

NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety, Western Pacific Region
Gardena, CA

OPERATIONS GROUP

WPR10FA371

Attachment 9

Air Methods Operations Manual Extracts

MANAGEMENT PERSONNEL

[135.23, 135.69]

Air Methods has appointed the following persons to the management positions listed:

Brian Foster Director of Operations
Chris Meinhardt Director of Maintenance
Christopher Bassett Chief Pilot

Air Methods shall notify the CHDO within 10 days should a change be made to the Director of Operations, Director of Maintenance, or Chief Pilots positions.

The names of all Assistant Chief Pilots and Regional Maintenance Directors will be included in Paragraph A006 of the Air Methods Operations Specifications. A current list of all Area Aviation Managers, Program Aviation Managers, Senior Lead Pilots/Aviation Service Managers and Lead Pilots will be maintained by the Director of Operations. A current list of all Regional Maintenance Directors and Area Maintenance Managers will be maintained by the Director of Maintenance.

A listing of all certificate pilots will be maintained by the Chief Pilot. A listing of all certificate mechanics will be maintained by the Director of Maintenance.

Each of these people has the authority to act for Air Methods in their respective sphere and exercise operational control under FAR Part 135.77. Their specific duties and responsibilities are listed on the following pages.

OPERATIONS PERSONNEL

DIRECTOR OF OPERATIONS

- Reports to the Chief Operating Officer, Air Methods.
- Supervises the Chief Pilot and Aviation Compliance Manager in the execution of their duties.
- Communicates with the FAA and the NTSB. Files all required reports and documents.
- Coordinates with the Director of Maintenance the timely correction of mechanical irregularities and discrepancies.
- Develops and approve Operations Department policies and procedures, to include the Operations Manual, personnel policy (in conjunction with Human Resources), and all other policies which affect Company Operations.
- Devises revisions to this manual as needed, submits the proposed revisions to the FSDO, receives confirmation from the FSDO that the revisions are acceptable, and then distributes those revisions to the Chief Pilot.
- Ensures that all flight operations are conducted safely and in compliance with all FARs, Operations Specifications, and Air Methods' policies/procedures.
- Has authority to act for the Certificate holder, including the signing of FAA correspondence and operations specifications.
- Notifies the CHDO of any accidents, incidents, or other significant events.
- Oversee the development and implementation of the budget for the Operations Department.
- Responsible for issuing Operations Memorandums and periodically reviewing these memos for continued validity and pertinence.
- Responsible for maintaining the master copy of the Operations Manual/Operations Specifications.
- Serves as a member of the Air Methods Corporation Safety Committee.
- Notify the CHDO of any change of the principle base of operations as required in 119.47(b).

CHIEF PILOT

- Reports to the Director of Operations.
- Supervises company Aviation Training Manager's and Assistant Chief Pilot's.
- Advises the Director of Operations regarding out-of-compliance issues.
- Advises the Director of Operations regarding the training of flight crew personnel.
- Assists the Director of Operations in the development of the Training Department Budget.
- Assists the Director of Operations in the oversight of flight operations, formulating operations policies, coordinates those policies, and coordinates operations and training.
- Develops the pilot and crewmember training manuals/programs and aircraft checklists.
- Disseminates information to all flight crewmembers pertaining to regulations and company policies/procedures.
- Ensures that Air Methods' aircraft are equipped with required company flight publications (Charts, Jeppesen, NOAA, Aircraft Flight Manuals etc.). Ensures publications are revised in a timely manner.
- Ensures that Air Methods' aircraft are properly equipped for applicable operations.
- Ensures that all flight crew personnel are current, certified, and qualified, in accordance with the requirements specified in the FARs.
- Ensures that the aircraft and base copies of this Operations Manual and Operations Specifications are current. Revisions shall be submitted by the Chief Pilot to the appropriate Assistant Chief Pilots.
- In the absence or unavailability of the Director of Operations the Chief Pilot will assume those duties.
- Maintains qualification as Pilot-in-Command in at least one aircraft used in the certificate holder's operation.
- Provides supervision to all company pilots concerning regulatory issues.
- Responsible for ensuring aircraft procedures are standardized throughout the Air Methods' fleet.
- Responsible for ensuring the logging/tracking of Record of Airman Flight and Duty Time forms. These forms are required to be filed by the 10th day of the following month.
- Responsible for ensuring the maintenance of proficiency records, pilot files, duty time records, reports, and correspondence pertaining to flight operations activities in accordance with the FARs.
- Responsible for the development of policies for Air Methods' Flight and Ground Instructors and Check Airmen.
- Serves as a member of the Air Methods Corporation Safety Committee.
- Submits all reports regarding flight personnel to the Director of Operations.
- Supervises all training activities of flight crew personnel including training schedules.
- Performs other duties as assigned by the Director of Operations.

