



# Maritime Helicopters

## End of Year 2018 & Wrap-Up, Quality & Safety Notes



### End of Year!

We are wrapping up our safety stats from 2018 and for the most part, things were looking good for the time that will be forever known as “The Year a Man from Wisconsin Ate his 30,000<sup>th</sup> Big Mac”. Okay, maybe that was just a side story from the news. I just didn’t know how else to mark 2018.



Overall, we had LESS Flight Irregularity & Ground Occurrence Reports than in 2017. However, I think we have been a little lazy in reporting some of these incidents. I’d like everyone to remember, that you’ll need to fill out an FIR if:

1. You have an intent to fly
2. A customer was delayed because of an incident that damaged aircraft, caused damage to people or property.
3. Aircraft maintenance problem caused an incident or delay

4. Unforecast weather caused delay after flight was begun
5. Airborne hazards need to be addressed (e.g. near miss or traffic flying without comms).

All that being said, we record these FIRs & GORs for our **continuous improvement**. Yes, the insurance companies need reports and our customers need to know some things about the types of incidents we have...but the Incident Reporting program is for us!

One of the main concerns in having an incident reporting program is tracking and trending those incidents and attempting to find the lessons learned. But taking a look at 2018's Flight Irregularity Reports, it is very hard to spot any big trends.

Here is a quick look at the FIR numbers for 2018

- Engine oil leak x1
- Unforecast Weather grounding aircraft x2
- Ng/Gas Producer Gauge issue
- Major hydraulic leak
- Float bags found undone in flight x1
- Bad Cell in aircraft battery x1
- Unruly passenger (1 time, but the same guy as a year before)
- Engine Governor issues x2 (same aircraft, fixed after second issue)
- Interference in flight path by ground vehicle
- Overflight of daily, individual flight time x2
- Engine Oil Pressure Transducer x2 (same aircraft)
- Transmission Chip Light in flight (delay)
- Overflight of Retirement Index Number item
- Blade Contact with terrain

That's it. That's the recording Flight Irregularities for 2018...not a lot of trending to go on. And shy of the blade contact event, nothing here was obscenely costly...but I am the quality guy so I have to remind everyone that every loss of time to a customer is costly.

---

---

## Ladders:

HEYYYYYYY! We all know (hopefully) that the ladder policy for Maritime is located in the Health, Safety, & Environmental manual on the Maritime Portal. Lots of regulatory items and some good advice...but like all policies, it doesn't give you all the answers. So I'd like to augment that policy with some friendly advice who watches the goings-on in the hangar every day. These few items are based on direct observation of recent safety items...

1. **If you are reaching in a direction other than directly fore & aft from the ladders steps? Move your ladder.**
2. **If you have to reach up from the next-to-last step on the ladder? Get a taller ladder.**
3. **If you are standing on the top rung of the ladder? Get a taller ladder.**
4. **If the floor is soaked with oil before or during the time you are up on a ladder. Please do not continue the ladder's use before cleaning the floor.**



**Do not do this...**

## FIRs/GORs for 4rth Quarter 2018

### **GOR 201811, 11/27/18/1115: Bell 412, Blade Fold Kit Damages Pitot**

While folding aircraft blades, attached the 2 forward blade fold kit attachments to aircraft, then went to attach third point. The support tilted forward and could not stop fold kit from contacting the pitot tube. The support bracket was damaged

Removed damaged support and replaced with new (\$412.65). Repainted and performed pitot static test.

Toolbox talks will be held regarding NOT attempting to perform some of these blade fold tasks solo. The weight of the kit is too much for one person on most occasions. That bell 412 blade fold kit has some heavy components, Folks!

### **GOR 201812 & 201813 9/11/2018/1400, Bell 407 (Hung Starts) (filed as a GOR, should be an FIR due to customer delay)**

Upon starting aircraft to depart Coldfoot Repeater, pilot reported to mechanic that the engine hung at 30-40 NG, and failed to start. Mechanic made several adjustments after this event and reported that starting had improved, but that the acceleration adjustments didn't seem to react properly with the amount of adjustment. Mechanic talked to opposite shift pilot and said that he had similar problems, but only when aircraft was cold soaked. (Engine Fuel Control Adjusted was the only listed corrective action)

The next morning a second helicopter flew the Mechanic and a customer up the site. The aircraft was covered and heat was apply to the engine components. A starting power unit was also flown up with them. The pilot was next picked up and flown to attempt to start the aircraft after a thorough warming. The first start attempt, with starting power unit, failed. The power supplied by the unit was completely insufficient. The second attempt was on battery power alone and, after a long slow start, was successful. The aircraft was then warmed sitting at flight idle for about 20 minutes and then flown back to ps5. After landing the engine fuel nozzle was replaced and the aircraft was allowed to sit overnight. Early the next morning

a battery start was attempted and the pilot observed a normal steady acceleration through the Ng starting range and was successful on the first attempt.

