

From: Winston Chelf [REDACTED]
Sent: Tuesday, November 27, 2007 5:25 PM
To: Bailey, Thomas
Cc: bill [REDACTED] Sabrina Ford
Subject: RE: Safety Topic: Soldotna Pilots
Tom,

Thank you for bringing this to our attention. Our relationship with Providence is important to us. Please be assured that we take these safety issues very seriously and are taking measures to remedy the situation described.

As an interim measure, we have had Marc Isbill just complete a relief cycle for Lance and Ken. He was able to give Lance 4 consecutive days off from November 10th through the 13th. Marc was then able to give Ken 3 consecutive days from November 14th through the 16th. We are currently looking at repeating a similar relief schedule between now and the middle of December, depending on the upcoming NVG training workload. At a minimum, all pilots will receive no less than the time off required by the Federal Aviation Regulations.

We have already hired and are in the process of training two additional pilots for the Soldotna aircraft. This is a one of a kind aircraft in our Alaska fleet and requires a significant investment in time and effort to train a pilot new to Evergreen and the Soldotna aircraft to our mutual high safety standards.

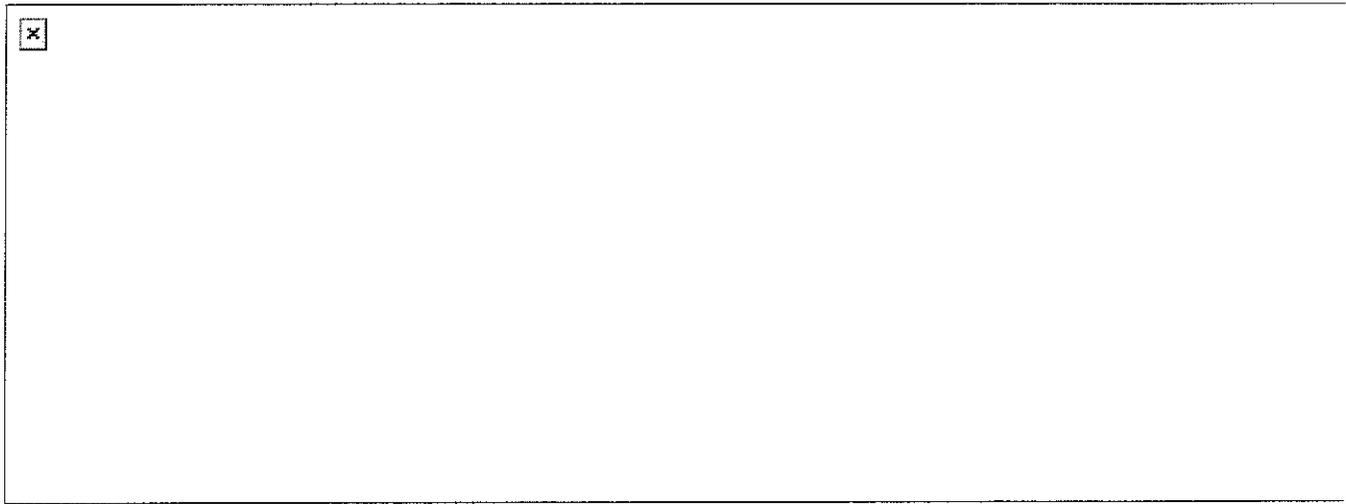
So far, both of the new hire pilots have completed their initial Night Vision Goggle training on site at ASU in Boise, Idaho. The soonest possible Eurocopter factory ground training for this airframe is December 3rd through the 6th and both pilots are scheduled for this training. The soonest possible dates we could get one of the two Eurocopter factory training pilots to conduct the initial flight training is December 10th through the 16th. Again, both of these pilots are scheduled for this training. The final aircraft flight training and FAA required FAR Part 135 checkrides for these two individuals should occur on or about the 17th of December. At that time we should be wrapping up the final portion of their local area operations training. It is our desire to have these two pilots on a regular schedule with Ken Deyoe and Lance Brabham by the third week of December.

Additionally, the new hires will eventually be trained in the AS350 and BH212 as well. This will allow for additional flexibility in scheduling for the whole Providence system. We are also looking at training for additional Anchorage based pilots in the BK117. I will attend NVG training as my personal schedule permits in order to help provide additional depth to the Providence pilot roster.

