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RISK MANAGEMENT

Offshore Helicopter Safety Inquiry
Newfoundland and Labrador • Canada

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Offshore Helicopter Safety Inquiry

Passenger Survey Report

Published by Aerosafe Risk Management

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About Aerosafe Risk Management

Aerosafe Group is a global aviation safety and risk management company, which provides risk management services, support and tailored solutions to aviation companies around the world. With offices in North America, Australia, India, China and New Zealand, Aerosafe is recognized as an international leader in this important field. The

Aerosafe Group has been invited to set standards with aviation regulators, industry groups and companies alike and operates at the operational, enterprise, sector and industry levels in the application of modern governance, safety oversight, risk management and safety management systems.

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Passenger Survey Report

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RISK MANAGEMENT

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This foreword introduces the completed offshore worker survey which was carried out by Aerosafe Risk Management (Aerosafe) at the request of the Commissioner of the Offshore Helicopter Safety Inquiry.

The workforce participation was very high and in fact the survey was completed by a significant majority of the passengers who travel by helicopter to the Canada-Newfoundland and Labrador offshore oil installations.

Of particular significance are the survey results which show a thoughtfulness and balance which I trust will be a helpful addition to the Inquiry's work.

I wish to express the thanks of Aerosafe to all of the workers, companies and organizations whose cooperation made the survey possible.

Yours sincerely,

Kimberley Turner
Chief Executive Officer

31st May 2010

Offshore Helicopter Safety Inquiry
Newfoundland and Labrador • Canada

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March 30, 2010

Dear Helicopter Passenger:

As part of the Inquiry process I have engaged a company called Aerosafe Risk Management to conduct a survey of offshore workers' opinions on helicopter travel safety issues. The survey will be conducted over a six-week period commencing in early April. The oil operators and Cougar have agreed that the survey may be conducted as the helicopter passengers prepare to take flights to the offshore installations. When you check in at Cougar Helicopters you will be given an envelope containing the survey and a cover letter from me. The survey can be completed in about ten minutes. Once the survey is completed it can be placed in a secure box at Cougar's heliport.

It is important for the Inquiry to have your cooperation in this survey because it is important that I know what you think.

Yours sincerely,

Robert Wells
Commissioner

Note: If you have any questions regarding the survey please contact Aerosafe by Phone 202 449 7693 or email oshsi-survey@aerosafe.com.au

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This Report was commissioned in 2010 by the Commissioner, Offshore Helicopter Safety Inquiry (OSHSI), Newfoundland and Labrador, Canada, the Honourable Robert Wells Q.C. This Report presents the information and viewpoints gathered by means of a survey about helicopter safety matters from offshore oil workers who were passengers to offshore oil installations in the Newfoundland Labrador offshore area between April 1, 2010 and May 17, 2010.

The survey was qualitative in nature and was given to passengers to complete voluntarily. Direct encouragement to participate was offered by the Commissioner in a letter which accompanied each survey. Similarly, the oil Operators sent messages to their workers and contractors supporting passenger participation. All messages were on display at the survey distribution point (Cougar Helicopters Inc. heliport St Johns, Newfoundland).

There was a very high response rate to this voluntary survey over a relatively short period of six weeks. The level of worker participation in this survey indicates there is a strong voice and interest in helicopter safety. Several key issues have been identified through the survey results outlined in this Report. Overall the survey results are balanced and do not highlight any extreme? safety issues that have not already been the subject of the Offshore Helicopter Safety Inquiry. Thirty-six questions were asked of passengers. In total 991 surveys were received by Aerosafe.

The survey results can be classified into two primary categories, helicopter operations and survivability. Survivability only becomes an issue when an aircraft accident occurs; however, it is extremely important that passengers have confidence in this aspect of transportation. A high percentage of comments in the open free field part of the survey (Q35 and Q36) fell into this survivability category. Although there were a high percentage of responses with respect to helicopter operations, many of these responses indicated limited knowledge of aviation practices on the part of the passengers. It is difficult for non aviation specialists to appreciate the rigor and effort that goes into safe helicopter operations and provide comment with the appropriate level of technical integrity.

Responses to the survey were balanced and where concern was raised, it was raised by approximately 20% to 30% of respondents. This in itself is significant. 20% to 30% of survey participants is a noteworthy portion of the workforce and certainly enough to affect the centre of gravity for satisfaction in the workplace.

Many could argue that the offshore industry of Newfoundland and Labrador has a good safety culture and has good safety practices. Regardless of this, there is a current and notable lack of confidence in a large percentage of the workforce on a range of issues under the safety umbrella. Whether the issues are real or perceived, proactive management of these issues is required.

One of the key underlying issues that permeate throughout many of the responses is whether the level and type of communications among this workforce is adequate. Achieving the right level of communication and information flow will increase confidence around safety.

A detailed summation of results is detailed in the conclusion to this Report on page 39.

Overall the offshore helicopter passenger survey received a very high level of participation with just under 1000 workers responding, thus enabling this Report. In the interest of transparency, full disclosure of the raw data submitted by survey participants can be found in the annexes to this Report. The survey results contained in this Report provide an excellent foundation for the Inquiry, Regulator and Operators alike to address the concerns and take on board the ideas of the offshore workers. The building blocks are there but, as always in the “science” of safety management, more can be done.

Accords Acts	The Canada-Newfoundland Atlantic Accord Implementation Act and the Canada-Newfoundland and Labrador Atlantic Accord Implementation Newfoundland and Labrador Act.
Newfoundland and Labrador Offshore Area	The offshore area as defined in the Accords Acts.
Operator	A company which have been issued an authorization pursuant to the Accords Acts to conduct work or activity within the Newfoundland and Labrador Offshore Area.

Acronyms and Abbreviations

ASFQ	Unknown
BST	Basic Survival Training
CCR	Central Control Room
CNLOPB	Canada-Newfoundland and Labrador Offshore Petroleum Board
ECC	Emergency Coordination Center / Emergency Control Center
EHIS	Environmental Health Information Services
ERT	Emergency Response Team
HSE	Health, Safety and Environment
HSEQ	Health, Safety, Environment and Quality
HUEBA	Helicopter Underwater Emergency Breathing Apparatus
HUET	Helicopter Underwater Escape Training
IR	Infrared
IRP	Industry Risk Profile
JOSHC	Joint Occupation Safety and Health Committ**ee**
OSHSI	Offshore Helicopter Safety Inquiry
PLB	Personal Locator Beacon
SAR	Search and Rescue
SHTR	Unknown
SMS	Safety Management System

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Introduction

Following the fatal accident of Cougar Flight 491 on March 12, 2009 off the coast of St. John's, Newfoundland, the Canada-Newfoundland and Labrador Offshore Petroleum Board (CNLOPB) established the Offshore Helicopter Safety Inquiry (OSHSI). The purpose of the Inquiry is to

> *"determine what improvements can be made so that [CNLOPB] can determine that the risks of helicopter transportation of offshore workers is as low as is reasonably practicable in the Newfoundland and Labrador Offshore Area." [Commissioner's Terms of Reference]*

In order to solicit the views of the offshore helicopter passengers with respect to practices which may reduce the risks of helicopter transportation, a survey was carried out. It was made available to all passengers who travelled to offshore installations by helicopter in the Newfoundland and Labrador area of Canada. This report presents the results of the survey.

Overview

The Passenger Survey was conducted from April 1, 2010 to May 17, 2010 inclusive. At the time of the survey there were approximately 1,800 persons involved in working in the Newfoundland and Labrador offshore area requiring helicopter transportation. The total potential workforce number of 1800 was based upon total available persons on board all six installations for two shifts. The timeframe was considered adequate to maximize participation and comment. The survey was conducted by Aerosafe Risk Management, a leading private sector firm, engaged by the Commissioner as an independent specialist in the field of aviation risk and safety management.

The aim of the survey was to provide an opportunity for the helicopter passengers to assist in identifying possible risks associated with transit offshore, as well to provide insight in to the existing conditions and perceived safety of helicopter transportation. The results from the survey are provided to enable the Commissioner to "report on and make recommendations in respect of matters relating to the safety of offshore workers in the context of the accountability which employers have for the escape, evacuation and rescue procedures while travelling to and from work by helicopter." [Commissioner's Terms of Reference]

Survey Background

The Cougar Flight 491 crash on March 12, 2009 killed 17 people on board and seriously injured the sole survivor. This crash constituted a serious accident. The Canada-Newfoundland Atlantic Accord Implementation Act and the Canada-Newfoundland and Labrador Atlantic Accord Implementation Newfoundland and Labrador Act require that if a serious accident occurs, an inquiry is mandatory. The CNLOPB determined that an inquiry into the safety of helicopter transportation in the Newfoundland and Labrador offshore area was necessary for the CNLOPB to carry out its mandate of safety oversight. [Commissioner's Terms of Reference]

The Commissioner's Terms of Reference allows for the use of a survey as an instrument by which information can be gathered.

The survey is intended to identify any concerns or risks associated with offshore helicopter travel as well as any practices which may reduce of eliminate the risks. It is intended that the survey gather information which depicts the safety culture of the Operators and the safe operations of the helicopter, particularly with respect to escape, evacuation and rescue procedures when travelling by helicopter.

A survey is a method of gathering information from a population. The Aerosafe survey was available

to all the offshore population. It provides a simple means for the population to contribute to the Inquiry and the improvement of helicopter safety when travelling offshore.

Survey Objectives

The primary objective of the survey is to contribute to the Commissioner's report in respect of the Offshore Helicopter Safety Inquiry's Terms of Reference:

(a) Safety plan requirements for Operators and the role that Operators play in ensuring that their safety plans, as represented to and approved by the Board are maintained by helicopter operators,

(b) Search and rescue obligations of helicopters by way of contractual undertakings or legislative or regulatory requirements,

(c) The role of the CNLOPB and other regulators in ensuring compliance with legislative requirements in respect of worker safety.

Aerosafe Risk Management constructed a survey which is designed to address these requirements by:

1. Collating information about helicopter operations and the safety of helicopter operations, particularly training for emergency situations and safety equipment, and

2. Collating information about Operators' safety culture, including risk assessments and safety management systems, and

3. Collating risks and risk reducing practices which have been identified by passengers.

Answers to these three requirements will contribute to the Commissioner's investigation to comprehend the existing safety regime in place within the Newfoundland and Labrador offshore oil and gas industry as well as identify practices which may reduce the risks of helicopter transportation.

A second objective of the survey is to establish a means for those who travel to offshore installations by helicopter to have their opinions recognized. Phase I of the Inquiry included a public hearing involving a number of Parties with standing. However, this Passenger Survey specifically allows all those people who are flying to and from the offshore installations to have a direct way of communicating any risks concerning the safety of helicopter travel, perceived or otherwise, recorded. It also contributes to completing a picture of the safety culture and regime existing in the industry.

Assumptions & Limitations

This survey was developed within the context of the following assumptions:

1. The survey was done at the request of the Commissioner, Offshore Helicopter Safety Inquiry, Newfoundland and Labrador, Canada and addresses the requirements of the Inquiry.

2. The survey was independently developed and administered. The survey results were compiled independently and this process was free of any external influence.

3. There was regular liaison between the Commissioner, Inquiry Counsel and Aerosafe during all stages of survey development and administration.

4. It is assumed that all offshore oil workers received notice advice of the survey from their employer or organisation they are contracted to.

5. It is assumed that the information entered onto the survey was freely given, voluntary and supplied without coercion of any kind.

6. It is assumed that the information provided by survey participants is complete, true and correct.

7. The information is a true reflection of the eligible respondent's point of view at a particular time to the set of questions asked on the survey.

8. There has been no disclosure of survey results by Aerosafe prior to the date of submission to the Commissioner.

9. It is assumed that the Report once submitted to the Commissioner will be made publicly available on the Inquiry website.

10. The original surveys are safely stored until direction is given to Aerosafe by the Commissioner for their complete destruction.

This OSHSI survey is subject to the following limitations:

1. The survey was made available to offshore oil workers travelling to installations over a six week period being the 1 April to the 17th May 2010.

2. It is acknowledged that every single worker may not have been travelling offshore during this six week period.

3. Workers were requested to arrive at the heliport 10 minutes before normal check in time to complete the voluntary survey.

4. There was a slightly lower response rate for those passengers who took the first flight of the day owing to the early departure.

5. The definition of "Passenger" is that which is given to a employee or contractor of an offshore installation approved to be a passenger entitled to fly on a helicopter operated by Cougar Helicopters Inc. to their place of employment in the Newfoundland and Labrador offshore area.

6. Aerosafe would not accept any surveys beyond the cut off date of 17th May 2010.

Survey Structure

In order to address the objectives, the Passenger Survey was constructed using a number of established Industry Risk Profile (IRP) techniques to identify risks in the offshore oil and gas industry.

The survey was divided into the following five parts:

1. General Information

2. Helicopter Transportation and Operations

3. Employer's Safety Culture

4. Additional Information

5. Opportunities for Improvement

Each of these parts allows a specific aspect of the survey objectives to be achieved e.g. the opening General Information captures demographic information about participants. A cross tabulation of these results may then identify emergent trends which are specific to one or more group, whether it be by age, job role, offshore installation and so on.

In constructing the survey, the usual technique of a test group was not available to allow further development. However by identifying a number of other surveys and similar resources it was possible to create a survey based on past successes and industry recognized techniques.

Survey Administration

The Passenger Survey was available from April 1, 2010 to May 17, 2010, from the Cougar Helicopters Inc. heliport at St. John's, Newfoundland. The survey, comprising of four pages, was handed to passengers only as they checked in for a flight to one of the offshore installations. Cougar Helicopters Inc. facilitated the survey distributions. The completed surveys were deposited by the passengers into a secure box at Cougar heliport and the surveys were collected by Inquiry staff and forwarded to Aerosafe Risk Management (in Washington D.C.) for tabulation. The time window selected for the survey was large enough so that each employee of the installations would have an opportunity during their work rotation stints offshore to pass through the airport and receive a survey. A number of employees who, for various reasons, would not be able to attend the airport to participate in the survey were able to respond by mail.

An Aerosafe contact website address and direct contact phone number was also made available to survey participants.

The survey was undertaken in a quiet part of the airport, and took between 10 and 15 minutes for respondents to fill out. The timing of the survey distribution before each flight meant that there was no rush for participants to complete the survey. All passengers were made aware of the survey distribution details and timing through their worksite. This meant that respondents were able to prepare for the survey, as well as ensure sufficient time to complete the survey.

This method of survey delivery and the timeframe chosen enabled the nearly all the population of the Newfoundland and Labrador offshore oil and gas industry to participate in the survey. This potential sample size allows a highly accurate survey result. A participation rate of 51% or greater will allow a margin of error of 3% with a 99% confidence interval. The final response was 991 surveys lodged out of a population of 1800. This response rate enables reliable and accurate conclusions to be drawn from the survey.

About this Report

The intention of this survey report is not to interpret the results nor to draw conclusions. The report is intended to present the results in summarized form, which may allow conclusions to be drawn. The results for each question are provided as a percentage of the overall number of completed surveys. This enables the reader to comprehend the overall response, and may lead to future analysis of the results to identify trends or draw comparisons.

While the objective of the survey is to assist the Commissioner to report on the specific mandate of the Inquiry, the purpose of this report is not to provide an answer to each of the aspects. Rather this report will summarize the responses to each question and empower the audience to make an assessment of the helicopter transportation operations and the safety culture of the Operators.

Report Structure

The results for each question are contained in the following section and are tabulated. A number of Appendices are attached to provide a record of the responses to the "free text" questions.

In the case of Question 3 participants are asked to specify their job role if not listed in the range of options. A frequency count of each of the answers is included.

If respondents indicated in Question 6 that they hold a safety specific appointment, they were asked to specify their position. A frequency count is included in the body of the report.

Question 10 asks passengers to identify any changes they have noticed in the safety practices of helicopter operations. If they selected 'Yes', then a further question was asked. These extended answers were then broadly categorized. A frequency response for each category is included in the report. Individual responses are contained in Appendix B.

The number of respondents who explained their answer to Question 25 was 73. Each of these responses is included in Appendix C.

The responses for Questions 35 and 36 form a significant segment of the survey. In order to present the data without alterations, each of the responses, as written on the surveys, is contained in Appendices D and E for Questions 35 and 36 respectively. Each response was entered into broad categories and a frequency count was taken. The count is contained in the Survey Results. In the case of Question 35 specifically, it is asked that each of the concerns is rated for how significant the concern is on a scale of 1 to 5. This rating is included in Appendix D.

Analysis Techniques

The results from the surveys were first compiled into a number of datasheets. In order to maintain consistency of technique and quality control, one person was responsible for data entry with two people conducting periodic 'checks' of the data entry.

Where more than one response was given to a question requiring only a single answer, the responses were recorded but the answer was declared "invalid". Similarly if the respondent had marked an answer which was not applicable, for example Question 17 which was only to be answered if the answer to Question 16 was 'Yes', the response was recorded as "invalid".

The analysis of the results is primarily descriptive in order to avoid data manipulation and drawing potentially misleading conclusions. The results illustrate both frequency of response and percentage of response. The combined number of unanswered questions and invalid responses are recorded for each question.

Survey Results

The overall survey participation rate was excellent given that the survey was voluntary. Survey responses from the passengers appeared open and honest about both helicopter transportation and operation and the safety climate in the Newfoundland and Labrador offshore petroleum industry. The opportunity for passengers to identify "concerns" about helicopter transportation and any "suggestions" for improvement had a good response rate. There was much consistency in information provided in the open text section of the survey (Q35 and Q36). This enabled some overall grouping of the concerns and suggestions in order to provide an overview of topics arising.

The results are presented to enable a summary of the passengers' opinions. Conclusions regarding the workers' opinions were not analyzed in detail, yet rather collated so that the readership of this survey report can draw their own conclusions. Some description of the results is included in order to provide a method of comparison of responses between questions. In the case of presenting the overview of results from free text questions, the general grouping of responses is intended only to provide an indication of the types and numbers of answers, not a definitive frequency count.

