



NTSB MEMORANDUM OF RECORD

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Date: February 2nd, 2017
Person Contacted: Brian M. Kilburn (Technical Programs Director, Key Lime Air)
NTSB Accident Number: ERA17FA066

Narrative:

The following is a memorandum of record containing the email response from Brian M. Kilburn, Technical Programs Director, Key Lime Air. His responses are noted in red, below the investigative questions asked by the NTSB operations group chairman:

Questions-

1. Does Key Lime Air have any formal safety management system? If not, do you have any plans/ timeline to implement a SMS program?

We do have a formal SMS (system safety-based) - in place since 2012. The current SMS is not 100% Part 5 compliant. We're currently on schedule for the March 2018 Part 5 SMS implementation deadline.

2. Please provide the total number of pilot's employed and type/ number of aircraft operated.

30 total aircraft operated. 35 total pilots employed.

3. Postaccident, is the Flight Risk Assessment Tool (FRAT) being complete for all Key Lime Air flights? If they are being complete, who is responsible for completing them?

Yes. Dispatch department handles all PAX and PM cargo flights. The AM ramp supervisor conducts the AM cargo FRATs.

4. How was the pilot trained for the use of the onboard radar on the SA-227? Please provide any specific training materials used.

We have initial and recurrent training special curriculum segments regarding use of weather radar. There are multimedia presentations (videos) about general radar usage along with the RDS-81 pilot guide. I can provide the specific files if you'd like (I'll have to get them from the training dept).



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5. Did the pilot send a “doors closed” message to the dispatch office for LYM308? Is KLA aware of any other communications the pilot may have had with the company the night of the accident (other than the two flight followers on-duty)? If there is a record of any messages, please send a copy.

There is no “doors closed” or “out” messaging between the cargo flights and the dispatch office. We are not aware of any communications between LYM308 and the company beyond the flight followers already identified.

6. How do SA-227 pilots use the installed KLN-90B GPS RNAV for IFR GPS navigation? According to the aircraft airworthiness package in the FAA database, the GPS was marked for “GPS LIMITED TO VFR USE ONLY.” Was there a change made since this date of entry in 2014? Your Ops Specs clearly states that the device is approved for IFR flight.

The installation was upgraded to an approved IFR installation in April 2014. The change was documented and approved via our Engineering Order process and thus will not show in the FAA 337 repository (our CAMP requires repairs and alterations be documented via our EO process rather than the 337 process common to GA and small operators).

7. What would Key Lime Air want their company pilots to do when they encounter rough/turbulent air (SA-227 operations)?

There are no published turbulent air penetration speeds for the SA227. Pilots would be expected to reduce their airspeed to a speed which allows for normal cockpit operations.

8. What happens to a KLA pilot if he is late, or chooses to cancel their flight due to weather? Paperwork? Phone call? Would the pilot still have been paid if he chose to cancel the flight?

Late pilots are dealt with per our disciplinary policy which requires counseling of the employee if the behavior is systemic or chronic. Occasional/infrequent occurrences are noted but no actions are typically taken. If a pilot cancels a flight due to WX, no action is taken other than to accommodate the pilot as needed (hotel/rental car, etc.). Pilots are expected to contact the company whenever a flight must be cancelled due to any reason. The pilot is still paid for the day even if there is a WX cancellation.

9. What action, if any, does the customer take when a Key Lime Air cargo flight is canceled? Would KLA still be paid, per the cargo feeder contract?

The “action” is dependent upon the reason for the cancellation. Flights canceled due to weather do not count against the carrier reliability metrics. KLA is only paid when the



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aircraft moves. In the case of a weather cancelation, KLA will, in effect, still be paid since the freight will eventually be moved once the WX is acceptable. Flights canceled due to mechanical or pilot issues count against the carrier reliability metrics used by UPS for evaluating its feeders.

10. Does Key Lime Air permit pilot's to use Electronic Flight Bags (EFBs), such as an iPad, during flight? Are there any plans/ timeline to get an EFB program in place?

KLA does not prohibit the use of PEDs in flight, but we do not allow the use of a PED as an EFB as we have not been issued OPSS A061. All of our aircraft are equipped with paper navigation products and manuals. We do anticipate launching an EFB program at some point in the future.

11. Is Key Lime Air still operating the accident route of flight (LYM 308)?

No.

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