AVIATION COMPLIANCE MANAGER

- Reports to the Director of Operations.
- Supervises the Manager of Air Methods' Anti-Drug/Alcohol Program and acts as backup to the program.
- Acts as company Check Airman and Instructor.
- Develops training programs and solutions to address FAA notices, bulletins, and other guidance material.
- Ensures compliance with aviation procedures and applicable Federal Aviation Regulations..
- Liaisons with the Corporate Safety Department, including the conduct of root cause analysis and coordinate the implementation of recommendation from the analysis with the Director of Operations and the Director of Safety.
- Manages the new hire pilot program to include the review of background checks and Pilot Record Improvement Act information and coordinate the interview process with Human Resources.
- Participates as a member of the Air Methods Corporate Safety Committee.
- Receives reports from Certificate Compliance Evaluators and ensure corrective action is taken.
- Responds immediately to aviation accidents and incidents as directed by the Director of Operations.
- Responsible for a thorough knowledge of Air Methods' policies and procedures as well as meeting operational goals and objectives.
- Responsible for a thorough knowledge of Federal Aviation Regulations, the Operations Manual, Operations Specifications and other pertinent information.
- Responsible for auditing required pilot records to ensure that they are organized and compliant to meet the needs of Air Methods and to ensure that business is carried out legally and effectively in accordance with FAA regulations.
- Travels as needed to conduct base, aircraft, and safety audits and ensure that action is implemented to address areas of improvement.
- Works as a member of the Air Carrier Certificate management team.
- Administrator of the Air Methods 411 system.
- Performs other duties as assigned by the Director of Operations.

ASSISTANT CHIEF PILOT

- Reports to the Chief Pilot.
- Supervises the Area Aviation Managers, Program Aviation Managers, Aviation Services Managers and Senior Lead Pilots in the performance of their duties.
- Assists the Area Aviation Managers, Program Aviation Managers, Aviation Services Managers and Senior Lead Pilots to ensure compliance and maintain a strong customer relationship as appropriate.
- Coordinates certificate training activities through the Air Methods' Aviation Training Manager, Area Aviation Manager, Program Aviation Manager, Senior Lead Pilots and Aviation Services Managers for aviation personnel in their region.
- Coordinates with the Director of Operations and Chief Pilot of Air Methods, to ensure compliance with FARs and company policies/procedures.
- Coordinates with the Human Resource Department regarding employee disciplinary issues.
- Ensures that all flight operations are conducted safely and in compliance with all FARs, Operations Manual, Operations Specifications and company policies.
- Ensures that all pilot records and drug/alcohol program related forms are sent and received by the Air Methods' 135 certificate managers and Pilot Records Specialists prior to expiration of requirement.
- Ensures that the Air Methods 411 audits are being performed by their managers and pilots.
- Ensures that medical personnel crewmember training or coordination training is completed and documented for all medical personnel in their respective region.
- Ensures that revisions received from the certificate holder for the Operations Manual and Operations Specifications are distributed and revised as required and the appropriate Publications Verification Form(s) are completed and submitted to the certificate holder.
- Ensures that revisions received from the certificate holder for the training manuals are distributed and revised as required and the appropriate Publications Verification Form(s) are completed and submitted to the certificate holder.
- Ensures the Director of Operations and Chief Pilot are 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 in a timely manner.
- Investigates aviation mishaps and performs a root cause analysis as requested.
- Monitors and ensure that the currency and qualification requirements are met for pilots in the region. This includes recurrent training, qualification checkrides, annual medical, and other required documents. If a requirement will expire, then the Chief Pilot must be notified prior to the expiration.
- Notifies and coordinates with the Aviation Training manager when maintenance or other requirements affect aircraft scheduled for training events.
- Participates as a member of the regional management team to promote a successful operation.
- Performs the duties of the Aviation Safety Manager for the region including conducting one audit at each program annually.
- Responsible for correcting compliance or safety issues when directed by the Director of Operations, Director of Maintenance, Chief Pilot, Aviation Compliance Manager, or Director of Safety.

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ASSISTANT CHIEF PILOT (cont.)