Response Rate

Information provided by CNLOPB indicates that the total workforce size at the time of the survey was 1800. Based upon this, the total survey participation rate was 55%. This sample size of 991 replies allowed a high degree of accuracy and reliability to be given to the results.The response rate for each of the questions varied between 57% and 99.9%.

Due to the nature of the first three parts of the survey, a high response rate among those who chose to participate in the survey was expected. The actual average response rate for Parts One to Three was 96.65%. This is a very high rate of response and allows for precise results as well as accurate observations to be made.

Parts Four and Five, the free text questions, were expected to have a lower response rate. The extra time required for identifying "concerns" and "suggestions" means that the final response rate was 54% and 60% for Parts Four and Five respectively. The number of people who identified three concerns was 36% of the total number of respondents. Most people identified at least one concern, 77%, while some respondents identified concerns but did not rate them.

The response to Part Five, "Opportunities for Improvement", was 60% of all respondents. This is approximately 37% of the total offshore helicopter passenger population. The proportion of people who recorded 3 suggestions (25%) compared to the number of people who recorded one suggestion (55%) indicates that time or interest in the final part of the survey may have been contributing factors to the response rate.

The overall response rate was high for the survey. The large number of results not only indicates the keenness of passengers to play an active role in improving the safety of offshore helicopter transportation, but it also enables accurate conclusions and observations to be made from the survey results.

Part 1 of the survey provides an overview of the demographic breakdown of the respondents. Although an analysis of the demographic results is not included in this report, future evaluations may choose to undertake this task.

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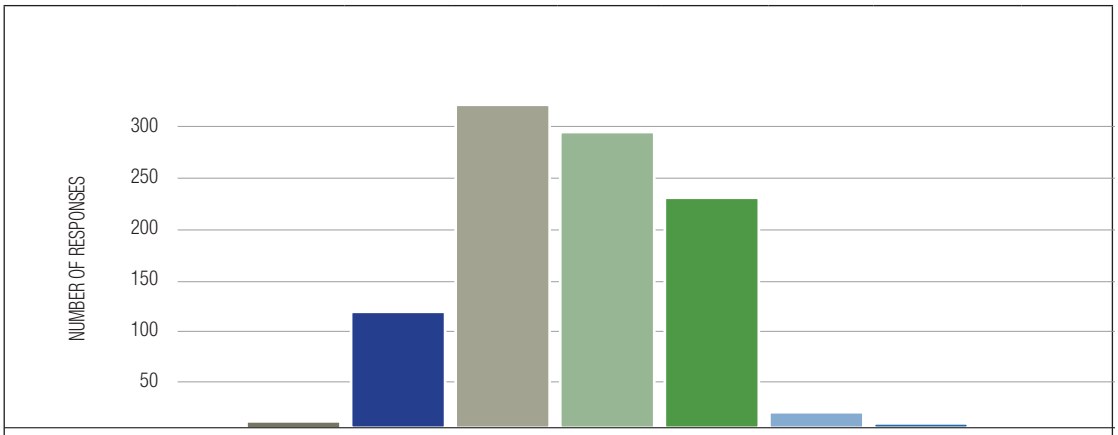
Offshore Helicopter Safety Inquiry

Responses

Q1: Age

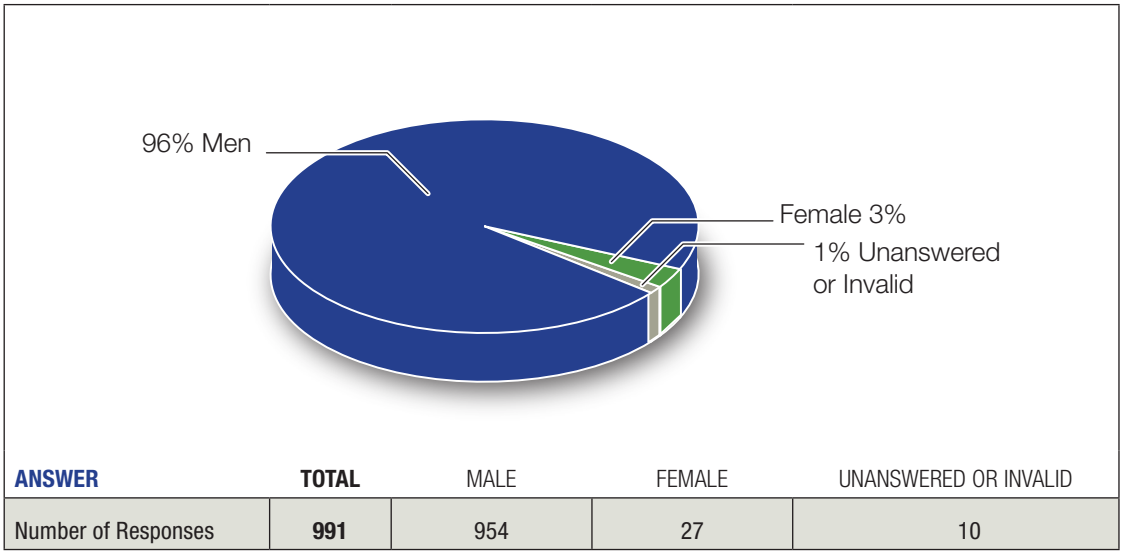
Thirty two percent (32%) of people travelling offshore are aged between 30 and 39. This is closely followed by passengers (30%) aged between 40 and 49. The median age range was 40-49.



ANSWER	TOTAL	<20	20-29	30-39	40-49	50-59	60+	UNANSWERED OR INVALID
Number of Responses	**991**	1	122	315	298	236	18	1

Q2 : Sex

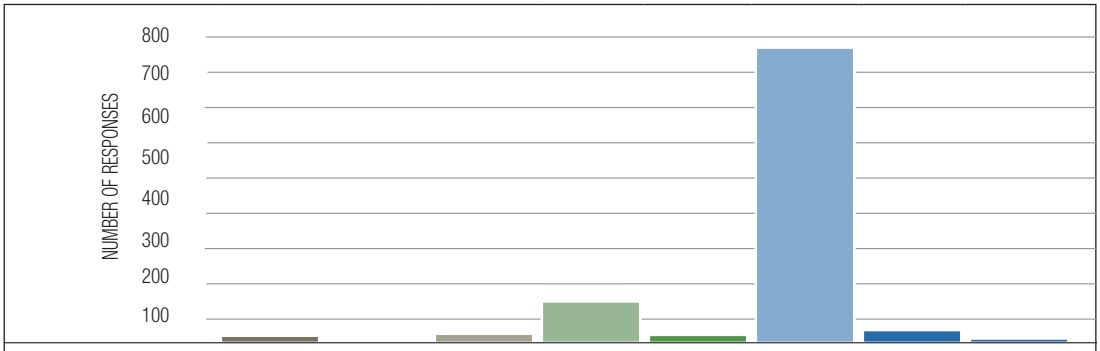
Of the 991 respondents, 96% were male, 3% were female and 1% of passengers did not answer the question.



ANSWER	TOTAL	MALE	FEMALE	UNANSWERED OR INVALID
Number of Responses	**991**	954	27	10

Q3: Job Role

Seven hundred and fifty (750) respondents identified their job role as “worker”. This constitutes 76% of all respondents. The number of people in “manager” or “supervisor” roles constituted 2% and 16% of respondents respectively.



ANSWER	TOTAL	AIRCREW	EXECU-TIVE	MAN-AGER	SUPERVI-SOR	VISITOR	WORKER	OTHER	UNANSWERED OR INVALID
Number of Responses	**991**	2	0	21	154	9	750	43	12

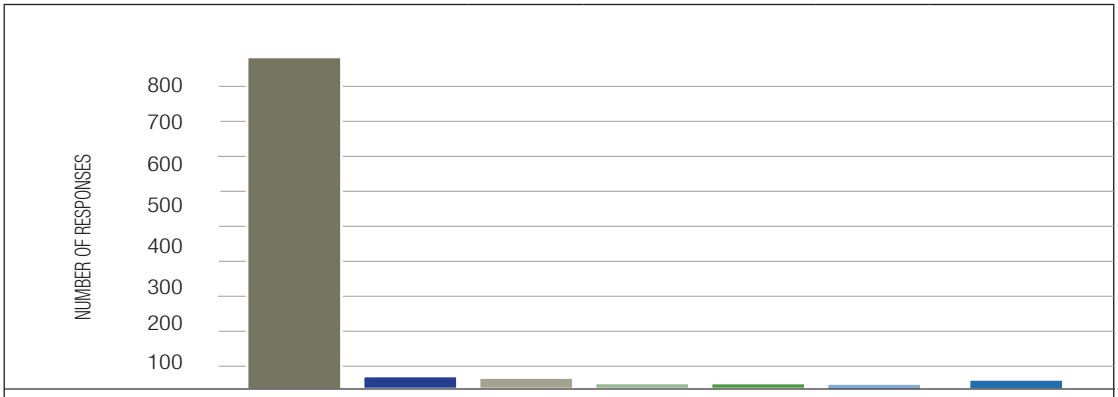
Four percent (4%) of respondents selected “Other”. The following is a list of the positions recorded as “Other”.

JOB ROLE	NUMBER OF TIMES IDENTIFIED
Field Service Engineer/Specialist	6
Contractor/Third party	4
Medic	4
Offshore Worker	4
Safety	3
Surveyor	3
Electrician	2
Inspector	2
Service Representative/Contractor	2
Weather/Ice Observer/Radio Operator	2
Advisor	1
Catering	1
Coach	1
Coordinator	1
Deck Operative	1
Elevator Technician	1
Engineer	1
Photographer	1
Security Advisor	1
Subsea	1
Towmaster	1
TOTAL	**43**

Identifying the position of the passenger within the organization and whether there is any correlation between results as dependent on varying perceptions may be a topic of further investigation.

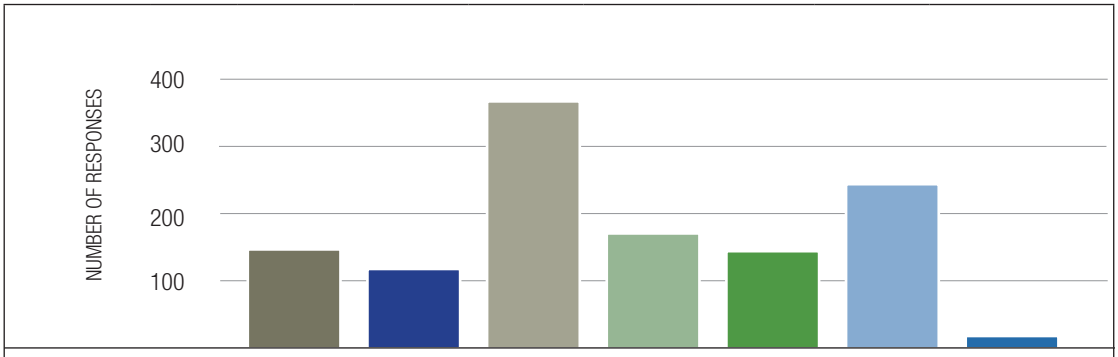
Q4: Which rig/platform do you work on?

There are six offshore installations currently operating in the Newfoundland and Labrador Offshore Area: GSF Grand Banks, Henry Goodrich, Hibernia, Sea Rose FPSO, Stena Carron, Terra Nova FPSO. 85% of respondents indicated they worked at one location. 5% and 5% of respondents worked and two and three sites respectively.



ANSWER	TOTAL	1 SITE	2 SITES	3 SITES	4 SITES	5 SITES	6 SITES	UNANSWERED OR INVALID
Number of Responses	**991**	846	48	46	13	7	7	24

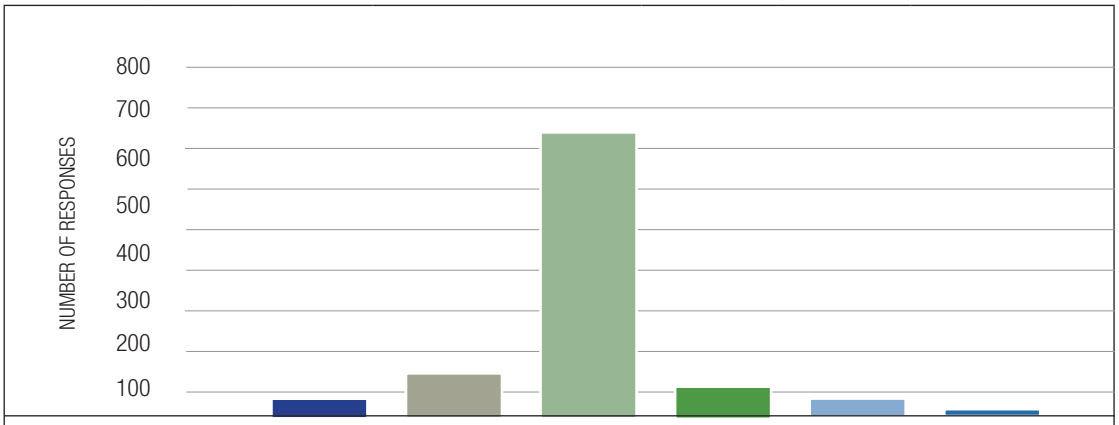
Collating the results of rig/platform location gave 1224 results. Of this the majority of passengers indicated they worked at Hibernia. Responding to this question was clearly marked as optional, and 2% of respondents did not answer this question.



ANSWER	TOTAL	GSF GRAND BANKS	HENRY GO-ODRICH	HIBERNIA	SEA ROSE FPSO	STENA CARRON	TERRA NOVA FPSO	UNANSWERED OR INVALID
Number of Responses	**1224**	145	108	377	181	148	241	24

Q5: How many trips to the rig/platform would you make each year?

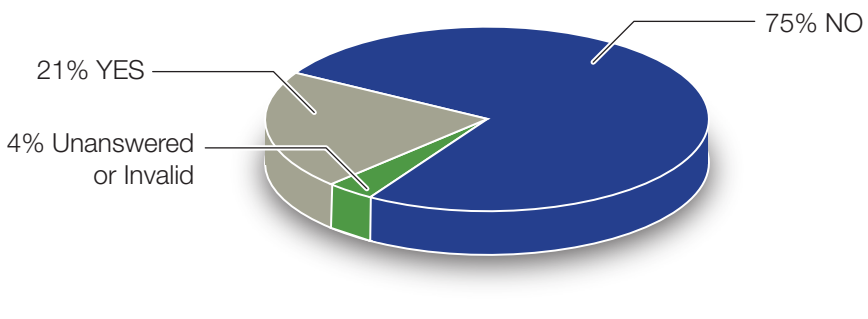
Sixty five percent (65%) of passengers make between 7 and 9 trips to the offshore installations each year. Nearly equal numbers of respondents take between 4 and 6, and 10 and 12 trips per year.



ANSWER	TOTAL	1-3	4-6	7-9	10-12	>12	UNANSWERED OR INVALID
Number of Responses	**991**	41	106	647	101	90	6

Q6: Do you hold a specific safety appointment or role with your employer?

Two hundred and eight (208) participants indicated that they held a specific safety appointment, of which 174 specified their position. Of the passengers who specified their position, 9 passengers identified two safety roles in their response; 34 passengers identified their job as having a safety role that is an integrated part of their everyday activities; 13 passengers in supervisory roles indicated that they have a responsibility for safety as a part of their job. Two descriptions were illegible.

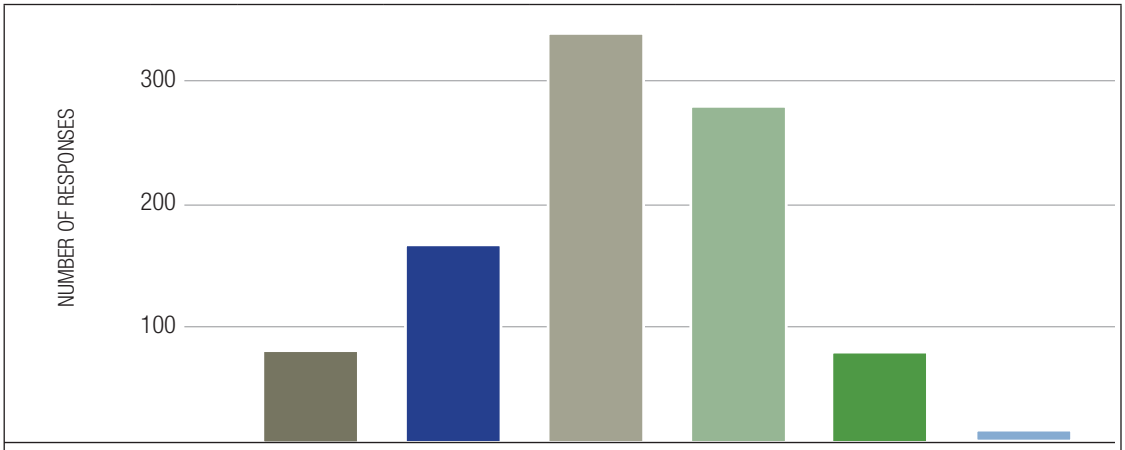


ANSWER	TOTAL	YES	NO	UNANSWERED OR INVALID
Number of Responses	**991**	208	748	35

GENERAL INFORMATION: QUESTIONS 1-6

Q7: What is your confidence level in respect to the safety of helicopter transportation?

