

Stein Stephen

From: Jerry Bastian <[REDACTED]>
Sent: Wednesday, April 29, 2020 10:18 AM
To: Stein Stephen
Cc: Jim Gust
Subject: RE: Operations
Attachments: GOM References.pdf

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As requested.

Jer

From: Stein Stephen <[REDACTED]>
Sent: Wednesday, April 29, 2020 11:04 AM
To: Jerry Bastian <[REDACTED]>
Cc: Jim Gust <[REDACTED]>
Subject: RE: Operations

Hi Jerry –

This is great information, thank you. I'm a bit old fashioned in this regard, but may I have the GOM excerpts for these sections that were current at the time of the event? Additionally, may I have a copy of the pilots' daily checklist?

Thanks,

Stephen

From: Jerry Bastian <[REDACTED]>
Sent: Wednesday, Ap
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Cc: Jim Gust <[REDACTED]>
Subject: RE: Operations

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Good morning Stephen,

1. Pedals have either been removed or we have installed lock-out kits for the pedals. Either way, the pedals are not "live" when we have passengers/crew members sitting in the co-pilot seat.
2. We have multiple internal policies that require a brief for any person acting as a flight crew member prior to flight.
 - a. GOM. The GOM "**OPERATIONS COMPLIANCE FORM (RISK ANALYSIS)**" reads: **8.3** The pilot is responsible to conduct a crew briefing prior to a flight. The **PEOPLE** format is used to meet the requirement of 14 CFR 135.621 for medical personnel who have not been trained. When a pilot picks up a new crewmember (i.e., a different crew member who did not participate in the pilot's crew briefing), the pilot is responsible to conduct a crew brief with the crew member prior to departing.

- b. GOM, part of the Risk Analysis, requires a “Before Takeoff Brief – WAIT”. WAIT is the acronym for the briefing items discussed.
- c. GOM policy “**BRIEFING OF MEDICAL PERSONNEL**” reads: The pilot-in-command is responsible to ensure that all medical personnel who have not been trained in accordance with 14 CFR 135.621(b) receive the briefing described in this document following each request for an HAA operation and prior to the first takeoff of that HAA operation where an affected medical person will be on board the aircraft.
- d. The “**Pilot’s Daily Checklist**” details the Rotor Wing Flight Crew Briefing.
- e. Rotor Wing Medical Crewmember Training outlined in the FAA approved Training Program includes the following curricula:
 - a. Medical Crewmember Initial New Hire
 - b. Medical Crewmember Recurrent Training
 - c. Medical Crewmember HAA Curriculum Segments; both Ground and Aircraft
 - d. Medical Crewmember NVG Training Segment

Anything else?

Jer

Jerry Bastian

Chief Pilot Rotor Wing | Intermountain Life Flight



From: Stein Stephen <[REDACTED]>

Sent: Wednesday, April 29, 2020 9:42 AM

To: Jerry Bastian <[REDACTED]>

Cc: Jim Gust <[REDACTED]>

Subject: Operations

WARNING: Stop. Think. Read. This is an external email.

Good morning Jerry –

I hope this email finds you well.

The investigation has made some interesting findings, but one element we need to cover a little deeper is the human factors aspect.

I understand the pedals have been removed from all your helicopters with PTT capabilities.

Do you have any internal policies (FOM, GOM...training program) that require a brief for any person acting as a flight crew member prior to flight?

Thanks,

Stephen

Stephen Stein

Aviation Accident Investigator
National Transportation Safety Board



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From: [Jerry Bastian](#)
To: [Stein Stephen](#); [Kent Johnson](#)
Subject: Spanish Fork, Utah - N271HC - Follow-up
Date: Tuesday, June 8, 2021 12:13:45 PM
Attachments: [image001.jpg](#)
[Guntty Aviation Training.pdf](#)
[PEOPLE and Crew Briefings.pdf](#)

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Stephen,

Response to your two questions below:

1. *Had Mark Guntty taken Intermountain's FAA-approved medical personnel training within the preceding 24 calendar months of the accident flight to satisfy the requirements of 14 CFR 135.621(b) and is there a certificate or some record to show his attendance?*

Response: Attached are Marc Guntty's aviation related training records. While Life Flight has an FAA approved medical personnel training program, we have not yet fully integrated all aspects of that program into our standard training regimen for all medical crewmembers. To ensure full compliance with 14 CFR, we require all medical crewmembers receive the briefing described in 14 CFR 135.621(a) on a daily / per flight basis. That is, each pilot-in-command ensures "that all medical personnel have been briefed" on the nine required items; we use the acronym "PEOPLE" to satisfy this requirement (see attached picture of our briefing card).

