



Helicopter Mid-Air A Pilot's Story of Survival

By Clark Stahl • cstahl3@aol.com

It was a particularly nice, mild November day in 1999 and our assignment wasn't too challenging. We were to fly out to the eastside of Seattle, shoot some real estate photos and then head approximately 35 miles west across Puget Sound for more aerial shots...of what, I've long since forgotten.

Everything Routine

After completing the first part of our assignment I turned our venerable Jet Ranger toward the west. My track would take us just south of the University of Washington's Husky Stadium, then over Lake Union, north of downtown Seattle by the Space Needle and across Puget Sound.

It was a "no-brainer" flight, like the ones I made thousands of times before. However, this trip would turn out to be anything but routine. As I approached the western shore of Lake Washington, I began making calls on the common advisory frequency for Lake Union floatplane traffic letting any aircraft in the area know of my position and intentions.

A minute or so later I made a second call and as before, there was no response. This could lead to the assumption that there was no other traffic in the area. However, I'd long since discarded that notion as this could be an extremely busy airspace. I continued to look for other aircraft as a precaution.

CRASH!!!

At one moment all was well, and in the next it was chaos. I felt the impact and simultaneously visualized a snapshot in one still-frame that sticks in my mind even today. It is of a Bell Long Ranger helicopter right where it shouldn't be...yet it's



"As I stood there, reflecting upon my amazing good luck, I looked down and noticed a piece of metal (probably from the wire strike assembly) stuck in my chest, very near my heart. It had enough velocity to tear through my (brand new!) shirt, into my t-shirt and dig into my skin slightly."

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A native of Montreal, Francois Magnan began his aviation career with the Aircraft Maintenance program at the Québec National Institute of Aeronautics (ENA), in St-Hubert, in August 1977.

After working briefly for Canadair, in 1981 he started working for helicopter operators in Eastern Canada. This involved supervising teams of maintainers and pilots operating in remote Northern bases.

He obtained his AME "M" License in 1983, with subsequent endorsements on Bell, Eurocopter and MD Helicopter products. He has been an active pilot since 1979, obtaining a Commercial pilot license in 1989 and still enjoys recreational flying.

He joined Bell Helicopter in 1987, and after working on the flight line and in the training department for a year, he joined Product Support Engineering (PSE) as part of the initial Medium Helicopter group. He was promoted in 1999 to manager of the Medium Helicopter group, and in 2001, was also given the responsibility of the Intermediate Helicopter group. Responsibility for Technical Publications was added in 2003.

He is a member of the Bell Helicopter Mirabel Flight Safety Committee and also a member of the HAI Technical Committee.

Francois has traveled extensively doing field modifications, training and briefings for Bell Helicopter as part of his PSE duties, and has visited customers in over 45 countries around the world.

Human Factors in Aircraft Inspections

By Francois Magnan

As I write this article I will be making mistakes, not only because English is not my mother tongue but also because I am human. I will forget letters here and there and simply misspell some words. But that's OK because I have two 'safety nets' to help me make this document look good; the first is the word processors' spell-check and the second is the editor of this publication that will review my draft and make sure it is coherent.

Over the years, in my aviation career, I have found that often we tend to rely too much on these 'safety nets'. As a pilot and as an AME (aircraft maintenance engineer), I have the ultimate responsibility of insuring that the aircraft I am maintaining and/or flying is airworthy. This means that when I carry out maintenance on the aircraft, I must verify that the work has been done per the published instructions and that, where flight controls have been compromised during maintenance, a second set of eyes checks everything is OK (dual inspection) before the technical records are completed and the aircraft is released for flight. In similar fashion, as a pilot, I must verify the pre-flight check has been carried out and that the checklist is adhered to during aircraft operations.

When I will submit this draft to the editor, although he knows me, and has fair confidence in my ability to write, he will be very critical of my document because he does not want this article to negatively impact the good reputation of his publication. Do we take the same attitude when going over a colleagues work or do we just tend to think of how good he is and how he never makes mistakes?

I was shocked recently to read the findings of an experimental light jet mishap which took the life of two experienced test pilots. After some modifications to the prototype during the flight test program, the aileron cables were not reinstalled properly resulting in reverse aileron rigging and loss of control on take-off. It is clear that many experienced professionals were involved both on the pilot and maintainer side in returning this aircraft to service, but this condition was still missed.