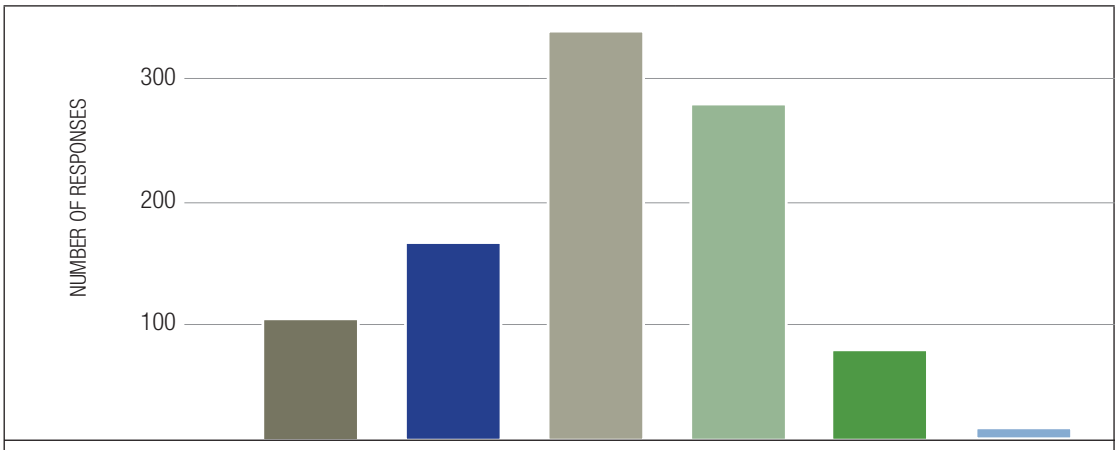
Of the respondents, 29% and 8% felt "confident" or "very confident" about the safety of helicopter transportation. This total, 37%, indicates an overall confidence in helicopter travel safety. However 35% of people indicated 3 out of 5, a middle response, to the confidence level. In total 27% of respondents scored 1 or 2 out of 5, where 1 indicated "not confident".



ANSWER	TOTAL	1	2	3	4	5	UNANSWERED OR INVALID
Number of Responses	**991**	86	174	350	288	87	6

Q8: Do you feel safe when travelling in helicopters to and from the rig/platform?

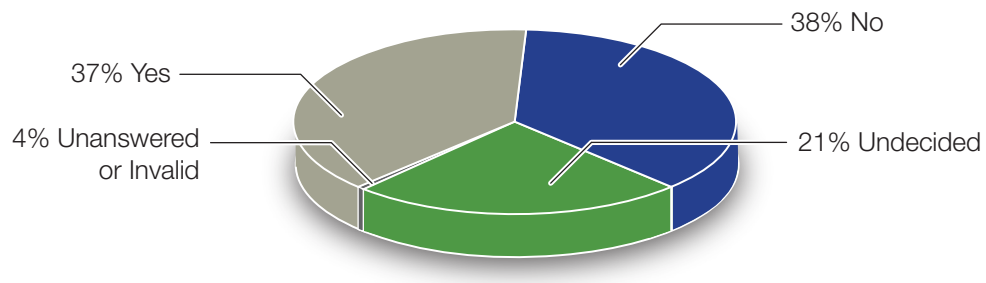
The most commonly identified response to this question was 3 out of 5, constituting 35% of participants. 29%, marked 4 out of a possible 5, indicating they felt safe when travelling via helicopter.



ANSWER	TOTAL	1	2	3	4	5	UNANSWERED OR INVALID
Number of Responses	**991**	101	178	344	283	76	9

Q9: Would you prefer to travel to the rig/platform via an alternate means of transport (eg boat)?

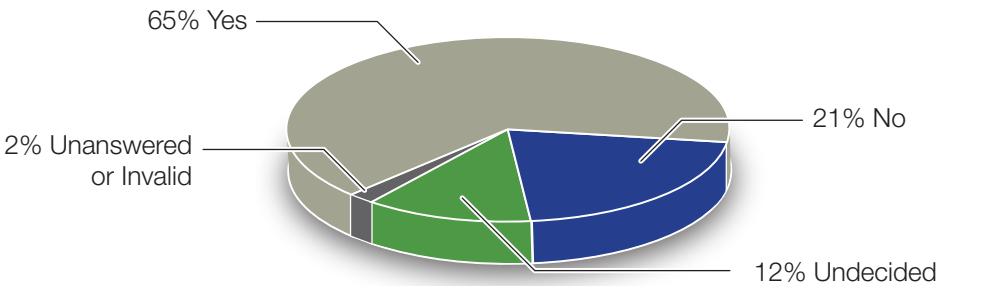
Thirty eight percent (38%) of passengers answered 'Yes' to this question, with 37% answering 'No'. As the difference between these results is smaller than the margin of error, which is 2.5%, the results can be considered equal. A quarter of respondents, 25%, indicated they were undecided about an alternate means of transportation to and from work.



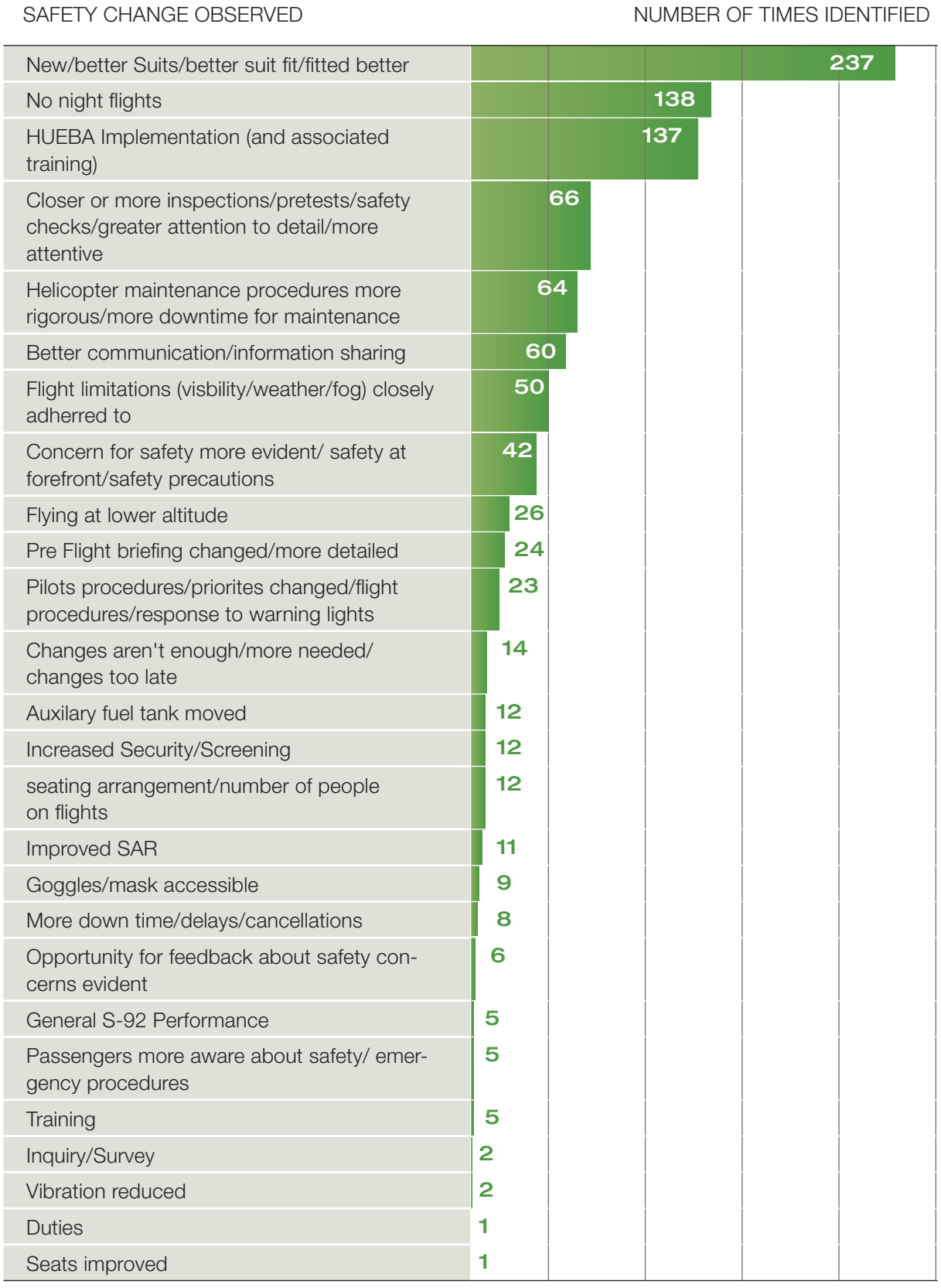
ANSWER	TOTAL	YES	NO	UNDECIDED	UNANSWERED OR INVALID
Number of Responses	**991**	381	363	244	3

Q10: Following the Flight 491 accident, have you noticed any changes in safety practices of helicopter transportation?

Six hundred and forty three (643) people, or 65% of respondents, indicated that they had noticed changes in the safety practices of helicopter transportation since the Flight 491 accident. 21% of passengers had not noticed any changes. 552 respondents described the changes they had noticed, see Appendix B for recorded responses.



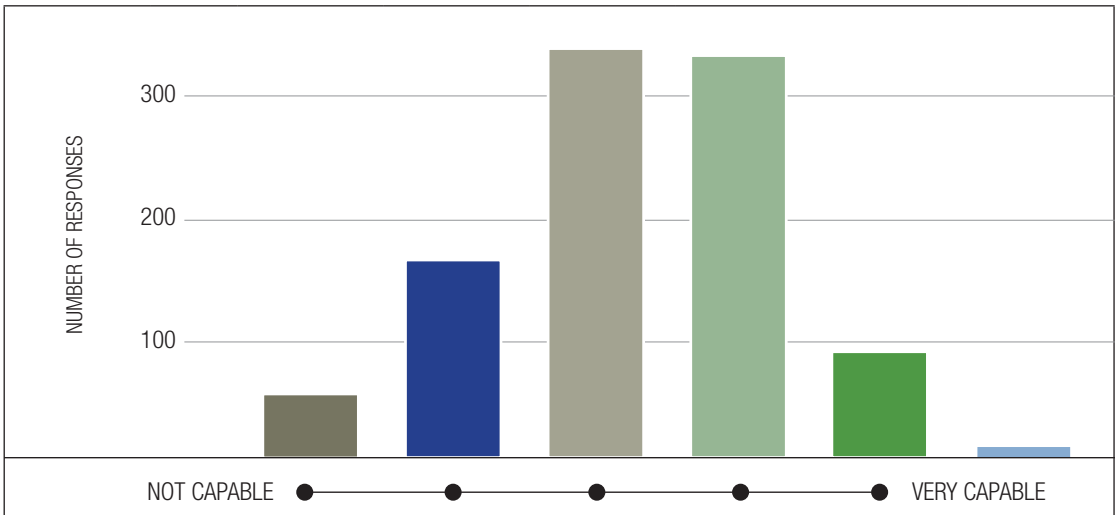
ANSWER	TOTAL	YES	NO	UNDECIDED	UNANSWERED OR INVALID
Number of Responses	**991**	643	208	121	19


SAFETY CHANGE OBSERVED
NUMBER OF TIMES IDENTIFIED
New/better Suits/better suit fit/fitted better 237
No night flights 138
HUEBA Implementation (and associated training) 137
Closer or more inspections/pretests/safety checks/greater attention to detail/more attentive 66
Helicopter maintenance procedures more rigorous/more downtime for maintenance 64
Better communication/information sharing 60
Flight limitations (visbility/weather/fog) closely adherred to 50
Concern for safety more evident/ safety at forefront/safety precautions 42
Flying at lower altitude 26
Pre Flight briefing changed/more detailed 24
Pilots procedures/priorites changed/flight procedures/response to warning lights 23
Changes aren't enough/more needed/ changes too late 14
Auxilary fuel tank moved 12
Increased Security/Screening 12
seating arrangement/number of people on flights 12
Improved SAR 11
Goggles/mask accessible 9
More down time/delays/cancellations 8
Opportunity for feedback about safety concerns evident 6
General S-92 Performance 5
Passengers more aware about safety/ emergency procedures 5
Training 5
Inquiry/Survey 2
Vibration reduced 2
Duties 1
Seats improved 1

TOTAL	**972**

Q11: How capable do you feel to respond to an emergency situation in a helicopter?

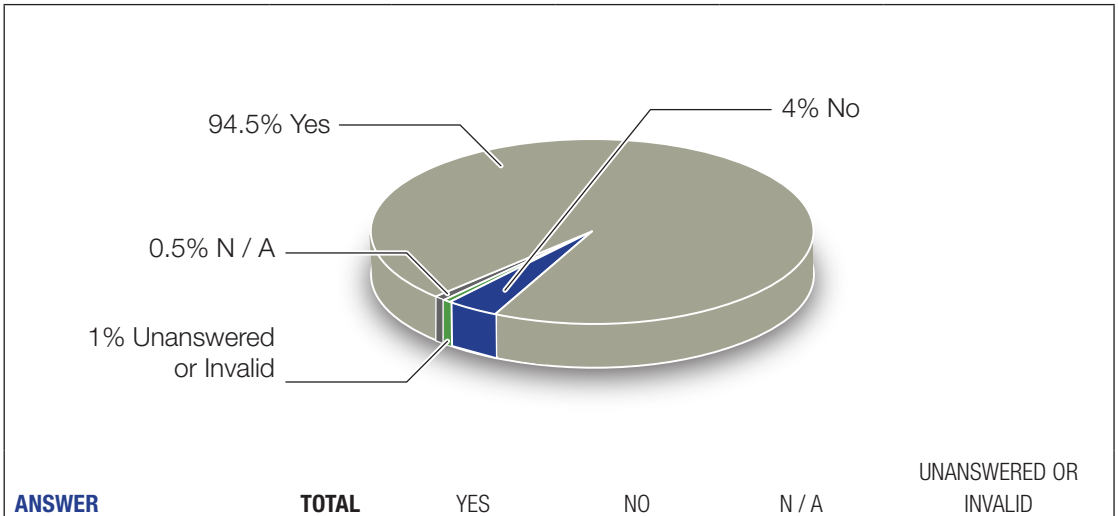
An equal percentage of passengers, 33%, indicated 3 or 4 on the scale of 5, where 5 represented "very capable" to respond to an emergency situation in a helicopter. 5% indicated they felt incapable to respond in an emergency.



ANSWER	TOTAL	1	2	3	4	5	UNANSWERED OR INVALID
Number of Responses	**991**	53	166	329	327	99	17

Q12: Have you received training for emergency situations in helicopter operations?

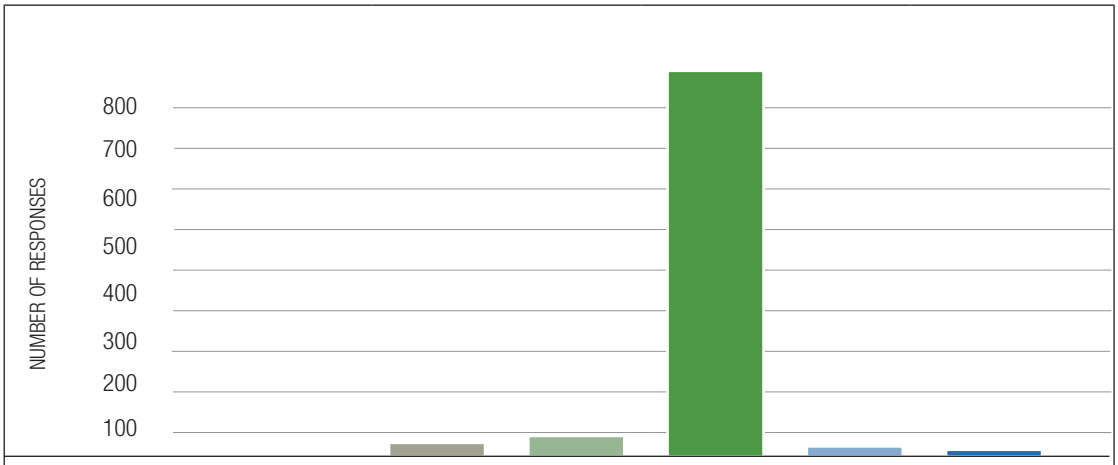
Nine hundred and forty one (941) passengers indicated that they had received training for emergency situations in helicopter operations. This accounts for 94.5% of participants, with 4% of participants indicating 'No'.



ANSWER	TOTAL	YES	NO	N / A	UNANSWERED OR INVALID
Number of Responses	**991**	941	38	4	8

Q13: How often do you receive recurrent/refresher helicopter safety training?

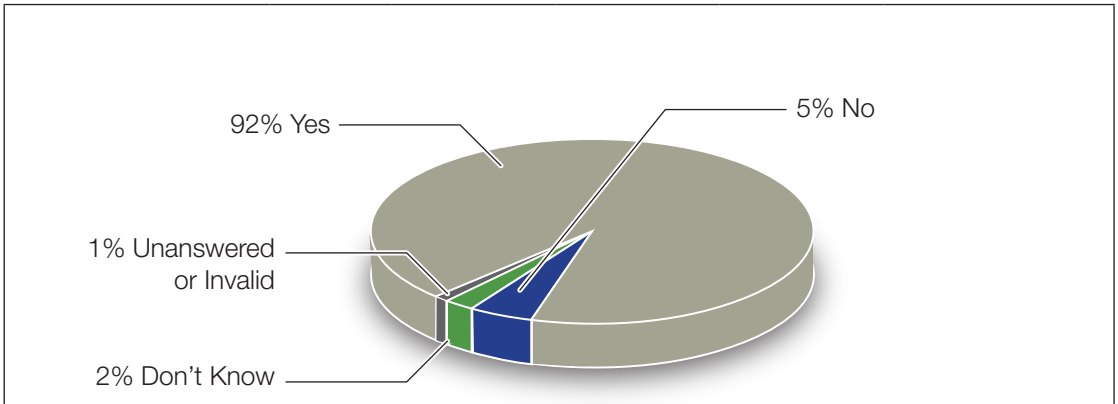
Eighty eight percent (88%) of passengers indicated they received recurrent or refresher training for helicopter safety every three years.



ANSWER	TOTAL	TWICE A YEAR	ONCE A YEAR	EVERY TWO YEARS	EVERY THREE YEARS	CAN'T REMEMBER	UNANSWERED OR INVALID
Number of Responses	**991**	0	12	74	877	16	12

Q14: Did the helicopter safety training involve physical drills or exercise?