2. *Can you please measure or approximate how many inches of space there was in both diameter and width for someone to depress the PTT without depressing the left pedal?*

Response: The PTT sits 2 ½ inches below the left pedal – this means a person would need to lift his or her foot vertically 2 ½ inches to reach and depress the left pedal. The PTT sits 7 inches to the left of the left pedal stem – this means a person would need to move his or her foot 7 inches to the right to reach and depress the left pedal stem.

Does this make sense?

Jer

From: Stein Stephen <[REDACTED]>
Sent: Friday, June 4, 2021 10:41 AM
To: Kent Johnson <[REDACTED]>; Jerry Bastian <[REDACTED]>
Subject: RE: Spanish Fork, Utah - N271HC - Follow-up
Hi Kent – No problem at all. Thanks for getting back to me.
Have a great weekend.
Stephen

From: Kent Johnson <[REDACTED]>
Sent: Friday, June 4, 2021 9:37 AM
To: Stein Stephen <[REDACTED]>; Jerry Bastian <[REDACTED]>
Subject: RE: Spanish Fork, Utah - N271HC - Follow-up

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Hi Stephen,

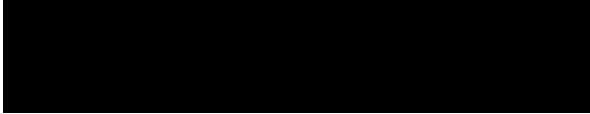
I think most of us are out for the next couple of days. We should be able to get back to you by Monday or Tuesday.

Thanks for your patience!

Kent

Kent Johnson

Director of Aviation Operations | Intermountain Life Flight



From: Stein Stephen <[REDACTED]>

Sent: Friday, June 4, 2021 7:26 AM

To: Jerry Bastian <[REDACTED]>

Cc: Kent Johnson <[REDACTED]>

Subject: FW: Spanish Fork, Utah - N271HC - Follow-up

BE ALERT. External Sender. Be cautious.

Tacking on an extra question here. Can you please measure or approximate how many inches of space there was in both diameter and width for someone to depress the PTT without depressing the left pedal?

Thanks,

Stephen

From: Stein Stephen

Sent: Friday, June 4, 2021 5:29 AM

To: 'Jerry Bastian' <[REDACTED]>

Cc: Kent Johnson <[REDACTED]>

Subject: Spanish Fork, Utah - N271HC - Follow-up

Good morning Jerry –

I'm drafting the factual report to this investigation, which you will have an opportunity to review once the report makes its way through our internal review process.

Between now and the review I may kick over a question or two.

At this time, I just have a question about Mark's training as a medical crewmember.

Had Mark Gunty taken Intermountain's FAA-approved medical personnel training within the preceding 24 calendar months of the accident flight to satisfy the requirements of 14 CFR 135.621(b) and is there a certificate or some record to show his attendance?

Thanks,

Stephen

From: Jerry Bastian <[REDACTED]>

Sent: Friday, May 29, 2020 9:29 AM

To: Stein Stephen <[REDACTED]>

Cc: Jim Gust <[REDACTED]>; Kent Johnson <[REDACTED]>

Subject: RE: Operations

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From: Jerry Bastian

Sent: Friday, May 29, 2020 9:00 AM

To: Stein Stephen <[REDACTED]>

Cc: Jim Gust <[REDACTED]>; Kent Johnson [REDACTED]

Subject: RE: Operations

Stephen,

Below are the follow-up responses to your questions.

