

Factual Report – Attachment 3
Island Express Documents

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1.0 Island Express General Operations Manual

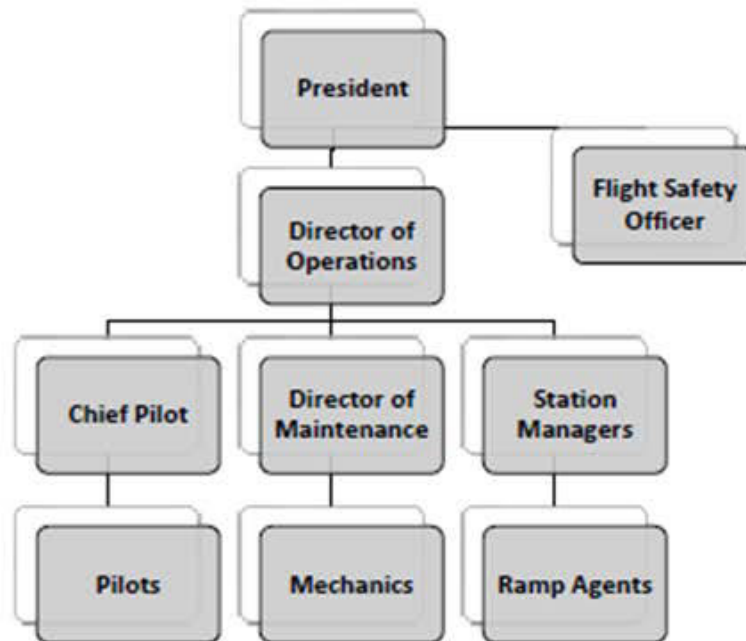
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Company Organization Flow Chart



This chart establishes an organizational flow chart and the management responsibilities of the personnel of IEH, Personnel assigned to the respective areas of responsibility listed will perform their duties in a professional and businesslike manner and in accordance with established safety practices.

11. Coordinates with the Director of Maintenance the timely correction of mechanical irregularities and discrepancies.
12. Initiate and Terminate flight personnel.
13. Manages the MEL Program.
14. Communicates with the Flight Safety Officer, reviews safety meeting minutes, records and reports. Distributes safety recommendations to all staff. Coordinates improvements to the safety program.

Chief Pilot

1. Reports to the Director of Operations.
2. May be delegated Operational Control from the President of Operations.
3. Can sign for Operational Control on the AI-Pro system.
4. Promotes and encourages safe practices as outlined in the IEH, Safety Program.
5. Supervises all Pilots.
6. Development and revision of the Training Program.
7. Conducts or supervises all training activities of Pilots.
8. Advises the Director of Operations regarding the training of Pilots.
9. Assists the Director of Operations in formulating operations policies, coordinates those policies, and coordinates operations and training.
10. Ensures that all aircraft are properly equipped for applicable operations.
11. Disseminates information to all crewmembers pertaining to routes, airports, NOTAMS, NAVAIDS, company policies, and regulations.
12. Maintains proficiency as Pilot in Command.
13. Schedules Pilots flight duties.
14. Prepares and maintains proficiency records, pilot files, flight schedules, duty time reports, and any correspondence pertaining to flight operations activities.
15. Keeps the aircraft copies of this Operations Manual current.
16. Ensures that all pilots are certified and supervised according to the requirements specified in the Federal Aviation Regulations, Operations Specifications and General Operations Manual.
17. Has the authority to select and recommend pilots for employment.
18. Has the authority to sign for FAA correspondence and operations specifications.

Director of Maintenance

1. Reports to the Director of Operations.
2. May be delegated Operational Control from the President.
3. May complete and sign for all areas of the Daily Dispatch Sheet Form S-12.

4. Promotes and encourages safe practices as outlined in the IEH, Safety Program.
5. Is responsible for all maintenance and inspection personnel and signing of Part D of the Operations Specifications.
6. Ensures that company aircraft are maintained in an airworthy condition.
7. Ensures that all inspections, repairs, and component changes are accomplished in accordance with manufacturers or FAA approved procedures.
8. Ensures compliance with maintenance procedures, airworthiness directives, service bulletins, service letters, and Federal Aviation Regulations.
9. Ensures all maintenance technicians are trained and current on the types of aircraft for which approved.
10. Ensures that all maintenance technicians are certified and supervised according to the requirements specified in the Federal Aviation Regulations.
11. Coordinates with maintenance contracting agencies when maintenance activities are being performed on company aircraft.
12. Provides the Director of Operations with the current airworthiness status of the aircraft and the forecast down times to facilitate maintenance scheduling and insure timely deferral or correction of aircraft discrepancies.
13. Maintains a close liaison with manufacturer's representatives, parts supply houses, repair facilities, and the FAA.
14. Makes available to the maintenance personnel the necessary overhaul manuals, service bulletins, service letters, airworthiness directives, applicable sections of this manual, and any other required technical data.
15. Maintains all necessary work records and logbooks, including certification in the aircraft permanent maintenance records that the aircraft is approved for return to service.
16. Maintains weight and balance records for all aircraft.
17. Completes the required MRR and MIS reports and submits them to the Director of Operations for forwarding to the FAA.
18. Prior to ordering parts assures that a Vendor Audit Form is on file for the selected Vendor.
19. Responsible for assuring all received parts are check in and out via the company inventory system when appropriate.
20. Responsible for maintain all company equipment and tool in working order and to maintain a calibrated tools list.
21. Program and initiate procedures to assure timely corrective action of MEL Items is accomplished.

Pilot in Command

1. Reports to the Chief Pilot. (in his absence reports to Director of Operations)

2. Has Operational Control over each flight being conducted.
3. Report for duty not less than 45 minutes prior to dispatch time. This is for the accomplishment of preflight inspections and paperwork.
4. Determine he or she is legally licensed, adequately rested and in proper dress.
5. Assures that they have in their possession a legal copy of their airman certificate.
6. Assures that they have in their possession a legal copy of their airman medical certificate.
7. Government Issued Identification
8. Follow all outlined procedures in the IEH, Safety Program.
9. Insures aircraft is preflighted per the approved inspection checklist.
10. Insure all required items are on board.
11. Obtain a weather briefing from the approved weather sources.
12. Supervises loading and distribution of cargo and passengers.
13. Assures aircraft is within proper weight and balance limitation.
14. Prepares or supervises preparation of flight plan considering such factors as altitude, terrain, weather, range, weight, airport facilities and navigational aids.
15. Files flight plan.
16. Notifies the Director of Operations whenever the pilot may violate any rule due to being dispatched on a flight.
17. Notifies the Director or Operations whenever a medical deficiency exists that would affect the safety of flight.

Mechanic

1. Reports to the Director of Maintenance.
2. Follow all outlined procedures in the IEH, Safety Program.
3. Follow all practices as outlined in the IEH, Maintenance Practices Manual.
4. Conduct all work as directed by the Director of Maintenance.

General Manager

1. Reports to the Director of Operations.
2. Promotes and encourages safe practices as outlined in the IEH, Safety Program.
3. Responsible for Ramp Agents working under his or hers supervision.
4. Assures all fuel received is of proper grade, color and clarity.
5. Liaison to the Flight Safety Officer in organizing safety meetings to involve Ramp Agents.
6. Has the authority to select and recommend applicants for ramp staff employment.

Ramp Agent

1. Reports to the Station Manager.
2. Follow all outlined procedures in the IEH, Safety Program.
3. Conduct Passenger Briefings via Video. (In absence of video oral briefing may be given covering all elements of FAR 135.117.
4. Helipad inspections for FOD
5. Assure no Hazardous materials are loaded onto any aircraft other than those allowed in the Hazardous Materials Sections of this manual.
6. Passenger Boarding.
7. Loading of Cargo.
8. Preparation of flight manifest.
9. Passenger Boarding.
10. Flight following of each aircraft.
11. All duties assigned qualified for.

Flight Safety Officer

1. Reports to the Director of Operations.
2. Can sign for Operational Control on the AI-Pro system.
3. Responsible for scheduling safety meetings, to be attended by pilots, mechanics, and ground crew.
4. Setting the agendas for the meetings, insuring that minutes and topics are documented
5. Encourage the reporting of any incident, record, track and follow up on actions arising from the report.
6. Encourage comments and suggestions for improving current safety procedures.

Federal Aviation Administration

The Personnel assigned to the IEH, that have primary responsibilities for all regulatory matters are listed at our principal base of operations at 1175 Queens Highway, Long Beach Ca. 90802.

The F.S.D.O. we are responsible to is:

Flight Standards District Office
5001 Airport Plaza Drive Suite 100
Long Beach, CA 90815
Telephone (562)420-1755

Operational Control

The following elements of operational control will be met by IEH.

Crewmember Requirements

During all 135 operations all crewmembers will be employees of the certificate holder, all pilots will be current with certificates stating medical, initial and recurrent flight training, and FAA 135 flight checks have been performed satisfactorily. All ground crew will be employees of the certificate holder and yearly training will also be current. Records of both crewmembers and ground crew relating to training and currency will be kept at the certificate holder's base of operations. The certificate holder is accountable for all actions and inactions of the crewmembers and ground crew during all aircraft operations.

Aircraft requirements

All 135 operations will be conducted by aircraft owned, and remaining without interruption, in the certificate holder's possession. Or, leased by and remaining in the custody of the certificate holder during all of its 135 flights.

Exclusive aircraft use requirements for Part 135 Operations

At least one aircraft that meets the requirements for at least one kind of operation authorized by the certificate holder's operations specifications must remain in the certificate holder's exclusive legal possession as per 135.25. The aircraft cannot be listed on any other Part 119 certificate holder's operations specifications.

IEH. will not operate or conduct any flight operations under any other business name or DBA.

Aircraft operating agreements/arrangements

As per 119.53 the certificate holder may not wet lease from or enter into any wet leasing agreement with any person or entity not authorized by the FAA to engage in common carriage under parts 121 or 135 whereby that other person provides an aircraft and at least one crewmember.

Any agreement between the certificate holder and an aircraft owner must fully explain:

That only aircraft certified airworthy, under part 135 are used.

How the certificate holder will insure they have complete, effective, and sustainable operational control over leased/chartered aircraft.

That any agreement between the certificate holder and lessee does not shift any liability or accountability for the safety of certificate holder's flight operations from the certificate holder to any other party.

Persons authorized to exercise Operational Control

Prior to conducting any Part 135 flight The Director of Operations will determine the following:
Through operations that the pilots assigned are current and eligible for flight status.
Through maintenance which aircraft will be used and that the aircraft is airworthy.

Note: If the Director of Operations is not available he will appoint the Chief Pilot, Director of Maintenance, or another employee via telephone to determine the above. The Director of Operations will then send an email to the Chief Pilot, Director of Maintenance and reservations informing them of the appointed.

Operational Control Information

1. All flight operations conducted by the certificate holder, with the exceptions of re-positioning, maintenance flights, training and FAA 135 check ride flights will be conducted under Part 135.
2. The person signing operational control will check the pilot authorization sheet to ensure the pilot is current.
3. They will check the AI-Pro schedule to see how much time is remaining on each aircraft.
4. They will ensure enough time remains on the assigned aircraft to complete the number of allocated flights that day.