The same can be said as for the attitude we have during daily and pre-flight inspections; are we really looking for problems on this aircraft or is it just the most reliable in the fleet and nothing ever breaks on it? As I would coach my apprentices in the field I would always suggest that they have the mindset that "something is wrong and I will find it".

Attitude plays a big part in the level of scrutiny we exercise during aircraft inspections. Let's remember that potentially, people's lives can depend on it.



Charles E. Taylor: Aviation's "Unsung Hero"

By Kenneth J. MacTiernan, Director AMTA

The world knows about mankind's first controlled, powered flight. Both Orville and Wilbur Wright are household names because their imagination and technical abilities allowed them to lay claim to the first manned powered, controlled flight. A rather impressive feather to have in one's cap.

Unfortunately, the world knows little of the man that helped the Wright brothers and the United States achieve this point in aviation's history. This man was Charles E. Taylor. Mr. Taylor was a self-taught Midwestern mechanic, who worked for the Wright brothers in their bicycle shop. Charlie is considered an "unsung hero" because he was asked to build the first engines for the Wright Flyer. Specifications to be met were that the engine should produce eight brake horsepower and not weigh more than 200 pounds. Asked if he could produce such an engine, Charles E. Taylor simply replied, "Yes."

In roughly six weeks, working with a block of steel, the bicycle shop's lathe, drill press and some simple hand tools, history would be made. Because of the knowledge, skill and integrity Mr. Taylor possessed, the Wright Glider would become the Wright Flyer. Ohio, North Carolina and the United States of America would be the base from which mankind would take the first manned, controlled, powered flight.

Participating in such a historic achievement, one would think that Charles E. Taylor's name would be mentioned in the same breath and sentence with Orville and Wilbur Wright. But such is not the case. Although the Wrights gave credit to Charlie for his contribution, he never searched for the limelight or to cash in on his notoriety. With the deaths of the Wright brothers and the rapid growth in both engine and airframe technology, Charles E. Taylor simply became a forgotten hero.

After more than 100 years of controlled powered flight, the Aircraft Maintenance Technicians Association (AMTA), WWW.AMTAUSA.COM, feels

it is time to educate the public and the world, about Charles E. Taylor's stamp on aviation's history.

If there is a mechanic / technician who have held an FAA A & P license for 50 years, they are eligible to receive the "Charles E. Taylor Award" in formal ceremonies. All one needs to do is apply for the recognition at: [http://www.airweb.faa.gov/Regulatory_and_Guidance_Library/rgAdvisoryCircular.nsf/0/5b95529963c8d2c686256f8700635cb6/\\$FILE/AC65-26C.pdf](http://www.airweb.faa.gov/Regulatory_and_Guidance_Library/rgAdvisoryCircular.nsf/0/5b95529963c8d2c686256f8700635cb6/$FILE/AC65-26C.pdf). There is a three year time limit for recognitions given posthumously. For more information, contact your closest Flight Standards District Office.

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Heliprops

Helicopter Professional Pilots Safety Program

The HELIPROPS HUMAN A.D. is published by the Training Academy, Bell Helicopter Textron Incorporated, and is distributed free of charge to helicopter operators, owners, flight department managers, mechanics and pilots. The contents do not necessarily reflect official policy and unless stated, should not be construed as regulations or directives.

The primary objective of the HELIPROPS program and the HUMAN A.D. is to help reduce human error related accidents. This newsletter stresses professionalism, safety and good aeronautical decision-making.

Letters with constructive comments and suggestions are invited. Correspondents should provide name, address and telephone number to:

Bell Helicopter Textron Inc.
John Williams, HELIPROPS Manager
P.O. Box 482, Fort Worth, Texas 76101
817.280.3688, fax 817.278.3688
or the Comment/Feedback link at: www.heliprops.com

RELEASE STATEMENT: For photos or written submissions, please include a brief statement releasing your material to Bell Helicopter for use in the Human AD newsletter.

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Accounts from our Readers

In-Flight Door Open

By Lloyd Knight

One of the scariest occurrences in aviation is to experience a door or hatch popping open or worse still, to have it depart the aircraft. We've all read about, or seen televised reports of passenger jets losing cargo doors, with usually fatal outcomes. One of the factors in that case is that those hatches are usually outward opening.