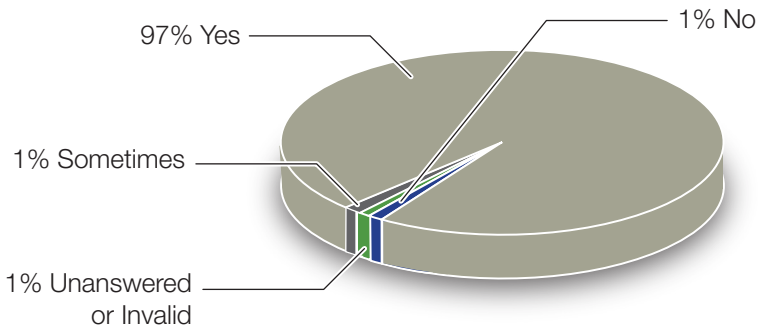
The majority of respondents, 92%, indicated that the helicopter safety training involved physical drills or exercises.



ANSWER	TOTAL	YES	NO	DON'T KNOW	UNANSWERED OR INVALID
Number of Responses	**991**	913	47	20	11

Q15: Are you given a helicopter safety briefing prior to each flight?

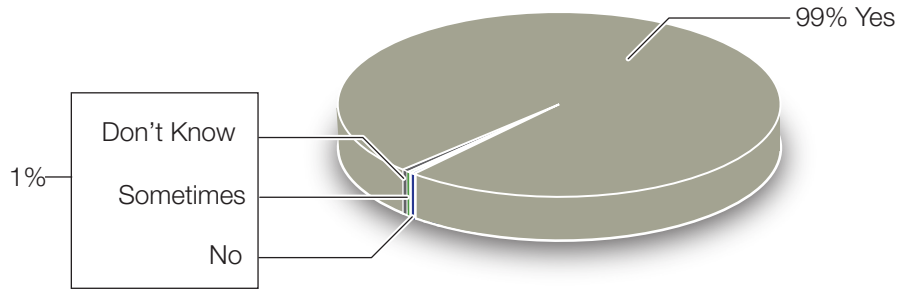
Nine hundred and fifty nine (959) passengers, or 97%, confirmed that they receive a safety briefing before each flight offshore. 1% of respondents indicated that they did not, but this is smaller than the margin of error for the survey.



ANSWER	TOTAL	YES	NO	SOMETIMES	UNANSWERED OR INVALID
Number of Responses	**991**	959	12	7	13

Q16: Have you undertaken Helicopter Underwater Escape Training (HUET) training?

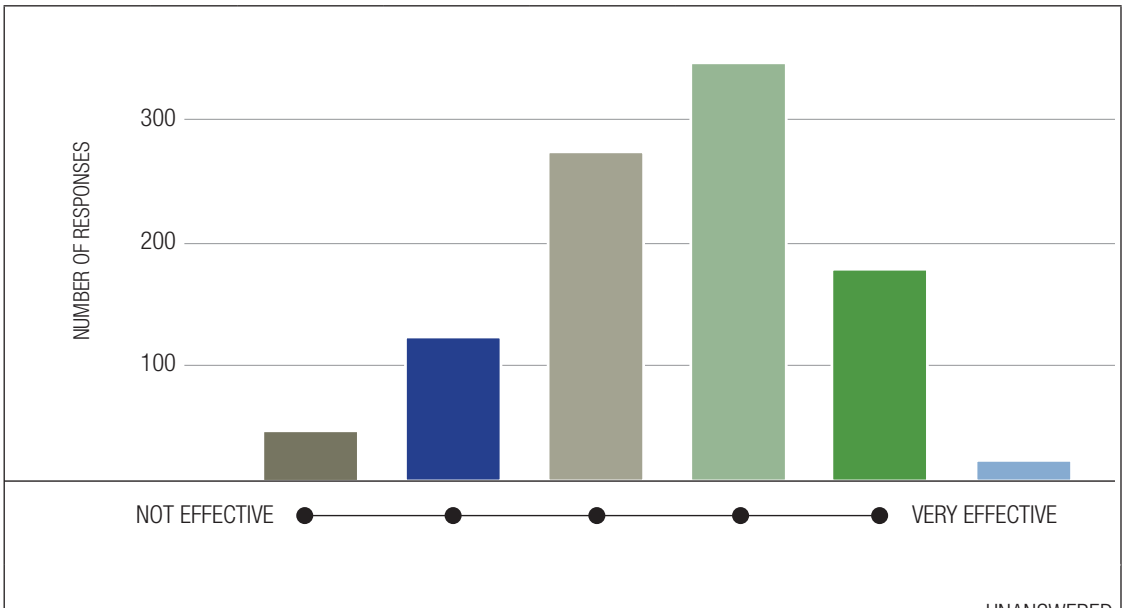
Nine hundred and eighty two passengers, 99% of respondents, have undertaken HUET training.



ANSWER	TOTAL	YES	NO	DON'T KNOW	UNANSWERED OR INVALID
Number of Responses	**991**	982	3	1	5

Q17: How effective is the HUET training?

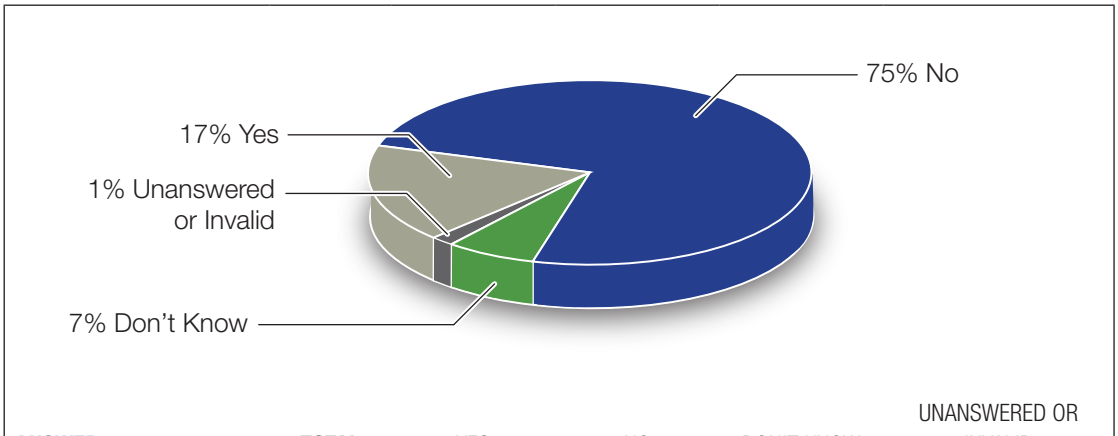
When asked to rate the effectiveness of the HUET training on a scale of 1 to 5, with 5 being very effective, 36% of passengers scored it as 4; 54% of passengers rated the HUET training as 4 or 5 out of 5; 28% of respondents indicated 3 out of 5.



ANSWER	TOTAL	1	2	3	4	5	UNANSWERED OR INVALID
Number of Responses	**991**	38	113	279	361	176	24

Q18: Do you have any concerns with the breathing device, PLB or other personal safety equipment issued to you at the heliport

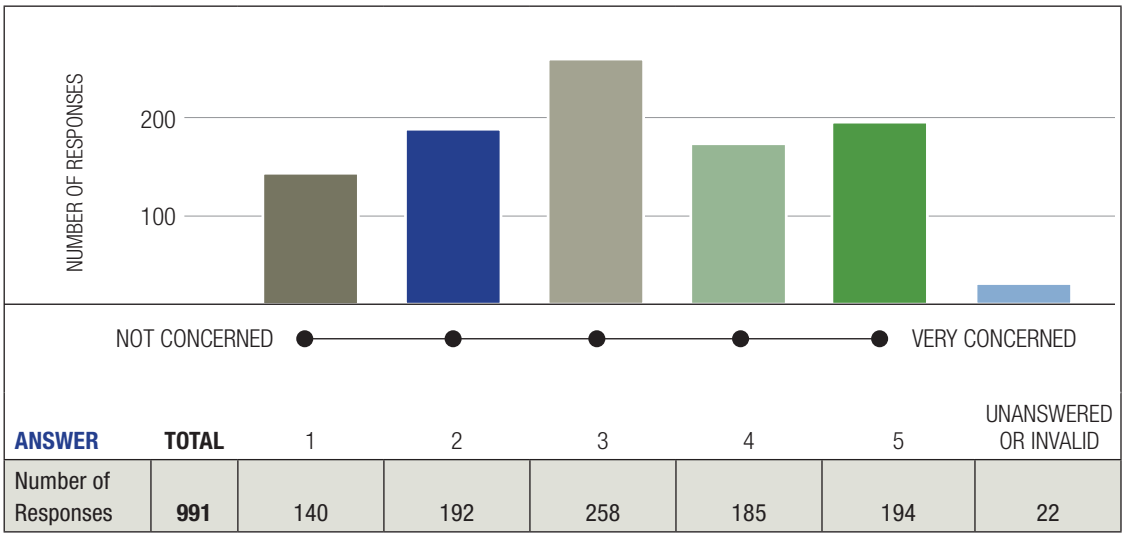
The most frequently identified response to this question was 'No' with 75% of participants indicating that they are not concerned with the safety equipment issued to them. 17% of respondents indicated 'Yes' to this question.



ANSWER	TOTAL	YES	NO	DON'T KNOW	UNANSWERED OR INVALID
Number of Responses	**991**	171	738	68	14

Q19: Do you have any concerns with your survival suit?

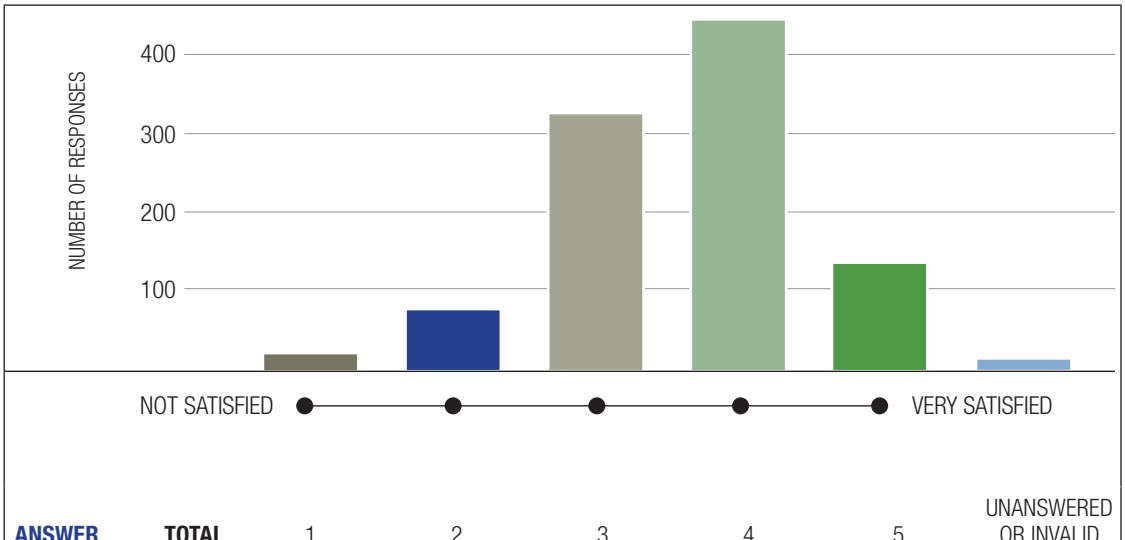
The most commonly identified response was 3 out of 5. This response was selected by 26% of passengers. Combining the responses for 1 and 2, i.e. not concerned, comprises 34% of responses. Similarly combining responses at the other end of the scale, indicated by 4 or 5 out of 5, constitute 38% of respondents. A number of surveys had many written comments in addition to answering this question, indicating that the suit used had been changed.



ANSWER	TOTAL	1	2	3	4	5	UNANSWERED OR INVALID
Number of Responses	**991**	140	192	258	185	194	22

Q20: How satisfied are you with the adequacy of the training and procedures on how to use the safety equipment?

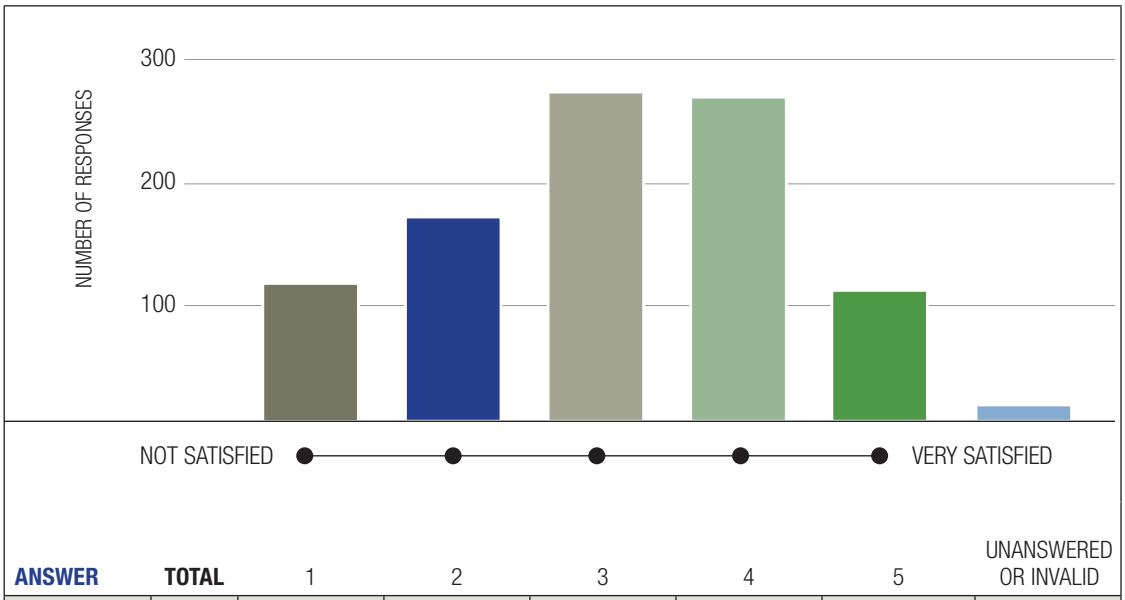
Forty three percent (43%) of passengers indicated that they are satisfied with the adequacy of training and procedures on how to use safety equipment, scoring 4 out of 5 for this question, where 5 corresponds to “very satisfied”. The second most frequently identified response is 3 out of 5, comprising 32% of all respondents.



ANSWER	TOTAL	1	2	3	4	5	UNANSWERED OR INVALID
Number of Responses	**991**	22	75	318	429	137	10

Q21: When you are travelling by the helicopter how satisfied are you that you get the right amount of information about helicopter operations?

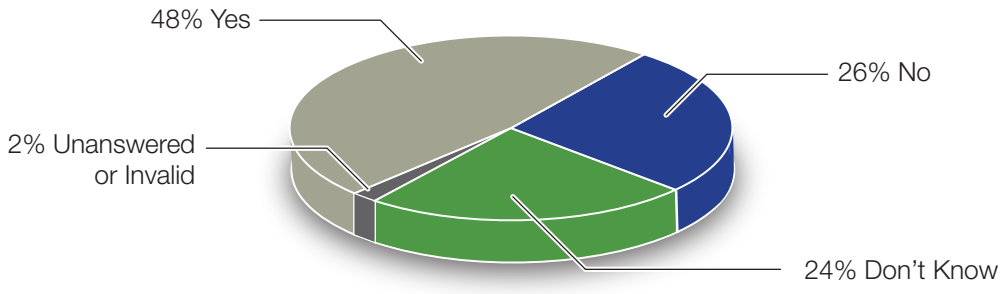
Forty percent (40%) of respondents selected 4 or 5 on the scale, where 5 corresponds to “very satisfied”. 29% of participants indicated 1 or 2 on the scale, where 1 corresponds to “not satisfied”.



ANSWER	TOTAL	1	2	3	4	5	UNANSWERED OR INVALID
Number of Responses	**991**	116	177	288	287	110	13

Q22: Do you believe there is an adequate level of overseeing of safety (safety oversight) for helicopter transportation?

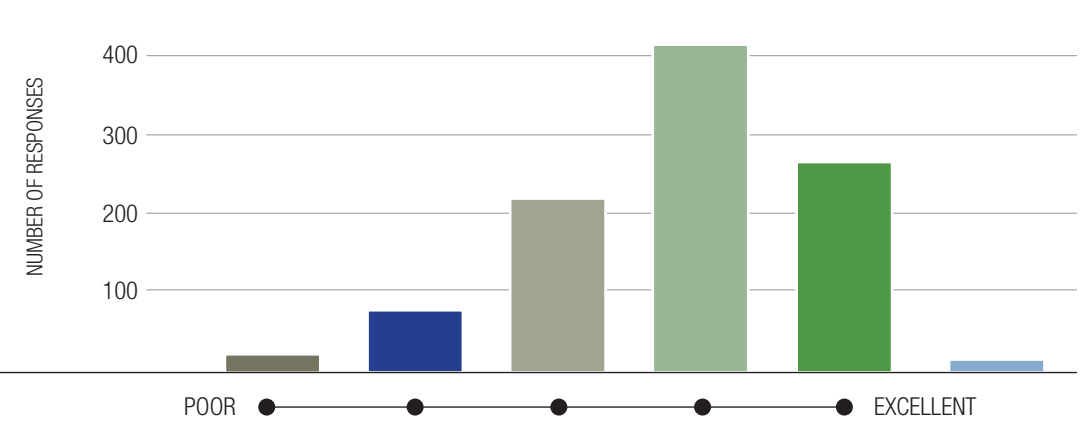
Four hundred and seventy five (475) passengers, 48% of respondents, indicated that they believed there is a sufficient level of safety oversight for helicopter transportation. 26% of participants indicated that there was not an adequate level of overseeing of safety for helicopter transportation. 24% of participants selected 'Don't Know'.



ANSWER	TOTAL	YES	NO	DON'T KNOW	UNANSWERED OR INVALID
Number of Responses	**991**	475	261	236	19

Q23: Please rate your organization's safety culture?