Crew Scheduling

- I. The chief Pilot will maintain a list of all current pilots and verify they remain current. This will be in the form of a spreadsheet to be kept on-line. Access will be given to any person that Operational Control is delegated to.
- II. The Chief Pilot will develop a monthly pilot schedule assigning pilot to scheduled days on and off taking the following into account:
 - a. Airman Certificates (limitations)
 - b. Airman Medical (grade and currency)
 - c. FAR Part 135 Ground and Flight Checks
 - d. Factory training (if applicable to contracts)
 - e. HUET training (as applicable to flights operations)
 - f. CRM training (as applicable to flight operations)
 - g. Rig Contract Flight Currency

Flight Locating Procedures [135.23(l)]

All VFR flights are to be conducted with the appropriate flight plan. A flight plan may either be filed through Company Ramp Agents or thru FSS. All flights between the mainland and Catalina Island are to be filed through Company Ramp Agents. For flights conducted in flight restricted areas, flights will be filed with FSS. (ex. Flights conducted during VIP Presidential TFR's).

Flights operating in accordance with company flight plans will be monitored in accordance with the provisions of regulations stated in FAR 135.79.

Pilot in Command responsibilities:

1. Make sure the flight plan has all information required in a VFR flight plan.
2. Inform company ramp agents within one hour of arrival at a destination or immediately if landing at other than the destination.
3. Provide the location, date and estimated time for re-establishing communications if the flight is going to operate in an area where communication cannot be maintained.

Ramp Agents responsibilities:

Insure that no flight(s) are dispatched unless the crew files or approves the appropriate flight plan with either IEH INC, or FSS.

If the company is not notified within 15 minutes of ETA or Revised ETA at destination the ramp agent will immediately:

1. Call the point of intended landing to check arrival.
2. If no information is available or the aircraft has not arrived inform the appropriate personnel immediately.

When Company aircraft are engaged in offshore flights and the pilot has filed a company flight plan, ground staff shall flight follow and know the location of the aircraft at scheduled reporting points as follows:

1. Departure Point (noting time)
2. Beach or Breakwater Outbound
3. Halfway Point of Mid Channel (noting time)
4. Beach or Breakwater Inbound (or two minutes out from landing)
5. Final Approach
6. Landing or Missed Approach

EMERGENCY PROCEDURES

[135.23(m)]

Whenever the Pilot-in-Command (PIC) is the sole company employee on board the flight, the PIC is assigned all emergency evacuation duties.

Pilot-in-Command duties are as follows:

1. Brief Passengers of the emergency (time permitting)
2. Assisting Passengers with Emergency Floatation Equipment.
3. Opening or Jettison of Emergency Exits.
4. Assisting passengers to disembark.
5. Leading passengers to safety.
6. Notify proper authorities and requesting aid.

If time or circumstances do not allow the PIC to directly control, brief or assist the passengers he may delegate and instruct another crewmember or competent passenger if available.

EN ROUTE QUALIFICATIONS PROCEDURES
[135.23(N)]

Pilot-in-command: Line Checks: Routes and airports
[135.299(c)]

IEH, INC. is authorized to conduct the following operations:

- a) On Demand Charter – Helicopter VFR, Day and Night passengers and cargo (nine passenger or less)
- b) Area of Operations – Continental U.S. excluding Alaska.

All flights are to be accomplished in accordance with appropriate FAR's, VFR flight plans, ATC clearance, Ops Specs and other appropriate Company policies and procedures set forth in this manual to include the following:

1. All flights are to be accomplished in accordance with appropriate FAR's, VFR flight plans, ATC clearance, Ops Specs and other appropriate Company policies and procedures set forth in this manual.
2. IEH, INC. pilots will never take an aircraft into IMC (instrument meteorological conditions) weather conditions, or into weather that in their opinion will deteriorate into IMC conditions.
3. Flight Crewmembers will be mindful of the need for continual and vigilant outside watch for other traffic as primary means of collision avoidance.
4. No IEH, INC. pilot will perform any duties or engage in any activity during a critical phase of flight which could distract or interfere with safe operation of the aircraft. (for further reference consult FAR 135.100)
5. Any Pilot, who has not flown over a route and into an airport or off airport landing location within the preceding 90 days, will, before beginning a flight over that route and/or into that airport or off airport landing location:
 - a. Study the route on a low altitude VFR Chart (sectional, terminal or helicopter route) as appropriate, noting all pertinent information.
 - b. Study the current Airport Facility Directory (AFD) noting all pertinent information.

Note: All flights must comply with Operations Specifications B050.

- An authorized safety representative of the Administrator who has the permission of the Pilot in Command, is qualified in the aircraft, and is checking flight operations.
2. Only those procedures set forth in this manual will be used for servicing the aircraft.
 3. No passenger will be loaded or unloaded on a 135 operation without being escorted or under the supervision of a ramp agent or pilot.
 4. No Passengers will be permitted to enter the ramp area until permission to board has been given by the Pilot.
 5. No aircraft will be taxied, hovering, take off or land between the ramp and another aircraft that is loading passengers.
 6. The ramp and apron areas will be kept clean and clear of all debris. A constant awareness of the condition of the ramp is required to prevent damage to property and injury to passengers and crew.

It is the responsibility of each person to bring to the immediate attention of management any practice or operating condition which may lead to damage or injury.

Pilot Duty and Flight Time

Flight crewmembers are required to be available for duty at all times except during scheduled rest periods, days off, or vacation. Flight crewmembers will be scheduled so that flight time is evenly distributed among those in the same crew positions with consideration given to the individual training and proficiency requirements.

IEH Inc. considers the pilots duty day as beginning 45 minutes prior to the first flight and ending after the pilots post-flight inspection or, upon landing when the on-duty mechanic begins his daily inspection.

Pilots will not be scheduled for more than 14 hours each day.

Pilots will not be scheduled to fly in excess of 8 hours each day.

Each flight/duty assignment will be followed by a rest period of at least 10 consecutive hours

Flight and duty times are tracked on the on-line duty time sheets. Pilots are expected to update the sheet at the end of each shift.

NOTE: Given the nature of the un-scheduled flights, each Pilot in Command who becomes aware of something that might cause a conflict of duty times will alert the Chief Pilot or his designee as soon as possible for review.

AERONAUTICAL WEATHER

IEH pilots will only fly in VFR conditions Day or Night.

Only weather sources approved in Operations Specifications A-010 will be used to receive weather data. In the absence of approved weather sources, pilots will utilize whatever sources are available.

Weather Minimums and Flight Altitudes

For all FAR 135 flights (excluding Offshore Oil and Gas (OGP)) Island Express Pilots will adhere to the following altitudes and visibility requirements:

Local Flying Area: (Between Long Beach, Huntington Beach, Palos Verdes, Catalina Island)

- Maintain a recommended flight altitudes between 500' – 1000'agl and not lower than 300' agl.
- Maintain a minimum flight visibility of 1nm.

Uncontrolled Airspace:

- Maintain a recommended flight altitudes between 500' – 1000'agl and not lower than 300' agl.
- Maintain a minimum flight visibility of 1nm.

Controlled Airspace:

- Maintain any Altitude Published or required by the Administrator
- In the absence of a required altitude maintain a recommended flight altitudes between 500' – 1000'agl and not lower than 300' agl.
- Clear of Clouds and visibility of 1nm.

In the interest of Safety both ground and flight staff will closely monitor weather during periods that may lead to weather minimums being less than those outlined above.

If weather is deteriorating or has fallen below any of the above, flight operations will be stopped and not resume until weather has improved

LOG OF REVISIONS

Rev. No.	Date	Page Numbers	Initials
10	04-15-11	All (complete replacement manual) check list of effective pages for all pages	N/A
11	10-14-11	Preface Page: 1, 4, 5, 6, 14	N/A
12	04-19-12	Preface Page: 1,2,3,4,5,6,8,10,12,13,18,19,20,22,23,23a, Chapter A: 4,12,12b,13,14,15,15a,16,18, Chapter Page: B2,38 Chapter E Page: 6g,7,7a,7b,7c,8,9	N/A
13	02-15-13	Preface Page: 1,2,4,5,6,8,9,13,14,25 Chapter A Page: 2,5,8,12a,16,18,	N/A
14	05-29-13	Preface 1,4,5,6,6a,14 Chapter A Page:A-12d,12e,12f,12g,12h	N/A
15	10-21-13	Preface 1,7,9,16, Chapter A-1,4,12i,12j,12k,12L,12m,13,15b,15c,15d,15e,15f,15g,15h, Chapter C-10 Chapter E-1,6a,6c,6e,6f,6j,6k,6L,6m,7,7a,7b,7c,7d,8 Add MEMG	N/A
16	03-06-20	Chapter B Add Unusual Attitude Avoidance and Recovery Inadvertent Entry to IMC	N/A
16	03-06-20	Chapter F Add Brownout, Whiteout & Flatlight, Unusual Attitude & Inadverent Entry to IMC	N/A

CURRICULUM SEGMENT: BASIC INDOCTRINATION

OBJECTIVE: To introduce the new-hire crewmember to the company and its manner of conducting operations in air transportation, to acquaint the crewmember with the company's policies, procedures, forms, organizational and administrative practices, and to ensure the crewmember has acquired basic airman knowledge.

PREREQUISITES:

1. Pilot must be employed by Island Express Helicopters.
2. Drug Program Enrollment.
3. PRIA FAA, National Drivers Registry and Previous Employer Records.
4. Safety Program Enrollment

INSTRUCTIONAL DELIVERY METHODS: Lecture, CBT

REQUIRED TRAINING TIMES: Reference Preface Page 13

COMPLETION STANDARDS: Reference Preface Page 14

OPERATOR SPECIFIC MODULES

DUTIES AND RESPONSIBILITIES

1. Company History, organization, and management structure.
2. Operational concepts, policies and types of operations.
3. Company forms, records and administrative procedures.
4. Employee's standards and rules of conduct.
5. Employee compensation and benefits.
6. Authority and Responsibilities of the Pilot in Command.
7. Appropriate portions of the Operations Manual and the employee responsibilities concerning the manual.
8. Island Express Safety Program.

FEDERAL AVIATION REGULATIONS

1. Flight Crewmember certification, training and qualification.
2. Medical Certification requirements.
3. Flight Control requirements.
4. Flight Duty and Rest requirements.
5. Record keeping requirements.
6. Operational rules of FAR Parts 61, 91, 135, and NTSB 830
7. Regulatory requirements for Company manuals.
8. Flight Crew emergency authority and reporting requirements.

CONTENTS OF CERTIFICATE AND OPERATIONS SPECIFICATIONS

1. Regulatory basis of Part 135 and the FAA Act of 1958
2. Definitions, description and organization of the Ops Specs.
3. Limitations and Authorization of the Ops Specs.
4. Description and requirements of the Operating Certificate.
5. Description of the FAA District Office and Principal Inspectors.

AIRMAN SPECIFIC MODULES

COMPANY FLIGHT CONTROL

1. Flight locating system and procedures.
2. Duties and responsibilities of the Pilot in Command.
3. Weather and airport requirements.
4. Company communications.

WEIGHT AND BALANCE

1. Definitions and formulas.
2. General loading procedures and use of charts for CG computations.
3. Effects of fuel burn and load shifts in flight.
4. Weight and balance charts and table and other applicable documents.

