

Welcome to FAR Part 135 Safety Summit Meeting

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The St Louis FSDO, Office Manager



St. Louis Flight Standards District Office (CE03)



Federal Aviation
Administration



Office Management Structure:

- Air Carrier Section
 - **Trans States Airlines**
 - **Go Jet Airlines**
- Geographic Unit
- Air Evac EMS CMU
- General Aviation (Complex Aviation) Unit



Office Overview Detail

- 2 – 121 air carriers
- 1 – Large 135 Helicopter Medical Service Operator
- 13 – 135 Operators (1 commuter operator)
- 33 – 145 Certificated Repair Stations
- 4 – 141 Approved Flight Training Centers
- 3 – 147 Approved Maintenance Training Centers
- 10 – 183 Approved Testing Centers
- 24 – 137 Agricultural Aircraft operators
- 12 – Designated Pilot Examiners
- 2 – Designated Maintenance Examiner
- 2 – Designated Airworthiness Representative
- 1 – Organizational Designation Authorization



Trans States Airlines LLC.

Established 1982



GoJet Airlines

Established 2005

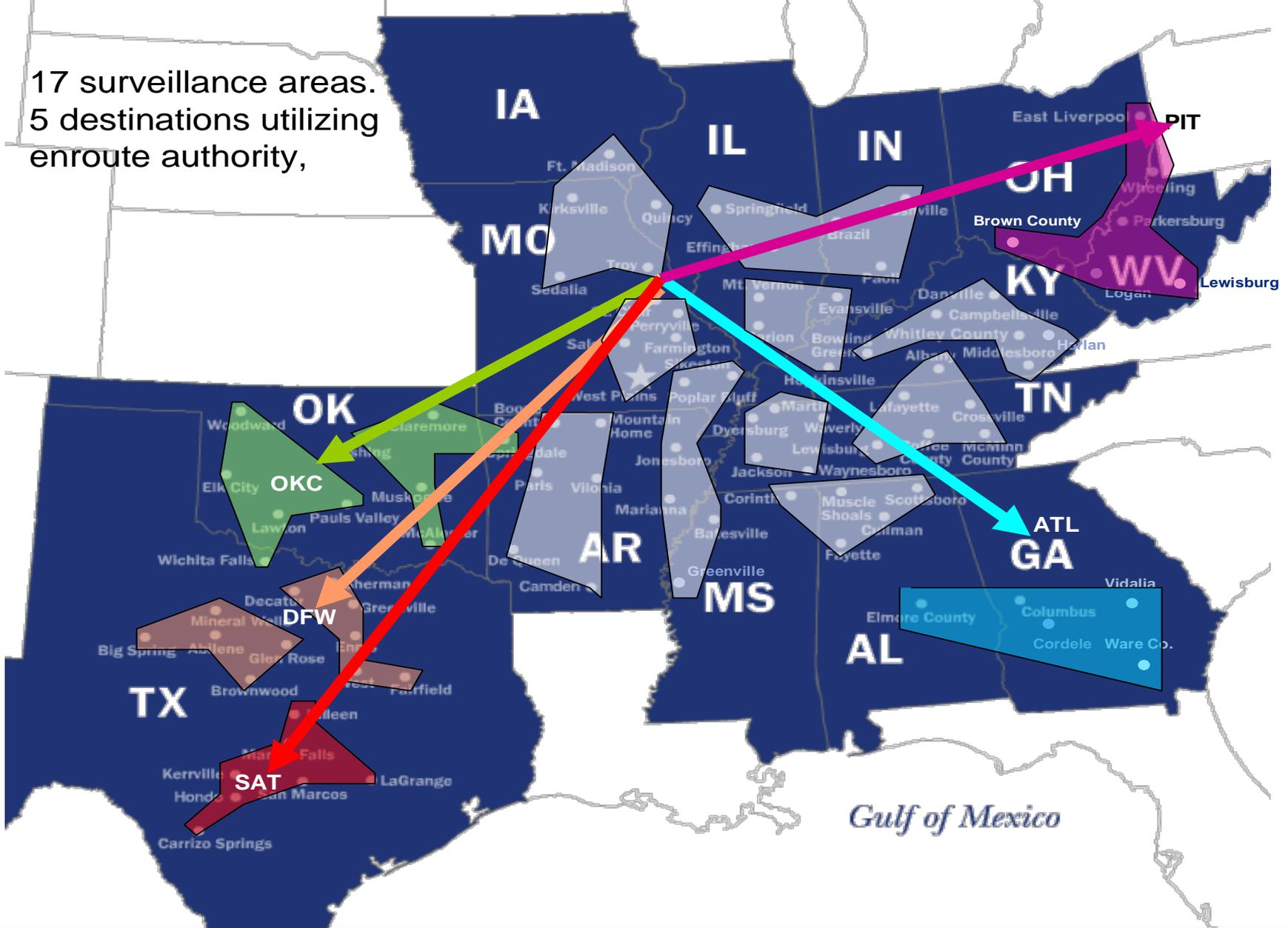


Air Evac EMS, Inc.