- Responsible for overseeing the completion of daily operational activities of the aviation staff.
- Responsible for thorough knowledge of the programs in the region and Air Methods' policies and procedures as well as meeting operational goals and objectives.
- Approves Area Aviation Managers, Program Aviation Managers, Aviation Services Managers, expense, vacation, holiday, and workover reports.
- Performs other duties as assigned.

AVIATION TRAINING MANAGER

- Reports to the Chief Pilot.
- Supervises assigned Certificate Compliance Evaluator's.
- Assists in development, evaluation and performance of the following (as appropriate):
 - Basic Indoctrination Training
 - Initial and recurrent flight training
 - Initial and recurrent ground training
 - Instrument training (ground and flight)
 - Night vision goggle (NVG) training (ground and flight)
 - Requalification and Transition training
- Assists the Chief Pilot in all pilot record keeping requirements in accordance with applicable FARs and policies.
- Assists the Chief Pilot in the development of the Air Methods' Pilot Training Program and aircraft checklists.
- Assists the Chief Pilot in the development of the Training Department budget.
- Assists the Chief Pilot in the professional development of the Training Department staff.
- Assists the Chief Pilot in the supervision of, and develops policies for, Company Flight and Ground Instructors and Check Airmen.
- Coordinates with the Chief Pilot to insure all aircraft have Aircraft Flight Manuals and all applicable changes on board.
- Coordinates with the Assistant Chief Pilot, Certificate Compliance Evaluators and Chief Pilot regarding training and qualification scheduling.
- Ensures aircraft procedures are standardized throughout the Air Methods' fleet.
- Ensures that pilot training, testing, and record keeping comply with the FARs.
- Ensures timely and proper notification of all significant training/operations issues (including accidents and incidents) to the Chief Pilot. When the Chief Pilot is not available, notifies the Director of Operations and notifies the proper authorities as appropriate (FAA, NTSB, etc.).
- Oversees the development and implementation of flight and ground training schedules.
- Performs as Check Airman and Flight/Ground Instructor in aircraft as assigned.
- Serves as a member on Air Methods' Safety Committee and Aviation Review Board.
- Submits all reports regarding training to the Chief Pilot.
- Understands and is knowledgeable of the FARs and the Operations Manual and other pertinent information.
- Other duties as assigned by the Director of Operations or Chief Pilot.

AREA AVIATION MANAGER

- Reports to the Assistant Chief Pilot. If the Assistant Chief Pilot is not in place; will report to the Director of Operations.
- Supervises the, Program Aviation Managers, Aviation Services Managers/Senior Lead Pilots, Aviation Base Managers and Lead Pilots in the performance of their duties.
- Acts as the on-scene representative for all accidents/incidents occurring at their base. All action taken performing this duty will be coordinated with the Assistant Chief Pilot and Director of Operations. In a case where the Area Aviation Manager is the individual involved in the accident/incident, the Assistant Chief Pilot will assume these duties.
- Assists in coordinating base visits for potential pilot and mechanic candidates and provide input and recommendations to the corporate office as part of the hiring process.
- Assists the Base Lead Pilot in developing an Inadvertent Instrument Meteorological Conditions (IIMC) recovery procedure as described on page B-24.
- Assists the Assistant Chief Pilot in coordinating the scheduling of pilots and aircraft.
- Attends hospital/program meetings or training as required.
- Completes and files all required reports and documents.
- Conducts monthly base meeting.
- Coordinates with the Chief Pilot to ensure differences' training is conducted for base pilots before placing a back-up aircraft in service. Furthermore, insure relief pilots have completed differences training, when necessary, prior to assuming duties.
- Coordinates with the Area Maintenance Manager the timely correction of mechanical irregularities and discrepancies.
- Coordinates with the Assistant Chief Pilot and Human Resource Department regarding employee disciplinary issues.
- Coordinates with the Assistant Chief Pilot to ensure compliance with FARs and company policies/procedures.
- Develops a Post Accident/Incident Plan (PAIP) in accordance with page B-31 of this Operations Manual.
- Ensures that the Air Methods 411 system is being correctly utilized by pilots and corrects pilot entry errors as necessary.
- Ensures that the Air Methods 411 audits are being performed by their field managers and pilots.
- Ensures that all flight operations are conducted safely and in compliance with all FARs, Operations Manual, Operations Specifications and company policies.
- Ensures that all pilot records are sent and received by the Chief Pilot using the 135forms@airmethods.com email address and all drug/alcohol program related forms are sent and received by the Air Methods' Anti-drug and Alcohol Program Manager. Responsible to check for correctness before submission.
- Ensures that all respective pilots and mechanics read and comply with applicable Operations Memorandums.
- Ensures that an inventory of the aircraft and equipment is conducted prior to movement of a backup aircraft to a new base, and upon arrival at that new base. Fax or email a PDF copy of the completed inventory to the Assistant Chief Pilot.
- Ensures that each base has developed and is utilizing an adverse weather plan as outlined in Safety Notice 02-2006.
- Ensures that in-service training for medical personnel takes place before a back-up aircraft is placed in service.

