

Factual Report – Attachment 16
NYONAir CX Training Manual

OPERATIONAL FACTORS

ERA18MA099

CX Training Manual

Opening Lists

[REDACTED]

[REDACTED]

Harnessing Room

- Check racks to make sure we have everything for the day and that everything looks presentable
- Remove any blue tape or zip ties left from the night before
- Remove any go-pro mounts or locking carabiners from harnesses
- Ensure each harness has an emergency cutter
- Check each harness for a “headset non-locking carabiner”
- Make sure blue tape, zip ties, and hair ties are stocked for the day

Other Opening Tasks

- [REDACTED]
- Create a game plan for the day (double and triple booking, any passengers that need extra attention whether it be pax we are re-flying, physical needs, influencers & contributors, young children, etc.)
- Assigning people to certain areas of focus for the day

- [REDACTED]
- Check in with **pilots and flight ops.** for any status changes for the day (weather, helicopters, TFRs, etc.) We need to have constant communication between CX, Flight Ops, and Pilots to ensure no issues arise.

Hangar / Configuring Aircraft Basics:

Configuring Aircraft into “NYON MODE”

- Check helicopters and stock as needed
 - Head sets
 - Tethers
 - Carabiners
 - Life Vests
 - Black Life Vests go in the **BACK** of the helicopter

Configuring Aircraft into “NYON MODE TO LIBERTY”

- Check helicopters and stock as needed
 - Head sets
 - Tethers
 - Carabiners
 - Life Vests
 - Black Life Vests go in the **BACK** of the helicopter

Configuring Aircraft into “CHARTER MODE”

- Put the doors on Safely.
 - Do not force doors closed.
- Make sure you're putting the correct seat cushions in each aircraft (use the front seat as a guide)
- Make sure seatbelts are not loose and look presentable
- Black life vests get velcroed to front of each seat.
- Yellow life vests need to go on top of each seat.
- Check helicopters and stock as needed
 - Head sets (*Some charters require Mic'd headsets so make sure you always check with the pilot before hand)

LEEDS Helipad

- Check helicopters and stock as needed
 - Head sets
 - Tethers

List Per Room During the Day

Storefront (Passenger Arrival)

- Follow **0-15-30-45** timeline
- Passengers are required to arrive **1 Hour and 15 Minutes** before their scheduled flight time. The “cut off” time For non-sunset flights
- Check people in and take IDs **Always double check the Smartwaiver console before asking pax for their ID to ensure that no one has already gotten it. We don't want to ask the same person multiple times for their ID - it makes us look disorganized and can make passengers more nervous than they already might be.*
- Interacting with customers while they wait to be briefed ***Stay off phones when passengers are in the storefront***
- Confirm everyone is checked in and IDs were taken before
- Check for any red flags and pass the information on (ex. No Photos, Minor, Etc)
- Ask about equipment while waiting to show the safety video
- Show Safety Video
- Make sure to ask if there are any questions
- Discuss seating and what is important for them to see
- Fill out flight sheet
- Go through equipment again and emptying of pockets
- Move them onto harnessing and assist there as needed

Managing in flight expectations

- What pax can and can not see during their flights, how to turn everything into a positive
- Explaining the Trump TFR - only mention if they specifically ask to photograph columbus circle or straight over Times Square
- Seating: What to do when people want the same seat - flip a coin or blame it on the pilot (weight distribution)
- Discuss Best practices for seating couples, nervous flyers, Frequent flyers, influencers and contributors, more professional photographers & pax with a lot of gear / large gear / video camera gear
- Words to avoid and words that are better - Crash, Tour, Route, Sightseeing, dangerous, Can't (any negative words)
- **Words that are better: Custom, Photo Flight, Photography

Buzz words to look out for - if people are asking too many questions

- **Tour, owners, management, certificates, FAA - anyone with a badge**
- FAQs (Shoe selfies, camera setting suggestions, tips and tricks)

Harnessing

- Confirm that everything is out of pockets (metal detector)
- Open bin to store belongings
- Harness each passenger
- Locate the emergency knife/cutter
- Attach equipment by appropriate means
 - Camera straps to locking carabiners **loop through the fabric, never through the plastic ring**
 - Make sure all carabiners are locked
 - Blue tethers, PD ¼" strap, etc.
 - Zip ties for gopros on hot shoe and tethers
 - PD shoulder mounts for GoPro
- Tape every harness on front metal piece
- Give flight sheet to pilot and confirm details, make sure customers here you go over points of interest with the pilot
- Take customers out to the Shuttle Van.

