



NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

Attachment 11 – Safari Aviation Company Policy for Pilots Excerpt

OPERATIONAL FACTORS / HUMAN PERFORMANCE

ANC20MA010

COMPANY POLICY FOR PILOTS

20009

Background

Safari has grown beyond a simple tour company over the last 20 years. The company established the reputation as a safe, reliable sightseeing tour operation. On occasion, we receive request for a "thrill ride" and it is always declined. If the customer wants a "thrill ride" they can always go to the many theme parks on the mainland and enjoy multitudes of thrills to their hearts content. As the company grows and expands, clarification needs to be made to all pilots on how this company conducts its flights.

I. Operation Procedures.

1. Pilots to arrive at airport 1 hour prior to flight in order to properly preflight the aircraft.
2. When avoidable, all banked turns should not exceed 30 degrees and pitch up or down shall not exceed 10 degrees.
3. Plan your approach to specific sites in order to arrive at an appropriate airspeed for the maneuver or intention in the area.
4. Once established, turns shall be gentle.
5. Take pride in the fact that nobody gets airsick on your flights. If you find your passengers getting airsick, stop and analyze what you are doing wrong. If the passenger normally gets motion sickness try to slow your flight down and fly your flight with their well being in mind. Have empathy for your passengers!
6. (Helicopter) Never leave our helicopter unattended (pilot not in seat) while the rotor blades are turning or during hot refueling. It is State Law that a pilot must be at the controls at all times during hot refueling. After shutdown and after the blades have come to a complete stop may a pilot leave the cockpit.
7. Pilot is responsible to see that the engine has been rinsed or washed on a daily basis.
8. The pilot is responsible to be sure all windows and the cabin are clean before the first flight of the day.
9. Do not allow excessive "sick sacks" to be stored in respective pouches. It is unsightly and gives a cluttered appearance to the cabin. Usually, 4 "sick sacks" per pouch should be sufficient. Extra sacks can be stored under the pilot's seat until needed.
10. Storage of aircraft charts, checklists, performance plans and commonly used items for each flight should be kept in the same location at all times. This helps the next pilot know where

III. General Procedures

1. Maintain your tour in a professional manner. Developing a rapport with the customer is extremely important. At the same time, don't talk about your or the company's problems to the customer. If you are bored, do not convey this feeling to our passengers. Remember that they really don't care how you feel; they want to feel that this is your first trip of the day, not your last trip of the week.

2. Pay attention to your tour. It's easy to get into casual conversation and forget what you are supposed to be doing like conducting a tour for everyone. Remember that you may have two additional couples on board who may not appreciate the casual conversation with one or two passengers throughout the whole flight. Be informative to all your passengers.

3. A quality tour is very subjective. This company would prefer that a pilot reschedule a flight when the weather is not only questionable to FAA standards but is questionable as to quality to the passenger. Under what two circumstances do we make a determination as to weather rescheduling?

a. One, under obvious circumstances when the pilot cannot be in compliance with FAR's.

b. Two is more subjective. Our ads state that our tours may vary "weather permitting". However, if a certain area that is critical to the tour is not accessible due to weather conditions and a good portion of the tour is still accessible but with a flight pattern change, a pilot should inform the staff of "passenger's choice". Give a plausible explanation of what they might or might not see and if the weather is "up and down" and or if it is not predictable. If a great deal of the tour is marginal and below regulatory minimums then the pilot should reschedule on his own volition.

c. **For Kauai:** Keep in mind, passing rain showers may only last 10 to 15 minutes. If the island, as a whole, is not in compliance with regulations then flights are rescheduled.

If the weather prevents 50% or more of the island from a tour, the pilot may reschedule, but if the passengers want a modified tour and the pilot can determine that the modified tour still meets minimums, then it is possible for a "passenger's choice". A modified tour will take place to show the passengers as much of the island that is legally possible and if a tour cannot be completed in the allocated time frame, then the flight time will be prorated and the pilot will inform reservations as to the total flight time flown.

Once the pilot makes the decision based upon the above criteria and reservations is informed by radio, the passengers do not need to be briefed again at the flight line prior to the next flight unless the pilot knows for certain that weather is deteriorating rapidly and that his prior analysis has changed.

4. The staff has the burden of dealing directly with the customers. Some can be very irate and some can be very congenial. The pilots generally do not have to deal with these customers, however, on occasion; the staff may need your assistance in explaining the weather

circumstances or just putting the passengers at ease. Customers tend to believe the pilot when they may not believe the office staff. They can also be quite belligerent. *Your assistance to the office staff when needed is greatly appreciated.*

5. Noise abatement is an important part of being a friendly corporate citizen. Pilots should pay attention and fly a pattern with the least impact upon residences.
 - a. Kauai. Under no circumstances will a pilot fly over populated areas when the weather permits the normal flight pattern. Only in the interest of the safety should a pilot fly over populated areas.
 - b. Hilo. This is a unique area of extreme concern. It is almost totally unavoidable not to fly over populated areas enroute to the volcano. In order to mitigate the noise, it is our policy not to fly over the same exact route from Hilo to the volcano. Variations in the flight will help prevent singular housing areas from getting the blunt of the noise. The areas of concern are Hawaiian Paradise Park, Keeau, Orchid Acres, Pahoa, Fern Acres and Hawaiian Acres. The 1,000' agl corridors are to be utilized as much as possible when weather permits.
6. Pilot's hourly flight pay is based on company revenue flight hours Only. Training flights, maintenance flight, and non-revenue ferry flights are considered a part of your daily base pay.
7. All new hire pilots must meet our company minimum hiring qualifications. The FAA requires Part 135 pilots must meet minimum qualifications. And our insurance requires pilots meet a minimum standard. Personal pilot skill, personal aviation knowledge, and self discipline have never been quantified or become an instrument of measuring a pilots ability to meet the above minimums. Safari Aviation, Inc. is NOT a company whose business is to train pilots to become qualified for our work.

Pilot Acknowledgement:

Date:

7/12/2011

EMPLOYEE EQUIPMENT SIGNOUT:

BOSE PILOT'S HEADSET

Name: Paul R. MATTERA Signature: 

DATE

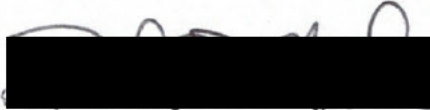
RETURNED: _____

AMENDMENT TO PILOT COMPANY POLICY

III GENERAL PROCEDURES PARAGRAPH 1

- 1a. Pilots may accept tips if offered, however tips may not be solicited. Asking for tips, attaching money to the instrument panel (salting) or implying that tips are appreciated are grounds for immediate dismissal.

Pilot Acknowledgement



Date

12-11-2014