Established 1985



17 surveillance areas.
5 destinations utilizing
enroute authority,



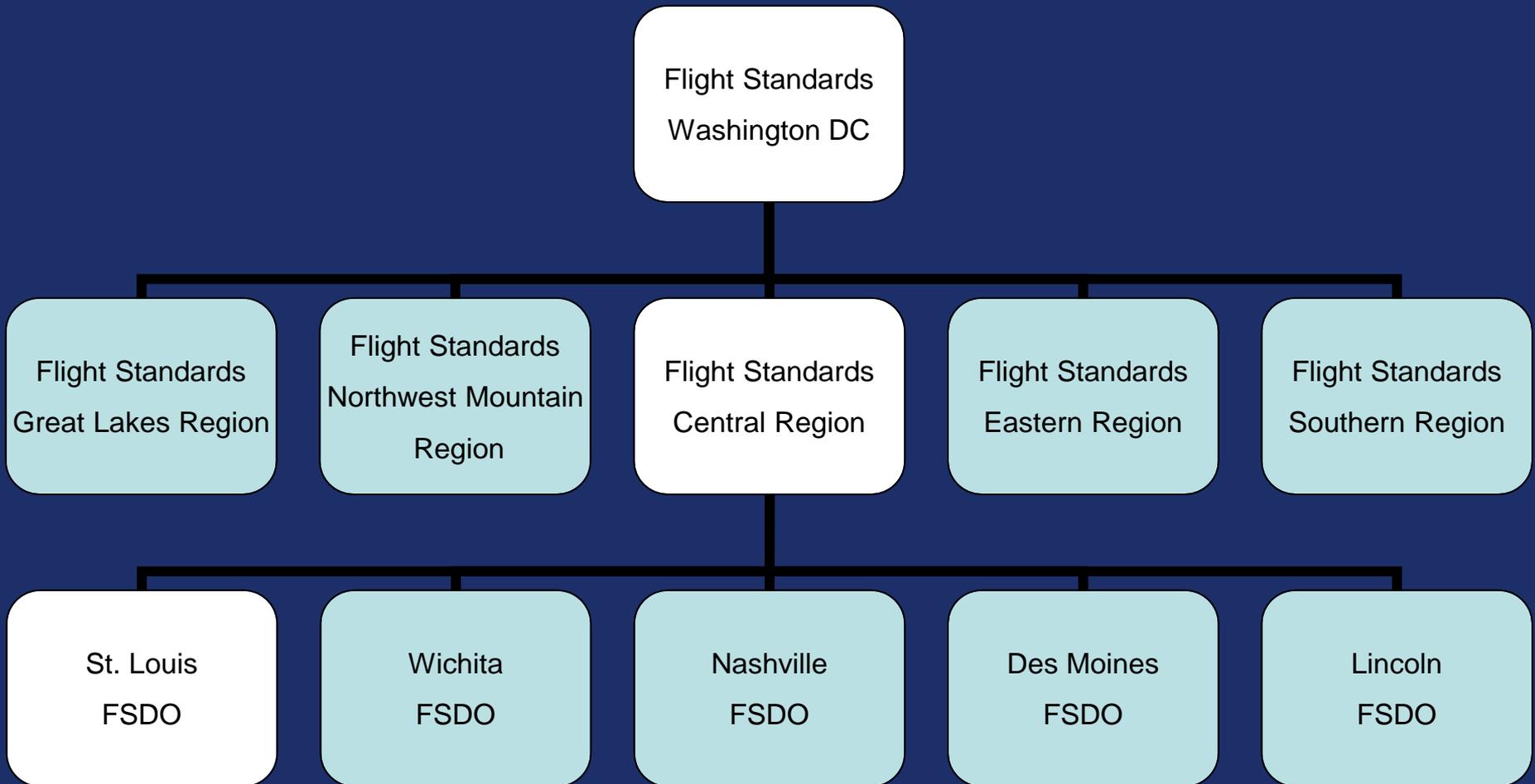
General Aviation Unit



St. Louis FSDO Service Area



Example Flight Standards Hierarchy



General Aviation Unit Requirements

- Oversee over 20 FAR Part 137 Operators
