

Factual Report – Attachment 12
NYONair Part 91 New Pilot Onboarding Presentation

OPERATIONAL FACTORS

ERA18MA099

FLY NYON PART 91

NEW PILOT ONBOARDING

AGENDA

- ▶ New pilot onboarding presentation
- ▶ SOP Review
- ▶ Hands on training with harnesses and tethers

FLY NYON NEW PILOT ONBOARDING

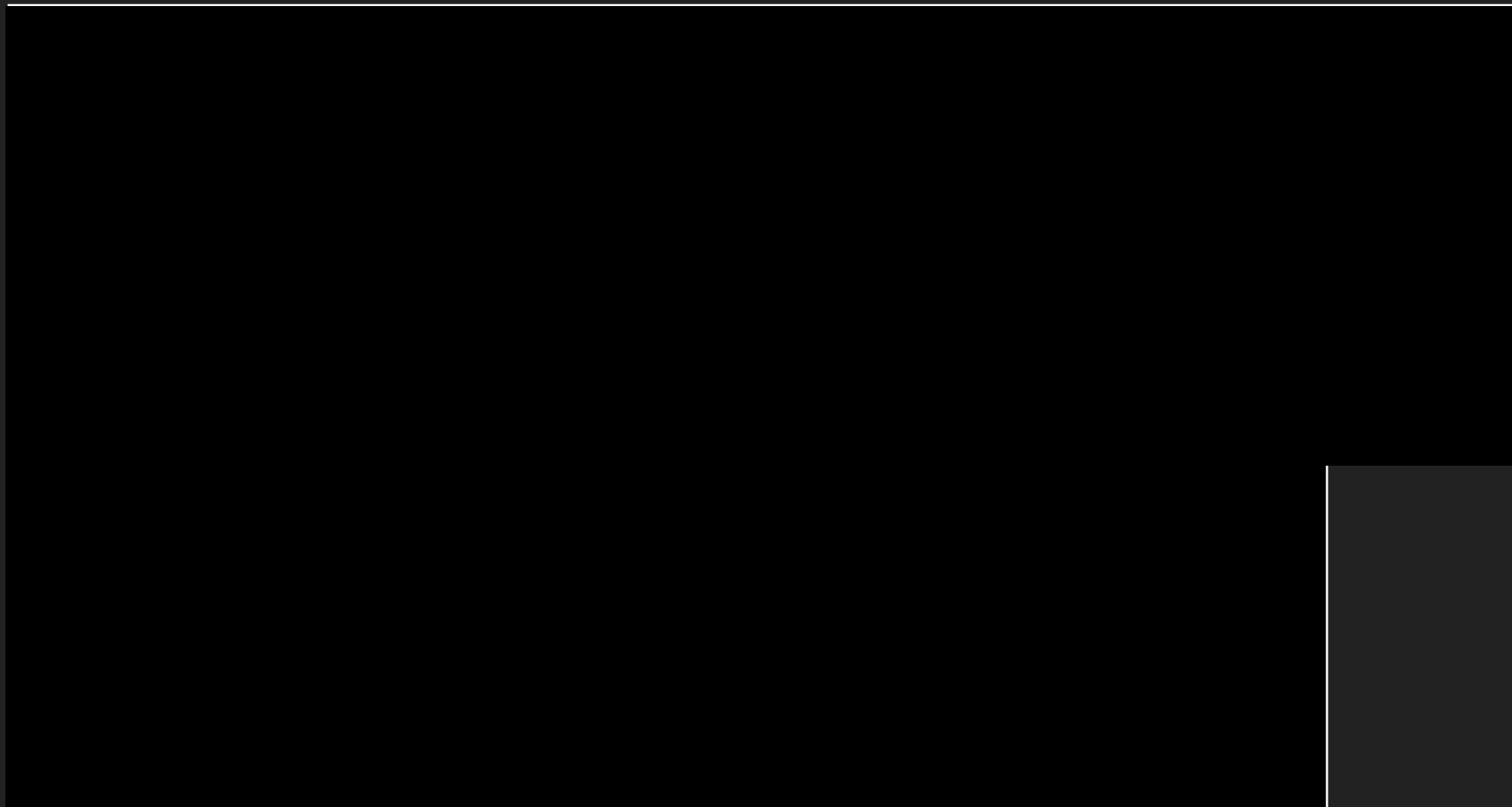
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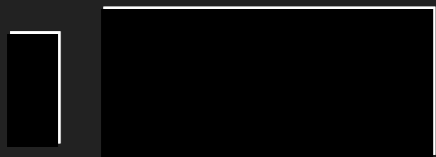
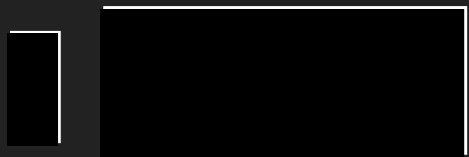
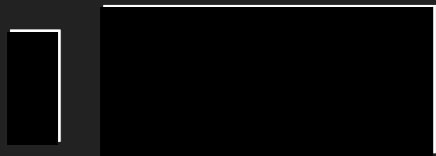
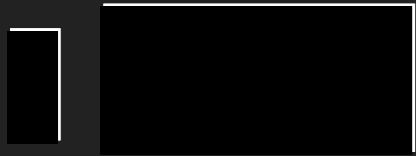
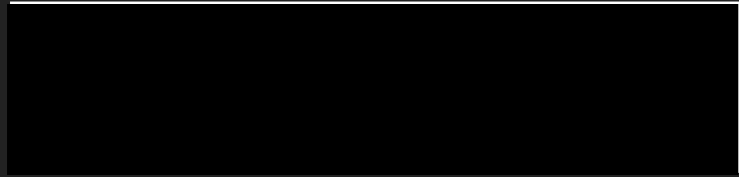
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FLY NYON NEW PILOT ONBOARDING