Helicopter Safety Checklist (for Pilot)

- Always verbally tell pax what you are doing each step of the way and when they are locked in!!!
- Always verbally tell pilot to double check everything before the flight
- BOTH ends of the tether must check that they are clipped and locked, verbally tell customer this.
- Clip headset to harness and warn of wind pulling headsets off.
- Everyone's shoes must be checked
- Seatbelt must be secured, show them how to take it off in an emergency.
- Once the aircraft has landed, tell passengers to stay inside until blade stop spinning.


 Helicopter (cross check with Christi and Chris)

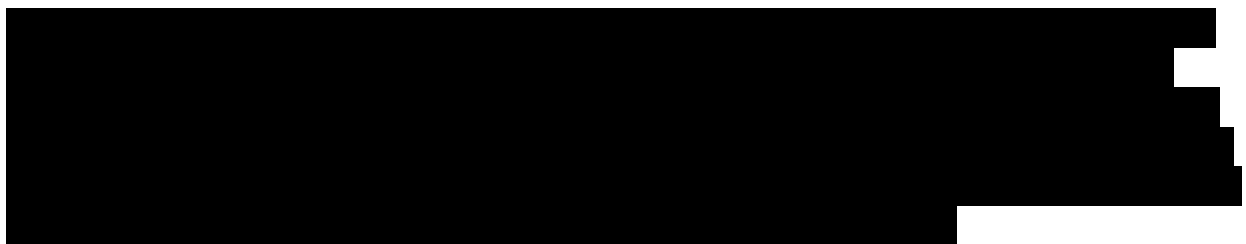
(KEEP ALL PAX TOWARD FRONT OF AIRCRAFT AND AWAY FROM TAIL ROTOR)

- Start with the adventure seats
 - Work with a teammate on the other side
 - Tether at the same time
 - Check length and lock on tether and confirm with customer they are locked in
 - Explain how the adventure seat moves and ensure they have no questions
 - Move them back into their seats

- Seatbelt them into the helicopter and remind them to put their seatbelt back on for landing.
- Clip headset to harness and warn of wind pulling headsets off
- Back left and right should be next
 - Check length and lock on tether confirm with customer they are locked in
 - Explain when they swing their legs out
 - Explain that these seats do not take their seat belts off
 - Clip headset to harness and warn of wind pulling headsets off
- Front seat should be last
 - Check length and lock on tether confirm with customer they are locked in
 - Explain when they can swing their legs out
 - Show them how the seatbelt works (front seat can be a little confusing, make sure they understand)
 - Clip headset to harness and warn of wind pulling headsets off
- Explain about the head sets
 - “Now the last thing is your headsets, you will wear them throughout the flight. Do not take them off. They allow your pilot _____ to let you know when you need to move and what is going on. They also block out the sound of of the helicopter which is very loud, so when you guys land, watch your pilot. When they take their headset off, you can take yours off.”
- Confirm with your pilot that everything is in order before you leave
- Make sure to tell the customers to have a good flight before you leave
- Use BRS to mark the appropriate take off and landing time

Redundancy is welcome! Repeating things amongst reps and pax can't hurt!

Post flight



- [Redacted]

Closing Lists

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CHECKLISTS:

(Christi's List)

In-hangar

- Pax have seen safety video
- No hats (except front seat)
- Scarves tucked in
- Check shoes
- Nothing in pockets
- Phones and cameras secured on straps
- Harnesses attached all three points
- Blue tape on front buckle
- Carabiners for headsets available
- Blue tape in golf cart
- NO PAX in adventure if someone is not in an back seat

Pre-flight (completed at helicopter, pilot signs off)

- All pax tethered
- Carabiners LOCKED (verbally tell each pax)
- Seatbelts fastened for takeoff
- Outside seatbelts have blue tape
- Pax briefed on how to open/ close doors (winter)
- Nothing loose in helicopter
- Hats removed
- Shoes double noted and on tight. Sandals removed. Slip ons removed or zip tied on
- Headsets tethered to harnesses
- Sliding windows closed if equipped
- Aircraft walk-around (fuel cap secure, no wandering people on ramp, chocks set, back storage compartment closed and locked)