

Attachment 10. TOPS Inspection

DCA12MA020 Maintenance Factual Report

TOPS AUDIT FORM REGULAR MEMBER – 2011

TOPS Member:

Date:

OUT-BRIEFING		DATE:
Name	Title	
<i>Kyle Reynolds</i>	<i>Director of Maintenance</i>	
<i>Lawrence Pirtropaulo</i>	<i>CEO</i>	
<i>Loete Hall</i>	<i>Training Captain</i>	
<i>Kurt Barton</i>	<i>Director Opns</i>	
<i>Burl Boyd</i>	<i>Chief Pilot</i>	
<i>Print list of all Operator personnel present</i>		

TOPS AUDIT RESULTS	
AUDIT RESULTS	<input checked="" type="checkbox"/> Recommended for TOPS membership
	<input type="checkbox"/> Recommended for TOPS membership (After items listed above have been corrected to TOPS standards).
	<input type="checkbox"/> Not Recommended for TOPS membership (<i>Operator does not meet TOPS Standards. Re-audit recommended.</i>) See attached list of discrepancies

OPERATOR REPRESENTATIVE:	SIGNATURE:	
	NAME:	<i>[Redacted]</i> <i>Please Print</i>
	TITLE:	<i>Auditor</i> <i>Please Print</i>
TOPS AUDITOR:	SIGNATURE:	<i>[Redacted]</i>
	NAME:	<i>Lawrence L. Pirtropaulo</i> <i>Please Print</i>

FOR INTERNAL USE ONLY		
Approved by the Membership Review Committee	Signature	Date
Approved by the TOPS Board of Directors	Signature	Date

Findings, comments and narrative to be provided in Audit Report to be submitted with this audit form.

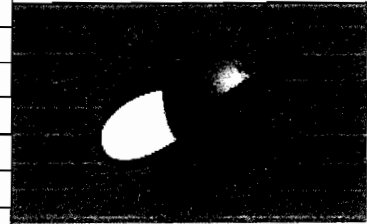
JEW - Please attach to Sundance Audit

TOPS AUDIT FORM REGULAR MEMBER – 2011

TOPS Member: Sundance Helicopters

Date: 7/11-12/2011

Date:	July 11-12, 2011
Company:	Sundance Helicopters
Address:	5596 Haven Street
City, State, Zip	Las Vegas, NV. 89119
Telephone:	702-736-0606
FAX:	702-736-1183



IN-BRIEFING: Name/Title: **Kurt Barton, Director of Operations**

AREAS OF INTEREST: **All**

Key Personnel

Title	Name	How long in position (yrs)?	How long with company (yrs)?
CEO/President:	Lawrence Pietropaule	3	3
Director of Operations:	Kurt Barton	8	8
Director of Maintenance:	Kyle Reynolds	1	11
Safety Manager:	Michael Flaherty	4	6

GENERAL OPERATIONS

1. Regional areas of operation: **Contiguous United States and District of Columbia**
2. Who has operational control? **Operational management team**
3. List air tour bases include name of Base Manager and Field Elevation

Base	Elevation	Manager	Aircraft Make/Model Assigned	Number
KLAS	2100 Ft.	Kurt Barton	AS-350 As-130	18 4
1G4	4825	Ray Medina	Aircraft based in KLAS	

TOPS AUDIT FORM REGULAR MEMBER – 2011

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Date: 7/11-12/2011

Audit Areas

Bullet points under the audit categories summarize TOPS Program requirements and indicate areas required to be reviewed during the audit. Refer to the TOPS Program of Safety for specific requirements.

For each section, use the 1-4 scale. 1 Non-compliance with TOPS Standards, 2 Meets TOPS Standards with areas for improvement, 3 Meets TOPS standards, 4 Meets TOPS standards with areas that exceed. Comments are required for each audit category.

