



Ms. Noreen Price  
Aviation Accident Investigator  
National Transportation Safety Board  
222 West 7th Avenue  
Room 216, Box 11  
Anchorage, AK 99513

*Re: NTSB Factual Investigation int Accident ANC19FA019*

Dear Investigator Price:

The purpose of this message is to share information related to Venture Travel LLC d/b/a Taquan Air's participation in the FAA's Safety Management System Voluntary Program (SMSVP), and related actions as it pertains to the accident on 05-20-19 in N67667. In addition to Taquan's compliance with all legal operational requirements in place at the time of the accident, our company has gone beyond these requirements in adopting the Safety Management System. This is a further enhancement to the safety of our flight program overall, and is consistent with a long-standing NTSB recommendation.

As indicated in the attached correspondence dated May 19, 2020 from the FAA's Safety Management System Program Office Manager, Taquan Air was recognized as an "Active Participant" in the FAA SMSVP after successfully progressing through the SMSVP Preparation Phase and Implement Plan Review Phase. Since May 19, Taquan Air has also progressed through the Documentation Validation Phase and will shortly complete its final Design Demonstration meeting with representatives from the FAA's SMSVP Program Office, and the FAA's Certificate Management Team assigned to Taquan Air. That meeting is scheduled for the week of December 14, 2020 and once Design Demonstration has been successfully completed, Taquan Air expects to reach Active Conformance in the SMSVP Program.

Following the accident on 05-20-19, and in coordination with its FAA Principal Operations Inspector (POI), Taquan Air made certain changes related to pilot and operational requirements which were formalized in relevant documents including the Flight Operations Manual and Flight Training Manual. In addition, and as part of its participation in the SMSVP, Taquan Air also identified Pilot Competency and Water Takeoff and Landing Hazards (amongst others) as Significant Safety Issues warranting the completion of Risk Analyses and the development of Control Action Plans. We have also included documentation illustrating our efforts on these two issues.

In the issue titled "Assuring Pilot Competency", we have begun upgrading our IOE procedures to include a checklist for grading each new hire on specific tasks. We have made accommodations for a set of additional pilot competency checks, above and beyond the normal check-rides and IOE. These checks will be applied to experienced employees as well. We have adopted a practice of holding emphasis briefings where we discuss these significant safety issues, as well as any other issues that may present a threat in the future. We discuss lessons learned from accidents within our own history, plus throughout the local industry, both in emphasis briefings and initial training.



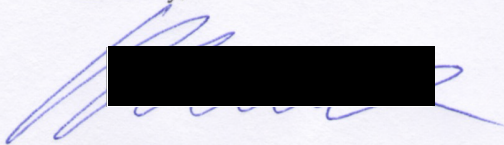
**Taquan Air**  
EST. 1977  
**Alaska**

In the issue titled "Water Takeoff/Landing Hazards", we have reinforced the procedure of training for water condition and wind judgement before landing. IOE restrictions have been tightened to require new hires to be observed by a check pilot while flying to each individual destination that we service. Certain destinations are prohibited for first season pilots, and each new hire will receive a minimum of ten hours of IOE (eg. no reduction of required IOE by substituting landings for hours).

We are engaged in writing—and rewriting—procedures involving all significant issues, training curriculums and critical operations. While minor amendments may yet be made as part of the SMSVP Design Demonstration Process, "control action" described therein have already been, or are now being implemented, independent of the time it may take the FAA to grant Taquan Air Active Conformance status. All our company's employees, led by our Accountable Executive, have been working extremely hard for over a year to put this program in place. At Taquan, we have always held safety as our number one priority. We view this program as a necessary next step toward continued improvement.

Thank you for your efforts and attention!

Sincerely,



Mike O'Brien  
Chief Pilot  
Taquan Air