



June 18, 2013

Mr. Luke Schiada
Senior Air Safety Investigator
NTSB

Dear Mr. Schiada:

In response to your e-mail, dated June 5, 2013, in which you requested information about safety improvements or changes that have occurred since the MD500 accident on November 15, 2012, we note the following:

[REDACTED]

1. We have instituted a policy that all new hire pilots must obtain 50 flight hours of powerline patrol related flight experience with Haverfield only crewmembers (Linemen or Trained Patrol Observers) prior to being assigned an operation that would allow "Utility/customer only" observers to fly with the pilot.
2. The Haverfield Director of Safety and Training, Chief Pilot, and Instructor staff have attended an industry recognized training course entitled "Flying in the Wire and Obstruction Environment" (FITWOE) taught by Mr. Robert Feerst of Utility Aviation Specialists (UAS), which includes information about:
 - i. Related accident data
 - ii. Low Level Wire Environment (LLWE)/Wire strike accident statistics
 - iii. Human factors
 - iv. LLWE Crew Resource Management (CRM) considerations
 - v. In-flight dynamics known to lead to a wire strike related incident or accident such as distractions or division of attention
 - vi. Flight vision and awareness to include effects of lighting conditions, shadows, glare, eyewear lens differences among crewmembers, colors of nature versus wire conditions, and vision limitations
 - vii. Effective communication techniques between all members of the LLWE flight crew
 - viii. Consideration toward experience level of all LLWE flight crewmembers
 - ix. Utility internal awareness training
3. Our training will include a study of our November 15th accident.

Please contact me should you have any further questions.

Sincerely,

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Joseph H. Stambaugh, Jr.
Director of Safety and Training
Haverfield Aviation, Inc.

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Haverfield



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January 15, 2014

National Transportation Safety Board (NTSB)
Attn: Mr. Luke Shiada
45065 Riverside Parkway
Ashburn, Virginia 20147

Dear Mr. Shiada:

In regard to corrective actions that Haverfield Aviation, Inc. has implemented, following the loss of N369AW and crew on November 15, 2012 near Corning, New York; the following is submitted:

- Haverfield PIC must fly with a Haverfield aerial observer for his/her first 100 hours of doing powerline patrols

Sincerely,

Robert T. Bohner
Vice President of Operations