A.		MANAGEMENT					
1. Non-compliance with TOPS Standards		2. Areas for improvement		3. Meets TOPS standards		4. Exceeds TOPS standards	
<input type="checkbox"/>		<input type="checkbox"/>		X		<input type="checkbox"/>	
1.	Key Personnel Qualification					Area audited?	X
2.	Establishment of Clear Operating Standards based on safe and professional procedures					Area audited?	X
3.	Coordination of routes, position reporting and other safety procedures with other operators and appropriate agencies					Area audited?	X
<p>Comment: Very well experienced management team with experience not only with Sundance but with other operators. These members of management bring a broad level of experience to the company.</p>							

TOPS AUDIT FORM REGULAR MEMBER – 2011

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B.	SAFETY			
	1. Non-compliance with TOPS Standards	2. Areas for improvement	3. Meets TOPS standards	4. Exceeds TOPS standards
	<input type="checkbox"/>	<input type="checkbox"/>	X	X
1.	Top Management demonstrates a clear and consistent commitment to Safety as the primary standard by which operations are conducted			Area audited? X
2.	Safety Manager as part of top management			Area audited? X
3.	Effective Safety Management Program including a safety reporting program to identify hazards before an incident or accident happens			Area audited? X
4.	Emergency Response Plan			Area audited? X
5.	Safety Training including Human Factors Training			Area audited? X

Comments: The SMS program is new as of Jan 11, 2011.

Human factors is taught through the company training captain on a regular basis.

All top managers are taught the SMS program and buy into it.

Spider tracks are incorporated on the flight following process and are overlaid over Google Earth.

The company has secret shoppers that are experienced in aviation ride along and report their findings on a quarterly basis. The passengers are unknown to the employees they come in contact with.

NOTE: It was suggested that TOPS adopt a standard TOPS SMS program dealing with all four subjects. TOPS is a safety orientated group and I feel this suggestion warrants discussion.

TOPS AUDIT FORM REGULAR MEMBER – 2011

TOPS Member: Sundance Helicopters

Date: 7/11-12/2011

C.		<i>FLIGHT OPERATIONS</i>				
1. Non-compliance with TOPS Standards		2. Areas for improvement		3. Meets TOPS standards	4. Exceeds TOPS standards	
<input type="checkbox"/>		<input type="checkbox"/>		X	<input type="checkbox"/>	
1.	Operational Control				<i>Area audited?</i>	X
2.	Crew and flight procedures standardized to include crew coordination, routes, weather minimums, IMC recovery procedures, and appropriate flight				<i>Area audited?</i>	X
3.	Passenger briefings and escorting during ramp operations				<i>Area audited?</i>	X
4.	Aircraft properly equipped for the mission and the area being flown				<i>Area audited?</i>	X
5.	Emergencies Procedures unique to the mission profile flown				<i>Area audited?</i>	X
6.	Operator plan for ongoing oversight of tour routes and flight operations				<i>Area audited?</i>	X
<p>Comments: Operational control is obviously in the hands of the people who are required to maintain operational control over the fleet.</p> <p>Flight locating and tracking is done by Spider Tracks. This makes positive identification of flight tracks and aircraft location at any time. Back up and supplemental flight following is two way voice.</p> <p>Passengers are escorted to and from aircraft on every flight.</p> <p>Only one aircraft is allowed to hover on the ramp at any given time.</p> <p>The company uses secret shoppers at a minimum of once a quarter to identify problems is they exist. These shoppers are aviation savvy and are reliable. Also searches of U-Tube bring out some interesting items to be investigated.</p>						

TOPS AUDIT FORM REGULAR MEMBER – 2011

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Date: 7/11-12/2011

<i>D.</i>	<i>PILOTS</i>			
1. Non-compliance with TOPS Standards	2. Areas for improvement	3. Meets TOPS standards	4. Exceeds TOPS standards	
<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	
1.	Pilot qualifications, staffing and crew rest		<i>Area audited?</i>	X
2.	Pilot Training and documentation		<i>Area audited?</i>	X
3.	Pilot Professionalism		<i>Area audited?</i>	X
<p>Comments: Pilot qualifications meet TOPS standards. At this time the pilot staff is relatively stable and the average age of the pilots and total flight times are above the norm, for past years.</p> <p>Professionalism among the pilot staff is very high.</p> <p>Pilot training is above what is required by the FAA and is done in house with outside instructors visiting and training the pilots each year.</p>				