- Inspectors are averaging 10-15 days per month in the field (usually by vehicle)
- Conduct most of the office's Accidents/Incident Investigations



What is on the Horizon?

- Safety Management Systems
- Designees
- Limited Resources

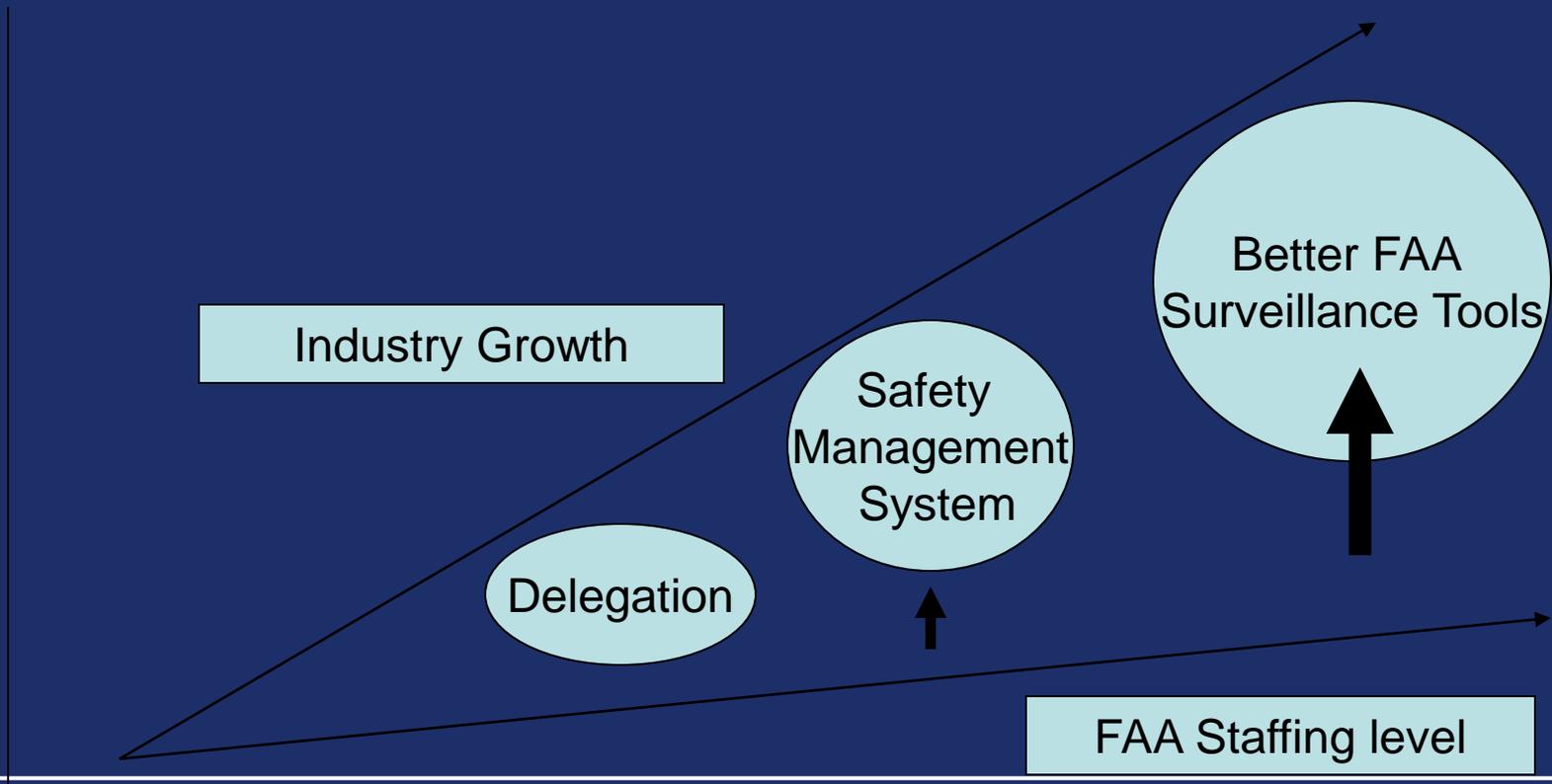


What is SMS?