AIRCRAFT PERFORMANCE

1. Use of the Aircraft RFM.
2. Use of RFM Performance charts and tables.
3. Effects of Temperature and altitude

METEOROLOGY

1. Basic weather definitions.
2. Temperature, pressure and winds.
3. Atmosphere, moisture and clouds.
4. Air masses and fronts.
5. Forecast, reports and symbols.

NAVIGATION

1. Use of navigation charts, airport or heliport diagrams.
2. Dead reckoning and pilotage concepts and procedures.
3. Navigation instruments: VOR, ADF, Loran.
4. Enroute procedures and communications.

AIRSPACE AND ATC PROCEDURES

1. Controller and Pilots responsibilities.
2. ATC Communications requirements and clearances.
3. ATC Communications procedures (normal and emergency).
4. Departure, enroute and arrive requirements.
5. Wake Turbulence Recognition and Avoidance.

ENROUTE AND TERMINAL AREA CHARTING AND FLIGHT PLANNING

1. General Company flight planning procedures.
2. Weather reports and fuel requirements.
3. Takeoff and landing requirements.
4. Using the RFM performance charts and tables.
5. Airport Ground Operational Safety

CONCEPTS OF INSTRUMENT PROCEDURES

1. Spatial disorientation.
2. Climbing, turning, and descending.
3. Scanning Techniques.
4. IIMC (Inadvertent Instrument Metrological Condition)

SINGLE-PILOT PROCEDURES DURING TAXI OPERATIONS

1. Planning
2. Situational Awareness
3. Use of Written Taxi Instructions
4. ATC/Pilot Communication
5. Taxiing

CREW RESOURCE MANAGEMENT TRAINING

1. Authority of Pilot in Command
2. Communication process, decisions, and coordination, to include communication with Air Traffic Control, personnel performing flight locating and other operational functions, and passengers.
3. Building and maintenance of a flight team.
4. Workload and time management
5. Situational awareness
6. Effects of fatigue on performance, avoidance strategies and countermeasures.
7. Effects of stress and stress reduction strategies.
8. Aeronautical decision-making and judgment training for IEH INC operations
 - a. Offshore environment including weather, ocean conditions, remote locations
 - b. Offshore Oil and Gas Production
 - c. Air tour operations

CURRICULUM SEGMENT: GENERAL EMERGENCY

OBJECTIVE: To develop the necessary knowledge and skills in the actual use of certain items of emergency equipment, as well as the procedures to be followed, when emergency situations occur.

PREREQUISITES: 1. Basic Indoctrination Completed

INSTRUCTIONAL DELIVERY METHOD: Lecture, demonstration, drill, CBT

REQUIRED TRAINING TIMES: Reference Preface Page 13

COMPLETION STANDARDS: Reference Preface Page 14

EMERGENCY SITUATION TRAINING MODULE

FLIGHT CREMEMBER DUTIES AND RESPONSIBILITIES

1. Emergency assignments.
2. PIC emergency authority.
3. Reporting incidents and accidents.
4. Passenger notification procedures.
5. Company emergency communication procedures.

AIRCRAFT FIRES

1. Principals of combustion and classes of fires.
2. Toxic fumes and chemical irritants.
3. Use of appropriate extinguishers.

FIRST AID EQUIPMENT

1. Contents and use of the first aid kit.

ILLNESS, INJURY AND BASIC FIRST AID

2. Principals of CPR.
3. Ear and Sinus block.
4. Seeking medical assistance.
5. Treatment for shock.
6. Heart attack and pregnancy situations.

GROUND EVACUATION

1. Aircraft configuration and passenger flow.
2. Blocked or jammed exit procedure.
3. Fuel Spills or other ground hazards.
4. Disabled Persons.

DITCHING

1. Cockpit and cabin preparation.
2. Passenger briefing.
3. Primary and secondary swells/sea conditions.
4. Approach, landing and evacuation

PREVIOUS AIRCRAFT ACCIDENTS/INCIDENTS

1. Review.

CREWMEMBER INCAPACITATION

2. Company procedures.
3. NTSB reporting requirements.
4. Interference with crewmembers.

HIJACKING AND OTHER UNUSUAL SITUATIONS

1. Hijack procedures.
2. Bomb procedures.
3. In-flight intercept.
4. Transponder use.

EMERGENCY DRILL TRAINING MODULE (NOTE1)

HANDHELD FIRE EXTINGUISHERS

1. Inspection tags, dates and charge levels
2. Removal and storage of extinguisher.
3. Discharge procedures.
4. Maintenance requirements.

EMERGENCY EXITS

1. Actual operation of each exit, normal and emergency.

DITCHING EQUIPMENT

1. Instruction on the operation of the emergency floats.
2. Instruction on the operation of the fixed floats (in installed).
3. Actual donning, use of inflation of individual flotation device.
4. Maintenance requirements for ditching equipment.

Note 1: The emergency drill training modules, which require the crewmember to actually operate the items of emergency equipment (hands-on), must be conducted at least every 24 months. During the alternate 12-month periods, the emergency drill training may be accomplished by pictorial presentation or demonstration.

PERFORMANCE CHARACTERISTICS DURING ALL FLIGHT REGIMES

1. Consult Aircraft RFM

AIRCRAFT SYSTEM MODULES

PIC HELICOPTER

AIRCRAFT GENERAL

1. Dimensions.
2. Weight.
3. Rotor Systems.

POWERPLANTS

1. Basic engine description.
2. Accessory drives.
3. Ignition and filtration.
4. Oil Systems.
5. Controls and Indications.

ELECTRICAL

1. DC System description
2. Battery and Generator
3. External Power
4. DC Test panel
5. DC System Malfunctions
6. Caution Panel
7. Electrical system schematic
8. Busses, circuit breakers and fuses
9. AC System description
10. AC System Operation
11. AC System Malfunctions

HYDRAULIC

1. First Stage Hydraulic System
2. Second Stage Hydraulic System
3. Control & Indicators
4. System Malfunctions
5. Rotor Brake
6. Landing Gear & Wheel Brakes
 - a. Landing Gear
 - b. Wheel Brakes

FUEL

1. System Description
2. System Operation
3. Fuel System Indicators
4. Emergency Malfunctions
5. Auxiliary Fuel System
6. Abnormal Malfunctions

AIR CONDITIONING

1. Vents
2. Heater/Defroster Controls

FLIGHT CONTROLS

1. Primary controls
2. SAS (Stability Augmentation System)
3. Autopilot (If Installed)
4. Flight Director (If Installed)

LANDING GEAR

1. Wheel Type
2. Nose Wheel Turning Limitations
3. Gear Safety Pins
4. Doors

ICE AND RAIN PROTECTION

1. Engine and pitot ice

EQUIPMENT AND FURNISHINGS

1. Exits
2. Seats
3. Cargo areas and configuration

FLIGHT INSTRUMENTS

1. Panel layout
2. Power sources and fault indicators
3. Attitude indicator
4. Compass and DG
5. Airspeed indicator
6. Altimeter and VSI

NAVIGATION EQUIPMENT

1. HSI, RMI, ADF, VOR, RNAV, DME
2. GPS.
3. FMS (If Installed)

COMMUNICATION EQUIPMENT

1. VHF and FM radios.
2. Audio Panels.
3. Intercom

WARNING SYSTEMS

1. Aural and visual warning systems.
2. Warning and caution annunciator panel.

FIRE PROTECTION

1. Fire Extinguisher System
2. Fire Detection System
3. Engine Fire
4. Cabin Fire
5. Baggage Smoke Detector

LIGHTING

1. Cockpit, cabin and Baggage lighting.
2. External lighting.
3. Power sources and switches.
4. Landing Light/Taxi Light
5. Search Light

EMERGENCY EQUIPMENT

1. Type of emergency equipment.
2. Location and purpose.
3. Use of emergency equipment.

AUXILIARY POWER UNIT

1. Location of APU Access
2. Connection procedures
3. Disconnection procedures.

AIRCRAFT SYSTEM INTEGRATION MODULES

USE OF CHECKLIST

1. Location of checklist.
2. Purpose of checklist.
3. Proper use for normal and emergency checklist.

FLIGHT PLANNING

1. General Company flight planning procedures.
2. Weight and Balance effects on flight.
3. Route of flight.
4. Fuel Burn.
5. Affect of weather.
6. Use of performance charts from Aircraft RFM.

COCKPIT FAMILIARIZATION

1. Location of all required equipment (normal and emergency)

COCKPIT RESOURCE MANAGEMENT

1. Principles of CRM
2. Proper CRM Procedures

HOT REFUELING PROCEDURES

1. Company Hot Fueling Procedures
2. Pilot In Command Responsibilities
3. Ground Crew Responsibilities
4. Emergency Procedures Applicable to Hot Refueling

PASSENGER LOADING/UNLOADING WITH AIRCRAFT RUNNING

1. Company Procedures for Loading and Unloading Passengers with Aircraft Running
2. Pilot In Command Responsibilities
3. Ground Crew Responsibilities

CURRICULUM SEGMENT: FLIGHT TRAINING CURRICULUM SEGMENT

PIC – S76 Helicopter

OBJECTIVE: To develop the necessary crewmember skills and knowledge to perform the duties and responsibilities for the duty position and operate the aircraft to the desired standards.

PREREQUISITES:

1. Basic Indoctrination Completed
2. Aircraft Ground Completed

INSTRUCTIONAL DELIVERY METHOD: Instruction/Demonstration/Practice

REQUIRED TRAINING TIMES: Reference Preface Page 13

COMPLETION STANDARDS: Reference Preface Page 14

FLIGHT MODULES

PREPARATION GROUND

1. Preflight (Visual) Inspection.
2. Engine Start and Shutdown
3. System Checks

TAKEOFF AND LANDINGS

1. Normal Takeoff and Landing
2. Cross Wind Takeoff And Landing
3. Normal Hover Maneuvers
4. Shallow Approach and Run – On – Landing
5. Steep Approach
6. Climb VY
7. Use of Landing Light (use for remote landing reconnaissance)
8. Landing without Hovering (Brownout, Whiteout Avoidance)

IN-FLIGHT MANEUVERS

1. Steep Turns
2. Airspeed MCP
3. Max Endurance
4. Power Check

OPTIONAL MANEUVERS

1. Confined Area Landings
2. Pinnacle Landing
3. High Altitude Operation
4. Slope Landings
5. Rapid Decelerations
6. Reserved:

INSTRUMENT MANEUVERS

1. Straight and Level
2. Unusual Attitudes / Inadvertent IMC.
3. Climbs
4. Descents
5. Turns
6. Vectors
7. ILS Approach
8. VOR Approach
9. GPS Approach

MISSION TRAINING (Company Specific)

1. Judgment
2. CRM
3. Company Heliports
4. Oil Rigs

LANDING GEAR

1. Landing Gear Failure

TAIL ROTOR

1. Tail Rotor Control Failure
2. Tail Rotor Drive Failure (Oral)

ELECTRICAL

1. Generator Failure

SINGLE ENGINE FAILURES

1. Engine Fire
2. Loss of Engine in Cruise
3. Loss of Engine in Take off w/landing – w/fly away
4. Loss of Engine During Approach w/landing
5. Loss of Engine During Approach w/Fly away
6. Loss of Engine in Hover OGE w/Landing
7. Loss of Engine in Hover OGE w/Fly away
8. Loss of Engine in Hover IGE
9. Loss of Engine in Hover Taxi

GOVERNOR FAILURES

1. Engine Trim Failures
2. Governor Failure (Oral)

FLIGHT CONTROLS

1. Cyclic Trim Failure
2. SAS Failure

DUAL ENGINE FAILURE

1. Autorotation

CURRICULUM SEGMENT: HAZARDOUS MATERIALS RECOGNITION

OBJECTIVE: To develop the necessary crewmember skills and knowledge to recognize Hazardous Material, proper acceptance, handling, storage and transportation.