OPERATIONS

- ▶ Key Personnel
 - ▶ Pat Day - CEO
 - ▶ Jillian O'Brien - Chief of Staff
 - ▶ Brian Rosenberg - Chief Pilot
 - ▶ Ethan - NYON Director of Operations
 - ▶ Nick Florence/ Tyler Fitzsimmons - Flight Operations
 - ▶ Moe/ Huss - Hangar Manager
 - ▶ CX personnel
- ▶ Scheduling and Dispatch Procedures
- ▶ Paperwork Accuracy

REVENUE

- ▶ Aircraft priority
 - ▶ 109HP
 - ▶ 326SC/ 355MH
 - ▶ This will be changing with the addition of the 206's and additional Astars for each location

MAINTENANCE KEY PERSONNEL

- ▶ DOM = Ramon Ortega
- ▶ Other resources include Rod, mechanics from Liberty
- ▶ Copy Pat Day and myself on all maintenance related issues
- ▶ Talk to mx before grounding aircraft

PILOT MAINTENANCE RESPONSIBILITIES

- ▶ Check logs before flight and ensure all maintenance is up to date
- ▶ If within 10 hours of inspection, group text to Ramon, Jillian, ops, Christi
- ▶ Close out aircraft at end of day and begin new manifest

WEATHER LIMITATIONS

- ▶ Rain = no go (even if visibility and ceilings are ok)
- ▶ Wind limitations: 35 knots max OR 15 knot gust spread
- ▶ Ceilings - do we need to get over top of buildings?
 - ▶ 30 minute flights usually no go unless we can get over buildings
- ▶ Temperature limitations
 - ▶ < 35 degrees, no 30 minute flights without sliding doors
 - ▶ < 30 degrees, doors on entire flight (case by case with sliders)
 - ▶ This is for passenger SAFETY, there is a very real possibility of frostbite and incapacitation at temperatures lower than this. You must factor in wind chill.