I was flying a Bell 205 from our Longford Base to the 'Barracouta' Platform, about a hundred kilometres. I was the only person on board and had to pick up a complement of workers to return them to Longford. Halfway between the shore and the platform I experienced a loud 'bang' and the left-hand (co-pilot's) door popped open. The airflow forces caused it to stabilise about twenty degrees open. Because of the inherent bounce caused by the two-blade main rotor, exacerbated by the large fixed floats, the door vibrated alarmingly. The two retaining hinges are relatively close together, not very strong, and would not take much of the punishment they were receiving. If the door was ripped off, it could bounce off the float and

take out the tail-rotor.

I declared an emergency and started a gradual reduction in speed and a descent. However, this only caused the door to swing out further and bounce more violently. I feared that the door would snap its hinges before I could reach the sea surface or the platform.

So I assessed that the only course to take, was to change seats and secure the door as best I could.

The 205 doesn't have an auto-pilot, and the left-hand cyclic stick cannot be reached from the pilot's seat. It is however, fitted with a well-designed force-trim system. Using two small electric motors, it applies fore and aft, and lateral forces to the cyclic control to hold the stick in a preselected position. The pilot controls the system with a four-way switch (Chinese Hat) on top of the cyclic stick.

I eased my feet off the pedals and the aircraft adopted a slightly yawed attitude. Then I trimmed the cyclic to maintain, at least temporarily, a level attitude. I undid the co-pilot harness, then my own. Then I half stood up and gingerly moved my left leg over the centre

console and sat astride the radio panel, being careful not bump the collective lever or any switches.

I sat there for a moment and made some minor attitude corrections. Then I brought my right leg over and occupied the left seat. Phew!

I secured the lap-strap and pulled the door closed. The top locking pin had snapped and the shock had caused the catch at the door handle to release. I held onto the handle, except when I needed to make power alterations and proceeded to Barracouta, the nearest landing point.

When the handler came up to the pilot door with the passenger manifest, he looked surprised and said, 'What are you doing over there?' Referring to my seating position and my set-down point on the edge of the platform. I told him to hold the passengers for the next aircraft, which was already on its way with an engineer.

After the passengers had departed, we strapped up the door and flew it back to base with the engineer in the co-pilot's seat holding the handle.

What's Your Story?

If you have an account that you would like to share with other *HumanAD* readers, please send them to:

Bell Helicopter Textron Inc.

John Williams, HELIPROPS Manager

P.O. Box 482, Fort Worth, TX 76101

Fax: 817-278-3688 • www.heliprops.com

Speaking of Safety

By John Williams

About all I can say to Clark Stahl is “whew,” and thanks to him for telling this story, *Helicopter Mid-Air; a Pilot’s Story of Survival*. How many people do you know that have lived to tell about their mid-air collision? The detailed descriptions of what Clark did or did not see and the thought processes he went through to find a landing spot were real life-and-death decisions we seldom need to make. As I read his account, I continuously replayed my own experiences with optical illusions and losing other aircraft visually in the city backgrounds.

Once, I remember stretching in the pilot’s seat only to notice another aircraft converging at my altitude that suddenly appeared from behind a BH212 door post. I subsequently did a lot more “stretching.” If this article makes you think about such hazards and then you incorporate a new vigilance in the cockpit to “see and avoid,” then Clark’s mission was accomplished. And, by the way Clark, you can pick my lottery ticket numbers anytime!

Lloyd Knight’s “In-Flight Door Open” demonstrates how remaining calm at the flight controls during an emergency will usually yield a good outcome. Notice how he is able to find solutions for each challenge during the emergency. If there was ever a lesson here it is **remain calm and think!** Well done, Lloyd.

Regarding domestic and international **HELIPROPS** subscriptions, we have been receiving a number of returns due to inaccurate addresses or the addressee has moved. Here is a suggestion. When signing up for a subscription at www.heliprops.com, you may certainly have a paper



Philippine Awards Ceremony

Left to Right: Capt. Roy Cudilla, Capt. Roy Magbanua, Major Jesus Nelson Morales, Col. Andres Largo, Ms. Juwy Dumlao, Mr. Jim Agnew, Mr. Pete Robson, BGen. Alger Tan (Wing Commander, 250th PAW), LTC Fermin Carangan, Col. Alexander Bote (Deputy Wing Commander, 250th PAW), Maj. Paulo Teodoro, LTC Joseph Contreras, Maj. Loreto Pasamonte and Maj. Noel Cadiz.

copy, however, request the electronic version too. This will insure you at least get the electronic copy until the paper one is delivered.