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AREA AVIATION MANAGER (cont.)

- Ensures that new/relief pilots receive base orientation as outlined in the Air Methods' Training Manual. Further, ensure new/relief pilots are scheduled for day shifts, sufficient to guarantee comfort with the local flying area prior to being scheduled for any night shifts.
- Ensures that revisions received from the certificate holder for the Operations Manual/Operations Specifications, training manuals, and aircraft flight manuals are completed as required and ensure that the completed publication verification form is forwarded to the Assistant Chief Pilot.
- Ensures that the communication personnel training (Section I) is completed for all communications personnel. The course completion documentation will be retained at the local program level.
- Keep current the Communications Specialist List on the Air Methods Portal for the respective programs. Reference page B-3. Audit on a monthly basis.
- Ensures that the medical personnel crewmember training (Section H) or coordination training (page B-7 of this manual) is completed for all medical personnel and training records are forwarded to the certificate holder.
- Ensures the medical personnel thoroughly clean the passenger compartment prior to movement of a back-up aircraft.
- Ensures the Assistant Chief Pilot 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.
- Monitors and ensure that the currency and qualification requirements are met for pilots at the program. This includes recurrent training, qualification checkride, annual medical, and other required documents. If a requirement will expire, then the Chief Pilot must be notified prior to the expiration.
- Monitors the attitude and performance of the pilots and mechanics assigned to their program to ensure that they comply with Air Methods' policies and expectations.
- Participates as a member of the program's management team to promote a successful operation.
- Performs the duties of the Aviation Safety Manager for the program including conducting two safety and operations audits at each base annually.
- Responsible for correcting compliance or safety issues when directed by the Director of Operations, Director of Maintenance, Chief Pilot, Aviation Compliance Manager, Assistant Chief Pilot, or Director of Safety.
- Responsible for daily operations of all program aviation operations. The Manager functions as a leader for the aviation team and is responsible for carrying out the mission, goals and objectives of the program and Air Methods. The Area Aviation Manager is responsible for assuring that all company employees make safety the number one priority in all activities.
- Responsible for directing and overseeing the completion of daily operational activities of the aviation staff. The Manager is responsible for a thorough knowledge of the program and Air Methods' policies and procedures as well as meeting operational goals and objectives.
- Responsible for completing and keeping updated the "NVG List" on the "135 Aviation Op-Air Methods" page of the company internet based portal as described on page BA-4.
- Performs other duties as assigned.

BASE LEAD PILOT/AVIATION BASE MANAGER

(Any reference to Lead Pilot in this Operations Manual also refers to the Aviation Base Manager)