PREREQUISITES: 1. Basic Indoctrination Completed

INSTRUCTIONAL DELIVERY METHOD: Lecture, Instruction/Demonstration/Practice, CBT

REQUIRED TRAINING TIMES: Reference Preface Page 13

COMPLETION STANDARDS: Reference Preface Page 14

HAZARDOUS MATERIALS MODULES

MODUEL 1 – DG/HM GENERAL RECOGNITION TRAINING

1. Company policy and training requirements
2. Hazard class definitions and examples
3. Enforcement
4. Hidden shipment indicators Appendix A
5. Suspicious cargo and baggage awareness
6. Communication components of dangerous goods:
 - a. Shipping papers – 49 CFR part 172 Subpart C
7. Applicable regulatory materials
 - a. Marking – 49 CFR part 172 subpart D
 - b. Labeling – 49 CFR part 172 subpart E
8. DG/HM COMAT
 - a. Identification and recognition
 - b. Hazardous materials onboard aircraft appendix C
 - c. Replacement components
 - d. Consumable
 - e. Specific DG COMAT exception – 49 CFR 175.10(a)(2)(iii)
 - f. Facility storage safe movement, and handling requirements-49 CFR 175.78
 - g. Proper disposal procedures for DG COMAT
 - h. Environmental precautions
 - i. Transportation precautions

9. Reporting incidents and discrepancies-49 CFR 175.15, 171.16, 175.31 and Appendix E
10. Exceptions for DG/HM – CFR 175.10

MODULE 2 TESTING 49 CFR 172.704 (d)

NOTE: The required length of training time is four (4) hours for initial training, and two (2) for recurrent training.

Each employee, agent, and contract employee of Island Express Helicopters who performs any assigned duties or responsibilities for acceptance, handling, storage, and transportation of cargo, baggage, and COMAT (commingling of DG/HM) shall be familiar with the company policy regarding the non-acceptance of dangerous good (DG) and hazardous materials (HM), the requirements for training, their responsibilities regarding the recognition of any accident involving a DG/HM.

This air carrier shall not use any individual to perform the above duties unless the individual has satisfactorily completed an initial course of study and an oral or written test. All incorrect answers shall be reviewed with the training until proficiency is achieved.

In addition, within the preceding 12 calendar months, the individual must have received either initial training or annual recurrent training and satisfactorily completed an oral or written test. All incorrect answers shall be reviewed with the trainee until proficiency is achieved.

Island Express Helicopters shall maintain a record of the satisfactory completion of the initial and recurrent training for each individual. These records will be available at the location where the personnel perform such duties, and will be maintained for as long as the employee is performing these duties, and will be maintained for as long as the employee is performing these duties and for 90 days thereafter.

CURRICULUM SEGMENT: QUALIFICATION

OBJECTIVE: To determine that a crewmember has satisfactorily completed all required curriculum segments and to determine whether sufficient learning has occurred by the comparison of the crewmember's performance, in practical situations, to established standards.

PREREQUISITES:

1. Basic Indoctrination Completed
2. General Emergency Completed
3. Aircraft Ground Completed
4. Hazardous Materials Completed
5. Aircraft Flight Completed

INSTRUCTIONAL DELIVERY METHOD: Lecture, Instruction/Demonstration/Practice

COMPLETION STANDARDS:

Each crewmember required to train under a curriculum must complete the curriculum in its entirety. The minimum passing grade for all tests shall be 70%, which is then corrected to 100%. Subject areas found deficient will be reviewed and the crewmember knowledge determined to be satisfactory. CBT records will also be included if applicable. Such review will be documented by the instructor.

Satisfactory completion of flight training required events will be in accordance with the standards set forth in the Practical Test Standards as appropriate for the pilot certificate and rating required for the duty position assigned.

A crewmember who fails to meet qualification objectives must continue training until those objectives are met, unless the crewmember is removed from training status.

A crewmember will become fully qualified to serve in a specific duty position in a specific aircraft upon satisfactory completion of the qualification segment requirements. Testing and checking will be conducted in accordance with FAA Order 8900.1 Table 3-71, Part 135 Checking Modules – Helicopters.

BASIC CHECKING MODULE

PIC Competency Check (FAR 135.293)

ADDITIONAL CHECKING MODULE

PIC Line Check (FAR 135.299)

CURRICULUM SEGMENT: INSTRUCTOR GROUND TRAINING

OBJECTIVE: To develop the necessary skills and knowledge to instruct/evaluate other airmen performing their duties and responsibilities for their duty position and to ensure those airmen operate the aircraft to the desired standards, and be able to certify as to the competence of those airmen.

PREREQUISITES:

1. All ISHA Training Program Completion
2. Qualified as a line pilot with Island Express Helicopters

INSTRUCTIONAL DELIVERY METHOD: Lecture

REQUIRED TRAINING TIME 4 Hours

COMPLETION STANDARDS: Reference Preface Page 14

TRAINING MODULE FOR THOSE PILOTS NOT HOLDING A VALID FLIGHT INSTRUCTOR CERTIFICATE

THE FUNDAMENTAL PRINCIPLES OF THE TEACHING LEARNING PROCESS

1. Refer to the Flight Instructors Handbook.

TEACHING METHODS AND PROCEDURES

2. Refer to the Flight Instructors Handbook.

THE INSTRUCTOR STUDENT RELATIONSHIP

3. Refer to the Flight Instructor Handbook.

TRAINING FOR ALL PILOTS

OPERATOR SPECIFIC MODULE

1. Flight Instructor Duties, Functions and Responsibilities
2. The Applicable Code of Federal Regulations and the Certificate Holders Policies and Procedures.
3. The Applicable Methods, Procedures and Techniques for Conducting the Flight Instruction.

PROPER EVALUATION OF PILOT PERFORMANCE INCLUDING THE DETECTION OF:

1. Improper and insufficient training.
2. Personal characteristics that could adversely affect safety.
3. The corrective action in the case of unsatisfactory training progress
4. The approved methods, procedures and limitation for performing the required normal, abnormal, and emergency procedures in the aircraft.

CURRICULUM SEGMENT: INSTRUCTOR FLIGHT TRAINING

OBJECTIVE: To develop the necessary skills and knowledge to instruct/evaluate other airmen performing their duties and responsibilities for their duty position and to ensure those airmen operate the aircraft to the desired standards, and be able to certify as to the competence of those airmen.

PREREQUISITES:

1. Basic Indoctrination Completed
2. General Emergency Completed
3. Aircraft Ground Completed
4. Hazardous Materials Completed
5. Instructor Ground Training Completed

INSTRUCTIONAL DELIVERY METHODS: Instruction/Demonstration/Practice

REQUIRED TRAINING TIME 2 Hours

COMPLETION STANDARDS: Evaluation, Progress Check

FLIGHT MODULE

1. Flight Instructors will receive flight training in accordance with FAR 135.340 as appropriate. The training will consist of the following:
2. The safety measures for emergency situations that are likely to develop during instructions.
3. The potential results of improper or untimely safety measures during instruction
4. Training and practice from the left and right seats in the required normal, abnormal, and emergency maneuvers to ensure competence to conduct the flight instruction required by this part.
5. The safety measures to be taken from the left or right seat for emergency situations that are likely to develop during instruction.

CURRICULUM SEGMENT: CHECK AIRMAN GROUND TRAINING

OBJECTIVE: To develop the necessary skills and knowledge to Evaluate other airmen performing their duties and responsibilities for their duty position and to ensure those airman operated the aircraft to the desired standards, and be able to certify as to the competence of those airmen.

PREREQUISITES:

1. Basic Indoctrination Completed
2. General Emergency Completed
3. Aircraft Ground Completed
4. Hazardous Material Completed
5. Helicopter Flight Completed

INSTRUCTIONAL DELIVERY METHODS: Lecture/Demonstration

REQUIRED TRAINING TIME 4 Hours

COMPLETION STNADARDS: Reference Preface Page 14

OPERATOR SPECIFIC MODULE

1. Check Airman Duties, Functions and Responsibilities.
2. The Applicable Code of Federal Regulations and the certificate holders' policies and procedures.
3. The applicable methods, procedure, and techniques for conducting the required checks.
4. Proper evaluation of student performance including the detection of
 - a. Improper and insufficient training; and
 - b. Personal characteristics of an applicant that could adversely affect safety.
5. The corrective action in the case of unsatisfactory checks.
6. The approved methods and procedures, and limitation for performing the required normal, abnormal, and emergency procedures in the aircraft.

CURRICULUM SEGMENT: CHECK AIRMAN FLIGHT TRAINING

OBJECTIVE: To develop the necessary skills and knowledge to Evaluate other airmen performing their duties and responsibilities for their duty position and to ensure those airman operated the aircraft to the desired standards, and be able to certify as to the competence of those airmen.

PREREQUISITES:

1. Basic Indoctrination Completed
2. General Emergency Completed
3. Aircraft Ground Completed
4. Hazardous Material Completed
5. Helicopter Flight Completed
6. Check Airman Ground

INSTRUCTIONAL DELIVERY METHODS: Demonstration/Practice

REQUIRED TRAINING TIME : 2 Hours

COMPLETION STANDARDS: Reference Preface Page 14

FLIGHT MODULE:

CHECK AIRMAN FLIGHT TRAINING

1. Safety measures for emergency situations that are likely to develop during a check;
2. The potential results of improper, untimely, or nonexecution of safety measures during a check;
3. Training and practice in conducting flight checks from the left and right pilot seats in the required normal, abnormal, and emergency procedures to ensure competence to conduct the pilot flight checks.
4. The safety measures to be taken from either pilot seat for emergency situations that are likely to develop during checking.



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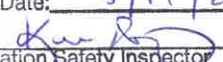
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Effective Pages

This listing contains all current pages, with effective dates. It should be used after posting all amendments to ensure the manual is complete and up to date.

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Long Beach FSDO
 Approved Date: 3/17/20

 Aviation Safety Inspector

Revision 01 / 03-06-2020

UNUSUAL ATTITUDE RECOVERY

Title: Unusual Attitude Recovery

References: FAA-H-8083-16B Chapter 7

OBJECTIVE: To simulate safely an unusual attitude and conduct a recovery by reference to flight instruments following an inadvertent entry into IMC conditions.

DEFINITIONS: Unusual attitude is defined as any flight profile where airspeed is observed to +/- 10 kts for a given power setting, the normal cruise power is +/- 10% or rated or turn, climb or decent are greater than standard rates and out of trim condition.

IIMC is defined as loss of horizon reference and or accompanying loss of visual contact with the ground.

