

Addendum Attachment 1. Record of Conversation TOPS Auditor

DCA12MA020 Maintenance Factual Report Addendum



RECORD OF CONVERSATION

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Senior Air Safety Investigator

Date: May 25, 2012

Person Contacted: Vernon Elbert, Tour Operators Program of Safety Auditor

Subject: DCA12MA020, Henderson, Nevada

The auditor was contacted regarding normal auditing practices for operators that are members of the Tour Operators Program of Safety (TOPS). He indicated that when an audit is conducted, training of employees is verified through company records. The auditors then review approximately 25 percent of the records to ensure that they meet TOPS requirements. Maintenance personnel are required to have three years of helicopter maintenance experience, or have undergone manufacturer training for company helicopters. The auditor did indicate that since not all company records are verified, if there is an employee that does not meet the requirements, the information could be missed during the audit since not all records are verified. Additionally, auditors do not keep a roster of which employee records were verified during the audit.