

**Maintenance Group Chairman Factual Report**

**Attachment 19 - Air Methods GOM Excerpts**

**WPR10FA371**

## MAINTENANCE MANAGEMENT PERSONNEL

### **DIRECTOR OF MAINTENANCE**

- Reports to the Vice President, Aviation Support Services.
- Supervises all Regional Maintenance Directors and Maintenance Compliance Technicians.
- Completes the required SDR and MIS reports and forwards them to the FAA.
- Coordinates with Regional Maintenance Directors when contracting agencies are performing maintenance activities on company aircraft. In addition, will ensure that the contracting agency has a current and approved drug and alcohol program and will obtain a copy of that agencies Certification Statement.
- Ensures Air Methods' aircraft are maintained in an airworthy condition.
- Ensures all necessary work records and logbooks, including certification in the aircraft permanent maintenance records that the aircraft is approved for return to service.
- Ensures compliance with applicable maintenance procedures, airworthiness directives, service bulletins, service letters, and applicable Federal Aviation Regulations.
- Ensures proper training of all maintenance technicians.
- Ensures that all maintenance technicians are certified and supervised according to the requirements specified in the Federal Aviation Regulations.
- Maintains a close liaison with manufacturer's representatives, parts supply vendors, repair facilities, and the FAA.
- Makes available to maintenance personnel the applicable overhaul manuals, service bulletins, service letters, airworthiness directives, applicable sections of this manual, and any other required technical data. Ensures all maintenance personnel have a thorough knowledge of all of these items.
- Manages the MEL program.
- Oversees all inspections, repairs, and component changes.
- Provides the Director of Operations with the current airworthiness status of the aircraft and the forecast down times to facilitate maintenance scheduling and ensure timely deferral or correction of aircraft discrepancies.
- Responsible for issuing Maintenance Memorandums and periodically reviewing these memos for continued validity and pertinence.
- Performs other duties as assigned.

## **MAINTENANCE COMPLIANCE TECHNICIAN**

- Reports to the Director of Maintenance.
- Assists the Director of Maintenance as a point of contact between manufacturers, suppliers and repair facilities, and the FAA.
- Assists the Director of Maintenance with AAIPs, MELs, and the Preventive Maintenance Program.
- Ensures all maintenance publications and company manuals are current and available to maintenance personnel.
- Ensures compliance with maintenance procedures, airworthiness directives, service bulletins, service letters, and applicable FARs.
- Logs and tracks all MEL'ed items to include corrective action dates and Extensions.
- Responsible for a thorough knowledge of Air Methods' policies and all applicable FARs.
- Responsible for ensuring that records are organized and protected to meet the needs of Air Methods and to ensure that business is carried out in accordance with FAA regulations.
- Responsible for the creation, storage, maintenance, and retrieval of all recorded aircraft information.
- Undertakes scheduled audits of aircraft records for compliance with aircraft manufacturer's inspection requirements.
- Performs other duties as assigned.