As far as the backup aircraft is concerned, we are in the process of planning for the upcoming maintenance on the BK117. We are working toward having the backup aircraft available for retraining the crews in ample time to insure all Soldotna pilots are fully trained and qualified in this airframe. This may entail temporarily rotating one or two of the pilots between Soldotna and Anchorage. We are conducting a complete flight records and history review of all Providence assigned (and potential) pilots to ensure the safest assignments based on pilot experience and currency in the particular airframes.

Our long term goal is to attract and retain the best professional pilots for the Providence system at the staffing levels required for accreditation, as well as having the depth of experience within our overall pilot staff to accommodate any unforeseen short-term staffing shortfall. As you are so well aware, with the current helicopter pilot shortage in general and the easy availability of good positions in the Lower 48, it is extremely difficult to place qualified pilots in these Alaska-based positions. We have been very fortunate to have some very dedicated and professional pilots working for and with us to keep this

program running as smoothly as it has been. It is with my sincere gratitude to them that I will always personally strive to provide them with a safe working environment and a schedule that allows them to enjoy the Great Alaskan Life!



From: Sabrina Ford
Sent: Tuesday, November 27, 2007 1:50 PM
To: Bailey, Thomas
Cc: Winston Chelf; bill [REDACTED]
Subject: RE: Safety Topic: Soldotna Pilots

Tom,

I've shared this information with Winston and we are already formulating a plan for contingencies. Winston will address your concerns with our plans as they stand.

Thanks for sharing your staff's concerns.

Sabrina Ford
President - EHA

From: Bailey, Thomas [REDACTED]
Sent: Tuesday, November 27, 2007 1:13 PM
To: Sabrina Ford
Subject: FW: Safety Topic: Soldotna Pilots

From: Garnet, Paul J
Sent: Monday, November 26, 2007 10:22 PM
To: Bailey, Thomas; Crowley, Ella M.
Subject: Safety Topic: Soldotna Pilots

This letter is to follow our verbal conversation earlier today. I felt compelled to write in addition to speaking to you personally because I intentionally downplayed the importance this issue deserves, and I have had second thoughts about that decision.

The pilots, Ken Deyoe and Lance Brabham, need more time off than Evergreen has allowed them, to safely operate in our program. It has been close to eight weeks now that they have been working seven days a week. Lance had 3 days off, and Ken had two in this timeframe.

I am declaring this an ongoing operational problem with our vendor, Evergreen, that needs to be addressed to assure the safety, and success of the Soldotna base. When I arrived in January of 2007, Evergreen provided only two pilots for a period of close to eight weeks where they also worked seven days a week with no relief. Then when pilots were finally added to the program to give a schedule compatible with living a personal life, Evergreen pulled Ken Deyoe to work a fire contract that kept him away from home for approximately two months. The remaining pilots split time having only three days a week off, instead of the seven they were hired for. Even this lasted only a few months as Chris left without notice precipitating the eight week stretch listed above.

The pilots have not complained. The pilots we have are skilled pilots. They are safe. They both go above their required level of expectation to facilitate the operational goals of Providence and Lifeguard. In my own mind, I am certain we will lose these pilots if no immediate intervention occurs.

I predict that the answer from Evergreen will be something along the lines of : "New pilots are hired" "It takes time to train/certify" etc. and this is all true. If the BK goes down for a long stretch and no steps are proactively taken to provide trained pilots for the back up aircraft (providing we get one- which I suspect we will) then Ken and Lance will be stuck flying the 212 through the new year. If we lose these pilots then we start the process over again of burning out a new set of pilots.

The pilots in Anchorage generally get seven days off. Several of them are qualified to fly the BK. If these pilots were rotated in to the Soldotna schedule it would eliminate this situation. This, however would have to occur on a regular basis, not just occasionally- after things have gone on for too long.

Losing pilots to burn out is a best case scenario. I implore you to take my word when I say the work conditions have created a potential for safety to be compromised. I promise you I am not throwing the "safety card" for ulterior motives, or at the pilots' request.

It is a major understatement to say that I know you have a ton of important issues you are dealing with right now, and I wouldn't bother you if I felt this could wait, or would resolve on its own. I am willing to participate in any measures to facilitate a solution. Thank you for taking the time to read.

Paul Garnet EMT-P

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