

Medallion Foundation Newsletter

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Spring 2009



QUICK LINKS

[Crash aims to raise the bar on aviation safety by Rob Stapleton, Alaska Journal](#)

Have a Safe Trip by Kate Golden, Juneau Empire
http://www.juneauempire.com/stories/040209/loc_424443384.shtml

[2009 Alaska State Aviation Trade Show & Conference
 May 2-3, 2009
<http://www.alaskaairmen.org/>](#)

Medallion Foundation will feature the PA18 Simulator

Valdez Fly In
 May 9-10, 2009
<http://www.valdezalaska.org/events/flyIn/flyIn.html>

"The Best Things in Life were Free" and
 "There is NO such Thing as a FREE
 lunch."

By Richard Harding, Medallion foundation President

Since I have been living in California I have found the best things in life aren't free any more. The city charges for the water we use in our homes and we buy drinking water in stores in plastic bottles. When I was a kid water and air were free. Most gas stations here charge for the air to fill your tires. I think if they can figure a way, the California legislature will figure a way to tax the air we breathe.

When the Medallion Foundation began it was totally funded by Congress, with the help of Senator Ted Stevens. We were able to offer the benefits of membership at no cost. Senator Stevens is no longer our benefactor, due to unfortunate circumstances, and we have to look at becoming self sufficient. There is no more free lunch.

Who's Participating
http://medallionfoundation.org/stars_holders.asp
Our Shield and Star Carriers

JOIN OUR LIST

Join Our Mailing List!

FEATURED ARTICLE



Angela Elgee, Flight Standards Division Manager, Alaska Region with John Allen, Director Flight Standards Service participated in the AACA convention in March.

FEATURED ARTICLE

Though no longer free, the cost benefit of belonging to the Medallion is still a bargain. Sending program managers and auditors to work with individual companies at the carrier's location is quite expensive, but an important and valuable part of what we do. Being able to help an operator customize their own programs is far better than just providing a boilerplate program. We also provide manpower support when a carrier needs help dealing with an issue through our "root cause" process. Several carriers believe that support has helped them save their certificate.

Courses we offer, such as TapRoot®, System Safety, Safety Officer Training, and Internal Audit Programs, have provided a means for small carriers to get a leg up on the upcoming ATOS and SMS programs the FAA is going to require. A company that has developed an internal audit program and set it up under system safety guidelines will find it much easier to meet the ATOS requirements as the Internal Audit program is laid out in the same format as ATOS.

The training programs provided by Medallion, for the most part, cannot be found anywhere else at anywhere near the cost the Medallion charges; and with the exception of the Super Cub and helicopter simulator, we have 14 aviation training devices throughout the state that we still provide our members at no cost.

Although we now have nominal membership and training fees, they don't come anywhere near the cost we incur providing these services. We have begun working on some alternative financing sources and hope to be able to keep our membership costs at a minimum.

The safety benefit of participating in the Medallion Program is recognized by many of our member's customer base. The benefit of aviation safety investments is hard to measure in advance, but the cost after an accident is easy. So, although we no longer offer a free lunch we still offer a bargain.

A Conversation with PenAir Management

Bryan Carricaburu, VP Operations, reported there are over 500 dedicated employees at PenAir that have been responsible for the success of the company, over the last 54 years. Success is, in fact, a significant accomplishment considering the volatile Alaskan aviation industry. Our company started as a "single pilot" operation and is now the largest regional air carrier in Alaska operating under both a 121 and 135 certificates. PenAir serves 36 communities in Alaska and has 9 remote stations throughout Alaska.

One of the greatest challenges for us has been operational control of our remote stations, according to Duffy Jensen, Chief Pilot/Director of Flight Personnel. At every station people have a tendency to slowly change processes and over time begin to use their own procedures, policies and even company forms. The Medallion Internal Audit program gave us a tool that allows an assurance of conformity and standardization throughout the company and eliminates the localized differences. The Medallion foundation provided us with tools for pilots such as a risk assessment program, a wind chart format depicting destination limitations, and a program that includes written weight & balance procedures for even the smallest of our aircraft.

Even though managers in Anchorage can't be in all places at once, we now have a measurable process that allows us to manage remote operations. And, we have a quarterly audit of these programs which provides us feedback on how we're doing.

Our internal audit program began, as you would expect, with some resistance but now it has become a friendly competition between stations with each one trying to achieve the highest score. The internal audit program, TapRoot program and ASAP program have provided us with tools to continually evaluate and

ATD UPDATES

Medallion is upgrading our training devices for enhanced CFIT training throughout the state and the next location is Juneau. The upgrade features a new configuration with three 27 inch screens for the outside view and an additional screen to display the instruments. The software is Flight Simulator X only and unfortunately this means that the device can no longer be used to log any FAA required time. Flight Simulator X software is used exclusively because only one computer is required whereas with X-Plane two computers would be needed (and even with two computers, we would need FAA approval of this specific configuration). ELITE would require three computers (as well as FAA approval of this specific configuration).