- Reports to the Program Aviation Manager or Aviation Services Manager/Senior Lead Pilot.
- Supervises the applicable base line pilots in the performance of their duties.
- Conducts monthly base meeting.
- Coordinates with the Program Aviation Manager or Aviation Services Manager concerning disciplinary actions in regards to their base pilots.
- Coordinates with the Assistant Chief Pilot in the development of a local area definition as required by Operations Specifications Paragraph A021. Submit the local area definition to the Chief Pilot for approval.
- Develops a local area reference manual as described on page B-6 of this manual under "Airport Requirements and Diagrams".
- Develops an Inadvertent Instrument Meteorological Conditions (IIMC) recovery procedure and post a copy at the base location and provides a copy in the aircraft.
- Develops and keeps updated a base adverse weather plan, reference Safety Notice 02-2006, that outlines a plan of action to utilize and protect personnel and aircraft during adverse weather. Submit plan to Assistant Chief Pilot for review and approval.
- Develops, posts, and maintains a "Local Area Hazards Map" at the base location.
- Ensures that all aircraft are properly equipped for applicable operations.
- Ensures that all pilot related reports and records are forwarded to the Program Aviation Manager. Responsible to check for correctness before submission.
- Ensures that all pilots report to work with appropriate rest and are capable of performing the functions of a flight crewmember.
- Ensures that flight manifest forms are maintained and available for review at the base location for 30 days. After 30 days, ensure that they are discarded.
- Ensures that medical equipment is weighed as specified on page B-40 of this manual.
- Ensures that pilot scheduling complies with the crewmember flight time and duty period limitations and rest requirements per the FARs.
- Ensures that pilots arriving for duty conduct shift change briefings with the pilot going off duty, with medical personnel, and with the appropriate communications facility. These briefings will include, but are not limited to; aircraft status, interrupted flights, hazards map updates, forecast and current weather, medical interior issues, pending missions (PR's, training, medical), ride alongs, sterile cockpit, and any other pertinent information as appropriate.
- Ensures that revisions received from the certificate holder for the Operations Manual/Operations Specifications and training manuals are completed as required and ensure that the completed publication verification form is forwarded to the Program Aviation Manager or Aviation Services Manager.
- Ensures that the Air Methods 411 system is being correctly utilized by pilots.
- Audits Air Methods 411 flight log entries at the end of the month and reports errors to Pilots, Program Aviation Manager or Aviation Services Manager for correction.
- Ensures that scheduling for holidays and safety/training meetings is done in a manner that insures equitable treatment for each person.
- Ensures that sufficient and proper flight time and duty records are retained at the base location to prove flight crewmembers meet currency requirements per the FARs.

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BASE LEAD PILOT/AVIATION BASE MANAGER (cont.)

- Ensures the Assistant Chief Pilot 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.
- In the absence of an assigned Base Safety Manager, acts in the capacity of and performs the duties of the Base Safety Manager. The duties of the Base Safety Manager can be found in the Air Methods' Safety Reference Manual.
- Monitors and ensures that the currency requirements are met for pilots at the base. This includes recurrent training, qualification checkride, annual medical, and other required documents. If a requirement will expire, then the Program Aviation Manager must be notified prior to the expiration.
- Responsible for correcting compliance or safety issues when directed by the Director of Operations, Chief Pilot, Aviation Compliance Manager, Director of Safety, Program Aviation Manager, Aviation Services Manager, or Certificate Compliance Evaluators.
- Responsible for daily operations of all aviation services at their respective base. The Lead Pilot functions as a leader for his/her base pilots and is responsible for carrying out the mission, goals, and objectives of Air Methods. The Lead Pilot is responsible for assuring that all aviation employees make safety the number one priority in all activities.
- Responsible for directing and overseeing the completion of daily operational activities of the base aviation staff.
- Responsible for the coordination of pilot scheduling at their base and assists the Aviation Manager in coordinating operations and training.
- Responsible for thorough knowledge of policies and procedures as well as meeting operational goals and objectives.
- Performs other duties as assigned.

PILOT-IN-COMMAND (PIC)

[135.67]

- Reports to the Base Lead Pilot.
- **Final authority for the safety of passengers, cargo, and medical personnel, and has operational control for all flights which they initiate.**
- **Exercises second tier operational control as defined on page B-2.**
- Accomplishes and properly documents preflight inspections and inspect maintenance documents, to include status sheet, upon arrival for duty to determine the airworthiness of the aircraft. Report any discrepancies to maintenance and document appropriately.
- Assists in keeping the aircraft and base of operations clean and presentable. This includes assisting in washing the aircraft exterior. Cockpit cleanliness and organization are the sole responsibility of the pilot.
- Attends base monthly meetings and program training activities when duty time allows.
- Completes all training and qualification events required to maintain currency as dictated in FAR Part 135.
- Completes the CTS (Computer Training Systems) programs by the deadlines set out by the certificate holder.
- Conducts all flight operations in compliance with the FARs, the aircraft flight manual, this Operations Manual and Operations Specifications, and Air Methods' policies/procedures.
- Ensures full and proper completion of all flight/maintenance logs, Flight Manifest form, Record of Airman Flight and Duty Time form, and the securing of the aircraft at the completion of the flight. The Record of Airman Flight and Duty Time form is required to be properly completed and submitted to the Certificate Holder by the 10th day of the following month.
- Ensures proper briefing of passengers per FAR 135.117 and page B-29 of this manual.
- Ensures that a shift change briefing is conducted with the pilot going off duty, with medical personnel, and with the appropriate communications facility. These briefings will include, but are not limited to; aircraft status, interrupted flights, hazards map updates, forecast and current weather, medical interior issues, pending missions (PR's, training, medical), ride alongs, sterile cockpit, and any other pertinent information as appropriate.
- Ensures their assigned aircraft navigation charts and documents are current and up to date.
- Ensures the Assistant Chief Pilot 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.
- Logs into the Air Methods internet portal to report the status of the aircraft each time the status of an aircraft changes.
- Maintains positive customer relations.
- Notifies the Chief Pilot or in his absence, the Director of Operations whenever a medical deficiency exists that would affect the safety of the flight.
- Performs a complete walk around of the aircraft prior to entering the cockpit for flight and upon completion of each flight.