READER NOTE: NOT A MARITIME ENGINE

>>>>>>>>>>



## Just Culture and Anonymous Reporting

For those of you whom have sat through my “Just Culture” speech, I am sorry. But that’s just part of today’s business climate. In researching Just Culture, it is interesting that no standard definition exists...One definition, proposed for ICAO operations is ***“A culture in which frontline operators or others are not punished for actions, omissions or decisions taken by them that are commensurate with their experience and training, but where gross negligence, willful violations and destructive acts are not tolerated.”*** Yet another definition says, ***Just culture refers to a values-supportive model of shared accountability. It’s a culture that holds organizations accountable for the systems they design and for how they respond to staff behaviors fairly and justly.***

Whatever you have taken from my endless droning about Just Culture, or whatever you own experiences on employee involvement in the company is: The bottom line is this...everyone has to feel comfortable about trying to improve the company, even if it is making a completely anonymous suggestion online. Whether you have a ‘we could do this better’ or a “That’s going to cause a problem”, you can make suggestions on the Safety Tab off the website: <https://maritimehelicopters.com/safety/employee-concern/> . Remember, this Continuous Improvement concept that our customer’s auditors keep coming up with, doesn’t happen by itself.

The page looks like this:

(907) 235-7771 info@maritimehelicopters.com Facebook



**Maritime Helicopters**

[HOME](#) [FLEET](#) [LOCATIONS](#) [RESEARCH VESSEL](#) [SAFETY](#) [GALLERY](#) [CAREERS](#) [CONTACT](#)

## Confidential Online Reporting System

An important aspect of Safety Assurance is our confidential reporting system. Use the forms below to submit a report. Your report is confidential, and will be forwarded to our Director of Safety. Your participation is greatly appreciated.

*Click on the title of the form below you wish to complete and submit.*

[Hazard Report](#)

[Injury Report](#)

[Error Damage Report](#)

[Accident / Incident Report](#)

[Submit an Employee Concern](#)

## NEW AUDIT SYSTEM COMING ONLINE IN February/March.

Most everyone has been doing an outstanding job with filling out monthly/shift audits at their stations and getting them back to me in a prompt manner (well, maybe not Akutan!). So thanks very much in allowing us to improve what needs to be improved and fix what needs fixing. The paper system has worked well, but according to some of our customers, they would like to see an automated system that would provide information on our auditing successes and failures and here's the big one, "analytical numbers showing the rates of success of our auditing system".

INTRODUCING



Okay, I didn't think there would be applause. But, hear me out. We do auditing for two reasons. 1. To improve our own processes, procedures, equipment, and facilities. 2. To satisfy customers enough to have them want to pay us to fly them around.

In the next six weeks, whoever I can sucker into driving around the state and performing audits, and me, will be doing the first tests of the iAuditor system to capture the annual station and base audits. After that, the next event will be to place the normal remote station shift audit onto iAuditor, where you will get an assignment (at most stations via your station email address (e.g. PS4 email)) to perform the audit on iAuditor. After you get it assigned, you have the option of walking around with a paper copy of the audit, then putting it on a desktop computer, **OR** using a smartphone to complete the audit on the iAuditor app.

There will be a lot more info on this whole system as we get past the testing phase. Hopefully, we'll not have too many speed bumps.

I'm just going to screenshot a page from iAuditor on my phone so you can see what you'll be dealing with soon...

Close

Inspection



Section 2/2

Station Audit V1

Score

0/95 (0%)



**500. FUEL SYSTEM** (If there is no fuel system to maintain, mark N/A here. Akutan personnel must inspect fuel tanker.)

0/6 (0%)



**2. Are fire extinguishers available and serviceable with current inspection tags?**

Yes

No

N/A



**3. Are daily, weekly, and monthly fuel system**

Admit it, it looks like fun, doesn't it?

Dennis

Dennis S. Busch

Quality and Safety Manager

[safety@maritimehelicopters.com](mailto:safety@maritimehelicopters.com)



1915 Donald Ave

Fairbanks, AK 99701

Tel 907.452-1197

Cell 907.750-9548

Fax 907.452-4539