The training device will return to the CAP building on the airport.

There is an operation manual that provides sufficient instructions on how to operate the device but there is nothing like a bit of hands-on training.

Ketchikan is the next location to be upgraded and we are trying to have this done by the end of April.

Please go to the website to sign up for ATD time.
<http://medallionfoundation.org/ATDschedule.asp>

Steve Farring
Flight Training Device Technician
The Medallion Foundation
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improve the safety culture in our company.

Bryan reported some of the changes that resulted from the safety culture of the aforementioned programs have significantly reduced risk exposure. We have also made changes in our operation to reduce risk exposure.

To mention only a few: -we have completely eliminated night VFR for single engine aircraft. -We have added "cue based VFR procedures" and incorporated them in our B50 Ops Specs. -We terminated several higher risk landing strips from our traditional operation. -Also, our pilots prepare a "risk assessment" prior to each departure from their home base. - And most importantly, we standardized our 135 operation so that it matches, as closely as possible, our 121 operation. -We even train our part 135 flight coordinators to dispatcher-like proficiency for safety reasons and to assure company standardization.

Standardization is monitored by our internal audit program. The first year after introducing our internal audit program we found that we were able to reduce ground accidents by 62% and we were able to get a significant refund in our workman's comp premium. We have also seen ongoing annual reductions in our overall insurance premium rates.

Our company did a 5 year comparison of what projected aircraft damages would have been without the Medallion Program against the cost of implementing the program* and found a significant savings . The cost of implementing the Medallion Program was far less that the than the projected cost of accidents that could have happened without the programs in place. Money saved, by the way, is not a taxable revenue source, consequently makes a huge difference on the financial bottom line. Each star earned contributed to a safer more efficient operation.

Bryan said that PenAir completed all of their 5 star programs and received the Medallion Shield in 2004. The Medallion program, along with saving the company money has given our



Medallion Foundation Board Members

Wilfred Ryan, Bruce LaLonde, Jerry Rock, Dick Harding, Sean Ellis, Angela Elgee (FAA Rep), Art Warbelow, Ron Peck, Aaron Merritt, Dan Owen, Leonard Kirk

Thanks to **John Eckels** (2001-2009) and **Bob Hajdukovich** (2005-2009) for serving on the Medallion Foundation Board. The foundation appreciates your dedication and guidance.

company a safety culture and credibility as a leader in the industry. More important however, people, our employees, are getting injured far less often.

Having the shield has also inspired sense of pride for all 500 of our employees. Duffy said, "We are, all of us, proud to be a Medallion Shield carrier."

*

FEATURED ARTICLE



Alaskan Senator Con Bunde
Flying the 3-Screen ATD at the Juneau Open House
(March 31, 2009)

AMD Hosts International Aviation Expert in Training Session in Anchorage

The Alaska Regional Office (AKRO) of Aviation Management teamed up with the Medallion Foundation to host Mike Doiron, a World Class Instructor in Aviation Safety. Mr. Doiron presented two courses: System Safety and Human Factor Workshop. The classes were held in AKRO's brand new training facility in Anchorage. There were a total of 37 students in both classes. These students represented both government and commercial aviation organizations. Of that 37, AMD had 16 slots.

Approximately 80% of aviation incidents are linked to Human Performance. These two classes focused on the human element and strategies to reduce risk and incidents. Medallion Foundation is a unique public-private organization founded in Alaska to reduce the high number of aviation mishaps in that state. NBC's Aviation Management Directorate has had a close working relationship with the Medallion Foundation since 2006. In fact, in August 2008, the Alaska Regional Office was the first government agency to receive recognition in the Medallion's Five Star Program. This achievement was noted in an NBC News Release on October 10, 2008. Harry Kieling, AKRO Regional Director, said of the recent training: "This is just one more example of the relentless emphasis that AMD places on aviation safety"

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The Medallion Foundation would like to thank **Alaska Airlines** for providing shipment of the 3-screen ATD to Juneau.

For any questions, comments or suggestions please contact us.

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www.MedallionFoundation.org

Dennis Ward, Executive Director

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From Bob Yerex, AACCA Board Member

Thank you for the e-mail and I can absolutely state that your training device will make a difference in both assessing the risk "culture" within programs and additionally to better enforce positive decision making techniques within this difficult market segment. I was a SAR pilot in Sitka when the three tour helicopters crashed (thankfully without serious injury or death) on the Mendenhall Glacier. As a former professional pilot (both -121 and -135) I can attest to the applicability of simulator based training ... regardless of fixed or rotary wing simulation controls, it is globally applicable and WILL enhance the safety of Alaskan flight operations.

I'm sorry I will not be able to attend but that I might be able to access the simulator for a similar tour.

Sincerely,

Bob

Bob Yerex
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Max-Viz Inc.
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Latest News and Updates

***The Juneau TapRoot Refresher Course has been cancelled.

***As of April 3rd, 2009 all ATDs and simulators are free of charge. Please go to the website for usage.

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