As the **HELIPROPS** newsletter broadened its subject matter scope to incorporate more maintenance safety articles, Bell’s own Manager of the Medium Helicopter Group, **Francois Magnan**, based in Mirabel, Canada produced what I consider to be a classic and cleverly written safety article. I might add that Francois is part of the Product Support Team that was voted “Number 1” for the 16th consecutive year by an annual **Pro Pilot** survey. Francois promises that more articles for **HELIPROPS** are coming.

Ken MacTiernan’s article about an aviation legend, **Charles E. Taylor**, and the associated 50 year award from the FAA, reminds us that recognition of our mechanics and flight engineers is essential when promoting workmanship excellence.

Bell Helicopter actually recognizes mechanics and flight engineers who have worked on Bell Helicopters for at least 15 years with a **Certificate of Recognition**. Subsequent awards are issued in five year increments. Anyone qualified to receive this award may send me a request. It is ideally sent by an owner or manager (or equivalent) who can verify the applicant’s years of service. Send to jwilliams2@bellhelicopter.textron.com, or FAX: 817-278-3688, or Bell Helicopter Textron Inc., attn: John Williams, Dept. 9S, P.O. Box 482, Ft. Worth, TX 76101.

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there; broadside to us just a few feet away, right in front of me; then it's quickly gone again.

The wind began rushing in and the noise was unfamiliar. There was the realization of what had happened, which seemed astounding and scary all at once. I wouldn't have been any more surprised if I'd seen a pink elephant fly through the cockpit.

After the initial shock set in, I realized that my photographer (sitting in the left rear seat) was yelling and asking if we had hit a bird. Because of the wind noise I told him to use the intercom. I asked if he was okay, to which he responded positively. Then no, "we hit another helicopter," I said. "Was it a Robbie?" he yelled. "Where did it go?"

"No," I responded. "It was a Long Ranger, and I don't have a clue." In reality, it headed toward the University of Washington. Although I had my hands full, I remember thinking that the other helicopter must have crashed into the lake or it was about to. There wasn't a chance-in-a-million that both aircraft would still be controllable, much less airborne.

At this point my focus (unlike my eyesight) was clear. I needed to get this wounded machine safely on the ground, if humanly possible. I had no idea as to the extent of the damage. All I knew for sure was that I had a broken windscreen, some cuts on my hands and face and something in my eyes making it difficult to see.

Very slowly and deliberately, I gently moved cyclic, collective and pedals in each direction to verify that the flight controls were functioning and responding properly. At the same time I was quickly, but carefully, checking the instruments for any anomalies. I began thinking about where to land and how soon that could be accomplished.

Uncharted Territory

In my 25 plus trips to the Bell Training Academy and countless

hours of training by the best instructors in the world, not to mention many years of military experience, I never recalled discussing anything that would remotely resemble the situation in which I found myself. I was in uncharted territory. Considering that the human brain is programmed for either fight or flight when confronted with a life threatening situation, I had to do both. I was in flight and had to fight to stay there!

There was a clear area just in front and below us so I could "land as soon as possible," which seemed like a great plan. But, that meant I'd have to deal with the public after landing and if something failed catastrophically on final the approach with people around, it would very likely make a bad situation even worse.

The next option I considered was landing on the rooftop helipad at our television station which was less than two miles away and straight ahead. It was another reasonable option, but I would be landing three to four stories above street level which could present a problem if something went south (wrong) on short final...not a pretty picture.

The last option I considered was to head directly to Boeing Field (KBFI), approximately six miles to the south. On the positive side they had crash rescue, a long runway and plenty of open space that is away from innocent bystanders. That would be good for a "splashdown" if things got ugly.

Thought Process

It is absolutely amazing to me just how fast the human brain is capable of processing information. Everything I have described thus far and the reasoning behind my decision, took place in just a precious few seconds. Of the three options considered, I chose the rooftop helipad. My first option, the closest open space, contained too many unknowns and I could not afford the luxury of a good reconnaissance for power

lines, guy wires like where and how many? There were other obstructions to consider: automobile traffic, pedestrians, etc., I pretty quickly tossed that one out.