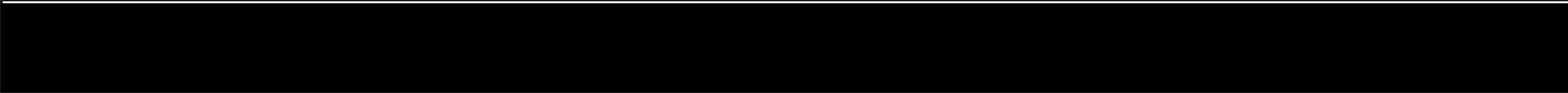
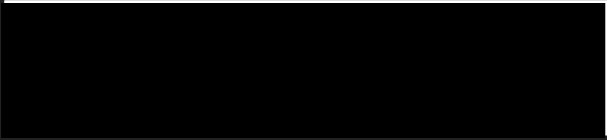
CX AND PAX SAFETY ON SITE (KEARNY)

- ▶ No one gets in or out of aircraft unless shut down with blades stopped
- ▶ Pax never allowed near tail (even when shut down)
- ▶ Pax only allowed on ramp in van, no wandering
- ▶ All pax come from Kearny Point now, so no one should be near or in the hangar
- ▶ CX should never drive van or golf cart under the rotor disk

FLIGHT SAFETY

- ▶ Check pax before takeoff - IMPORTANT
 - ▶ On ramp - harnesses, shoes, pockets, camera straps, lens hoods and covers, scarves
 - ▶ In aircraft - VERBAL confirmation of locked and tethered, seatbelts, loose items
 - ▶ CX reps will help you with all of this, but you are PIC
- ▶ Watch camera straps in front seat (FFCL/ fuel shut off)

CUSTOMER INTERACTION

- ▶ Personalized experience (not a tour)
 - ▶ Ask for specific shots (angles, lighting, altitudes etc)
 - ▶ Remember this is not a charter, this is photo-centric
- ▶ 
- ▶ 
- ▶ If you see them doing something unsafe, immediately correct (trying to change out batteries while flying, taking off seatbelt, etc)

NYON SPECIFIC PROCEDURES

- ▶ Slow the F down
 - ▶ 100 knots MAX travel to and from city
 - ▶ 60 knots or slower on site
 - ▶ 80 knots MAX travel within city
- ▶ Do not forget about floor seats
- ▶ Both sides of aircraft need to see same views
- ▶ Periodically check on your pax (do they look uncomfortable, cold, upset, sick, undoing their seatbelts, untethering items)!

NYON FLIGHT PRODUCTS - 15 MINUTE

- ▶ 15 minute flight "Experience"
 - ▶ Remain downtown area (handoffs between LGA and EWR can be delayed for midtown)
 - ▶ Statue or skip statue
 - ▶ Bridges
 - ▶ Take into consideration time of day

NYON FLIGHT PRODUCTS - 30 MINUTE

- ▶ 30 minute flight - Classic
 - ▶ Can cover most of the city
 - ▶ Watch for Trump/ Yankees TFR's
 - ▶ Statue or no statue
 - ▶ Safe altitudes over midtown

NYON FLIGHT PRODUCTS – 20 MINUTE EXCURSIONS

- ▶ Three legs
 - ▶ Pickup from city with charter back to Kearny or Leed's pad
 - ▶ 20 minute NYON flight (doors off)
 - ▶ Back to city
- ▶ Midtown or downtown focus

NYON FLIGHT PRODUCTS – PRIVATE FLIGHTS

- ▶ Length may vary
- ▶ May involve more prep work + professional camera equipment (handheld production?)
- ▶ Try to find out shot list and details in advance

NYON FLIGHT PRODUCTS – FOCUS FLIGHT

- ▶ Examples include Coney Island, High Altitude, Night/ Day, 4th of July, New Year's Eve, Pride, Light it Up Blue/ Red
- ▶ Specific missions
- ▶ Premium prices
- ▶ Pilot briefing will occur beforehand