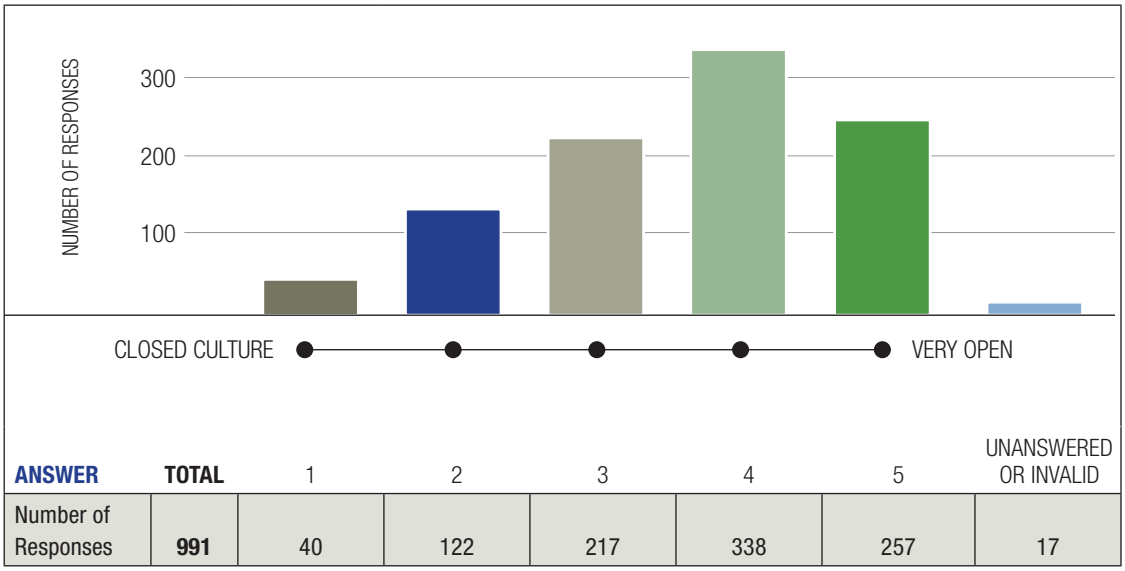
The most frequently identified rating of their organization's safety culture is 4 out of 5, where 5 indicated an excellent safety culture. 22% indicated 3 out 5 when rating the safety culture. The average response was 3.85, which is the highest average for any of the 'scale' questions in the survey.



ANSWER	TOTAL	1	2	3	4	5	UNANSWERED OR INVALID
Number of Responses	**991**	19	71	215	403	269	14

Q24: Do your consider your organization/employer to have an open reporting culture?

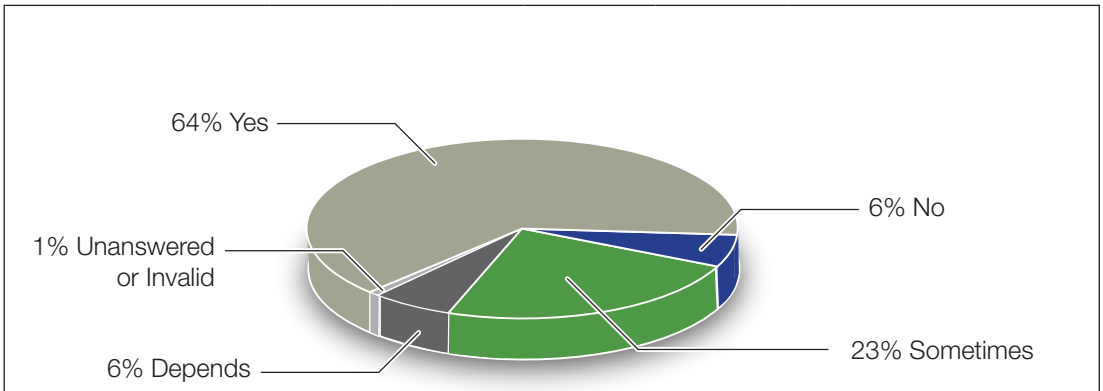
Sixteen percent (16%) of respondents selected a 1 or 2 on the scale that indicated they believed the reporting culture was closed.



ANSWER	TOTAL	1	2	3	4	5	UNANSWERED OR INVALID
Number of Responses	**991**	40	122	217	338	257	17

Q25: Are you comfortable that you are able to personally raise your safety concerns?

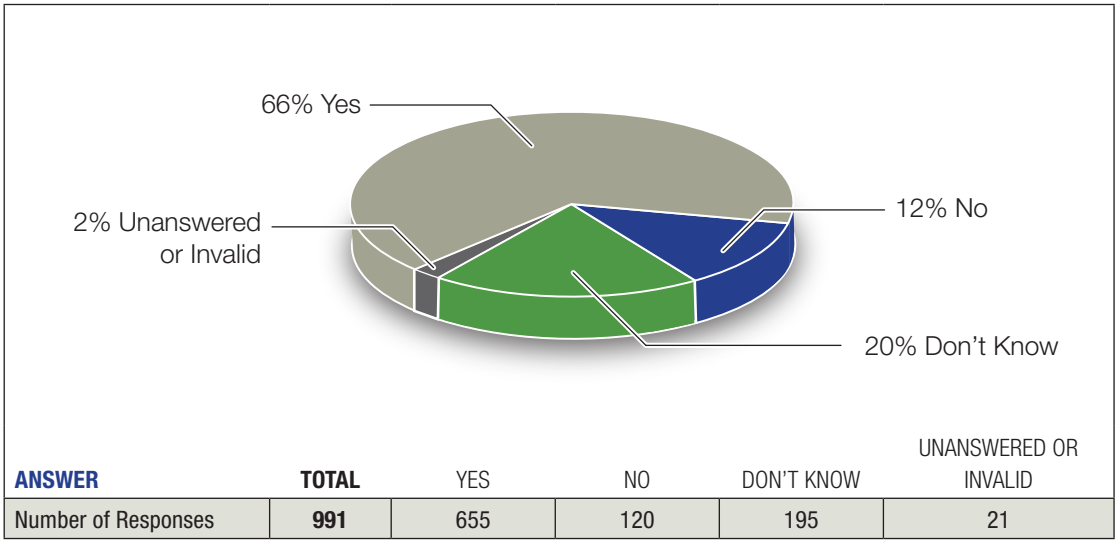
64% of respondents indicated they felt comfortable to raise their safety concerns. 23% of respondents said “sometimes”. When asked to explain their answer, 73 people did so. The explanations are included in Appendix C, as well as the response given.



ANSWER	TOTAL	YES	NO	SOMETIMES	DEPENDS	UNANSWERED OR INVALID
Number of Responses	**991**	631	57	234	60	9

Q26: Does your organization/employer have a confidential reporting system for safety?

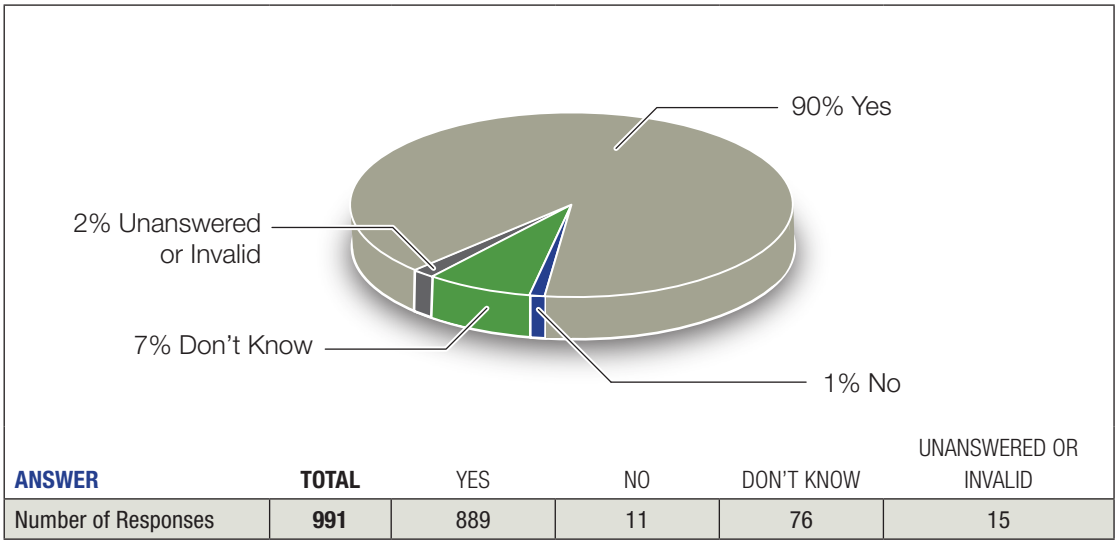
66% of respondents said they were aware of their organization's confidential reporting system; 20% of respondents indicated that they didn't know whether there was such a system, and 12% said that their organization did not.



ANSWER	TOTAL	YES	NO	DON'T KNOW	UNANSWERED OR INVALID
Number of Responses	**991**	655	120	195	21

Q27: Does your organization/employer have a Safety Management System?

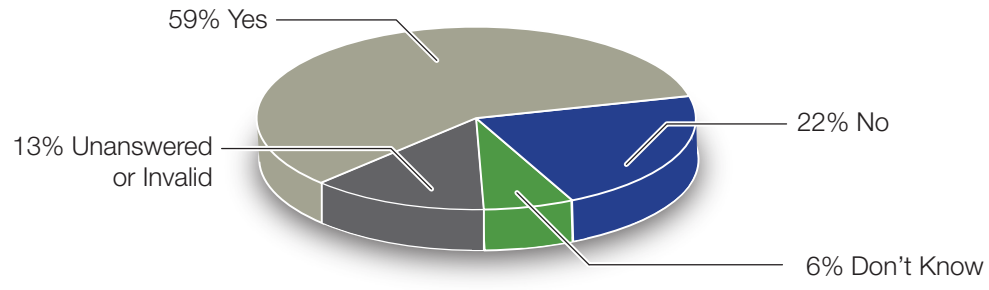
Ninety percent (90%) of passengers were able to confirm that their organization or employer has a Safety Management System (SMS); 7% of respondents weren't sure whether this existed. One percent (1%) indicated their organization did not have an SMS. Seven percent (7%) of respondents did not know whether their organization had an SMS.



ANSWER	TOTAL	YES	NO	DON'T KNOW	UNANSWERED OR INVALID
Number of Responses	**991**	889	11	76	15

Q28: Have you received training on the Safety Management System?

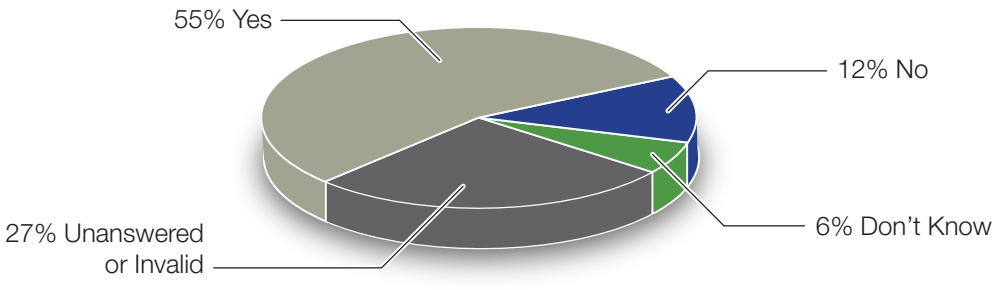
Fifty nine percent (59%) of respondents have received training on their organization's SMS. This is equivalent to 66% of people who indicated in the Question 27, that their organization had an SMS. Twenty two percent (22%) indicated they had not received training on the SMS and six percent (6%) indicated they were not sure.



ANSWER	TOTAL	YES	NO	DON'T KNOW	UNANSWERED OR INVALID
Number of Responses	**991**	583	215	65	128

Q29: Do you regularly use the Safety Management System?

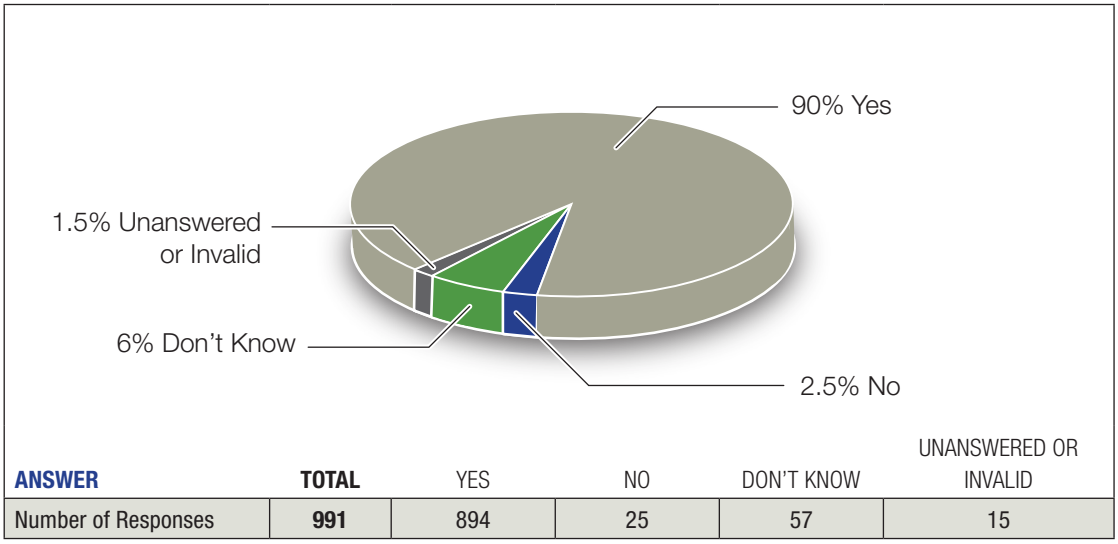
55% of respondents indicated that they regularly used the SMS. This is equivalent to 62% of those people who are aware of the SMS, and 94% of those people who indicated that they have received training in the SMS. Of the people who indicated that they had received training in the SMS, 20% responded that they didn't regularly use the SMS. The figure below represents the responses as a percentage of the total number of respondents.



ANSWER	TOTAL	YES	NO	DON'T KNOW	UNANSWERED OR INVALID
Number of Responses	**991**	547	117	58	269

Q30: Does your organization/employer do risk assessments?

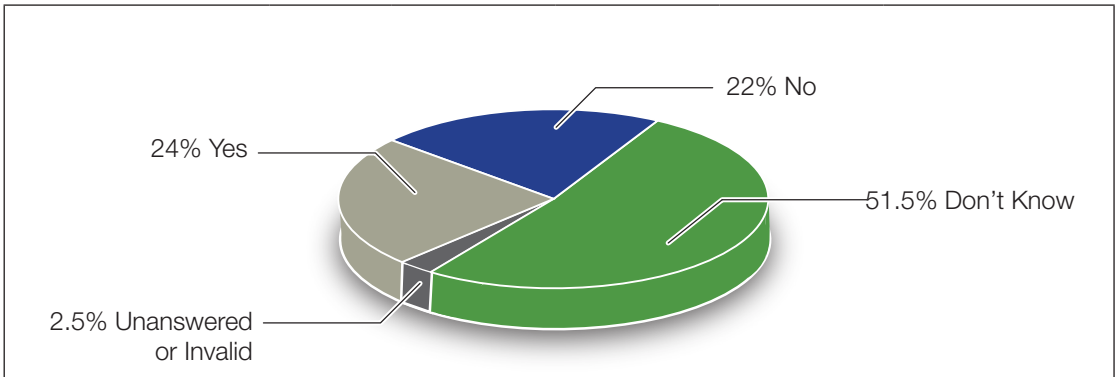
Ninety percent (90%) of passengers indicated that their employer or organization undertook risk assessments. 6% did not know if their organization undertook risk assessments and 3% indicated their organization did not do risk assessments.



ANSWER	TOTAL	YES	NO	DON'T KNOW	UNANSWERED OR INVALID
Number of Responses	**991**	894	25	57	15

Q31: Does your organization/employer have a risk assessment on helicopter transportation?

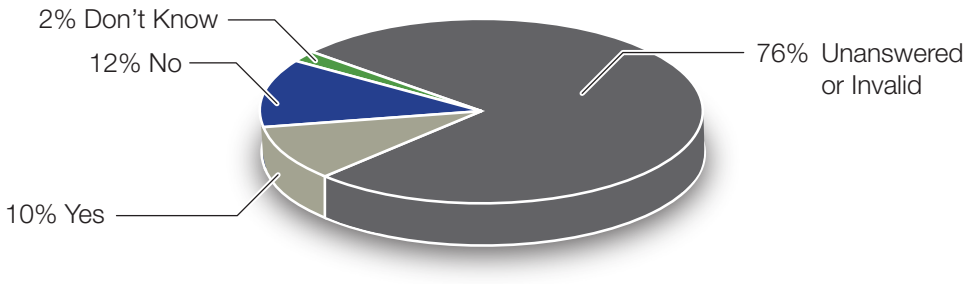
More than 50% of participants, 511 people, did not know if their employer or organization had a risk assessment on helicopter transportation. Nearly equal numbers of respondents answered 'Yes' and 'No' to this question, with 24% and 22% indicating 'Yes' and 'No' respectively.



ANSWER	TOTAL	YES	NO	DON'T KNOW	UNANSWERED OR INVALID
Number of Responses	**991**	239	214	511	27

Q32: Have you seen a copy of the risk assessment on helicopter transportation?

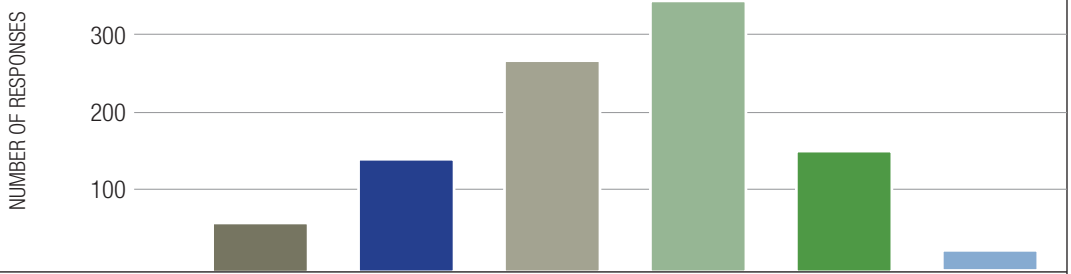
Ninety nine, (99) passengers have seen a copy of the risk assessment on helicopter transportation. This is 10% of the respondents. From the group of respondents who indicated "yes" in Q31, 41% indicated that they had seen the risk assessment on helicopter transportation.