## **REGIONAL MAINTENANCE DIRECTOR**

- Reports to the Director of Maintenance.
- Supervises the Area Maintenance Managers and Leads in the performance of their duties.
- Assists the assigned base mechanic to ensure contract compliance and maintain a strong customer relationship as appropriate. Liaise with the appropriate hospital/program management and maintenance staff with regards to contract matters.
- Conducts one safety and maintenance audit at each program annually.
- Coordinates base maintenance issues with appropriate Assistant Chief Pilot.
- Coordinates with Maintenance Technicians, Spares and Repairable Coordinators and maintenance contracting agencies when maintenance activities are being performed on company aircraft.
- Coordinates with the Director of Maintenance of Air Methods, to ensure compliance with maintenance procedures, airworthiness directives, service bulletins, service letters, and applicable Federal Aviation Regulations.
- Ensures all necessary aircraft documents, and Air Methods' documents are completed and maintained in accordance with applicable FAA Regulations and company policies.
- Ensures availability to maintenance personnel the necessary maintenance manuals, overhaul manuals, service bulletins, service letters, airworthiness directives, applicable sections of the FAA Operations manual and any other required technical data and ensures all maintenance personnel have a thorough knowledge of them.
- Ensures that all mechanic records and drug/alcohol program related forms are sent and received by the Air Methods' 135 certificate managers prior to expiration of requirement.
- Ensures the Director of Maintenance is notified in the event of encounters with the FAA such as ramp checks; base visits, or request to contact ATC. Notification may be made by email or by phone during normal duty hours. The notification shall include but not be limited to location, date, time, Inspector name, areas covered and areas of concern.
- Files all required reports and documents.
- Investigates aviation mishaps and perform a root cause analysis as requested.
- Maintains a close liaison with manufacturer representatives, repair facilities.
- Oversees all maintenance of the aircraft within their region; ensures that all maintenance functions are conducted safely and in compliance with all FARs, Operations Manual, Operations Specifications, and company policies.
- Participates as a member of the regional management team to promote a successful operation.
- Provides the Assistant Chief Pilot and Director of Maintenance current airworthiness status of the aircraft and the forecast down times to facilitate maintenance scheduling and ensure timely deferral or correction of aircraft discrepancies.
- Responsible for correcting compliance or safety issues when directed by the Director of Operations, Director of Maintenance, Chief Pilot, or Director of Safety.
- Responsible for overseeing the completion of daily operational activities of the maintenance staff.
- Responsible for thorough knowledge of their respective program's and Air Methods' policies and procedures as well as meeting operational goals and objectives.
- Reviews Mechanical Interruption Summary (MIS) reports and ensures that they are submitted to, Air Methods the Certificate holder. If (MIS) is 135.415 reportable, report to Director of Maintenance immediately.
- Responsible for coordinating the submittal of an AIDMOR and contacting the Safety Department to open the appropriate work order in the event of an incident or accident.
- Responsible for ensuring all associated costs of an incident or accident are coded against the appropriate "Y" work order.
- Perform other duties as assigned.

## **AREA MAINTENANCE MANAGER**

- Reports to the Regional Maintenance Director. If the Regional Maintenance Director is not in place will report to the Director of Maintenance.
- Supervises the Lead Mechanics and Mechanics in the performance of their duties.
- Assists in coordinating base visits for potential mechanic candidates and provide input and recommendations to the corporate office as part of the hiring process.
- Attends hospital/program meetings or training as required.
- Completes and files all required reports and documents.
- Completes and forward all employee evaluations in accordance with current corporate policy.
- Completes Mechanical Interruption Summary (MIS) reports and submits them to Director of Maintenance, Air Methods.
- Conducts two safety and maintenance audits at each base annually.
- Coordinates with Director of Maintenance or designee when contracting agencies are performing maintenance activities on company aircraft. In addition, will ensure that the contracting agency has a current an approved drug and alcohol program and will obtain a copy of that agencies Certification Statement.
- Coordinates with the Director of Maintenance of Air Methods or designee, to ensure compliance with maintenance procedures, airworthiness directives, service bulletins, service letters, and applicable Federal Aviation Regulations.
- Coordinates with the Area Aviation Manager or Aviation Services Manager the timely correction of mechanical irregularities and discrepancies.
- Ensures the Regional Maintenance Director is notified in the event of encounters with the FAA such as ramp checks; base visits, or request to contact ATC. Notification may be made by email or by phone during normal duty hours. The notification shall include but not be limited to location, date, time, Inspector name, areas covered and areas of concern.
- Ensures all necessary aircraft documents, and Air Methods' documents are completed and maintained in accordance with applicable FAA Regulations and company policies.
- Ensures availability to maintenance personnel the necessary maintenance manuals, overhaul manuals, service bulletins, service letters, airworthiness directives, applicable sections of the Operations Manual and any other required technical data and ensures all maintenance personnel have a thorough knowledge of them.
- Ensures that all mechanic records are sent and received by the Director of Maintenance and all drug/alcohol program related forms are sent and received by the Air Methods' Anti-drug and Alcohol Program Manager.
- Responsible for validating or confirming the data in the Status Report concerning the aircraft he/she is working on. This includes:
  - Ensures Inspections and Records Department "follow up" sheet discrepancies are appropriately addressed. Complete "corrective action" section of the Follow up Sheet and return to Inspections and Records Department.
  - Verification of all changes made by the Inspections and Records Department upon receipt of an updated Status Report.
- Ensures that the Maintenance Memorandum notebook is current and that its contents are properly complied with.
- Monitors the attitude and performance of the mechanics assigned to their base to ensure that they comply with Air Methods' policies and expectations.
- Schedules or coordinate the scheduling of mechanics.

