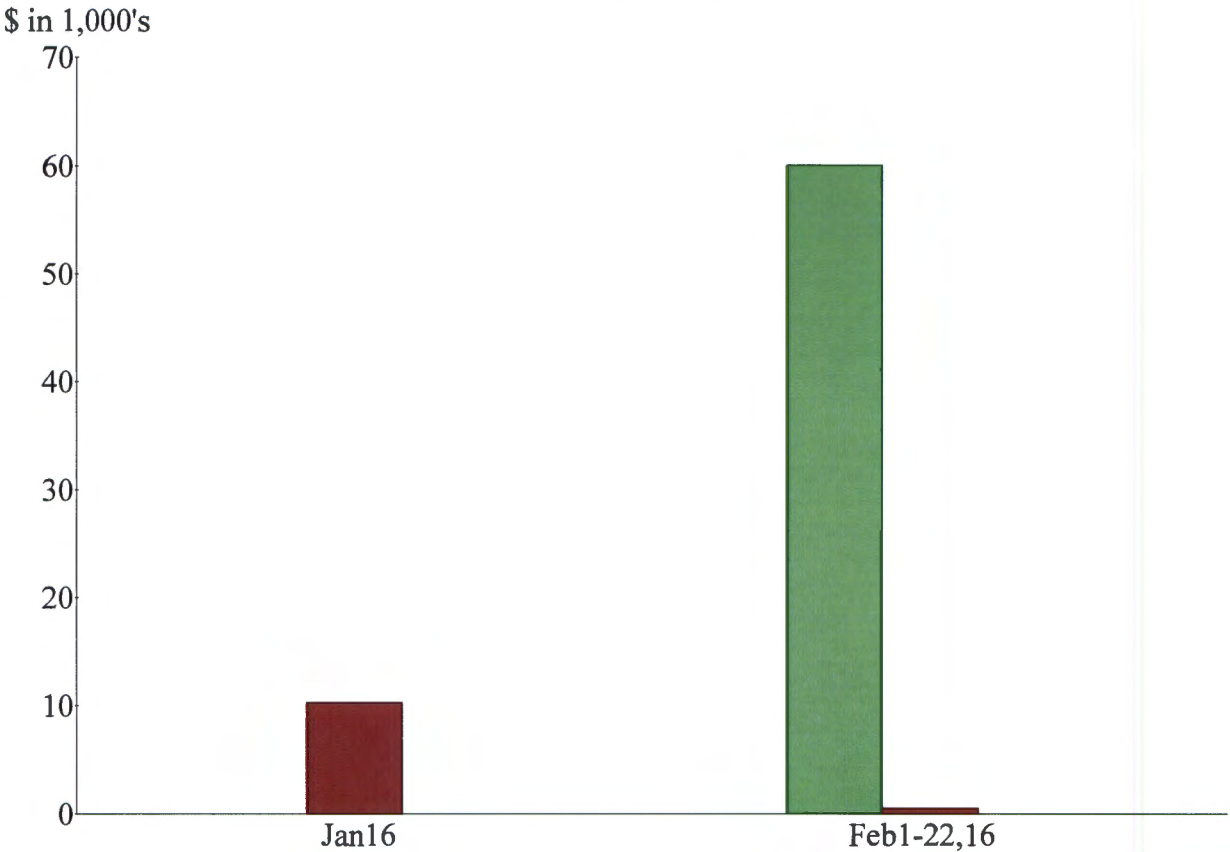
9:16 AM
02/24/16
Cash Basis

TOUR OPERATORS PROGRAM OF SAFETY
Income by Customer Summary
January 1 through February 22, 2016

	<u>Jan 1 - Feb 22, 16</u>
TOTAL	<u><u>0.00</u></u>

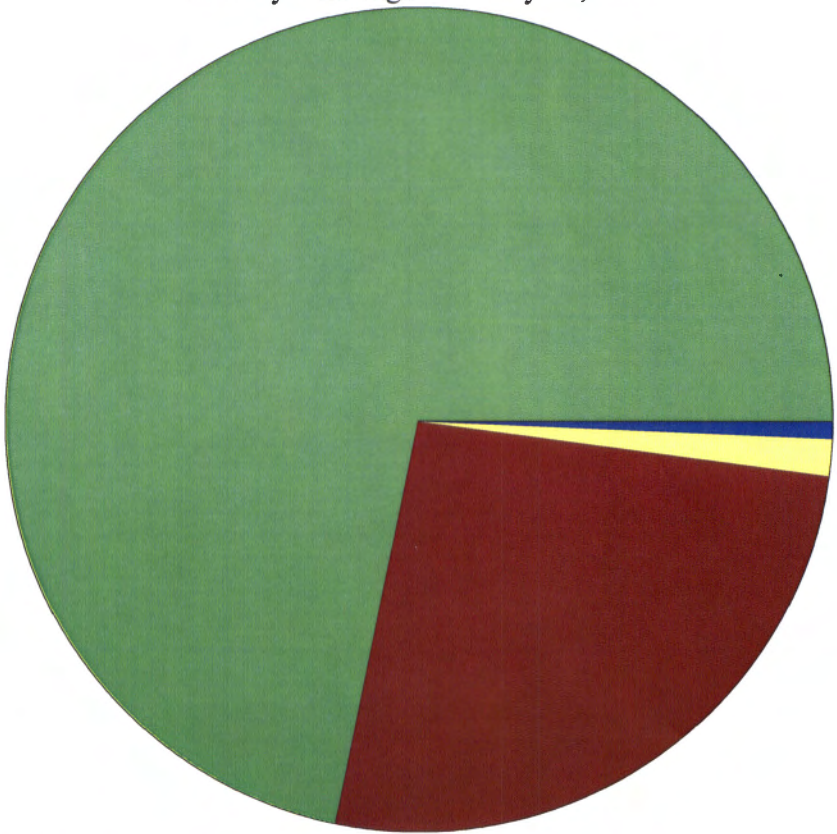
Income and Expense by Month January 1 through February 22, 2016

Income
Expense



Expense Summary January 1 through February 22, 2016

Marketing	71.93%
Professional Fees	26.11
Supplies	1.55
Office Supplies	0.40
Total	\$10,926.93



By Account