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PILOT-IN-COMMAND (PIC) (cont.)

- Required to duty in on the Air Methods 411 system at the beginning of each shift and duty out at the end of each shift. If computer access isn't available the pilot will call the OCC for guidance.
- Required to complete Air Methods 411 pilot logs prior to end of each shift. If computer access isn't available the pilot log may be completed as soon as possible when computer access is available, but must be done as soon as possible. The Operational Control Center Personnel time permitting may enter a flight for the pilot.
- Required to submit an Air Methods 411 flight release prior to the first flight of each shift. If computer access isn't available the pilot will call the Operational Control Center for submission of the flight release.
- Responsible for advising the Communications Center of any issues (including maintenance) that would take an aircraft out of service for any significant period of time.
- Responsible for becoming familiar with all pertinent information regarding all flights, including, but not limited to NOTAMs, TFRs, weather information, etc.
- Responsible for completing all flight assignments in a safe and professional manner. The PIC is responsible for assuring that all crewmembers assigned to their aircraft make safety the number one priority in all activities.
- Responsible for correcting compliance or safety issues when directed by the Director of Operations, Chief Pilot, Aviation Compliance Manager, Director of Safety, Program Aviation Manager, Aviation Services Manager, Certificate Compliance Evaluators, or Lead Pilot.
- Responsible for maintaining their qualifications in keeping with the requirements outlined in the FARs, the Air Methods' Training Manual, and this Operations Manual for their assigned position.
- Responsible to protect Air Methods' aircraft from damage and weather. When weather dictates and facilities are available, aircraft will be moved to a hangar.
- Reports potentially hazardous meteorological conditions and irregularities of communications or navigation facilities to appropriate ground radio station as soon as practicable.
- Submit copies of any new or reissued Airman's Certificate or Medical Certificate to the Program Aviation Manager or Aviation Services Manager who will scan or convert it to a PDF file and forward it electronically to the Chief Pilot using the 135forms@airmethods.com email address using the proper naming convention.
- Supervises loading of passengers, baggage, and fuel and determine that weight and balance remains within the limitations contained in the aircraft flight manual for all flight operations (Part 91 and 135).
- Will not fly an aircraft with a known deficiency until the deficiency is cleared in writing by maintenance or deferred under the MEL.
- Will utilize all safety equipment issued, furnished or installed in the aircraft for all flights when operating an Air Methods aircraft. Examples of these would include flight helmets, flight suits, HTAWS, Radar Altimeter and NVG's. NVG's will be mounted on the helmet during night operations and will be flipped up when not required.
- Performs other duties as assigned.

MAINTENANCE OPERATIONAL CHECK – POST MAINTENANCE

Prior to any maintenance performed on Air Methods' aircraft, the duty pilot must be verbally informed as to the area affected and the maintenance that is to be performed.

Any maintenance performed must be entered in the Air Methods' Record of Maintenance. All maintenance that is performed shall be checked by a certificated mechanic that did not perform the maintenance action. If a certificated mechanic is not available, then the pilot in command shall preflight the work performed and review the approval for return to service to make final airworthiness determination.

The Post Maintenance Check shall consist of a face-to-face briefing with the person conducting the post maintenance inspection of the work area. The briefing will include the maintenance task that was performed, any cowlings/panels that were opened/removed and any components/lines that were repositioned or removed in order to facilitate maintenance. The Post Maintenance Check must be performed before the aircraft is returned to service.

The Post Maintenance Check should include, at a minimum, a thorough pre-flight/visual check for:

- Loose or missing hardware in the area of maintenance.
- Obvious defects in the area of maintenance.
- Tools, loose hardware, rags, or foreign objects left on the aircraft.
- Proper safeties and cotter pins in the area of maintenance.
- The proper servicing of components that may have been affected by the maintenance task.