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**AREA MAINTENANCE MANAGER (continued)**

- Participates as a member of their respective program's management team to promote a successful operation.
- Responsible for correcting compliance or safety issues when directed by the Director of Operations, Director of Maintenance, Chief Pilot, Regional Maintenance Director, or Director of Safety.
- Responsible for daily operations and performance of all program maintenance services. The Area Manager functions as a leader for the maintenance team in his/hers program, and is responsible for carrying out the mission, goals and objectives of their respective program, and Air Methods.
- Responsible for directing and overseeing the completion of daily operational activities of the maintenance staff, and oversee all maintenance of Air Methods' aircraft.
- Responsible for thorough knowledge of their respective program's and Air Methods' policies and procedures as well as meeting operational goals and objectives.
- Performs other duties as assigned.

## **LEAD MECHANIC**

- Reports to the Area Maintenance Manager.
- Responsible for daily operations of all maintenance services for Air Methods aircraft. The Lead Mechanic functions as a leader for the maintenance staff and is responsible for carrying out the mission, goals and objectives of Air Methods. The Lead Mechanic is responsible for assuring that all employees make safety the number one priority in all activities.
- Conducts an annual audit of the Status Report for each aircraft permanently assigned to that base. This audit will include tracing back Status Report line items to the associated logbook entry documenting accomplishment of inspections, servicing schedules, bulletin compliance, or installation of time-tracked components or assemblies. The accomplishment of this annual audit shall be recorded in the airframe logbook. At the discretion of the Director of Maintenance, the annual audit may be extended.
- Ensures the Area Maintenance Manager is notified in the event of encounters with the FAA such as ramp checks; base visits, or request to contact ATC. Notification may be made by email or by phone during normal duty hours. The notification shall include but not be limited to location, date, time, Inspector name, areas covered and areas of concern.
- Ensures all maintenance publications and company manuals are current and available to maintenance personnel.
- Ensures that all aircraft maintenance documentation is executed in compliance with applicable Federal Aviation Regulations and company policies.
- Forwards Mechanical Interruption Summary Reports to Area Maintenance Manager for review.
- Oversees the maintenance of the aircraft in airworthy condition.
- Responsible for correcting compliance or safety issues when directed by the Director of Operations, Director of Maintenance, Chief Pilot, Regional Maintenance Director, Director of Safety, or Area Maintenance Manager.
- Responsible for directing and overseeing the completion of daily operational activities of the maintenance staff assigned to his/her category aircraft.
- Responsible for thorough knowledge of the Operations Manual, Air Methods' policies and procedures as well as meeting operational goals and objectives.
- Responsible for validating or confirming the data in the Status Report concerning the aircraft he/she is working on. This includes:
  - Ensures Inspections and Records Department "follow up" sheet discrepancies are appropriately addressed. Complete "corrective action" section of the Follow Up Sheet and return to Inspections and Records Department.
  - Verification of all changes made by the Inspections and Records Department upon receipt of an updated Status Report.
  - Verification of the accuracy of the Status Report regarding bulletin compliance, including AD's, ASB's, CEB's, and other FAA or Manufacturer's mandatory or recommended bulletins.
  - Verification of the accuracy of the Status Report regarding required inspections and servicing intervals and currency.
  - Verification of the accuracy of the Status Report to the actual configuration of the aircraft and to the data contained on the Historical Service Record Cards ("Hard Cards") regarding Part Number (P/N), Serial Number (S/N), and Total Time / Time Since Overhaul (TT / TSO) of the time-tracked assemblies and components.