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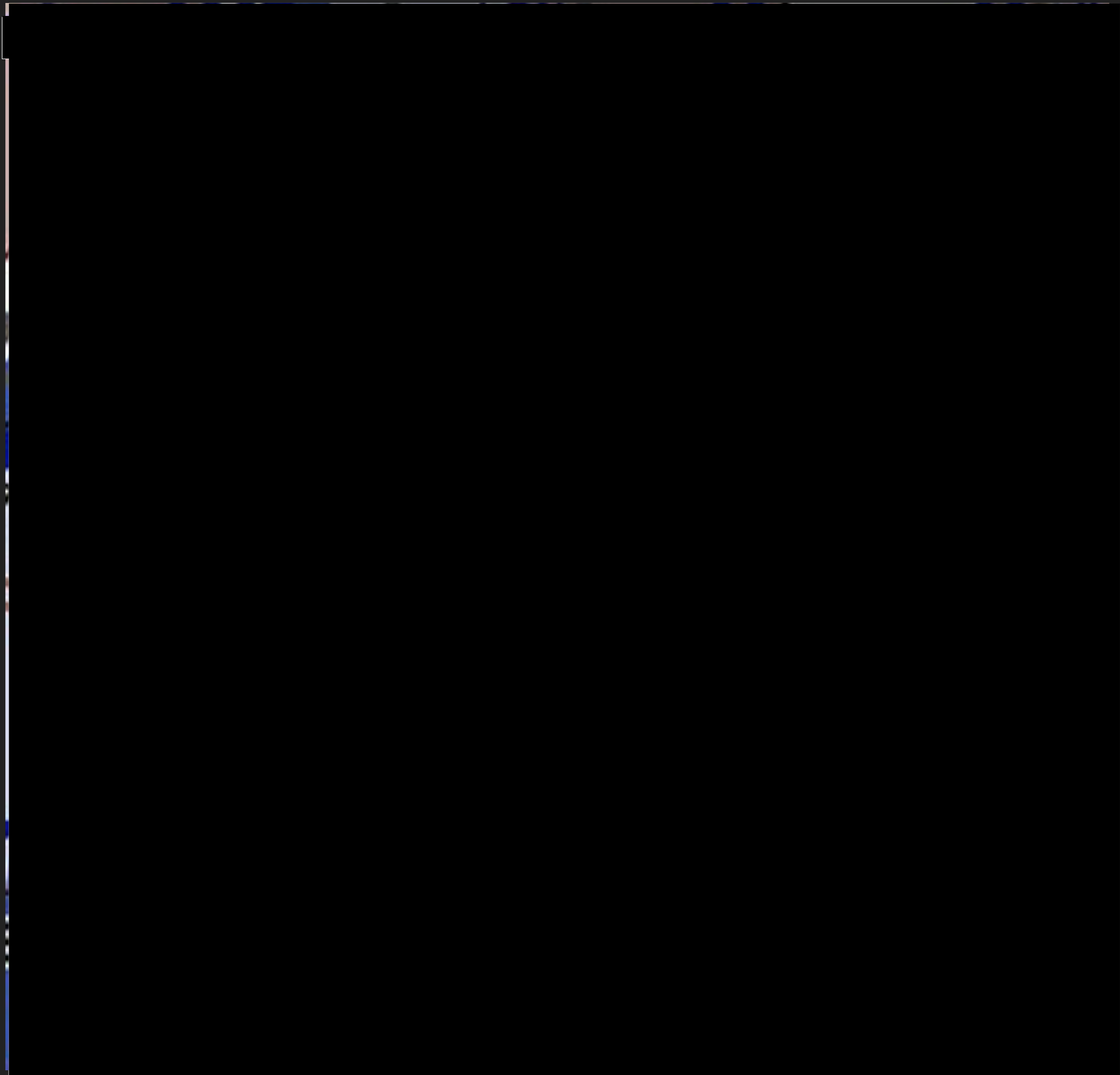
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SIGHTSEEING OPERATIONS (AVOIDANCE)

- ▶ Statue of Liberty
 - ▶ Either lower or higher than 500'
 - ▶ Stay outside of white buoys (security perimeter)
- ▶ Stay vigilant around battery and money shot area for inbound to JRB
- ▶ If going low near BK bridge, watch for aircraft departing JRB

FUEL AMOUNTS

- ▶ AS350 Standard during summer 50%
- ▶ AS350 Standard during winter 55%

CHARTER VS. NYON

- ▶ Aircraft may be toggled between charter and NYON mode multiple times per day in summer
- ▶ Important to know the aircraft's schedule and when to reconfigure



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