1. *For Briefing of Medical Personnel, section 2, responsibility, states that PIC will ensure medical personnel who have not been trained in accordance with 14 CFR 135.621(b) receive the briefing.*

- a. *Do I take this to mean that even if the person has satisfactorily completed the certificate holder's FAA-approved medical personnel training program within the previous 24 calendar months, they are still required to receive the briefing?*

RESPONSE: No – The briefing may be omitted if all medical personnel on board have satisfactorily completed the certificate holder's FAA-approved medical personnel training program within the preceding 24 calendar months. Reference our program today, all pilots currently assume that medical personnel have not been formally trained and are required to conduct the briefing described in 14 CFR 135.621; our GOM page 3.123.1 "Briefing of Medical Personnel" mirrors this requirement.

2. *For Briefing of Medical Personnel, section 3, procedure, it just says "must include verbiage." Can you please describe how you expect your pilots to address each one of the items?*

RESPONSE: Every flight is different and every briefing will be different based on the circumstances of the flight – every briefing will be tailored to the medical personnel on board and the expected HAA operation. The expectation is for the pilot-in-command to brief the eight items with "verbiage" of her or his choice as it relates to the HAA operation. To help pilots remember the eight items, Life Flight pilots use the acronym PEOPLE when briefing the medical personnel. The acronym PEOPLE and meaning of each letter in PEOPLE is included on the pilot's pre-printed log sheet that the pilots use for tracking each flight. The acronym PEOPLE is a "memory-jog" to help pilots remember the eight items in the required briefing.

3. *May I please have a copy of the operations compliance forms (risk analysis form QA-0101 (log sheet?) and QA-0103) and OCS excel spreadsheet entry form for the accident flight?*

RESPONSE: QA-0101 and QA-0103 are the same form; unfortunately, when we updated our GOM and consolidated our forms, we did not change all the references. I will make this change to our GOM and update the form numbers. Our system retains the original *Operational Compliance Form – Aircraft Log Sheet* (QA-0101/0103) for 90 days and then discards them. While we do not have the original log sheet, the pilot took a picture of his form - please see attached. OCS Excel Spreadsheet – we do not keep the details of this spreadsheet (GOM 11.20.2, paragraph 4.5).

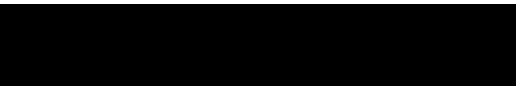
Hope that helps. Cheers.

Jer

Jerry Bastian

Chief Pilot Rotor Wing | Intermountain Life Flight

[REDACTED]



From: Stein Stephen <[REDACTED]>
Sent: Wednesday, May 13, 2020 1:57 PM
To: Jerry Bastian <[REDACTED]>
Cc: Jim Gust <[REDACTED]>
Subject: RE: Operations

Good afternoon Jerry –

Thank you for the materials. I've got some follow-up questions for you:

1. For Briefing of Medical Personnel, section 2, responsibility, states that PIC will ensure medical personnel who have not been trained in accordance with 14 CFR 135.621(b) receive the briefing.
 - a. Do I take this to mean that even if the person has satisfactorily completed the certificate holder's FAA-approved medical personnel training program within the previous 24 cal months, they are still required to receive the briefing?
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3. May I please have a copy of the operations compliance forms (risk analysis form QA-0101 (log sheet?) and QA-0103) and OCS excel spreadsheet entry form for the accident flight?

Best regards,
Stephen

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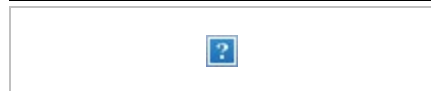
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Anything else?

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Chief Pilot Rotor Wing | Intermountain Life Flight



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Cc: Jim Gust <[REDACTED]>

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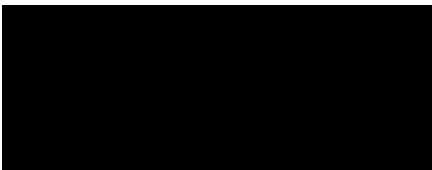
Thanks,

Stephen

Stephen Stein

Aviation Accident Investigator

National Transportation Safety Board



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