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### **LEAD MECHANIC (continued)**

- Schedules aircraft maintenance and provides Area Maintenance Manager with the current aircraft status and forecasts down times to facilitate maintenance scheduling.
- Troubleshoots and provides over the phone problem solving to outlying mechanics.
- Upon installation or removal of any component or assembly, the Mechanic shall verify by physical inspection or markings on the part that the part number and serial number match the associated documentation (Status Report, if item is tracked), ABC Tag, Hard Card, 8130-3, 337, or any other maintenance release).
- Performs other duties as assigned.



## **MECHANIC**

- Reports to the Lead Mechanic.
- Assures all aircraft maintenance documentation is executed in compliance with applicable Federal Aviation Regulations, company policies, and applicable maintenance manuals to include specific chapters, sections and paragraphs.
- Assures that all maintenance is in accordance with maintenance procedures, airworthiness directives, service bulletins, service letters and applicable Federal Aviation Regulations.
- Attends and participate in monthly base meetings.
- Conducts an annual audit of the Status Report for each aircraft permanently assigned to that base. This audit will include tracing back Status Report line items to the associated logbook entry documenting accomplishment of inspections, servicing schedules, bulletin compliance, or installation of time-tracked components or assemblies. The accomplishment of this annual audit shall be recorded in the airframe logbook. At the discretion of the Director of Maintenance, the annual audit may be extended.
- Ensures the Lead Mechanic is notified in the event of encounters with the FAA such as ramp checks; base visits, or request to contact ATC. Notification may be made by email or by phone during normal duty hours. The notification shall include but not be limited to location, date, time, Inspector name, areas covered and areas of concern.
- Ensure that the aircraft is clean and presentable. Engine decks, transmission decks, main rotor blades are the mechanics responsibility.
- Forwards Mechanical Interruption Summary Reports to Lead Mechanic for review.
- Informs Lead Mechanic of aircraft status and assists in forecasting downtimes to facilitate maintenance scheduling.
- Maintains aircraft in airworthy conditions.
- Maintains work area in a clean and professional manner.
- Performs inspections and repairs of aircraft and components, utilizing applicable current maintenance manuals.
- Responsible for a thorough knowledge of this Operations Manual, Air Methods' policies and procedures as well as meeting operational goals and objectives.
- Responsible for advising the PIC of any maintenance issues that would take an aircraft out of service.
- Responsible for completing maintenance as assigned by the Lead Mechanic on all aircraft and components. The Aircraft Mechanic's function is to maintaining the aircraft in a safe, airworthy, efficient and reliable condition. The Aircraft Mechanic is responsible for carrying out the mission, goals and objectives of Air Methods. The Aircraft Mechanic is responsible for assuring that all company employees make safety the number one priority in all activities.
- Responsible for correcting compliance or safety issues when directed by the Director of Operations, Director of Maintenance, Chief Pilot, Regional Maintenance Director, Director of Safety, Area Maintenance Manager, or Lead Mechanic.
- Responsible for performing the duties as assigned by the Area Maintenance Manager, or Lead Mechanic, including but not limited to aircraft and component inspections, repairs and alterations, in a safe, accurate and efficient manner.

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### MECHANIC (cont.)

- Responsible for validating or confirming the data in the Status Report concerning the aircraft he/she is working on. This includes:
  - Ensures Inspections and Records Department “follow up” sheet discrepancies are appropriately addressed. Complete “corrective action” section of the Follow Up Sheet and return to Inspections and Records Department.
  - Verification of all changes made by the Inspections and Records Department upon receipt of an updated Status Report.
  - Verification of the accuracy of the Status Report regarding bulletin compliance, including AD’s, ASB’s, CEB’s, and other FAA or Manufacturer’s mandatory or recommended bulletins.
  - Verification of the accuracy of the Status Report regarding required inspections and servicing intervals and currency.
  - Verification of the accuracy of the Status Report to the actual configuration of the aircraft and to the data contained on the Historical Service Record Cards (“Hard Cards”) regarding Part Number (P/N), Serial Number (S/N), and Total Time / Time Since Overhaul (TT / TSO) of the time-tracked assemblies and components.
- Upon installation or removal of any component or assembly, the Mechanic shall verify by physical inspection or markings on the part that the part number and serial number match the associated documentation (Status Report, if item is tracked), ABC Tag, Hard Card, 8130-3, 337, or any other maintenance release).
- Performs other duties as assigned.