

TOPS 2017 Audit Season Best Practices

RISK ASSESSMENT/MANAGEMENT

- Daily use of PRISM daily risk assessment forms and hazard report forms.
- The Safety Director conducts an annual safety culture survey which aids in safety management.
- Management of change process for night flights to reduce flight risk. Process limits night flight operations depending on time of sunset.
- AED medical devices located at all bases.
- An AED is available for use in case of a medical emergency.
- There is an effective use of FAA weather cameras along the flight routes and landing areas to aid in flight planning.
- GCW has weather reporting station at the bottom of the canyon for tracking temperatures throughout the day.
- ADA passenger transporter lift device available for passengers needing assistance entering and exiting the aircraft.
- Wireless headsets with boom mics on the ramp. Ground staff can talk amongst themselves and with the pilot during ground operations.
- Google Voice communication used in operations center to expedite the notification process as needed.
- Chief pilot developed a flight/duty tracking system to reduce pilot fatigue.

FLIGHT FOLLOWING

- Heli-Safe flight following system provides excellent flight control.
- "GIZMO" flight following system in place. This uses cell phone towers where available and switches to satellite when necessary.

SAFETY MEETINGS

- Participation with FAA and local operators in periodic safety meetings to discuss safety and operational issues.
- Monthly meetings held with all employees to discuss and promote safety along with covering company business items.
- Local safety meetings conducted with FAA and other helicopter operators.
- Safety breakfast/BBQ: Management leads from the front with an outstanding safety culture displayed with company-wide safety training combined with a social event.

MAINTENANCE

- Maintenance uses iPad maintenance manual devices for reference.
- Mechanics wear FOD bags on their waist. This is an excellent risk management practice.
- Chief pilot developed a post-maintenance pre-flight review checklist for pilots to use during their pre-flight inspection.
- Company has assigned dedicated pilots for maintenance test flights only.
- Maintenance and parts control had aluminum rotor boxes constructed to help decrease damage to rotor blades while in transport.
- There is an effective oil and lubrication color coded tracking system used by maintenance personnel to identify the current use of these products.
- The purchase of standardized mechanic tool boxes includes tool shadowing.
- Pilot information letter provides information to pilots about current maintenance trends.

ERP

- ERP well developed and practiced on a regular basis.

SAFETY CULTURE

- Per GOM, all employees have the authority to stop work if they witness an unsafe act.

REPORTING PROGRAMS

- Hazard reporting system “superman” computer icon in all company areas, along with posters and training.
- ASAP (aviation safety action program) in place. The operator has an aggressive and effective hazard reporting program.
- A hazard reporting program called “Find It” is an excellent way to encourage all base employees to submit hazards. There is a monthly drawing with a monetary stipend awarded to an employee who submitted a hazard.

FLIGHT TRAINING

- IIMC training with FRASCO flight simulators exceeds TOPS standards.

PASSENGER CONTROL

- All bases us multiple passenger escorts on ramp.
- Passenger loading takes place with aircraft shut down on the ramp.
- There are at least two ground service personnel escorting passengers to and from the aircraft at all times. Passengers are never left alone during this process.