Our company rooftop helipad sounded pretty good. It was relatively close, secure and familiar...but it was a pinnacle-type landing...Hmmm. Boeing Field was looking better for the reasons mentioned above, but I just could not be sure that my helicopter was airworthy enough to continue flight for the five to seven additional minutes we needed to reach the airport. And all the comfort that Boeing Field offered, not to mention the fact that part of the flight would be over the cold waters of Puget Sound, I had to avoid flying directly over downtown Seattle. So, it had to be the roof top helipad, besides I had already begun my approach... "gently; do everything gently," I said to myself.

Talking Myself Down

Then, I began to imagine all the "what ifs." What if a rotor blade was badly damaged and about to come apart? What if one or more linkages or components were damaged, held together by a "thread" and about to fail? Can't worry about that now, got to concentrate on getting us to the roof...eyes still hurting and burning (plexiglas debris from the





windscreen), no major injuries that I can feel, but plenty of adrenalin flowing so who knows?

In actual time passed, we touched down safely on the roof within three minutes or so of the collision. I instructed my photographer to go downstairs and notify the station's management of our accident. Also, I asked him to call the FAA and the operator of the other helicopter to see about its status. I had recognized the other helicopter in that split second, hoping for the best, but expecting the worst of their crew.

In the meantime, I completed an abbreviated engine cool-down and shut the helicopter down. I got out and began assessing the damage, which was mind-numbing to say the least. I admit that my legs started to shake slightly at that point.

It was obvious that the Long Ranger's main rotor blade(s) had sliced through my upper wire strike protection cutter-blade and continued into the transmission cowling, just missing the hydraulic servos by an eighth of an inch or so. It left a splash of yellow paint from the Long Ranger's blade tip on the plastic leak bags.

One of my main rotor blades had a large triangular gash near center chord where the broken wire strike blade had apparently ricocheted upwards tearing through it. Both front windscreens were broken and there were plastic shards scattered

throughout the interior of the aircraft.

As I stood there, reflecting upon my amazing good luck, I looked down and noticed a piece of metal (probably from the wire strike assembly) stuck in my chest, very near my heart. It had enough velocity to tear through my (brand new!) shirt, into my t-shirt and dig into my skin slightly.

A few minutes later, my co-workers and managers flocked to the roof top heliport and called me over to show where a small piece of metal, almost exactly the size that hit my chest had passed through the metal doorpost! Just about then, someone informed me that the other helicopter, piloted by a friend of mine, had also landed safely in a field near the University of Washington. The pilot had no idea that he had just experienced a mid-air with another helicopter since he never saw us at all. Instead he thought that he'd hit a large bird.

Lessons Learned

The investigation was fairly straight forward. It concluded that both pilots failed to "see and avoid" one another which is a simple fact and difficult to disagree. So, why did this happen and what can we learn from it?

From my viewpoint, I simply did not see the other helicopter until the instant of impact. My photographer and I had just scanned the area in front and to both sides of the helicopter; yet neither of us saw any traffic. As it turns out, the other pilot was changing radio frequencies from Boeing Tower to a flight service station in order to open his flight plan. He had not yet switched to the common traffic advisory frequency. It was perfectly understandable and reasonable.

Although I thought I'd looked pretty carefully, the skyline of downtown Seattle blended with the converging aircraft and it simply disappeared into the clutter. I also think it may have been partially hidden from view by the windscreen center post.

To this day (a decade later), I'm

ever vigilant about looking around cockpit obstructions...moving my head as necessary to mitigate blind spots. I've been asked the question and I've asked it of myself "was I complacent, maybe too comfortable?" I can answer easily; absolutely not.

The other pilot and I are both highly experienced professionals, in excess of 50,000 hours between us. But, we're human and therefore not perfect. This has been described as a miracle and I won't challenge or argue that observation. Consider, two helicopters colliding in cruise flight, neither seeing the other, one rotor system passing fractions-of-an-inch below the other without meshing and no serious injuries or major damage resulting... well if that's not a miracle, I'm not sure what is.

My Lucky Hat

I'm still flying for the same television station, going on 29 years now. I continue to attend the Bell Helicopter Customer Training Academy annually for currency training, and proudly wear my "LUCKY" hat given to me by a friend after the accident. And well, I don't bother to buy lotto tickets anymore.

MEET THE AUTHOR

Clark took his first flying lessons in a Piper Colt in 1963. He was drafted into the US Army, 1967-1971 (Republic of Vietnam 68-69), flying the UH-1; then he joined the US Army reserves in 1972, flying UH-1's and CH-47's, retiring in 1992 as a CW4.