DESCRIPTION:

- Avoidance of loss of reference will be discussed as the best possible option through diversion criteria and precautionary landing location selection.
- Pilots should consider delaying or even go as far as canceling a flight due to questionable weather conditions
- Pilots should consider slowing the helicopter down to assist in improving forward visibility.
- Pilots will set and use personal weather minimums which should be conservative when flight planning. Personal weather minimums will assist the pilot in planning a safe flight
- If weather for the planned route is below VFR, pilots must have an alternate flight plan. If in-flight weather goes below personal minimums, the pilot must divert, land or execute the alternate flight plan
- If any pilot finds weather along flight path deteriorating causing him/her to slow down and descend below company minimums and is unable to divert for any reason (Example Terrain) he/she should make a precautionary landing and any available safe landing site (Example, parking lot, field, etc).
- No pilot will continue flight when terrain ahead is not clearly discernible.
- The recovery from entry into IMC includes emergency transition to instruments, navigation, and contact with ATC, followed by returning to VMC or an instrument approach (emergency let down).

This maneuver requires the pilot performing the maneuver and the instructor/safety pilot. It should be performed with a minimum of 2000 feet altitude. The pilot performing the maneuver will wear foggles to restrict his view to the cockpit instrument panel. The instructor/safety pilot will back up the recovery to ensure that a safe altitude is maintained and monitor the area for air traffic.

TECHNIQUE:

Detect the unusual attitude and make a recovery to straight and level flight with a minimum loss of altitude. The bank should be corrected by reference to the attitude indicator and the turn-and-slip indicator. The pitch should be corrected by reference to the altimeter, airspeed indicator, VSI, and attitude indicator. Adjust power by referring to the airspeed indicator and torque meter. Cross check instruments to avoid over controlling.

Avoidance:

1. The instructor will announce “simulating deteriorating weather to IMC.”
2. The pilot will determine diversion criteria options and select precautionary landing locations while maintaining visual reference to the surface.
3. At high speed slowing down and extending gear helps in stabilizing the aircraft

Entry and Recovery:

1. The pilot will transfer control of the helicopter to the instructor/safety pilot.
2. The pilot will close his eyes and put his head down.
3. The instructor/safety pilot will put the helicopter into an unusual attitude after several turns and changes in power settings, and then will announce to the pilot “you have the controls”. The pilot will take controls, and using reference to the instruments, initiate a recovery by:

Control: First use the wings on the attitude indicator to level the helicopter. Maintain heading and increase to climb power. Establish best climb airspeed but no slower than VMINI. Cross reference attitude indicator to indicate a positive attitude.

Climb: Climb straight ahead until your crosscheck is established. Then make a turn only to avoid terrain or objects. If a climb altitude has not been previously established with ATC, then you should climb to an altitude that is at least 1,000 feet above the highest known object or terrain and that allows for contacting ATC.

Turn: If a turn back to VMC is the best course of action, only initiate the turn after stable flight is achieved. First note the heading that you are on then begin the turn and maintain a constant rate of turn to the selected heading. Use of the heading bug is a great tool in this situation.

Communicate: Attempt to contact ATC as soon as the helicopter is stabilized in the climb and headed away from danger. If the appropriate frequency is not known, you should attempt to contact ATC on either very high frequency (VHF) 121.5 or ultra high frequency (UHF) 243.0. Initial information provided to ATC should be your approximate location, that inadvertent IMC has been encountered and an emergency climb has been made, your altitude, amount of flight time remaining (fuel state), and number of persons on board. You should then request a vector to either VFR weather conditions or to the nearest suitable

airport/heliport that conditions will support a successful approach. If unable to contact ATC and a transponder code has not been previously established with ATC for inadvertent IMC, change the transponder code to 7700.

Note: All of the above will be practiced by Manual Manipulation of the Controls and the use of Auto Pilot. The pilot will learn the advantages and disadvantages of recovery by Manual Control and Automation. Example manual control is quicker / Automation slower. However, if pilot experiencing spatial disorientation and unable to regain control Automation is the best option. Also, the pilot will become familiar with the use of the “Go-Around Button” and its functions.

Note: When faced with deteriorating weather, planning and prevention, not recovery, are the best strategies to eliminate Unintended IMC related accidents and fatalities.

Objective: Proficiency in all maneuvers. The duration of training is at the discretion of the instructor.

INADVERTENT ENTRY TO IMC

Title: Inadvertent Entry to IMC

References: FAA-H-8083-16B Chapter 7

Objective: These maneuvers familiarize the trainee with the operation of the aircraft and the necessary skills to safely control and fly the aircraft by reference to instruments in the event of encountering IMC conditions in flight.

Description: Straight-and-level: The trainee will practice straight- and-level flight with changes in airspeed and aircraft configuration both manual manipulation of controls and use of Automation.

- Turns: The trainee will practice heading changes using various means to determine rate and amount of turn in level, climbing, and descending flight manually and use of Automation
- Practice will include:
 1. standard rate turns
 2. timed turns
 3. turns to predetermined headings
 4. magnetic compass turns
 5. steep turns.
- Climbs and Descents: The trainee will practice changes of altitude manually and use of automation including:
 6. standard rate turns
 7. rate climbs and descents
 8. climbs and descents to predetermined altitudes and headings.
- After showing proficiency with the above the pilot will practice in using radio navigation aids for safe and efficient navigation in simulated instrument conditions.
- The pilot will be given an instrument clearance for each flight in this phase. This clearance may be obtained through ATC or may be given by the instructor. The clearances will consist of navigation, radar vectors, and specific instructions for headings and altitude changes. The pilot will become familiar with the Autopilot and its use encouraged
- The pilot will be expected to complete an ILS Approach to KLGB or any other airport as per instructor instructions. The pilot will become familiar with the Autopilot and its use is encouraged.

- ATC or the instructor will clear the trainee for a front course approach. The localizer frequency will be set and identified on the appropriate NAV receiver, with front course set for the approach. The marker beacon should be turned on. ADF, DME or a second VHF NAV receiver, if available, should be tuned and identified as necessary to provide fix points along the approach course, if applicable, or be turned to the localizer course being used, or for missed approach maneuvering
- The In-range checklist should be accomplished immediately prior to commencing the approach to reduce pilot workload and allow concentration on maneuvering the aircraft for the approach.
- The Before Landing checklist may be accomplished at any time during the initial or intermediate segments, except for landing gear
- Prior to reaching the final approach fix inbound, the trainee shall verbally verify the field elevation, decision height, missed approach procedure and landing gear should be extended. After passing the final fix, the approach airspeed should be maintained.
- At decision height, the trainee will continue the approach and land with hood removed or execute a missed approach as directed by the instructor pilot. If a missed approach is executed use of the "Go-Around" function is encouraged

ACCEPTABLE PERFORMANCE GUIDELINES:

- A. During all flight maneuvers, the pilot will be expected to control altitude within 100 feet, heading within 10° and airspeed within 10 knots of that assigned.
- B. He/she may be requested to make configuration changes while maintaining the same tolerances.
- C. During rate climbs and descents, the vertical rate should be within 100 ft. per minute of that desired.
- D. Unless instructed otherwise, all turns will be standard rate (or less if bank limitations apply), within 5° of the specific bank angle.
- E. Unless advised otherwise, all climbs will be at cruise climb until within 1,000 ft. of assigned altitude and thereafter at 500 ft. per minute. The last 1,000 ft. of any descent should also be at 500 ft. per minute.
- F. Precision Approach: The trainee shall descend on a straight-in approach to the DH or on a circling approach to the MDA, arriving in a position from which a normal landing approach can be made straight-in or circling, as appropriate. Airspeed shall be maintained within 10 knots of the desired approach speed. Descent below minimum altitudes during any part of the approach, full scale deflection of the CDI or the glide slope indicator after glide slope interception or descent below the DH or MDA prior to the instructor reporting it in sight will be evidence of an incompetent performance.
- G. During initial and intermediate segments, altitude will be maintained within 100 ft. of the prescribed altitude, and airspeed will be maintained within 10 knots of the desired airspeed.
- H. During the final approach segment, altitude will be maintained within 50 feet and 0 feet at the MDA or DH and airspeed within 10 knots of the desired approach speed.

Note: Proficiency in all maneuvers. A complete understanding of the Autopilot System, Flight Director, Go-Around function and all its functions is required. This is to include the advantages and disadvantages of Automation.

Note: The duration of training is at the discretion of the instructor.



Island Express Helicopters

Report: **Cancellation Report**

Scope: InActive Reservations, Rese. Dates: 01/26/19-01/26/20

Filter: 01/26/19 - 01/26/20 [Base: Long Beach] [Cancel Reason: Weather]

Page #: 1 of 8

Run By: Whitney Bagge

Run Date: 02/03/20, 11:30a

Base	Agency	Product	Tour	Reason	Client Name	Cancel Date	Tour Date	Res #	Items	Seats	Gross	Net
01/28/19 Mon												
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Bell, Alan	01/28/19	01/31/19	87637	3	3	730.59	810.00
									3	3	730.59	810.00
01/29/19 Tue												
Long Beach	LBUSD3 Edward Raab, Comr	Round Trip From Long Beach	QWY To AV	Weather	Maldonado, Luis	01/29/19	01/29/19	87803	1	1	195.16	218.00
Long Beach	Online Bookings	Round Trip From Long Beach	QWY To AV	Weather	Johnson, Gary	01/29/19	01/31/19	87933	3	3	730.62	810.00
									4	4	925.78	1028.00
01/31/19 Thu												
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Phillips, Matthew	01/31/19	01/31/19	87987	2	1	256.77	270.00
Long Beach	Wieland, Barbara, Commuter	One Way - AV To QWY	AV To QWY	Weather	Wieland, Barbara	01/31/19	01/31/19	88077	1	1	97.58	109.00
									3	2	354.35	379.00
02/01/19 Fri												
Long Beach	A Direct Booking	One Way - AV To QWY	AV To QWY	Weather	Flores, Karina	02/01/19	02/03/19	87852	2	2	243.54	270.00
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Schuesler, Hailey	02/01/19	02/02/19	88022	6	6	1461.18	1620.00
Long Beach	TERRANEA RESORT	Hollywood and LA Tour (Long Beach)	Hollywood/ Los Angeles (Long Beach)	Weather	Fisher, Nora	02/01/19	02/02/19	87685	2	2	512.00	512.00
									10	10	2216.72	2402.00
02/02/19 Sat												
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Jones, Steve	02/02/19	02/02/19	88113	1	1	121.77	135.00
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Smith, Stefanie	02/02/19	02/02/19	88111	1	1	121.77	135.00
Long Beach	AVALON HOTEL	One Way - QWY To AV	QWY To AV	Weather	Mancy, Gabrielle	02/02/19	02/02/19	88051	2	2	195.16	218.00
Long Beach	HOTEL VISTA DEL MAR	Round Trip From Long Beach	QWY To AV	Weather	Mansdorf, Jennifer	02/02/19	02/02/19	87778	2	2	390.32	436.00
Long Beach	Online Bookings	One Way - QWY To AV	QWY To AV	Weather	Yu, Shuhan	02/02/19	02/02/19	87995	2	2	243.54	270.00
									8	8	1072.56	1194.00
02/03/19 Sun												
Long Beach	Feldhorn, Bill, Commuter	Round Trip From Long Beach	QWY To AV	Weather	Bell, Gina	02/03/19	02/04/19	88065	1	1	195.16	218.00
									1	1	195.16	218.00
02/09/19 Sat												
Long Beach	Online Bookings	One Way - QWY To AV	QWY To AV	Weather	Mercado, Alberto	02/09/19	02/09/19	88184	1	1	121.77	135.00
									1	1	121.77	135.00
02/10/19 Sun												
Long Beach	PAVILION HOTEL	Catalina 15 Min. Tour	Catalina Air Tour 15	Weather	Stepanyan, Armond	02/10/19	02/10/19	88255	2	2	264.00	264.00
									2	2	264.00	264.00
02/11/19 Mon												
Long Beach	PAVILION HOTEL	Catalina 15 Min. Tour	Catalina Air Tour 15	Weather	Hackett, Alexander	02/11/19	02/16/19	88243	2	2	264.00	264.00
									2	2	264.00	264.00
02/12/19 Tue												
Long Beach	A Direct Booking	Charter: OC To AV Round Trip	Charter: OC To Avalon	Weather	Robbins, Sarah	02/12/19	02/15/19	88208	3	2	2580.00	2580.00