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Date: 7/11-12/2011

<i>E.</i>	<i>FLIGHT COORDINATION</i>			
1. Non-compliance with TOPS Standards	2. Areas for improvement	3. Meets TOPS standards	4. Exceeds TOPS standards	
<input type="checkbox"/>	<input type="checkbox"/>	X	X	
1.	Manifesting procedures		<i>Area audited?</i>	X
2.	Flight Following		<i>Area audited?</i>	X
3.	Emergency Response Plan		<i>Area audited?</i>	X
4.	Flight following personnel training and documentation		<i>Area audited?</i>	X
<p>Comments: Manifesting is done and all passengers are weighed at check in. The weight and balance is checked and each passenger is loaded to meet the CG criteria.</p> <p>Flight following is done with Spider Tracks and voice.</p> <p>There is a trained person who directs the aircraft on the heliport. This person has a radio and over sees all ramp activities, clears aircraft and supervises ramp activities.</p> <p>The emergency response plan is part of the SMS program and is effective.</p>				

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F.	HELIPORT			
1. Non-compliance with TOPS Standards	2. Areas for improvement	3. Meets TOPS standards	4. Exceeds TOPS standards	
<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	
1.	Meets FAA standards		<i>Area audited?</i>	X
2.	Properly equipped and maintained		<i>Area audited?</i>	X
3.	Provides a safe and functional area for passenger movement and flight operations		<i>Area audited?</i>	X
<p>Comments: The landing areas meet FAA standards and are clear of FOD and are safe. They are supervised and all loading is done with assistance of ground personnel or the pilot if the aircraft is shut down.</p> <p>The aircraft are all properly equipped for the type flying they do.</p> <p>3. See previous pages.</p> <p>Fueling at KLAS is done using Signature and fueling at Grand Canyon West is and in house activity.</p>				

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TOPS Member: Sundance Helicopters

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G.	MAINTENANCE			
	1. Non-compliance with TOPS Standards	2. Areas for improvement	3. Meets TOPS standards	4. Exceeds TOPS standards
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.	Maintenance areas and shops		<i>Area audited?</i>	<input checked="" type="checkbox"/>
2.	Technical publications and manuals		<i>Area audited?</i>	<input checked="" type="checkbox"/>
3.	Parts and supplies		<i>Area audited?</i>	<input checked="" type="checkbox"/>
4.	Maintenance quality assurance (company size appropriate)		<i>Area audited?</i>	<input checked="" type="checkbox"/>

Comments: Maintenance areas are in the process of being improved by the addition of a new hangar that will house and allow more floor space for spares and shops. The company has limited shops which will be more secure and have their own designated areas. The parts and supplies will also have increased floor space and security. The work areas will be separated and be able to function on a non-interference basis.

A quality assurance person has been placed in the maintenance system to oversee work and records.

Publications are both Paper and electronic hence there is very little chance of inspection forms not being current.

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<i>H.</i>	<i>MAINTENANCE PERSONNEL</i>			
1. Non-compliance with TOPS Standards	2. Areas for improvement	3. Meets TOPS standards	4. Exceeds TOPS standards	
<input type="checkbox"/>	<input type="checkbox"/>	X	X	
1.	Mechanic qualifications, staffing and crew rest		<i>Area audited?</i>	X
2.	Mechanic training and documentation		<i>Area audited?</i>	X
<p>Comments: Maintenance personnel have EuroCopter training each year. Training is documented and is generally 40 hours per year. This training is done on site.</p> <p>The maintenance staff is generally stable and well experienced.</p>				

TOPS AUDIT FORM REGULAR MEMBER – 2011

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Date: 7/11-12/2011

<i>I.</i>	<i>GROUND SUPPORT PERSONNEL</i>			
1. Non-compliance with TOPS Standards	2. Areas for improvement	3. Meets TOPS standards	4. Exceeds TOPS standards	
<input type="checkbox"/>	X	X	<input type="checkbox"/>	
1.	Training and documentation		<i>Area audited?</i>	X
2.	Passenger briefing		<i>Area audited?</i>	X
3.	Loading and unloading helicopters		<i>Area audited?</i>	X
<p>Comments: Training of ramp personnel is both done and documented. All passengers are escorted and handled by ramp personnel or pilots while outside the building on the Ramp side.</p> <p>The passenger briefing tape is excellent and the briefing is thorough.</p> <p>One observation during the audit was that the passengers were called out to register at the counter during the briefing and one pilot called out his passenger during the briefing. These items were corrected on the spot and changes in the procedures have been made, there is no outstanding finding.</p>				

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J.	<i>AREAS OF SPECIAL INTEREST</i>
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Instructions: Comments are required for each area of special interest.