Clark began a civilian helicopter career in 1982 flying a Jet Ranger 3 on a contract in Alaska. He was hired by KIRO-TV in late 1982 (through present), operating a Jet Ranger until 2006, then upgrading to a B407. His total helicopter flight time is 25,000+ hours in models flown: Bell 47, 206, 407; Hiller 12; AS 350, 355; UH-1 series; CH-47 A, B, C; Sikorsky S-76. He currently flies approximately 800 electronic news gathering hours annually.

Clark lives with wife Jennifer in Sammamish, WA, 5 grown kids, and 5 (number 6 on the way) grandkids.

Awards & Recognitions



BELL HELICOPTER AWARD PROGRAMS

Many Bell pilots and operators have requested information on what type of Bell Helicopter wings and safety awards are available to them. There are two ways to obtain recognition for pilots who fly Bell helicopters. The first recognition is a Pilot Safety Award issued on the basis of safe flying hours in Bells. The second is a wings award based on the pilot's flight hours in Bell helicopters. It is possible for a pilot to obtain both awards.

Bell Flight Time Wings Award

The second recognition is for a pilot's flight time in Bell Helicopters. The Bell Training Academy issues this Certificate of Achievement and a Wings Lapel Pin in the following flight time hours:

- 1,000 hrs.** plain wings pin + certificate
- 5,000 hrs.** 5,000 hr. wings pin + certificate
- 10,000 hrs.** 10,000 hr. wings pin + certificate
- 15,000 hrs.** 15,000 hr. wings + certificate
- 20,000 hrs.** 20,000 hr. wings + certificate

Example: If a person had 6,500 hours in Bells he would receive a 5,000 hour pin, although the certificate would read 6,500 hours. Their next opportunity for a higher hour level pin would be at the 10,000 hour level.

For the hour level recognition to be awarded, the pilot (or company) must provide the following: Name of pilot as they would like it printed on a certificate, a verified flight time in Bells by either the Chief Pilot or a Company Administrative Official. In the case of an individual pilot making the request, a signed copy of the page in the pilot's log book that verifies the hour level for the wings requested. Mail or email the information (including

copy of documentation) to John Williams at: jwilliams2@bellhelicopter.textron.com. Bell Helicopter Textron Inc., John Williams, HELIPROPS Manager, P.O. Box 482, Fort Worth, Texas 76101 USA

Pilot Safety Award

Recognizing an individual pilot for flying safely is far too rare. Most pilots only hear of mistakes made by another pilot in an accident. Bell provides a Pilot Safety Award certificate for hours flown without an accident in a Bell helicopter. This can be achieved in either military or commercial aircraft. The award is given in thousand hour increments to recognize those pilots with a proven commitment and history of safe flying. To apply for this recognition certificate, please send a request letter from the chief pilot, CEO, military commander, or other individual who can confirm how many accident-free flight hours you have flown in Bell helicopters. If you are an individual pilot/owner, you can write the statement yourself. Let us know how you would like the name to appear on the certificate. If you want to include a military rank, you need to indicate that.

The award is maintained through the Bell's Flight Safety Department within Bell Engineering; Richard Wright (rwright@bellhelicopter.textron.com) is the Bell point of contact. His mailing address is: Bell Helicopter Textron Inc., Attn: Richard Wright, Dept. 9A, Group 59, P.O. Box 482, Fort Worth, TX 76101 USA

The pilot's name and safe flight hours are posted on Bell's Flight Safety web page www.heliprops.com. Follow the link to the Heliprops Pilot Safety Award Program.

Significant Achievements



Bell Vice President of Safety, Dave Downey, presents Bell Training Academy customer, Richard Gary, a Certificate of Achievement for flying 20,050 hours in Bell Helicopters.

Bell Helicopter recognizes mechanics and flight engineers who have worked on Bell Helicopters for at least 15 years with a Certificate of Recognition. Subsequent awards are issued in five year increments. Anyone qualified to receive this award may send me a request. It is ideally sent by an owner or manager (or equivalent) who can verify the applicant's years of service. Send to jwilliams2@bellhelicopter.textron.com, or FAX: 817-278-3688, or Bell Helicopter Textron Inc., attn: John Williams, Dept. 9S, P.O. Box 482, Ft. Worth, TX 76101.

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