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Base	Agency	Product	Tour	Reason	Client Name	Cancel Date	Tour Date	Res #	Items	Seats	Gross	Net		
02/12/19 Tue											3	2	2580.00	2580.00
02/13/19 Wed														
Long Beach	A Direct Booking	One Way - AV To QWY	AV To QWY	Weather	Hernandez, David	02/13/19	02/13/19	88304	2	2	243.54	270.00		
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Boyd, Mary	02/13/19	02/13/19	88154	2	2	243.54	270.00		
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Hastings, Chad	02/13/19	02/14/19	88283	2	2	243.54	270.00		
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Moreno, Juan	02/13/19	02/13/19	88318	1	1	.00	.00		
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Gonzalez, Carlo	02/13/19	02/13/19	88295	1	1	243.53	270.00		
Long Beach	A Direct Booking	Round Trip LB Packages	QWY To AV	Weather	Unwar, Jason	02/13/19	02/14/19	88209	4	2	758.32	804.00		
Long Beach	Catalina Conservancy, Comm	One Way - AV To QWY	AV To QWY	Weather	Fogg, Cynthia	02/13/19	02/13/19	88300	1	1	97.58	109.00		
Long Beach	Emmons, Brandon, Commute	Round Trip From Long Beach	QWY To AV	Weather	Smith, Tony	02/13/19	02/14/19	88231	1	1	195.16	218.00		
Long Beach	Online Bookings	Round Trip From Long Beach	QWY To AV	Weather	Tupper, Justin	02/13/19	02/14/19	88048	2	2	487.08	540.00		
Long Beach	PAVILION HOTEL	Catalina 15 Min. Tour	Catalina Air Tour 15	Weather	Obi, Immaculata	02/13/19	02/13/19	88185	2	2	264.00	264.00		
Long Beach	Wieland, Barbara, Commuter	One Way - QWY To AV	QWY To AV	Weather	Wieland, Barbara	02/13/19	02/13/19	88221	1	1	97.58	109.00		
											19	17	2873.87	3124.00
02/14/19 Thu														
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Balian, Mike	02/14/19	02/14/19	88322	2	2	243.54	270.00		
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Powell, Shaianne	02/14/19	02/14/19	88230	2	2	219.35	244.00		
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Gudorf, Brent	02/14/19	02/17/19	88274	2	2	438.69	488.00		
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Jancula, Ryan	02/14/19	02/16/19	88310	3	3	730.59	810.00		
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Maggi, Flavio	02/14/19	03/09/19	88287	2	2	487.06	540.00		
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Sarkaissian, Sako	02/14/19	02/14/19	88010	2	2	487.06	540.00		
Long Beach	Catalina Conservancy, Comm	One Way - AV To QWY	AV To QWY	Weather	Fogg, Cynthia	02/14/19	02/14/19	88311	1	1	97.58	109.00		
Long Beach	Ettley, Christopher, Commute	One Way - AV To QWY	AV To QWY	Weather	Ettley, Christopher	02/14/19	02/14/19	88302	1	1	97.58	109.00		
Long Beach	INN AT MT. ADA	Round Trip From Long Beach	QWY To AV	Weather	Bachelier, Jonathan	02/14/19	02/14/19	87601	2	2	390.32	436.00		
Long Beach	Macleod, Kevin, Commuter	One Way - QWY To AV	QWY To AV	Weather	Macleod, Kevin	02/14/19	02/14/19	88326	1	1	97.58	109.00		
Long Beach	Rabe, Martin, Commuter	Round Trip From Long Beach	QWY To AV	Weather	Peoples, Jason	02/14/19	02/14/19	88293	2	2	390.32	436.00		
Long Beach	SANTA CATALINA ISLAND C	One Way - AV To QWY	AV To QWY	Weather	Herrel, Randy	02/14/19	02/14/19	88338	1	1	97.58	109.00		
Long Beach	SANTA CATALINA ISLAND C	Round Trip From Long Beach	QWY To AV	Weather	Caldwell, Sierra	02/14/19	02/14/19	88292	1	1	195.16	218.00		
Long Beach	VIATOR	Round Trip From Long Beach	QWY To AV	Weather	Celestin, Dexter	02/14/19	02/14/19	88052	2	2	386.60	432.00		
											24	24	4359.01	4850.00
02/20/19 Wed														
Long Beach	OC HELICOPTERS	Charter - Other Round Trip	Charter	Weather	Bryant, Kobe	02/20/19	02/04/19	87842	2	2	.00	.00		
											2	2	.00	.00
02/22/19 Fri														
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Rao, Kiran	02/22/19	03/02/19	87764	4	4	974.12	1080.00		
											4	4	974.12	1080.00
02/25/19 Mon														
Long Beach	A Direct Booking	Hollywood and LA Tour (Long Beach)	Hollywood/ Los Angeles (Long Beach)	Weather	Gutierrez, Andres	02/25/19	03/03/19	88616	2	2	640.00	640.00		



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02/25/19 Mon											2	2	640.00	640.00
02/26/19 Tue														
Long Beach	A Direct Booking	One Way - OC To AV	OC To AV	Weather	Kennedy, Erin	02/26/19	02/26/19	88590	1	1	196.19	215.00		
											1	1	196.19	215.00
03/02/19 Sat														
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Adams, Mark	03/02/19	03/02/19	88715	2	2	243.54	270.00		
Long Beach	INN AT MT. ADA	Round Trip From Long Beach	QWY To AV	Weather	Koo, Martha	03/02/19	03/02/19	87921	2	2	390.32	436.00		
Long Beach	PAVILION HOTEL	Catalina 15 Min. Tour	Catalina Air Tour 15	Weather	Martinez, Jesus	03/02/19	03/02/19	88627	2	2	264.00	264.00		
											6	6	897.86	970.00
03/03/19 Sun														
Long Beach	A Direct Booking	Mini Coastal Tour	Mini Coastal Tour	Weather	Mickschl, Richard	03/03/19	03/03/19	88722	2	2	297.00	297.00		
Long Beach	A Direct Booking	Round Trip LB Packages	QWY To AV	Weather	Morgan, Kelly	03/03/19	03/03/19	88600	4	2	758.32	804.00		
Long Beach	Online Bookings	One Way - AV To QWY	AV To QWY	Weather	Malavia, Roger	03/03/19	03/04/19	88433	1	1	121.77	135.00		
											7	5	1177.09	1236.00
03/04/19 Mon														
Long Beach	A Direct Booking	Charter - Other One Way	Charter	Weather	Schrage, Max	03/04/19	03/03/19	88684	6	5	2025.00	2025.00		
											6	5	2025.00	2025.00
03/06/19 Wed														
Long Beach	A Direct Booking	One Way - AV To QWY	AV To QWY	Weather	Sells, Julien	03/06/19	03/06/19	88744	2	2	219.35	244.00		
Long Beach	LBUSD3 Edward Raab, Comm	Round Trip From Long Beach	QWY To AV	Weather	Maldonado, Luis	03/06/19	03/06/19	84641	1	1	195.16	218.00		
Long Beach	Sears, Commuter	Round Trip From Long Beach	QWY To AV	Weather	Reyes, Carlos	03/06/19	03/06/19	88693	1	1	195.16	218.00		
											4	4	609.67	680.00
03/18/19 Mon														
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Rankin, Nicolette	03/18/19	03/18/19	88976	2	2	243.54	270.00		
											2	2	243.54	270.00
03/19/19 Tue														
Long Beach	Peoples, Jason, Commuter	One Way - AV To QWY	AV To QWY	Weather	Peoples, Jason	03/19/19	03/19/19	88972	1	1	97.58	109.00		
											1	1	97.58	109.00
04/19/19 Fri														
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Dedolph, Samantha	04/19/19	04/19/19	89933	2	2	269.40	298.00		
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Allison, Bruce	04/19/19	04/19/19	89936	1	1	243.35	270.00		
Long Beach	Bishton, Norris, Commuter	Round Trip From Long Beach	QWY To AV	Weather	Hodnett, James	04/19/19	04/20/19	89816	1	1	194.98	218.00		
Long Beach	Hamilton Cove, Commuter	Round Trip From Long Beach	QWY To AV	Weather	Bishton, Norris	04/19/19	04/20/19	89828	1	1	194.98	218.00		
Long Beach	LACO District Attorney, Comm	Round Trip From Long Beach	QWY To AV	Weather	LA, CODA	04/19/19	04/19/19	87703	1	1	194.98	218.00		
Long Beach	Mirich, Pete, Commuter	Round Trip From Long Beach	QWY To AV	Weather	Mirich, Pete	04/19/19	04/19/19	87702	3	3	530.22	594.00		
Long Beach	Online Bookings	One Way - QWY To AV	QWY To AV	Weather	Bachman, Benjamin	04/19/19	04/19/19	89451	4	4	538.80	596.00		