ANSWER	TOTAL	YES	NO	DON'T KNOW	UNANSWERED OR INVALID
Number of Responses	**991**	99	118	19	755

Q33: How effective do you believe your safety committee is in addressing safety concerns?

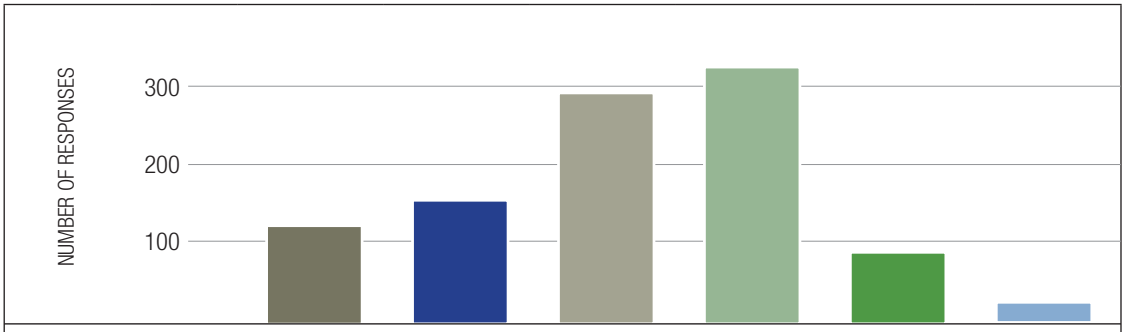
When asked to rate the effectiveness of the organization's safety committee, 36% selected 4 out of 5 on the scale, where 5 indicated "very effective" The total number of people who indicated either 4 or 5 was 508, or 51% of all respondents. 28% selected 3 out of 5, and 19% answered either 1 or 2 on the scale.



ANSWER	TOTAL	1	2	3	4	5	UNANSWERED OR INVALID
Number of Responses	**991**	54	135	275	355	153	19

Q34: How satisfied are you with the level and amount of information regarding helicopter safety available to you?

The most frequently identified response to this question is 4 out of 5, which 31% of respondents selected. 30% of passengers selected 3 on the scale. In total, 40% of respondents selected 4 or 5, where 5 indicates very satisfied; and 27% selected 1 or 2, where 1 indicated not satisfied.



ANSWER	TOTAL	1	2	3	4	5	UNANSWERED OR INVALID
Number of Responses	**991**	118	153	297	307	94	22

Q35: Additional Information

Seven hundred and forty six (746) respondents identified at least one concern in this part of the survey. In total 1917 concerns were identified. These were broadly grouped in 32 fields in order to provide an indication of how frequently similar concerns were identified. The frequency is shown below. Each individual response is contained in Appendix D. Respondents were asked to identify how significant each concern is, with 5 indicating they are "extremely concerned" and 1 indicating "not a big concern".

		FREQUENCY						
		TOTAL FREQUENCY AS CONCERN SIGNIFICANCE						
		EXTREMELY CONCERNED						NOT A BIG CONCERN
	CONCERN GROUP	TOTAL	5	4	3	2	1	CONCERN NOT RATED
1	Suits	**204**	100	45	35	9	5	10
2	Helicopter maintenance/ mechanical failure/equipment failure/inspection/ reliability	**190**	92	48	28	8	5	9
3	Number of passengers on board/seating arrangement/loading/ability to egress	**172**	102	42	12	3	4	9
4	Auxiliary fuel tank location	**164**	113	27	9	3	2	10
5	SAR (location, rescue response time, availability)	**129**	73	27	15	3	3	8
6	Flying in bad weather/ visibility/sea states/proper limitations in place for these	**126**	54	24	30	6	2	10
7	Amount and level of information/transparency/ communication about helicopter operations	**111**	58	27	15	3	1	7
8	S-92A performance/ choice of helicopter	**105**	62	18	12	3	1	9
9	Gearbox	**104**	69	21	4	2	4	4
10	Number of helicopters	**72**	33	20	9	2	1	7
11	Safety generally	**71**	39	10	11	3	3	5
12	Training	**67**	37	15	8	0	4	3
13	Ditching (including flotation)	**62**	35	14	5	5	1	2
14	Night flying	**52**	27	17	4	2	1	1

ADDITIONAL INFORMATION: QUESTION 35

			FREQUENCY					
			TOTAL FREQUENCY AS CONCERN SIGNIFICANCE					
			EXTREMELY CONCERNED					NOT A BIG CONCERN
	CONCERN GROUP	TOTAL	5	4	3	2	1	CONCERN NOT RATED
15	Pilot and crew procedures, experience and decision making skills/ response in emergency	49	28	13	4	0	1	3
16	Vibration/noise/cabin comfort	43	16	14	5	4	2	2
17	Delays	20	4	6	5	0	2	3
18	Communication within helicopter	20	7	8	2	1	0	2
19	Offshore location	20	5	4	5	3	2	1
20	Cougar performance and service	19	10	2	2	3	1	1
21	General helicopter characteristics	18	10	4	2	1	0	1
22	Oversight of safety/regulations/safety enforcement	15	9	2	2	0	1	1
23	Safety as a priority/timely implementation of safety measures	14	9	1	0	0	2	2
24	Cruising altitude	12	4	3	3	0	1	1
25	Human factors (size/reaction)	11	7	1	1	1	0	1
26	HUEBA	9	4	2	1	0	0	2
27	Number of flights for each passenger	8	5	0	1	1	0	1
28	Approach/landing technique	7	1	3	2	1	0	0
29	Personal Locator Beacon (PLB)	6	2	2	2	0	0	0
30	Pooling arrangement	6	4	2	0	0	0	0
31	Fire	2	0	1	0	1	0	0
32	Lack of resources	2	1	1	0	0	0	0
—	Illegibile	6	3	0	1	0	1	1

Q36: Opportunities for Improvement

The final part of the survey asked respondents to suggest three opportunities for improvement in helicopter transportation. A summary of the results in included below. Each individual response is contained in Appendix E. The frequency column in the table below indicates the total number of times each suggestion topic was identified.

	SUGGESTION FOR IMPROVEMENT	NUMBER OF TIMES IDENTIFIED
1	Additional helicopter(s)	124
2	Improved communication frequency/level/ amount between Cougar and Operators to passengers regarding all aspects of helicop- ter operations (including flight line)	122
3	Improved suits - fit/thermal protection/ gloves/hood/seal/mobility/comfort/ customized	121
4	Improved SAR (location/response time/ availability)	104
5	Remove auxiliary fuel tank from inside cabin	101
6	Seating arrangement different/fewer people on aircraft/window for everyone/more or improved emergency exits	101
7	Training/training updated/more frequent/ more realistic	69
8	Use different helicopter model	66
9	Improved or replaced main gear box	47
10	Boat transfer as alternative	43
11	Fly only in limited sea states/weather/ visibility/strict limitations for these	37
12	Resolve all mechanical problems/reliability	36
13	Better service (punctual/comfort/space/ airport operations)	35
14	Improved maintenance/inspections procedures	33
15	General improvement to safety	23
16	Improved aircraft capabilities (flotation/au- tohover/IR/approach technique)	23
17	No night flights	20
18	Improved communications within cabin	20
19	Bring back night flying (with appropriate measures in place)	18
20	Improved/timely response to safety concerns	17

OPPORTUNITIES FOR IMPROVEMENT: QUESTION 36

	SUGGESTION FOR IMPROVEMENT	NUMBER OF TIMES IDENTIFIED
21	Pilots well trained/correct emergency procedures in place	11
22	Safety regulations/regulator improved	10
23	HUEBA	8
24	Reduce noise/vibration	8
25	Act on alert service bulletins/airworthiness directivess immediately	6
26	Additional aircraft operator - remove monopoly	5
27	Assigned seats	5
28	Dedicated helideck half way to installations (emergenecy landing/crew change)	5
29	Different offshore shift rotations	4
30	Overall Cougar performance/accountability	4
31	Lower cruise altitude	2
—	Illegibile	7

Review of Survey

The survey of offshore workers provides an insight into their concerns, understanding and perceptions of helicopter transportation. Several key issues have been identified through the survey results outlined in this Report. Overall the survey results are balanced and do not highlight any extreme safety issues. Participation in this voluntary survey was extremely high with 991 responses.

The survey results can be classified into two primary categories, helicopter operations and survivability. Survivability only becomes an issue when an accident occurs however it is extremely important that passengers have confidence in this aspect of transportation. Also, it is difficult for non aviation specialists to appreciate the rigor and effort that goes into safe helicopter operations.

Responses to the survey were balanced and approximately 20% to 30% of respondents expressed concerns with aspects of helicopter transportation and supporting systems and arrangements. While it is encouraging that the majority of respondents expressed varying degrees of confidence in the system, the concerns of the minority should be respected and addressed. It could be questioned whether 20% to 30% of a workforce is a minority. Whether the issues are real or perceived, the proactive management of perceptions is also important. A recurring theme is the need to involve workers and communicate effectively.

The observations below are made specifically to helicopter offshore transportation to comply with the scope of the Inquiry and the terms of Aerosafe's engagement.

Safety oversight was not the issue which raised most comment in the survey; however, it is one of the overarching strategic consideration of particular significant in establishing an environment which allows passengers to have confidence in the transportation system as a whole. Canada is regarded as a leading aviation Member State of ICAO and its aviation regulator (Transport Canada) is held in high regard internationally. In question 22 on the effectiveness of safety oversight, 22% answered "no" to this question and 24% of respondents indicated they "don't know". This is probably a fair result given the components of safety oversight may not be widely defined or known by operational employees.

Issues of personal protection, egress from a helicopter after an accident and survival figured prominently as major concerns of respondents (Q35). Suits, training, HUET, breathing apparatus and internal helicopter configuration emerged as significant issues. Question 18 on the other hand showed that 75% of respondents did not have concerns with their equipment whereas question 19 indicated that 38% respondents have concerns with suits. The issue of equipment and suits needs to be further examined so that the appropriate items can be addressed as not all equipment issues have concern.

Most respondents indicated that they felt capable of responding to an emergency situation in a helicopter (Q11, Q12).

Responses to questions 7 and 8 provide an insight to the confidence employees have in helicopter transportation. The diagram approximates to a normal distribution though it is slightly skewed towards those with confidence in the safety of the system. That being said the 27% of survey respondents who indicated they were "not confident" is of concern as this is not a small percentage of those surveyed. It would be interesting to compare these results with the concerns of the overall population with flying in general or with an organization that has recently experienced a significant accident. Other key concerns included maintenance, night flying, bad sea states and aviation procedures.

Questions 26 to 29 examine safety management and safety management systems. The results indicate that such systems are in place and that a majority of workers know about them. Reponses to questions 28 and 29 indicate that just over one-half of workers either are trained in or use the systems. The issue of the effectiveness of the systems should therefore be addressed at the individual worker level and the difference between a safety regime and a safety system should be examined.

Differentiation between the use of the safety management system for normal offshore installation activities and aviation or helicopter activities was not identified in the open responses at question 36.

Question 30 asks whether the survey participant was aware that their organization uses risk assessments and 90% of respondents confirm that these are done. However, when question 31 asks about risk assessments on helicopter operations, over 79% say that either they are "not done" or that they "don't know". In answering question 32, only 10% of respondents indicate that they have seen the risk assessment for helicopter operations. This indicates that there is not a clear delineation between 'general safety' and 'aviation or helicopter safety'.

Questions 23 to 26 ask about organizational culture and open reporting. There was a very positive response to the rating of safety culture which suggests that there is a firm basis upon which to build. A primary attribute of an effective safety culture is demonstrated by an openness and a willingness to listen to the "bad news". Question 24 indicates that a sizable number of respondents think that there is an open reporting culture, while question 25 establishes that 64% are comfortable personally raising safety concerns. Interestingly, 29% answered "sometimes" or "depends". While some anomalies might be attributed to the attitudes of individuals, this result indicates that, while the companies are well on the road to an effective safety culture, more work remains to be done.

Communication was highlighted as both an issue and a potential opportunity for improvement. Effective communication is important in any organization and especially so where safety or other high consequence risks (such as environmental issues) are involved. Question 34 again demonstrated a high level of satisfaction with the amount of helicopter information available; however, 27% expressed dissatisfaction. This result, along with the results discussed above, indicate a potential for further improvement.

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3. Cox, S.J. and Cheyne, A.J.T. (2000). Assessing safety culture in offshore environments. *Safety Science.* **34**, pp.111-129.

4. Health and Safety Commission, Advisory Committee on the Safety of Nuclear Installations Study Group on Human Factors (1993). *Organising for Safety.* Third Report. London: Health and Safety Commission.

5. Hoivik, D., Tharaldsen, J.E., et al (2009). What is most important for safety climate: The company belonging or the local working environment? - A study from the Norwegian offshore industry. *Safety Science.* **47**, pp.1324-1331.

6. International Association of Oil and Gas Producers (2003). *Questionnaire/checklist for aviation advisors.* London, United Kingdom: Prepared by Aviation Subcommittee of the Safety, Health and Personnel Competence Committee, International Association of Oil and Gas Producers.

7. International Association of Oil and Gas Producers (2008). *Air transportation - Recommended practices for contracted air operations.* London, United Kingdom: International Association of Oil and Gas Producers.

8. International Organization for Standardization (2009) ISO31000:2009. *Risk Management - Principles and Guidelines.* Switzerland: International Organization for Standardization.

MAY 2010

Offshore Helicopter Safety Inquiry

Appendices

The contents of the following Appendices are a presentation of the raw data submitted by survey respondents. In the interest of full transparency, comments made by survey participants were transcribed as submitted. Typographical errors have not been amended in the interest of maintaining accuracy of comment.

Offshore Helicopter Safety Inquiry
Passenger Survey

WORKER CONFIDENTIALITY:
Your responses will be kept strictly confidential and no information released will identify individual respondents.

AEROSAFE RISK MANAGEMENT

Aerosafe Risk Management has been engaged by the Commissioner of the Offshore Helicopter Safety Inquiry to conduct an independent worker survey of helicopter transportation. This survey is your opportunity to provide direct input into the Inquiry process – your voice will be heard!

We expect that this survey should take 10-15 minutes and we look forward to your response. The results of the survey will be available on the inquiry website **www.oshsi.nl.ca** from June 1, 2010. If you have any questions regarding the survey please contact Aerosafe by phone 202 449 7693 or email oshsi-survey@aerosafe.com.au

Thank you for your time and participation in this extremely valuable activity.

PART 1: GENERAL INFORMATION

Q1 Age ☐ <20 ☐ 20-29 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☐ 60+

Q2 Sex ☐ Male ☐ Female

Q3 Job Role ☐ Aircrew ☐ Executive ☐ Manager ☐ Supervisor ☐ Visitor ☐ Worker ☐ Other

If "Other" checked above please specify: _____

Q4 Which rig/platform do you work on? ***(OPTIONAL)***

☐ GSF Grand Banks ☐ Henry Goodrich ☐ Hibernia ☐ Sea Rose FPSO ☐ Stena Carron ☐ Terra Nova FPSO

Q5 How many trips to the rig/platform would you make each year?

☐ 1-3 ☐ 4-6 ☐ 7-9 ☐ 10-12 ☐ >12

Q6 Do you hold a specific safety appointment or role with your employer?

☐ Yes ☐ No If yes, please specify _____

PART 2: HELICOPTER TRANSPORTATION & OPERATIONS

Q7 On a scale of 1-5, what is your level of confidence in respect to the safety of helicopter transportation?

(not confident) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 (very confident)

Q8 On a scale of 1-5, do you feel safe when travelling in helicopters to and from the rig/platform?

(not safe) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 (very safe)

Q9 Would you prefer to travel to the rig/platform via an alternate means of transport? *(eg boat)*

☐ Yes ☐ No ☐ Undecided

Q10 Following the Flight 491 accident, have you noticed any changes in safety practices of helicopter transportation?

☐ Yes ☐ No ☐ N/A

If you answered yes, what have been the changes you have seen?

_____

_____

_____

continued on page 2

Q11 On a scale of 1-5, how capable do you feel to respond to an emergency situation in a helicopter?

(not capable) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 (very capable)

Q12 Have you received training for emergency situations in helicopter operations?

☐ Yes ☐ No ☐ N/A

Q13 How often do you receive recurrent/refresher helicopter safety training?

☐ Twice a Year ☐ Once a Year ☐ Every Two Years ☐ Every Three Years ☐ Can't Remember

Q14 Did the helicopter safety training involve physical drills or exercises?

☐ Yes ☐ No ☐ Don't Know

Q15 Are you given a helicopter passenger safety briefing prior to each flight?

☐ Yes ☐ No ☐ Sometimes

Q16 Have you undertaken Helicopter Underwater Escape Training (HUET) training?

☐ Yes ☐ No ☐ Don't Know

Q17 On a scale of 1 to 5, if you answered "Yes" to Q16, how effective is the HUET training? (If you answered 'No' in Q16, go straight to Q18)

(not effective) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 (very effective)

Q18 Do you have any concerns with the breathing device, PLB or other personal safety equipment issued to you at the heliport?

☐ Yes ☐ No ☐ Don't Know

Q19 On a scale of 1-5, do you have any concerns with your survival suit?

(not concerned) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 (very concerned)

Q20 On a scale of 1-5, how satisfied are you with the adequacy of the training and procedures on how to use the safety equipment?

(not satisfied) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 (very satisfied)

Q21 When you are travelling in the helicopter, on a scale of 1-5 rate how satisfied are you that you get the right amount of information about helicopter operations?

(not satisfied) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 (very satisfied)

PART 3: EMPLOYER'S SAFETY CULTURE

Q22 Do you believe there is an adequate level of overseeing of safety (safety oversight) for helicopter transportation?

