Safety Department
[redacted] Curtiss Wright Parkway
Cleveland, Ohio 44143
[redacted]
www.flightoptions.com

Dear Mr. Tom Latson,

I would like to take a moment to inform the NTSB of action items that Flight Options took in response to the runway excursion event that occurred August 5, 2013 with our Phenom 300, N327FL at Eden Prairie Flying Cloud Airport, Minnesota (KFCM) [reference CEN13LA462].

The bulleted items listed below provide a brief overview of some of the important changes that Flight Options has taken to avoid future occurrence of a similar event. A few of these items were actions that required immediate attention while some actions are continuous improvement through multiple methods of communication and training. Some include revised language to our Flight Operations Manual (FOM) (including stabilized approach criteria), items emphasized in FAA Part 135 Ground School training, and minor but important recommendations to our Emergency Response Plan actions, as well as various other improved changes.

- Please reference the attached (separate document) FOM Company Operations Bulletin (COB) regarding stabilized approach criteria. The purpose of the COB is to clarify the intent of the target airspeed range and that V_{REF} should be the normal target airspeed for approaches. After the event of 327FL's occurrence, some persons read the Stabilized Approach Criteria section of the FOM that V_{REF}+20 knots could be misinterpreted as a 'target' or 'goal' to fly. In actuality, V_{REF}+20 is an upper limit recognizing that there are situations (particular Airplane Flight Manuals, wind gusts, etc.) that may require a target airspeed slightly higher than V_{REF}. The new language in the COB removed any possibility for misinterpretation.

- Revised FOM language regarding in-flight use and restrictions of company AND personal Portable Electronic Devices (PED). Although, personal PEDs were required to be switched off for the duration of the flight prior to 327FL's event, the new FOM language specifically prohibits its use.

- Emphasis in FAA Part 135 Ground School classes, simulator training and Check Airmen training (check rides and Annual Line Training (ALT)) of the importance of:

    - Stabilized approaches

    - Crew Resource Management (CRM), Standard Operating Procedure (SOP) callouts, and Pilot Monitoring (PM) being assertive regarding various times when the Pilot Flying (PF) is not flying in accordance with company SOPs as well as specifically if/when a go-around should be initiated

    - The use of the Takeoff and Landing Data (TOLD) Card and calculating proper landing distance and differences between unfactored and factored landing distances with respect to dry or wet and contaminated runways

    - When the use of oxygen masks are required

Please let me know if you have any questions.

Respectfully,
Todd Anguish
Flight Safety Manager

Company Operations Bulletin

Applies to Flight Operations Manual (FOM) Revision 1

Number:	COB 13-01-03 (FOM)	Issue Date:	11.6.2013
Effective Date:	11.6.2013	Expiration:	Next Revision
To:	All Flight Options Crewmembers		
From:	James Weaver, Director of Operations		
Subject:	Stabilized Approach Criteria		
Purpose:	Clarify the intent of the airspeed range listed in the stabilized approach criteria		

Changes:

OLD TEXT:

4.31.8 Stabilized Approach Criteria

All flights must be stabilized at 500' above MDA/DH when IMC or 500' above airport elevation when in VMC conditions. A go-around must be initiated if the aircraft does not meet the stabilized approach criteria.

Small, momentary deviations in airspeed, sink rate, glidepath and course that require minor corrections do not require an immediate go-around. PMs should make necessary callouts for minor deviations to assist the PF in making immediate corrections to maintain stabilized approach criteria.

An approach is stabilized when it meets the following criteria:

1. All briefings have been conducted.
2. Aircraft is fully configured per aircraft profile for landing (except for full flaps during circling or one-engine inoperative).
3. IAS airspeed is no more than V_{REF} + 20 KTS and no less than V_{REF}.
4. IVSI is no more than 1000' per minute.
5. Within one dot CDI deflection both lateral and vertical (when applicable).
6. No flight instrument flags unless the landing runway or visual references are in sight.*
7. Unique approach procedures or abnormal conditions requiring a deviation from the above elements of a stabilized approach require that the crew conduct a special briefing prior to the approach.

   * Does not apply to maintenance deferred instruments.

An approach that becomes unstabilized requires an immediate go-around.

To prevent ATC speed clearances that may compromise a stabilized approach, do not accept speed assignments in excess of 170KTS closer than five miles from the runway approach end.

Go Around/Missed Approach Policy

When the safe outcome of an approach is in doubt it is the responsibility of both crewmembers to initiate a go-around/missed approach immediately. Any pilot shall call for a go-around/missed approach if there are indications that a safe landing cannot be completed.

EGPWS activation, a go-around or a missed approach caused by a safety related issue (e.g. unique approaches that cause adherence issues to the Stabilized Approach Criteria, ATC clearances, runway incursions, etc.) should be reported utilizing the ASER/ASAP program. These reports are critical to safety of flight in identifying possible trends or problem areas for a particular approach

NEW TEXT:

4.31.8 Stabilized Approach Criteria

All flights must be stabilized at 500' above MDA/DH when IMC or 500' above airport elevation when in VMC conditions. A go-around must be initiated if the aircraft does not meet the stabilized approach criteria at or below the 500' window. The only acceptable outcome of an approach that is unstabilized at or inside the 500' window is a go-around.

Small, momentary deviations in airspeed, sink rate, glidepath and course that require minor corrections do not require an immediate go-around. PMs should make necessary callouts for minor deviations to assist the PF in making immediate corrections to maintain stabilized approach criteria.

An approach is stabilized when it meets the following criteria:

1. All briefings have been conducted.
2. Aircraft is fully configured per aircraft profile for landing (except for full flaps during circling or one-engine inoperative).
3. IAS airspeed is no more than V_{REF} + 20 KTS and no less than V_{REF}. Performance data is based on crossing the runway threshold at VREF. The range of airspeeds recognizes the AFM may require a target speed above VREF to comply with AFM limitations, or during times when it is appropriate to apply a gust factor to VREF for a higher speed to counteract possible windshear. Crossing the threshold at speeds greater than VREF will result in a landing distance that is greater than what is published in the AFM.
4. IVSI is no more than 1000' per minute.
5. Within one dot CDI deflection both lateral and vertical (when applicable).
6. No flight instrument flags unless the landing runway or visual references are in sight.*

   * Does not apply to maintenance deferred instruments.
7. Unique approach procedures or abnormal conditions requiring a deviation from the above elements of a stabilized approach require that the crew conduct a special briefing prior to the approach.

An approach that becomes unstabilized requires an immediate go-around.

To prevent ATC speed clearances that may compromise a stabilized approach, do not accept speed assignments in excess of 170KTS closer than five miles from the runway approach end.

Go Around/Missed Approach Policy

When the safe outcome of an approach is in doubt it is the responsibility of both crewmembers to initiate a go-around/missed approach immediately. Any pilot shall call for a go-around/missed approach if there are indications that the approach is/has become unstabilized or any other time a safe landing cannot be completed.

A go-around/missed approach must be reported utilizing the ASER/ASAP program. These reports are critical in identifying possible trends or problem areas for a particular approach.