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04/19/19 Fri												
									13	13	2166.71	2412.00
05/21/19 Tue												
Long Beach	Bray, Steve & Margaret, Com	Way - AV To QWY	AV To QWY	Weather	Bray, Steve	05/21/19	05/21/19	90780	1	1	97.49	109.00
									1	1	97.49	109.00
06/05/19 Wed												
Long Beach	A Direct Booking	Charter: QWY To AV Round	Charter: QWY To Avalon	Weather	Zitnik, Kathryn	06/05/19	06/05/19	91186	4	3	1620.00	1620.00
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Sparks, Chris	06/05/19	06/05/19	91176	1	1	194.98	218.00
Long Beach	LBUSD3 Edward Raab, Comr	Round Trip From Long Beach	QWY To AV	Weather	Maldonado, Luis	06/05/19	06/05/19	84654	1	1	195.16	218.00
Long Beach	Online Bookings	One Way - QWY To AV	QWY To AV	Weather	Jarrell, Joshua	06/05/19	06/05/19	90714	2	2	243.34	270.00
Long Beach	Online Bookings	Round Trip From Long Beach	QWY To AV	Weather	Reyes, Alicia	06/05/19	06/05/19	91040	2	2	486.70	540.00
Long Beach	VanDissel, Faron, Commuter	Round Trip From Long Beach	QWY To AV	Weather	VanDissel, Faron	06/05/19	06/05/19	91022	1	1	194.98	218.00
Long Beach	VIATOR	One Way - QWY To AV	QWY To AV	Weather	Graf, Sheryl	06/05/19	06/05/19	91076	2	2	193.12	216.00
Long Beach	VIATOR	Round Trip From Long Beach	QWY To AV	Weather	Roberts, Lizz	06/05/19	06/05/19	91060	2	2	386.24	432.00
Long Beach	Wieland, Barbara, Commuter	One Way - AV To QWY	AV To QWY	Weather	Weiland, Barbara	06/05/19	06/06/19	91182	1	1	97.49	109.00
									16	15	3612.01	3841.00
06/11/19 Tue												
Long Beach	A Direct Booking	One Way - AV To QWY	AV To QWY	Weather	Prince, Samantha	06/11/19	06/11/19	91401	2	2	58.88	67.50
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Blehm, Brandon	06/11/19	06/11/19	91333	2	2	486.70	540.00
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Meza, Jeanette	06/11/19	06/11/19	91218	2	2	486.70	540.00
Long Beach	Online Bookings	Round Trip From Long Beach	QWY To AV	Weather	Davis, Tyler	06/11/19	06/11/19	91241	2	2	486.70	540.00
Long Beach	Online Bookings	Round Trip From Long Beach	QWY To AV	Weather	Meza, Jeanette	06/11/19	06/11/19	91216	2	2	486.70	540.00
									10	10	2005.68	2227.50
06/22/19 Sat												
Long Beach	A Direct Booking	Catalina 15 Min. Tour	Catalina Air Tour 15	Weather	Watson, John	06/22/19	06/22/19	91113	2	2	330.00	330.00
									2	2	330.00	330.00
07/12/19 Fri												
Long Beach	Online Bookings	Round Trip From Long Beach	QWY To AV	Weather	Petty, Dustin	07/12/19	07/12/19	92267	2	2	486.70	540.00
									2	2	486.70	540.00
07/13/19 Sat												
Long Beach	A Direct Booking	One Way - AV To QWY	AV To QWY	Weather	Fuhrman, Paul	07/13/19	07/13/19	92287	1	1	134.70	149.00
Long Beach	A Direct Booking	One Way - AV To QWY	AV To QWY	Weather	Wiltsey, Christopher	07/13/19	07/13/19	92210	2	2	269.40	298.00
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Turkmen, Michael	07/13/19	07/13/19	92358	2	2	269.40	298.00
Long Beach	Online Bookings	One Way - QWY To AV	QWY To AV	Weather	Hira, Sudhir	07/13/19	07/13/19	92346	2	2	269.40	298.00
Long Beach	Online Bookings	One Way - QWY To AV	QWY To AV	Weather	Kummer, Chris	07/13/19	07/13/19	91998	2	2	269.40	298.00
									9	9	1212.30	1341.00
07/14/19 Sun												
Long Beach	A Direct Booking	Charter: QWY To Ebay - One	QWY To Emerald Bay	Weather	Campbell, Chris	07/14/19	07/14/19	92434	3	2	940.00	940.00



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07/14/19 Sun												
Long Beach	A Direct Booking	Charter: QWY To Ebay - One	QWY To Emerald Bay	Weather	Mcloughlin, Brian	07/14/19	07/14/19	92425	3	2	940.00	940.00
Long Beach	A Direct Booking	Heli-Hike From Long Beach	QWY Heli Hike	Weather	Alayed, Razan	07/14/19	07/14/19	92416	3	3	597.00	597.00
Long Beach	A Direct Booking	Heli-Hike From Long Beach	QWY Heli Hike	Weather	Martinez, Luis	07/14/19	07/14/19	92444	1	1	.00	.00
Long Beach	A Direct Booking	One Way - AV To QWY	AV To QWY	Weather	Amezcuca, Luis	07/14/19	07/14/19	92408	2	2	269.40	298.00
Long Beach	A Direct Booking	One Way - OC To AV	OC To AV	Weather	Wang, Cherrie	07/14/19	07/14/19	92366	6	6	1176.54	1290.00
Long Beach	Online Bookings	One Way - QWY To AV	QWY To AV	Weather	CERVANTES, PATRICIA	07/14/19	07/14/19	91899	3	3	404.10	447.00
									21	19	4327.04	4512.00
07/15/19 Mon												
Long Beach	A Direct Booking	One Way - AV To QWY	AV To QWY	Weather	Brownson, Michael	07/15/19	07/15/19	92394	3	3	365.01	405.00
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Oliver, Matthew	07/15/19	07/15/19	92323	2	2	486.70	540.00
Long Beach	Online Bookings	One Way - AV To QWY	AV To QWY	Weather	Al Machhour, Hani	07/15/19	07/15/19	90493	2	2	243.34	270.00
Long Beach	Online Bookings	One Way - QWY To AV	QWY To AV	Weather	Al Machhour, Hani	07/15/19	07/15/19	90492	2	2	243.34	270.00
Long Beach	Online Bookings	One Way - QWY To AV	QWY To AV	Weather	Brady, Tara	07/15/19	07/15/19	92146	2	2	243.34	270.00
Long Beach	SANTA CATALINA ISLAND C	Round Trip From Long Beach	QWY To AV	Weather	Caldwell, Sierra	07/15/19	07/15/19	92380	1	1	194.98	218.00
Long Beach	Turner, Ross, Commuter	One Way - QWY To AV	QWY To AV	Weather	Turner, Ross	07/15/19	07/16/19	92467	1	1	97.49	109.00
Long Beach	VIATOR	One Way - QWY To AV	QWY To AV	Weather	Montoya, Josh	07/15/19	07/15/19	92445	4	4	386.24	432.00
									17	17	2260.44	2514.00
07/16/19 Tue												
Long Beach	LACO Public Health, Commut	Round Trip From Long Beach	QWY To AV	Weather	Evans, Deandre	07/16/19	07/16/19	89849	1	1	194.98	218.00
									1	1	194.98	218.00
08/03/19 Sat												
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Woods, Lisa	08/03/19	08/03/19	93126	2	2	438.51	488.00
Long Beach	A Direct Booking	Round Trip LB Packages	QWY To AV	Weather	Hansen, Michael	08/03/19	08/03/19	93068	4	2	899.96	946.00
Long Beach	VIATOR	One Way - QWY To AV	QWY To AV	Weather	Massachi, Deboura	08/03/19	08/04/19	93069	2	2	211.72	236.00
									8	6	1550.19	1670.00
08/04/19 Sun												
Long Beach	Online Bookings	One Way - QWY To AV	QWY To AV	Weather	Vidinsky, Bryan	08/04/19	08/04/19	91823	3	3	404.10	447.00
Long Beach	VIATOR	One Way - QWY To AV	QWY To AV	Weather	Kimball, Allison	08/04/19	08/04/19	93001	5	5	529.30	590.00
									8	8	933.40	1037.00
08/05/19 Mon												
Long Beach	A Direct Booking	One Way - AV To QWY	AV To QWY	Weather	Monge, Thomas	08/05/19	08/05/19	93005	2	2	243.34	270.00
Long Beach	Online Bookings	One Way - AV To QWY	AV To QWY	Weather	Lopiccolo, Season	08/05/19	08/05/19	92718	2	2	243.34	270.00
Long Beach	Online Bookings	One Way - AV To QWY	AV To QWY	Weather	Sinha, Nikhil	08/05/19	08/05/19	88725	2	2	243.54	270.00
									6	6	730.22	810.00
08/14/19 Wed												
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Acher, Stuart	08/14/19	08/14/19	93488	2	2	243.34	270.00
									2	2	243.34	270.00



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Base	Agency	Product	Tour	Reason	Client Name	Cancel Date	Tour Date	Res #	Items	Seats	Gross	Net
09/01/19 Sun												
Long Beach	A Direct Booking	Catalina 30 Min. Tour	Catalina Air Tour 30	Weather	Pilalas, Troy	09/01/19	09/01/19	94033	2	2	640.00	640.00
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Hagadone, Dustin	09/01/19	09/01/19	94083	2	2	486.70	540.00
									4	4	1126.70	1180.00
09/14/19 Sat												
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Melkonoff, Jaime	09/14/19	09/14/19	94523	2	2	269.40	298.00
									2	2	269.40	298.00
09/15/19 Sun												
Long Beach	VIATOR	One Way - QWY To AV	QWY To AV	Weather	Bosinyan, Artur	09/15/19	09/15/19	94379	2	2	211.72	236.00
									2	2	211.72	236.00
10/07/19 Mon												
Long Beach	A Direct Booking	One Way - AV To QWY	AV To QWY	Weather	Hess, Joseph	10/07/19	10/07/19	95190	1	1	121.67	135.00
Long Beach	A Direct Booking	One Way - AV To QWY	AV To QWY	Weather	Rebier, Paul	10/07/19	10/07/19	94652	1	1	121.67	135.00
Long Beach	A Direct Booking	One Way - AV To QWY	AV To QWY	Weather	Sabol, Diane	10/07/19	10/07/19	94844	2	2	243.34	270.00
									4	4	486.68	540.00
10/08/19 Tue												
Long Beach	LACO Public Health, Commut	Round Trip From Long Beach	QWY To AV	Weather	Evans, Deandre	10/08/19	10/08/19	92851	1	1	194.98	218.00
Long Beach	SANTA CATALINA ISLAND C	Round Trip From Long Beach	QWY To AV	Weather	Herrel, Randy	10/08/19	10/08/19	95152	1	1	194.98	218.00
									2	2	389.96	436.00
11/03/19 Sun												
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Ramirez, Jennifer	11/03/19	11/03/19	95757	2	2	486.70	540.00
									2	2	486.70	540.00
11/05/19 Tue												
Long Beach	CATALINA TOURS	One Way - QWY To AV	QWY To AV	Weather	Jones, Lindsey	11/05/19	11/05/19	95492	2	2	194.98	218.00
									2	2	194.98	218.00
11/06/19 Wed												
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Alsobrook, Tracey	11/06/19	11/06/19	95803	1	1	194.98	218.00
									1	1	194.98	218.00
11/19/19 Tue												
Long Beach	VanDissel, Faron, Commuter	Round Trip From Long Beach	QWY To AV	Weather	Vandissel, Faron	11/19/19	11/20/19	95929	2	2	389.96	436.00
									2	2	389.96	436.00
11/20/19 Wed												
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Wolf, Kelly	11/20/19	11/20/19	96035	1	1	121.67	135.00
									1	1	121.67	135.00
11/24/19 Sun												
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Macellaro, Theresa	11/24/19	11/29/19	95907	2	2	486.70	540.00



Island Express Helicopters

Report: **Cancellation Report**

Scope: InActive Reservations, Rese. Dates: 01/26/19-01/26/20

Filter: 01/26/19 - 01/26/20 [Base: Long Beach] [Cancel Reason: Weather]