☐ Yes ☐ No ☐ Don't Know

Q23 On a scale of 1 to 5, please rate your organization's safety culture?

(poor) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 (excellent)

Q24 On a scale of 1 to 5, do you consider your employer's to have an open reporting culture?

(closed culture) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 (very open)

Q25 Are you comfortable that you are able to personally raise your safety concerns?

☐ Yes ☐ No ☐ Sometimes ☐ It depends *(explain below)*

_____

_____

continued on page 3

Q26 Does your organization/employer have a confidential reporting system for safety?

☐ Yes ☐ No ☐ Don't Know

Q27 Does your organization/employer have a Safety Management System?

☐ Yes ☐ No ☐ Don't Know

Q28 If you answered "yes" in the last question then have you received training on the Safety Management System? (If you answered "No" in Q27, go straight to Q29)

☐ Yes ☐ No ☐ Don't Know

Q29 If you answered "yes" to the last question, do you regularly use the Safety Management System?

☐ Yes ☐ No ☐ Don't Know

Q30 Does your organization/employer do risk assessments?

☐ Yes ☐ No ☐ Don't Know

Q31 Does your organization/employer have a risk assessment on helicopter transportation?

☐ Yes ☐ No ☐ Don't Know

Q32 If answered "yes" to Q31, have you seen a copy of the risk assessment on helicopter transportation?

☐ Yes ☐ No ☐ Don't Know

Q33 On a scale of 1-5, how effective do you believe your safety committee is in addressing safety concerns?

(not effective) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 (very effective)

Q34 On a scale of 1-5, how satisfied are you with the level and amount of information regarding helicopter safety available to you?

(not satisfied) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 (very satisfied)

PART 4: ADDITIONAL INFORMATION

Q35 What are your top 3 concerns with helicopter transportation?

Concern 1:

On a scale of 1-5, how significant is this concern? (not a big concern) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 (extremely concerned)

Concern 2:

On a scale of 1-5, how significant is this concern? (not a big concern) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 (extremely concerned)

continued on page 4

Concern 3:

On a scale of 1-5, how significant is this concern? (not a big concern) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 (extremely concerned)

PART 5: OPPORTUNITIES FOR IMPROVEMENT

Q36 What improvements would you like to see in helicopter transportation?

Opportunity for improvement – Suggestion 1:

Opportunity for improvement – Suggestion 2:

Opportunity for improvement – Suggestion 3:

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	(very little) improved suits
Yes	*more information from pilots on lights *more emphasis on suit fitment
Yes	1) More disclosure from Cougar about maintenance issues 2) Huge improvement in suit
Yes	1) New HH suits; improved & long overdue (suit HTS1) 2) Improvement in information exchange
Yes	1) Nightime flying ceased 2) Boomerang flights lowered due to pushing the envelope & trying to land with heavy fog offshore, known to exist before departure from Cougar
Yes	1. Hueba 2. More attention to detail when boarding helicopter by those traveling and those conducting safety checks 3. People traveling wanting specific seats
Yes	1. More awarness on issues concerning choppers. 2. More safety conscience 3. Improvement on suits.and mabie search and rescue.
Yes	1. More suit checks 2. Boarding practice engines running/ not running3. HUEBA Initiation
Yes	1. Much longer delays 2. More excuses not to fly
Yes	1. No night flying 2. They are not flying when it is giving out for poor weather
Yes	1. Starting the helicopter prior to boarding, making sure everything is in proper working order. 2. Loading helicopter in a particular manner-ie certain seats to be occupied first.
Yes	1. Suit
Yes	A less casual approach in processing & boarding. This could indicate either an improved overall approach to safety & maintenance or simply window dressing, one hopes the former & not the latter is the case.
Yes	A lot more delays, no night flying
Yes	A lot more maintenace, and flight times
Yes	A lot more turn arounds if lights come on. Fog or rig, high seas, etc.
Yes	Added HUEBA, very few night flights, if any
Yes	Air bottle
Yes	Air supply
Yes	As was shown on survival training, the seats have been upgraded with hydraulic amortisators, reducing the impact during crash.
Yes	Asking more questions before flight equipment better if flight suits.
Yes	At Check-in workers verify equipment in more detail. Flight hights have changed.

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	Attitude toward safety prcedures being followed with respect to flights? Gaining access to platform and weather conditions considered.
Yes	Been fitted with new flight suit, seems much better than the last one, however, not issued one yet at heliport.
Yes	Better briefing More attention paid to safety equipment Somewhat better communication wrt. Maintenance
Yes	Better communication
Yes	Better communication with workforce about issues
Yes	Better communication; suits fit better
Yes	Better communications Improvements to equipment
Yes	Better fitted flight suits HUEBA implementation
Yes	Better fitted suits, less people on helicopter going offshore per trip. HUBA installed or added to suits. NO night flying.
Yes	Better focus on safety
Yes	Better information share to passengers
Yes	Better maintenance
Yes	Better maintenance checks. Better ditching regs.
Yes	Better PM inspections on aircraft, lower altitude flying. HUEBA implimentation, dedicated rescue helicopter
Yes	Better safety video
Yes	Better safety video presentation. Better suit fittings. Better controls of baggage (weights/sizes). More aircraft maintenance times.
Yes	Better screening, more weather related decisions not to fly.
Yes	Better seat belt check, and more time spent on safety features
Yes	Better suit, flight restrictions on darkness
Yes	Better suits
Yes	Better suits
Yes	Better suits
Yes	Better suits & Hueba
Yes	Better suits HUEBA
Yes	Better suits Overall I feel more safe
Yes	Better suits, and breathing apparatus (I am from the north sea sector) in the UK
Yes	Better suits, Heuba No night flights
Yes	Better suits; HUEBA addition; people pay more attention to pre-boarding video

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	Better video trg aids suits changes (for the better), HUEBA
Yes	Big difference to suits maintenance
Yes	But there is still room for imporvement. One of the seats in the back should be removed to improve the chances of donning your hood safely due to it being really congested
Yes	Cannot fly in seas over 6m. No night flights. Seems to be more down time due to maintenance issues.
Yes	Caution with everything, maintenance, safety changes ie night flights, 700' ceiling although I feel safe the thought is always in my mind and makes me nervous when travelling via helicopter
Yes	Change in prep for flight more open to passengers.
Yes	Change suits, no night flights
Yes	Changed to flight criteria (weather,?, etc)
Yes	Changes I have seen, there's seems to be more maintenance on helicopter
Yes	Changes in suits, no night flights
Yes	Changes to night time flying
Yes	Changes to suits more checks of helicopters no flying after dark.
Yes	Changes to training (i.e. HUEBA) was added.
Yes	Chang's in suits
Yes	Chaning at suits, HUEBA
Yes	Checking choppers beteween flgiths. But…usually the choppers are always late and when there are a flight backlog, how can choppers be inspected when they are trying to 12 or 15 flights out.
Yes	Chopper cannot leave until wheels down on inbound flight
Yes	Chopper designated as rescue chopper. Returing heli had to have wheels down before the next flight could depart. Flight hours reduced.
Yes	Choppers are down for maintenance more often Suit changes
Yes	Choppers are down more for maintenance
Yes	Clear announcements, suits
Yes	Closer attention to detail
Yes	Cougar does an exceptional job. The S-92 units are too "fragile" & not proven in the industry. Too many brakedowns/ unservicible units in the (run of 1 week)
Yes	Cougar is more cautious when there are weather conditions that may hinger the safety of our arrival. They seem to take more preventative measures to allow for the most safety transfer possible.
Yes	Cougar is more informative on the chopper issues
Yes	Cougar seems to be quicker with regards to reporting incidents that occur which require choppers to turn back or to be replaced

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	Crew checking suits more completely
Yes	Crew more diligetn when checking suits
Yes	Cruising altitude Suit modifications (ie HEUBA)
Yes	Daylight flights
Yes	Different suits being implemented shortly
Yes	Don't know if safety practices is the correct term but it appears the choppers are unavailable due to maintenance more often. This may be an overkill due to 491. This is not a complaint but an observation.
Yes	Duties
Yes	Elimination of night flights Seemingly more maintenance? Better flight suits
Yes	Emphasis placed on suit fitting
Yes	Escape (Hueba) trained Survival suits upgraded
Yes	Even more heightened safety awareness. Highest priority should be provided for airframe and aero engine Transport Canada and FAA Airworthiness Directions (AD's)
Yes	Everyone involved is more conscious when flying
Yes	Everyone more aware of personal responsibilities-suits checked, more serious
Yes	Extra precautions via not traveling at night and modifications due the flight suits to make them more comfortable and ensure more confidenc in survival situation.
Yes	Finally a suit that fits. Finally HUBEA. Less people on choppers. NO night flights.
Yes	Flight height, choppers staited before entering
Yes	Flight indicator alarm reporting (ex-chip indicators,etc) are less frequent or not at all. Suit checks seem to be the main issue. Focus on suits. More focus on helicopters req. (ie change out s-91 with safer model)
Yes	Flight suit
Yes	Flight suit
Yes	Flight suit fit awareness
Yes	Flight suit
Yes	Flight suits
Yes	Flight suits + information
Yes	Flight suits revisions, HEUBA, no night flights
Yes	Flight suits, changes training, altitude.
Yes	Flight suits, night flying, more maintenance
Yes	Flight suits, procedures for Helicopter flight.
Yes	Flights are backed up for pending weather

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	Flights do not leave if there is something wrong with helicopter's
Yes	Fly at lower altitude
Yes	Fly closer to the water..more flights interrupted for weather and repairs
Yes	Flying 3 years + took my BST Renewal to make me aware of collapsible seats
Yes	Flying at a lower altitude not flying after dark.
Yes	Flying at lower level, no night flying.
Yes	Flying at night, hight of flying
Yes	Flying is much safer conditions
Yes	Flying lower
Yes	Fog and wind, unexpected trouble
Yes	Fuel Tank moved.
Yes	Goggles attached to seat belts More attention by HLO & crew for travelling personnel
Yes	Great concern for safe operation at BST New flight suit from Helly Hanson This survey
Yes	Greater attention to suits/flights/any issues brought forward and communicated an resolved A lot of communication re aircraft issues
Yes	Greater emphasis on suit fitting chk.
Yes	Greater infacis on suits. Proper fitting The use of the hueba makes me feel a lot better about getting in an helicopter
Yes	Gronds crew making sure passengers are safely buckled suit fittings.
Yes	ground choppers easier to investigate for mechanical problems
Yes	Harder to get to and from with 700 ft of ceiling.
Yes	Have more checks Follow more rules
Yes	Helicopter are inspected more often.
Yes	Helicopter suits are better Hueba training no night flying
Yes	Helicopters seem to be down more often due to repair, etc.
Yes	Helisuit fitting and HUEBA More frequent grouded helicopters due to warning signals
Yes	Helisuits and HUEBA
Yes	HEUBA
Yes	Heuba
Yes	Heuba introduced New suits
Yes	HEUBA, more checks

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	Hightened safety awareness
Yes	Hopefully the choise to land on water
Yes	HTS-1 suits and Hueba
Yes	HTSI suits fit better
Yes	Huba
Yes	Huba
Yes	HUBA
Yes	HUBA addition and location of fuel tank
Yes	Huba Suits
Yes	Huba, suit test
Yes	Huba/new suits, no night flights
Yes	Hubba training Flight suits fit test
Yes	Hubbea was introduced here and in NOVA Sctoia
Yes	Hueba
Yes	HUEBA
Yes	Hueba
Yes	Hueba
Yes	HUEBA
Yes	HUEBA
Yes	HUEBA & suit changes
Yes	HUEBA + suits fittings
Yes	HUEBA added to suits, suits changed and sizes redone, more attention payed to safety feature during travel
Yes	Hueba bottles and training Better suits
Yes	HUEBA- But level of Cert. not comfortable
Yes	Hueba course
Yes	Hueba implementation, SAR requirements, seating arrangements
Yes	HUEBA implimation HTS1 Suit
Yes	HUEBA introduced
Yes	HUEBA new suits both of which we required before the accident
Yes	HUEBA stricter on flying conditions
Yes	HUEBA training + update video briefings
Yes	Hueba under water breathing

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	Hueba Heliport personell boardiong chopper to assign seating and check seat belts. Goggle more accessable. Emergency cards updated.
Yes	HUEBA Improved HTS-1 suits
Yes	Hueba More attention to suit fit
Yes	Hueba New flight suit
Yes	Hueba SAR coverage Lack of night flights
Yes	HUEBA Seating Aux tank on other side of chopper
Yes	HUEBA Suit fitting
Yes	HUEBA, changes in suits
Yes	HUEBA, Changes to the suits
Yes	Hueba, flight suits, location of aux fuel tank, no night fligthts until dedicated SAR in place.
Yes	Hueba, general attitude, suit fitment, seating assignments
Yes	HUEBA, HTS-1 suit, lower flight altitude
Yes	Hueba, increased attention to worker safety and keeping workforce informed of events.
Yes	Hueba, new suits better fit
Yes	HUEBA, no night flights
Yes	HUEBA, Suites
Yes	HUEBA. New flight suits, lower altitude during the flights.
Yes	Hueba. Safety Video Changes
Yes	HUEBA-fewer flights-nights
Yes	HUEBA's are now used, more communication between cougar/ operators on mechanical issues/ check-in @ cougar more detailed during briefings
Yes	I am in a smaller, even more restrictive suit. The gogles are in front of me. Instead of under my seat. I have a HUEBA on my suit, but I cannot practice getting out of helicopter with it on my suite. There is no more mention of ship indicator sights or pussance alarms. NOw we are told there was an alarm with no details.
Yes	I believe problems are reported, now: and we have lots of problems with these choppers
Yes	I don't agree with fuel tank near windows All passengers should have window seat

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	I feel everything gets triple checked by Cougar mechanics which gives me confidence to fly and I am pleased about that. But I often think about the filter bowl assembly still.
Yes	Immediate response to supplying air breathing apparatus. New improved survival suits. Flying @ lower altitude to allow time to land if problem roccurs. NO night flying.
Yes	implementation of HTS-1 suit, HUEBA, Also some issues regarding the standby helicopter were rectified
Yes	Imporved suits
Yes	improve suits, more information on problem with choppers is not working. Not so eager to fly in bad weather.
Yes	Improved ditching criteria, increased inspection frequency, no night time flying until mods are complete, HUEBA
Yes	Improved suits
Yes	improved suits HUEBA change in procedures
Yes	Improved suits, Hueba, Fuel Tank moved
Yes	Improved survival suits Mechanical changes to helicoopter gear box
Yes	Improvement in Suit
Yes	Improvement on suits. More information
Yes	Improvement on survival suits Limited flying to daylight hours
Yes	Improvement s in egress equipment- eg HUEBA, suit changes, suit fittings
Yes	Improvement suit fitness
Yes	Improvement to flight suits
Yes	Improvements in suits, and HUBA
Yes	Improvements in suits. Survival suits have been modified for better fit. Along with breathing apparatus have been added.
Yes	Incidents to be reported a little quicker than before
Yes	Increase awareness & PM
Yes	Increased delays due to safety checks. No night flights
Yes	Increased focus on helicopter survival suit fitting
Yes	Increased inspections, maintenace focus on passengers, their safety; concerns.
Yes	Increased restrictions on flights (weather, time of day, etc)
Yes	Increased safety checks
Yes	Increased security, detailed video, more detailed suit inspection

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	Increased vigilance checking suit fit No night flights HUEBA implemented Started use of HTS-1 suit
Yes	Information Sessions are more intense, suit changes
Yes	Informing persons of any safety changes to be carried out to air craft.
Yes	Inspections of equip. prior to each flight, changes to night flights altitudes at which we fly
Yes	Introduced the heuba since accident made changes to suits ex hoods, gloves.
Yes	Introduction of HUEBA and associated training Design changes to survival suits Much more emphasis on pesonell safety at briefings - pre flight
Yes	It appears there is more visual inspections carried out on the tarmat
Yes	It looks like saftey is there #1 concern
Yes	It seems that now flights are delayed/ cancelled at any glitch with the helicopters. I believe that cougar is doing a very good job in checking and maintaining the helicopters. My confidence in the helicopters (Sikorsky) is middle of the road- not bad, not great.
Yes	Less flights, no night flights
Yes	Less people on each flight Introduction of HUEBA's More Inspections on helicopters with so mnay flight time hours New suits being introduced
Yes	Less sttempt
Yes	Less vibrations in choppers, end of night flights
Yes	Longer video to watch
Yes	Longer waits suits still don't fit. Flights are delayed more.
Yes	Lower altitude No nite flights
Yes	Made the suits more comfortable
Yes	Maintenance
Yes	Maintenance frequency Communications to passengers about issues
Yes	Manidatory helicopter for Stand-by and new survival suits (the should invest in a new helicopter model, not spend large amounts of money on substandard ones.)
Yes	Mask on arm during flight HUEBA implementation New flight suits
Yes	Masks inside helicopter are now accessable Better flight suits of course
Yes	Minimal night flights

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	Modifications to flight suits different procedures during emergency situations (i.e. forward facing seat to lean forwards during bracing)
Yes	More along the lines of security
Yes	More aparent checks. Things seem more scrunitized
Yes	More att to detal
Yes	More attention paid to instruction
Yes	More attention paid to suit fix and seal
Yes	More attention paid to suits and their fitment. Hueba is checked and donning is observed
Yes	More attention to detail
Yes	More attention to detail payed by helideck crews and arrival/ departure crews.
Yes	More attention to helicopter maintenance. No night flights. Better suits to be introduced. Dedicated rescue chopper coming.
Yes	More attentions to suits and not thinking we are complaining when bringing up safety issues! Not being so arogant when asked questions or when held for fog, weather!
Yes	More attion to maintenance No nite flights
Yes	More attn to detail
Yes	More awareness of safety no helicopter fly if there is issues, the use of the HUEBA and HUEBA training.
Yes	More awareness Better maintenance scheduled
Yes	More bull shit stuff at departure
Yes	More care taken with suit usage use of Hueba
Yes	More causious about the flight suits and maientence with the helicopters.
Yes	More caution
Yes	More cautious. More involvement in getting to and from the platform
Yes	More checks
Yes	More checks after each flight. HUBA training
Yes	More checks done on helicopters
Yes	More checks of helicopter Suit sizing
Yes	More checks, but still not enough
Yes	More communication re: problems in helicopters . Appears to be more inspections.
Yes	More communication. Greater maintenance checking schedule
Yes	More delays, no night flying
Yes	More detail given to safety. Better explaination on procedures.
Yes	More detail to maintenance HUEBA More attention to weather conditions

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	More detailed safety orientaiton. Level of transperency ie. Sharing info
Yes	More dilagence with regard to weather More security New suites
Yes	More down time for inspections checking every little noise etc.
Yes	More down time for maintenance issues
Yes	More downtime for maintenance
Yes	More emphasis put on safety features and video and suit fitting.
Yes	More flight delays due to more mech. Issues. Wheater and no night flying.
Yes	More flight delays, dut to maintenance issues ex. Warning lights “based on info received from staff”
Yes	More flight restrictions based on weather/night/icing
Yes	More focus on safety Better communication
Yes	More focus on seatbelts Video is modified Emergency response plans are updated Flying at a lower elevation
Yes	More focus on suits Cougar more proactive in letting personnel know issues or problem with aircraft.
Yes	More frequent checks, maintenance, which sometimes takes a chopper out of service. Need more choppers so as to maintain a minimum fleet
Yes	More frequent heli checks/maintenance
Yes	More frequent maintenance checks HUEBA New flight suits/new procedures
Yes	More frequent updates regarding travelling.
Yes	More helicopter checks
Yes	More helicopters
Yes	More helicopters down dew to maintenance
Yes	More in debt to proper procedures
Yes	More in place with regard to security More info @ briefings More infor on helicopter maintenance
Yes	More info
Yes	More info is made public
Yes	More info to passangers about maintenance
Yes	More information
Yes	More information is provided to you.
Yes	More information.