MALFUNCTION/FAILURE OF REQUIRED EQUIPMENT

[135.23]

If any item of equipment required by FARs 91.205 (b) through (e), 135.149, 135.159, 135.161, and/or 135.163 becomes inoperative or unserviceable enroute, the PIC shall comply with the Aircraft Flight Manual procedures and FARs as applicable and discontinue the operation.

All mechanical irregularities discovered during the course of a flight will be brought to the attention of the maintenance department after the flight.

Pilots shall comply with the "Mechanical Interruption Summary Report (MIS)" and "Service Difficulty Reports" procedures listed in the Maintenance Section of this Manual.

FERRY PERMITS (SPECIAL FLIGHT PERMITS) (cont.)

The pilot(s) must be briefed by the mechanic that the aircraft is being operated under a Special Flight Permit. The pilot(s) must operate the aircraft in accordance with the provisions of that particular Special Flight Permit.

NOTE: Only essential crewmembers may be on board while operating under a Special Flight Permit.

NOTE: Special Flight Permits expire after a specific date or when the aircraft lands at the base where the required maintenance is to be performed.

NOTE: Under certain circumstances, DAR's (FAA Designated Airworthiness Representatives) can issue Special Flight Permits.

Operations under a Special Flight Permit require extra vigilance on the part of pilots and mechanics to ensure that the flight crew is not left without recourse if a necessary system or instrument should fail during the ferry flight. This is especially true when the aircraft is to be flown in a stripped condition prior to a major maintenance event or disposal. Operational limitations (route or VMC) or alternate procedures (dipstick in lieu of operating fuel gauge) may be used when backup systems are not installed or operating. All operational environment and performance issues that might affect the flight must be considered.

MAINTENANCE AND MECHANICAL DISCREPANCIES

Scheduled/Routine Maintenance and Mechanical discrepancies are entered in the Aircraft Log Book by an appropriately rated pilot or mechanic who discovers the discrepancy or prior to starting any Scheduled/Routine Maintenance. However, if a discrepancy occurs, the mechanic assigned to that aircraft shall be notified as soon as practical (135.23 (f) & 135.65 (a) (b)).

When a discrepancy is entered in the Aircraft Logbook it must be addressed and signed off by a certified A&P mechanic or an FAA certified repair station holding the proper rating, or properly deferred in accordance with an approved MEL. (FAR 91.407, 135.23(e) & 135.65(a)(c)). The pilot shall ensure that work performed is properly signed off in the Aircraft Logbook and/or Deferred Discrepancy Log (if applicable). (See mechanic's duties) (135.23 (i))

Any time an aircraft is out of service for more than 24 hours, the appropriate Maintenance Manager or Lead Mechanic will notify the applicable Regional Maintenance Director. If the out of service occurrence happens after normal business hours and no assistance is required, the notification is to be made at the beginning of business the next day.

If maintenance, preventative maintenance, or servicing is required at a place where previous arrangements for maintenance have not been made, the pilot shall contact the Director of Maintenance or his representative. A determination will then be made by the pilot and the above named company representative as to the nature and effect on safety and whether to repair the problem locally or defer in accordance with the MEL (if applicable).

If maintenance is performed by a non-certificated person the Certificated Mechanic must personally observe the work being done to the extent necessary to ensure it is being properly done and the company mechanic must be readily available, in person, for consultation. Print the name (not signature) of the non-certificated personnel in the appropriate corrective action statement of the maintenance record (43.3 (d)).

If a ground run or in-flight check is required following maintenance, that requirement must be entered in the Aircraft Log Book by the mechanic. The ground run or in-flight check must be satisfactorily completed prior to releasing the aircraft for any flight under FAR 135, and signed off by the pilot or mechanic, as appropriate. For specific guidance, refer to, Maintenance Operational Check (MOC) procedures.

All mechanical irregularities discovered during the course of a flight will be brought to the attention of the maintenance department after the flight.

MAINTENANCE OPERATIONAL CHECK

[91.417, 135.413]

Aircraft Operation after Maintenance, Preventative Maintenance, Rebuilding or Alteration:

No person may operate any aircraft that has undergone maintenance, preventative maintenance, rebuilding or alteration unless:

- It has been approved for return to service by a certified A&P Mechanic or an FAA Certified Repair Station holding the proper rating; and
- The maintenance record entry required by FAR Part 43.9 (Content, form, and disposition of maintenance, preventative maintenance, rebuilding, and alteration record for inspections) has been made.
- No pilot may carry any person (other than required crew members) in an aircraft that has been maintained, rebuilt, or altered in a manner that may appreciably have changed its flight characteristics or substantially affected its operation in flight, until a maintenance operational check flight is conducted only by designated pilots in command (who have current FAR Part 135.293 (a)(b) check in the make and model aircraft requiring the MOC or a pilot approved by the company) and logs the flight in the aircraft records.