- It nothing more than looking at your operation and your environment and finding out what the hazards are and deciding what you are going to do about them.
- There are four pillars to an SMS system
 - **Safety Policy**
 - **Safety Risk Management**
 - **Safety Assurance**
 - **Safety Promotion**



Managing the “Resource Gap”





Federal Aviation
Administration

Customer Service Initiative (CSI)

St Louis FSDO



Customer Service Principles

We ask our customers to:

- Understand that FAA's First priority is safety
- Display the same level of professionalism with which you wish to be treated
- Provide all pertinent information in a timely manner
- Use our "chain-of-command" to elevate your concerns



Customer Service

WEBSITE

Internet:

<http://www1.faa.gov/avs/customerservice/index.cfm>

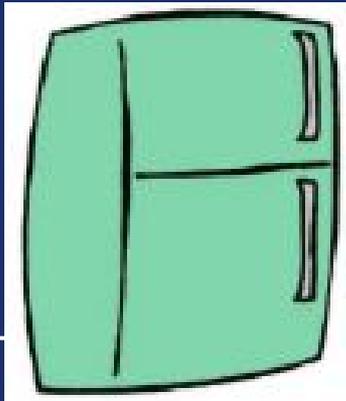




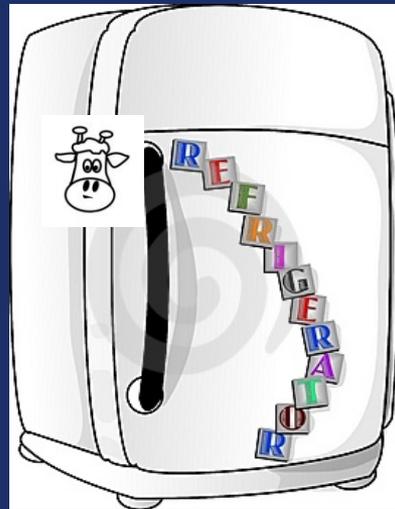
Questions?

Question #1

How do you put a giraffe into a refrigerator?



Open the refrigerator, put in the giraffe, and close the door.



(This question tests whether you tend to do simple things in an overly complicated way)

Question #2

How do you put an elephant
into a refrigerator?



Did you say, Open the refrigerator, put in the elephant, and close the refrigerator?



Wrong Answer!

**Open the refrigerator, take out
the giraffe, put in the elephant
and close the door.**



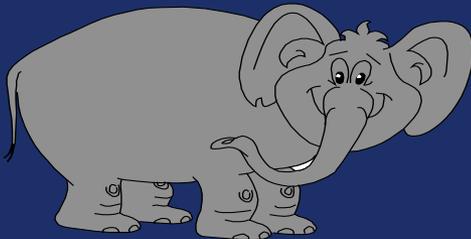
*(This tests your ability to think through the repercussions
of your previous actions)*

Question #3

The Lion King is hosting an animal conference. All the animals attend...except one; Which animal does not attend?



The Elephant. The elephant is in the refrigerator. You just put him in there.



(This tests your memory)

...okay, even if you did not answer the first three questions correctly, you still have one more chance to show your true abilities...



Question #4 (Final Chance)

**There is a river you must cross
but it is used by crocodiles and
you do not have a boat, how do
you manage it?**

You jump into the river and swim across. Have you not been listening? All the crocodiles are attending the animal conference!



(This tests whether you learn quickly from your mistakes)

The Results:

According to Anderson Consulting Worldwide, around 90% of the professionals they tested got all questions wrong, but many preschoolers got several correct answers.

Anderson Consulting says this conclusively disproves the theory that most professionals have the brains of a four-year-old.



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