1.	Flight Coordination – flight following systems/methods	<i>Area audited?</i>	X
2.	Emergency Response Plan – plan suitability and training	<i>Area audited?</i>	X
3.	Ground Support Personnel – Passenger briefing system (live, PP, video, visual aids)	<i>Area audited?</i>	X
4.	Maintenance – Quality Assurance methods scaled for the operator size	<i>Area audited?</i>	X
5.	Management – Process for passenger complaints about safety or safety of flight issues, including follow up procedure.	<i>Area audited?</i>	X

Comments: **Items 1 thru 4 previously covered in this report.**

There is a system in place where passengers and employees can bring problems, complaints or situations to the attention of Safety and Management. Negative items are acted upon and brought to a successful conclusion.

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<i>K.</i>	<i>BASES VISITED</i>		
	Location	Manager	Date
1.	KLAS	Kurt, Barton	7-11-11
2.	Grand Canyon West	Ray Medina	7-12-11
3.			
4.			

Comments: **Both bases are well run and standard with company procedures and policies.**

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Date: 7/11-12/2011

<i>L.</i>	<i>FLIGHT OBSERVATIONS</i>		
	Location	Tour	Date
1.	KLAS	Twilight	7-11-11
2.	Grand Canyon West		7-12-11
3.			

Comments: **All below listed items were checked and in compliance. Very standardized flights.**

TOPS INFLIGHT OBSERVATION GUIDELINES

The following are areas for review and evaluation during In-flight Observations:

1. Manifesting, Briefing and Aircraft Loading
2. Ramp/Airport Operations
3. Takeoff and Landing
4. Cruise Flight
 - Routes
 - Terrain
 - Altitudes
 - Traffic
5. Offsite Landing Areas

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TOPS AUDIT RECOMMENDATIONS, BEST PRACTICES AND DISCREPANCIES	
Instructions: Identify each item as a discrepancy, recommendation or best practice	
ITEM	RECOMMENDATIONS, BEST PRACTICES AND DISCREPANCIES
General Comments	There are no outstanding negative items
Safety	The company has secret shoppers that are experienced in aviation ride along and report their findings on a quarterly basis. The passengers are unknown to the employees they come in contact with.
Safety	NOTE: It was suggested that TOPS adopt a standard TOPS SMS program dealing with all tour subjects. TOPS is a safety orientated group and I feel this suggestion warrants discussion
Flight Opns	The company uses secret shoppers at a minimum of once a quarter to identify problems is they exist. These shoppers are aviation savvy and are reliable. Also searches of U-Tube bring out some interesting items to be investigated
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Maintenance	Maintenance personnel have EuroCopter training each year. Training is documented and is generally 40 hours per year. This training is done on site.
Ground Support Personnel	One observation during the audit was that the passengers were called out to register at the counter during the briefing and one pilot called out his passenger during the briefing. These items were corrected on the spot and changes in the procedures have been made, there is no outstanding finding.

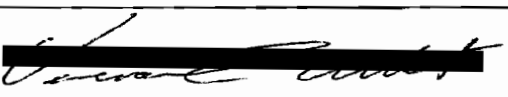
TOPS AUDIT FORM REGULAR MEMBER – 2011

TOPS Member: Sundance Helicopters

Date: 7/11-12/2011

OUT-BRIEFING		DATE:
Name	Title	
Kyle Reynolds	Director of Maintenance	
Louis Hall	Training Captain	
Kurt Barton	Director of Operations	
Burl Boyd	Chief Pilot	
<i>Print list of all Operator personnel present</i>		

TOPS AUDIT RESULTS	
AUDIT RESULTS	<input checked="" type="checkbox"/> Recommended for TOPS membership
	<input type="checkbox"/> Recommended for TOPS membership (After items listed above have been corrected to TOPS standards).
	<input type="checkbox"/> Not Recommended for TOPS membership (<i>Operator does not meet TOPS Standards. Re-audit recommended.</i>) See attached list of discrepancies

OPERATOR REPRESENTATIVE:	SIGNATURE:	
	NAME:	
		<i>Please Print</i>
	TITLE:	
		<i>Please Print</i>
TOPS AUDITOR:	SIGNATURE:	
	NAME:	Vernon Albert
		<i>Please Print</i>

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	Signature	Date
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