Maintenance operational check flight will be accomplished any time it is required by the manufacturer or by regulation.

Maintenance operation check-flights will be conducted only in VFR conditions with the ceiling and visibility at or greater than 1000'/3 miles.

The aircraft does not have to be flown as required in the above paragraph if prior to flight, ground tests, inspections, or both show conclusively that the maintenance, preventative maintenance, rebuilding or alteration has not appreciably changed the flight characteristics or substantially affected the flight operation of the aircraft (ref. FAR Part 91.407 (C)).

Record Keeping Requirements After Inspections, Maintenance, Preventative Maintenance, Rebuilding, or Alteration:

Each person who maintains, performs preventative maintenance, rebuilds or alters an aircraft, aircraft engine, propeller, appliance, or component part shall make an entry in the maintenance record of that component [in the event of engine maintenance, an entry will also be placed in the airframe log book]. The appropriate maintenance entry will contain the following information (ref. FAR Part 43.9).

- A complete description (or reference to data acceptable to the administrator) of the work performed to include:
- Aircraft total time, part(s) removed and part(s) installed complete with description, part number, serial number, part total and/or TSO time, etc.

NOTE: Appropriate serviceability data must accompany corresponding maintenance entries (if applicable).

- The date of completion of the work performed.
- The name of the person performing the work.
 - If the work performed on the aircraft, airframe, aircraft engine, propeller, appliance or component part has been performed satisfactorily, the signature, certificate number, and kind of certificate held by the person approving the work. **The signature constitutes the approval for return to service only for the work performed.**

The person approving or disapproving for return to service an aircraft, airframe, aircraft engine, propeller, appliance, or component part after any inspection shall make an entry in the maintenance record of that equipment [in the event of engine inspection, an entry will also be placed in the airframe log book]. The appropriate maintenance entry will contain the following information (ref. FAR Part 43.11):

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MAINTENANCE OPERATIONAL CHECK (cont.)

The type of inspection and a brief description of the extent of the inspection to include:

- (If applicable) part(s) inspected complete with description, part number, serial number, part total and/or TSO time, etc.

NOTE: Appropriate serviceability data must accompany corresponding maintenance entries on replacement items (if applicable).

- The date of inspection and aircraft total time in service.
- The signature, the certificate number, and kind of certificate held by the person approving for return to service the aircraft, airframe, aircraft engine, propeller, appliance, or component part(s), or portions thereof.

Examples of maintenance entries:

- Discrepancy:

05/12/97, 2449.0 hours aircraft total time. Removed main rotor retention cap P/N 123-456-789-001, S/N AMC-80112 (component total time 9999.0 hours) due to 10000.0 hour retirement interval. Installed serviceable main rotor retention cap P/N 123-456-789-001, S/N AMC-80155 (component total time 1500.0 hours). Maintenance was performed in accordance with BHTI Maintenance Manual Volume XXX, 65-00-22, paragraph 65.02. {Signature of certified A&P Mechanic or an FAA Certified Repair Station holding the proper rating (Appropriate certificate number.)

- Discrepancy (as a result of maintenance performed):

(Made by certified A&P Mechanic or an FAA Certified Repair Station holding the proper rating, if operational check flight is required according to FAR Part 91.407 or Paragraph I of the Maintenance Operational Check Flight Procedure):

05/12/97, 2499.0 hours aircraft total time. Maintenance operation check flight is due for the replacement of main rotor retention cap (maintenance performed or alteration made) according to the requirements of [Far Part 91.407 (b) or Manufacturer (quote page and paragraph number)]. {Signature of certified A&P Mechanic or an FAA Certified Repair Station holding the proper rating (Appropriate certificate number.)

- Corrective Action (after maintenance operational check flight):

(Made by designated pilots in command who have a current FAR 135.293 (a) (b) letter of competency on the make and model aircraft requiring the maintenance operational check flight or a pilot approved by the company.)

05/12/97, 2449.0 hours aircraft total time. Conducted maintenance operational check flight for the replacement of main rotor retention cap as required by BHTI Maintenance Manual Volume XXX, 65-00-22, paragraph 65.02. Aircraft returned to service. {Signature of pilot} (Appropriate certificate number).