Page #: 7 of 8

Run By: Whitney Bagge

Run Date: 02/03/20, 11:30a

Base	Agency	Product	Tour	Reason	Client Name	Cancel Date	Tour Date	Res #	Items	Seats	Gross	Net		
11/24/19 Sun											2	2	486.70	540.00
Long Beach	Parks, John, Commuter	Round Trip From Long Beach	QWY To AV	Weather	Parks, John	11/26/19	11/27/19	96055	4	3	584.94	654.00		
											4	3	584.94	654.00
11/27/19 Wed														
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Caley, Wyatt	11/27/19	11/27/19	95516	1	1	121.67	135.00		
											1	1	121.67	135.00
11/28/19 Thu														
Long Beach	Online Bookings	One Way - AV To QWY	AV To QWY	Weather	Hill, Brian	11/28/19	11/28/19	96057	1	1	121.67	135.00		
Long Beach	Online Bookings	One Way - AV To QWY	AV To QWY	Weather	Werner, Jennifer	11/28/19	11/28/19	94464	4	4	486.68	540.00		
											5	5	608.35	675.00
12/06/19 Fri														
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Odell-Barber, Karen	12/06/19	12/06/19	96205	1	1	121.67	135.00		
											1	1	121.67	135.00
12/07/19 Sat														
Long Beach	Hamilton Cove, Commuter	Round Trip From Long Beach	QWY To AV	Weather	Bishton, Norris	12/07/19	12/07/19	96175	1	1	194.98	218.00		
											1	1	194.98	218.00
12/08/19 Sun														
Long Beach	Jones, Charlie, Commuter	One Way - QWY To AV	QWY To AV	Weather	Jones, Charlie	12/08/19	12/08/19	96225	1	1	97.49	109.00		
											1	1	97.49	109.00
12/13/19 Fri														
Long Beach	A Direct Booking	One Way - AV To QWY	AV To QWY	Weather	Seals, Peyton	12/13/19	12/13/19	96310	1	1	121.67	135.00		
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Ford, David	12/13/19	12/13/19	96224	2	2	243.34	270.00		
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Hornbeger, Jonathan	12/13/19	12/13/19	96308	1	1	121.67	135.00		
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Natalizio, Anna	12/13/19	12/13/19	95978	2	2	243.34	270.00		
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Regalado, Joshua	12/13/19	12/13/19	95933	2	2	194.98	218.00		
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Schrader, Mike	12/13/19	12/13/19	96263	2	2	243.34	270.00		
Long Beach	Bray, Steve & Margaret, Comm	One Way - QWY To AV	QWY To AV	Weather	Bray, Steve	12/13/19	12/13/19	96311	1	1	97.49	109.00		
Long Beach	Comp Jim Bagge	Round Trip From Long Beach	QWY To AV	Weather	Bagge, Maysen	12/13/19	12/13/19	96249	2	2	.00	.00		
Long Beach	LBUSD3 Edward Raab, Comm	Round Trip From Long Beach	QWY To AV	Weather	Raab, Edward	12/13/19	12/13/19	93823	1	1	194.98	218.00		
Long Beach	Online Bookings	One Way - AV To QWY	AV To QWY	Weather	Gunnell, Frances	12/13/19	12/15/19	96260	2	2	243.34	270.00		
Long Beach	Online Bookings	One Way - QWY To AV	QWY To AV	Weather	Gonzalez, Angel	12/13/19	12/13/19	95833	2	2	243.34	270.00		
											18	18	1947.49	2165.00
12/22/19 Sun														
Long Beach	LEONARD, KAWHI	Charter - Other One Way	Charter	Weather	Leonard, Kawhi	12/22/19	12/23/19	96428	3	2	.00	.00		
											3	2	.00	.00



Island Express Helicopters

Report: **Cancellation Report**

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Scope: InActive Reservations, Rese. Dates: 01/26/19-01/26/20

Run By: Whitney Bagge

Filter: 01/26/19 - 01/26/20 [Base: Long Beach] [Cancel Reason: Weather]

Run Date: 02/03/20, 11:30a

Base	Agency	Product	Tour	Reason	Client Name	Cancel Date	Tour Date	Res #	Items	Seats	Gross	Net
12/23/19 Mon												
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Winchester, Slade	12/23/19	12/23/19	96336	6	6	705.84	784.00
									6	6	705.84	784.00
12/24/19 Tue												
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Scott, Ken	12/24/19	12/26/19	96240	3	3	730.05	810.00
									3	3	730.05	810.00
12/26/19 Thu												
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Cohen, Robert	12/26/19	12/26/19	96318	3	3	365.01	405.00
									3	3	365.01	405.00
01/24/20 Fri												
Long Beach	A Direct Booking	One Way - AV To QWY	AV To QWY	Weather	Villalobos, Ben	01/24/20	01/24/20	96911	1	1	.00	.00
Long Beach	A Direct Booking	One Way - QWY To AV	QWY To AV	Weather	Morales, Yulissa	01/24/20	01/24/20	96896	2	2	243.34	270.00
Long Beach	CATALINA ISLAND VACATIC	One Way - AV To QWY	AV To QWY	Weather	Salinas, Karlos	01/24/20	01/24/20	96941	2	2	194.98	218.00
Long Beach	CATALINA ISLAND VACATIC	One Way - AV To QWY	AV To QWY	Weather	Salinas, Thomas	01/24/20	01/24/20	96938	2	2	243.34	270.00
Long Beach	LBUSD3 Edward Raab, Comr	Round Trip From Long Beach	QWY To AV	Weather	Raab, Edward	01/24/20	01/24/20	96673	1	1	194.98	218.00
Long Beach	VIATOR	One Way - QWY To AV	QWY To AV	Weather	Higginbotham, Gerald	01/24/20	01/24/20	96933	2	2	193.12	216.00
									10	10	1069.76	1192.00
01/25/20 Sat												
Long Beach	A Direct Booking	Catalina 15 Min. Tour	Catalina Air Tour 15	Weather	Moreno, Yessenia	01/25/20	01/25/20	96922	2	2	330.00	330.00
Long Beach	A Direct Booking	Charter - Other One Way	Charter	Weather	O'Neill, Jack	01/25/20	01/24/20	96890	3	2	2145.00	2145.00
Long Beach	A Direct Booking	One Way - AV To QWY	AV To QWY	Weather	McClintock, Reed	01/25/20	01/25/20	96897	2	2	194.98	218.00
Long Beach	A Direct Booking	Round Trip From Long Beach	QWY To AV	Weather	Pollard, Matthew	01/25/20	01/25/20	96740	2	2	486.70	540.00
Long Beach	Online Bookings	One Way - QWY To AV	QWY To AV	Weather	Jenkins, Derek	01/25/20	01/25/20	96487	2	2	243.34	270.00
Long Beach	PAVILION HOTEL	Catalina 15 Min. Tour	Catalina Air Tour 15	Weather	Rogers, Amelia	01/25/20	01/25/20	96882	2	2	264.00	264.00
Long Beach	Putnam, Ken, Commuter	Round Trip From Long Beach	QWY To AV	Weather	Putnam, Ken	01/25/20	01/25/20	96947	1	1	194.98	218.00
									14	13	3859.00	3985.00
Report Totals:									325	310	57735.06	62348.50

From: garret@iexhelicopters.com
To: [Salazar Fabian](#); [Sevillian Dujuan](#)
Cc: [English Bill](#)
Subject: RE: Request for information
Date: Thursday, April 9, 2020 5:21:49 PM

[CAUTION] This email originated from outside of the organization. Do not click any links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon Fabian, I promised that I would get you the text tread between Ara & Patti and Ara and the text message group which illustrating that the weather was a core topic of conversation in on the day of the accident. However when I asked both Whitney and Patti for the text messages they both said that they already provided this information to you.

Please let me know if I can assist in any other way.

Regards



Serving California & Beyond

----- Original Message -----

Subject: RE: Request for information
From: "garret@iexhelicopters.com" <garret@iexhelicopters.com>
Date: 4/1/20 11:54 am
To: "Salazar Fabian" <Fabian.Salazar@ntsb.gov>, "Sevillian Dujuan" <dujuan.sevillian@ntsb.gov>
Cc: "bill.english@ntsb.gov" <bill.english@ntsb.gov>

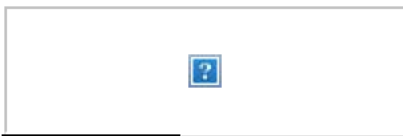
Good morning Fabian, these are crazy times that we are now living in. We had to furlough 13 members staff and are now just a skeleton crew. We had one flight today and that's it for the foreseeable future. I just hope that we somehow can manage to make it through these trying times.

- I will work on getting screen shots of text messages
- The S76B does have a daily Autopilot check - however the autopilot still functions if the pilot chooses not to do the check for whatever reason.
- I do not believe that if a pitch and roll is exceeded that the autopilot will not function once back in straight and level flight (If this is what you are asking)

- I did read notes from Kurt's interview. Yes he is really hard to understand (He had throat cancer and his voice was damaged by the radiation)
- Kurt's interview has to be taken with a pinch of salt - He keeps going on about having to spend money on a SMS. Truth is Kurt was earning \$45 per hour, he asked Whitney for a pay rise to \$100 per hour (\$208,000 per year) to be safety manager and only fly S76 charters (No AS350, Bell 206 or Island Flights). I believe Whitney wanted to give him a pay rise to \$50 per hour but he didn't accept this and left to work for another company. I hope this gives you some insight .

I will follow up with screen shots of the text tread that Ara had with the groups relating to weather on the 25th and 26th. Let me know if you need anything else.

Regards



Serving California & Beyond

----- Original Message -----

Subject: Request for information

From: "Salazar Fabian" <Fabian.Salazar@ntsb.gov>

Date: 3/30/20 7:38 am

To: "garret@iexhelicopters.com" <garret@iexhelicopters.com>, "Sevillian Dujuan" <dujuan.sevillian@ntsb.gov>

Garret,

I hope you and all of IEH are doing well and battling the COVID-19 challenges ahead of us all.

Here are a few early Monday morning requests for IEH.

Will you be able to provide us a copy of the weather thread from your cell phone? This information is critical to the investigation, as we were not able to get anything substantial from Foreflight.

Does the S76B checklist call for a check of the autopilot system? And does that check have to be done for the autopilot system to function?

Do you know the pitch, roll and other values, if any, that, once exceeded, restrict the autopilot from engaging?

Did I email you the written notes from the Kur Deetz interview? I have included it just in case I did not. That guy is hard to understand. It took me hours to get through his interview.

Respectfully

Fabian Salazar

Air Safety Investigator

NTSB

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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From: whitney@iexhelicopters.com
To: [Salazar Fabian](#)
Cc: garret@iexhelicopters.com
Subject: RE: Requesting some historical information.
Date: Thursday, May 14, 2020 2:22:48 PM
Attachments: [image002.png](#)

[CAUTION] This email originated from outside of the organization. Do not click any links or open attachments unless you recognize the sender and know the content is safe.

Hi Fabian,

In 2019 we did 495 Different Charters. That number comes from each individual reservation so for instance it could have been a round trip charter where we went from SNA to CMA, standby, then CMA to SNA and that would have been counted as 1 charter since it is still the same reservation. If you break that number down even more we did 749 total flights designated only to a charter.

Of those, OC Helicopters booked with us 28 Charters. 13 of those 28 charters were Kobe Bryant.

Let me know if you need anything else.



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From: Salazar Fabian [mailto:Fabian.Salazar@ntsb.gov]
Sent: Thursday, May 14, 2020 9:34 AM
To: whitney@iexhelicopters.com
Cc: garret@iexhelicopters.com
Subject: Requesting some historical information.

Whitney,

Will you please provide me with the number of charter flights IEH did in one year (2019), and the number of OC Helicopter brokered flights in the same year?

Thank You Very much

Fabian Salazar

Air Safety Investigator
NTSB

th



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