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	More informmative-suit changes- HEUBA
Yes	More input into safety Safety changes. Helicopter personnel more. Concince of weather
Yes	More inspection and things being picked up that probably might have been missed before. Thanks to the people doing the pre flights checks.
Yes	More inspections on helicopters
Yes	More maint More response to minor problems.
Yes	More maintenance
Yes	More maintenance Better comms
Yes	More maintenance, less flights in fog
Yes	More media/updates and coverage HUEBA Trg for all BST participants Public inquiry will be interesting to follow up info Flight suit fitting and competency
Yes	More MTC downtime. Seems like issues are looked after in a more timely manner
Yes	More noticable checks before helicopter leaving
Yes	More open communication
Yes	More precaustions to weather and of course flying times restricted to daylight
Yes	More precautions have been taken since 491
Yes	More regular safety checks/inspections
Yes	More restriction on night flights Differents suits have came out More choppers down for maintanence which tells me less things are getting over-looked
Yes	More safety awareness by passengers more attention to better fitting suits.
Yes	More safety checks being done
Yes	More safety concience
Yes	More safety concious on suits. Unfortunately many of the suit issues were mentioned by workers before the 491 incident but were not considered legimate until 17 lives were lost. Less chances taken now with flyig in poor weather.
Yes	More safety percautions
Yes	More saftey feathers in place
Yes	More scrutiny to mechancial issues on helicopters. Implementation of HUEBA. More emphasis on preflight briefings.
Yes	More strict on weather conditions (ie sea state, fog, freezing rain, etc.)
Yes	More stringent about personell safety.
Yes	More suit inspections, fittings and new suits to come.

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	More time put in to pretests on helicopters
Yes	More time spent on repairs
Yes	More training @ heliport
Yes	More transparency of safety issues
Yes	More verbal and all information gets relayed to passengers. Should always be open communication
Yes	More vigilant in all areas
Yes	More weather delays
Yes	New [UNREADABLE] New suits
Yes	New and better fitting flight suits
Yes	new flights suits being emplemented
Yes	New suit, and HUEBA implemented
Yes	New suit, no night flying
Yes	New suites (still garbage) Hueba
Yes	New suits
Yes	New suits
Yes	New suits and HEUBA training
Yes	New suits and Hueba
Yes	New suits and Huet
Yes	New suits implemented NO ngiht flying
Yes	New suits HEUBA
Yes	New suits!
Yes	New suits, hueba
Yes	New suits, HUEBA
Yes	New suits, HUEBA, training
Yes	New suits, more safety oriented
Yes	New suits, not flying in 0 visibility
Yes	New suits. More cancelled flights for maintaince.
Yes	New suits/suit fitting, goggles on seat, HEUBA implementation, SAR response time reduced// dedicated helicopter
Yes	New survival suits
Yes	Night flight flight restrictions
Yes	Night flights cancelled. HUEBA.
Yes	Night flights, risk of helicopter taken to fly

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	Night flights, suits
Yes	Night flights. Suits little, better update on chopper issues, still room for improvement
Yes	Night flying has halted, modification to survival suits. But the focus should be on the mechanical aspects also.
Yes	Night flying better updates Better review of flight suits prior to departure
Yes	Night flying Loading arrangements
Yes	Night restrictions - no night flight
Yes	No flight at night
Yes	No flights in the dark
Yes	No flying @ night, introduction of HUEBA
Yes	No helicopters flights at night/low visability helicopter loading procedures.
Yes	No longer night flights, lower flying altitude.
Yes	No more night flts until helicopter eq'ment upgrades
Yes	NO more night time flying
Yes	No ngiht flights suit improvements huba
Yes	NO night flight
Yes	No night flight and weather limits.
Yes	No night flight flying lower
Yes	No night flights
Yes	No night flights
Yes	No night flights
Yes	No night flights
Yes	No night flights
Yes	No night flights
Yes	NO night flights
Yes	No night flights
Yes	No night flights
Yes	No night flights
Yes	No night flights
Yes	No night flights

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	No night flights and required SAR A/C on ground at all times
Yes	No night flights new suits
Yes	No night flights stricter criteria for flights to depart.
Yes	No night flights Better survival suits
Yes	No night flights Directly after the incident notificiation when made available.
Yes	No night flights HUEBA training More information received regarding delays
Yes	No night flights New suits Hueba
Yes	NO night flights Remonal of auxillary tank cover
Yes	No night flights Suits changed, etc
Yes	No night flights, changes in survival suits
Yes	No night flights, HUEBA used now.
Yes	No night flights, improvements to suits
Yes	No night flights, more cautious when it comes to poor weather conditions, revised briefings
Yes	No night flights, security boosted up.
Yes	No night flights, which should never been anyway when they knew they had no rescue plan in place (ie. no auto hover on Cougar choppers)
Yes	No night flights.
Yes	No night flights.
Yes	No night flights.
Yes	No night flights. Improvements in survival suits. HUBA training.
Yes	No night flights. This is a big improvement. You need to remember that the statistics of surviving a ditching at night are far less than in daylight. Even with full SAR capabilities you need to survive to be rescued.
Yes	No night flights. Improvement? To suit, more attention to detail by cougar attendants.
Yes	No night flights. More flights cancelled due to inclement weather.
Yes	No night flights/ More helicopter breakdowns
Yes	No night flihgts, flying at lower altitudes, new flight suits, goggles not under seats
Yes	No night flying
Yes	No night flying
Yes	No night flying

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	NO night flying auxillary fuel tank moved to starboard sink, HUEBA finally incorporated.
Yes	No night flying
Yes	No night flying More attention to suit fitting
Yes	No night flying More checks on helicopters
Yes	No night flying More weather consideration
Yes	NO night flying move down time due to weather and maintaince
Yes	No night flying NO flights in reduced visibility
Yes	No Night flying, flying in low visability conditions. Replacement of fuel tank.
Yes	No night flying.
Yes	No night time Flights Strick rules on weather
Yes	No night time flying
Yes	No night time flying
Yes	No nighttime flying until a SAR helicopter is stationed in St. John's.
Yes	Not fling in questionable weather
Yes	Not flying after dark. Appears to be more maintenance checks. Less vibrations on helicopter.
Yes	Not flying at night or bad weather or fog.
Yes	Not flying outside of safety limits weaks etc.
Yes	Noticed picking up on little things Don't fly at night Upgraded suits
Yes	Noticied more safety procautions ie: Night flights.
Yes	Operator seems to be more aware of weather conditions, there seems to be more "down" time for maintenance issues. New suits
Yes	Overall, all personnel involved seem to be more safety conscious.
Yes	Passengers are more informed of issues with helicopters. However before 491 it was common for issues to occur like (i.e. gearbox indicator chip sensor) Would cause the helicopter to return, now this never happens. It seems the issues are always minor issues, none are main engine or geart-box related
Yes	Paying more attention to detail with regards to procedure. Staying by the reg's as far as I can see it
Yes	Pilots are more concerned and less willing to fly when warning lights come on
Yes	Pilots err on the side of caution regarding warning lights, etc.

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	Preflight briefings Suit improvements Communication
Yes	Prior to the accident, it seemed that worker complaints about the flight suit went without any attention being paid to them. Immediately after, the newest revisions, including the HUEBA introduction, were implemented.
Yes	Proper suit fittings have been carried out for workers. Cougar crew ensure that you are seated and belted prior to departure
Yes	Reduced altitude, better suits, pilots now more aware of problem, better information to passengers, not flying in darkness and poor visibility.
Yes	Reduced/eliminated night flights Better suit fit and attention
Yes	Removal of Gas tank seating
Yes	Renewed safety culture. More questions= more answers. Improvement ideas taken more seriously.
Yes	Respect to weather Suit issues are being addressed More open
Yes	Review of flight suits and changes made
Yes	Safer flying practices.
Yes	Safety briefings more extensive
Yes	Safety check on helicopters more effective
Yes	Safety has been highlighted. Still hasn't gone far enough. Every passanger should have their own Bait. NO on should sit in middle seats by ax tank. If accident occurs it is a death sentence.
Yes	SCBA (HUEBA)
Yes	Scuba Huet
Yes	Seating
Yes	Seating arrangement
Yes	Seating arrangements and the introduction of the HUEBA
Yes	Seating next to fuel tank mask in back of seat pouch not under seat
Yes	Security and flying in better conditions
Yes	Security/Safety screening process
Yes	Security; tighter maintenance; suit inspections;
Yes	Seems like the helicopters are grounded a lot more often due to mechanical problems. The fact that they are being grounded more now raises a some question in my mind on what was being done before.
Yes	Seems to be more flights on hold due to Maintenance where their was not many helicoptors on hold before.

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	Sharing of information between cougar and offshore workers concerning and mechanics issues with choppers
Yes	Shorter hours in between maintanence
Yes	Small changes to the pre flight video
Yes	Small items are now getting more attention
Yes	Some loose attitude has tightened but nothing of considerable worth
Yes	Specific to my travels, yes, my flight was shut down when rotors running and due to de-ice alarm?
Yes	Still not comfortable with the helicopters, but now they don't fly in the dark which is a bonus until they get the IR and auto hover.
Yes	Stopped night flying. Appear to be more delays due to mechanical and weather issues.
Yes	Stopping night flights until Sar is better for us. Other then that, I don't think anything has changed. When for some reason choppers aren't flying, we should be told why thay aren't in the air. Everyone would feel better knowing.
Yes	Strickter with suit "fitting"
Yes	Strict check in policy, more training, new suits
Yes	Stricter weather flying conditions
Yes	Suit
Yes	Suit changes
Yes	Suit changes- but this si not the real issue inspection of helicopter after flight (ie bolts for gearbox) I feel these gearbox and bowl assemble should be changed out.
Yes	Suit changes, HUBA
Yes	Suit changes-goggle location-heightened awareness of emergency/ egress procedures by passengers- increased information re: helicopter maintenance issues
Yes	Suit donning. Proper suit fitting
Yes	Suit Fitting Hueba
Yes	Suit fitting HUEBA
Yes	Suit fittings
Yes	Suit fittings before flights.
Yes	Suit fittings Weather watch
Yes	Suit information. Heli " and procedures.
Yes	Suit Lhings HUEBA
Yes	Suit modifications
Yes	Suit particulars!
Yes	Suits

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	Suits
Yes	Suits
Yes	Suits
Yes	Suits
Yes	Suits
Yes	Suits & fuel tank
Yes	Suits & UWBA
Yes	Suits are being fitted/ checked HUEBA introduced, no night flying
Yes	Suits only. No confidence in the s-92
Yes	Suits Daylight hour only
Yes	Suits, attention to detail when loading choppers
Yes	Suits, etc
Yes	Suits, Heuba
Yes	suits, HUEBA training
Yes	suits, no nite flying
Yes	suits, underwater breathing gear, sutis are checked on platform prior to depart for home by helo admin staff stiting down dna putting up hooks on both ends.
Yes	Suits, weather tolerences
Yes	Survival suit improvement, better ?brelys?, higher guard awareness.
Yes	Survival suits
Yes	The altitude we fly now.
Yes	The choppers are being inspected more often & more problems are being found quicker than before, (there are still problems with the choppers)
Yes	The elimination of night flights
Yes	The fuel tank moved to opposite side. “How we were allowed to fly with that fuel tank on the other side I don’t think anyone can explain that”. Ed Hodder
Yes	The implementation of Hueba! Changes in suit
Yes	The only changes are more security at cougar for check in. After 10 years having to show ID at main counter and then at baddge checkin 10 feet away. NO more safe!!
Yes	The seats and every safety issue with the suits.
Yes	The suit seem to be a lot better Huba bottle good
Yes	Their trying to improve the survival suits
Yes	There hace been many-HUEBA, upgrades to flight suits, ditching procedures, max flying altitude, more rigorous maintenance and checks for helicopter.
Yes	There is always a flight on the ground ready for SAR

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	There is better communication between Cougar and the passengedrs. The night flight restrictions and the new HTSI suits.
Yes	There is more down time for maintance
Yes	There seems to be a greater sense of safety awareness.
Yes	There seems to be more information transfer
Yes	There seems to be more inspections of chopper. Now survivcal suits that are coming are way more comfortable.
Yes	They are checked more often.
Yes	They are checked out more.
Yes	They are checking the helicopters after every flight On the other hand if I had a car that I had to return to the dealer for a check every time I wen around the bay I wouldn't have it very long
Yes	They are showing concern more for weather issues offshore and taking less chances landing on offshore installations. They are showing dilegence with inspection of the Geare box foot assembly.
Yes	They let themen know more about what is going on
Yes	They seem not to fly if there is any problem. But, before they would probably chance it. There needs to be more open communication to the workers offshore as to why the choppers are not flying. Not just put in a book but an announcement or some-thing.
Yes	They seem to be more meticulous with inspections, maintenance, etc.
Yes	They seem to inspect them a lot more
Yes	They seem to pay more attention to safty checks and adverse weather conditions
Yes	Time taken to explain delays or other issues
Yes	Times of flight, no night flying HUEBA New suits ordered
Yes	Took an accident to get stuff done. As a norm.
Yes	Trying to improve everything
Yes	Updates are given when defects are found
Yes	upgrades to the suits
Yes	Upgrading of the fight suits, introduction of the HUEBA etc.
Yes	video
Yes	Video has more info/ suits will be more comfortable
Yes	We are always notified right away what the cause of delay maybe. If there's any question of flying safetly (weather wise) always on the side of caution.
Yes	We are made more aware of helicopter maintenace issues.
Yes	We have become aware of how many problems are actually associated with these machines. Most days there are only 1-2 helicopters operating because of mechani-cal or other issues.

APPENDIX B: QUESTION 10 RESPONSES

SURVEY RESPONSE	CHANGES IDENTIFIED
Yes	We jave beem [UNREADABLE ftted fr the E452 suit and now the H751 suit. Night flights (except for emergency purposes) have ceased until a full time S-92 with proper/permanent rescue is available
Yes	workers are given more feedback on issues with the choppers, mechanical issues
Yes	Yea more attention to the minor details and inspection as per many recomendations.
Yes	Yes they are trying ot make flight suits more comfortable, but my personal opinion is that we should be wearing ocean survival suits not flight suits.
No Response	More professional; like at airport security
No Response	New improved flight suit
No Reponse	Lower flying height is about all.
No Reponse	no night flights- helo maintenance still bad to worse
No	Aux tank moved to other side of helicopter.
No	Helicopter is still turning around because of lights coming on and very high vibration while en-route
No	Helicopter updates as to why helicopters were turned around, whether mechanical or weather reasons are not relayed to passengers and offshore workers just enough.
No	still flying with broken/cracked motor mounts and don't know why it was happend-ing but telling me it's completely safe to fly on 3 legs.
No	suits only change noticed
No	They have changed some of the suits and changed the bolts in the transmission housing; that's it. Night flights will resume with auto hover
N/A	Haven't flown since. Suit issues and lack of work.
N/A	Only the night flights. Not very much has changed!
N/A	Suit- have seen some of the changes made to suit issues and these have been well regarded by the personnel who have these suits.

APPENDIX C: QUESTION 25 RESPONSES

SURVEY ANSWER	EXPLANATION
It Depends	All deponds on who you are working with and what work is being done at the time
It Depends	As a contractor, not full time, still the uncertainity that it will be held against you if you bring up something (especially if you are looking for a full time jor or you might lose your job.
It Depends	As long as it doesn't hinder operations
It Depends	Being up safety concerns as long as it doesn't cost money!!
It Depends	Bring up issues yet there is no way of knowing how far the concerns track ujp the line.
It Depends	Concerns are often overshadowed by production performance, money, etc.
It Depends	Contractors would be put between rock and hard place. They don't have to call you back.
It Depends	Depending on concern and if will offset oil production
It Depends	Depends on if it is a easy fix on or one that will take some thinking and money.
It Depends	Depends on who the installation manager is.
It Depends	Depends who is on shifts and if the concern is has for reaching implications.
It Depends	I always raise my concerns, though, it is known that by doing so, sometime, it black marks you as an individual for promotions, kinda considered a trouble maker, but, that's fine with me, my safety is more important than promotions but , others won't raise concerns for this reason.
It Depends	I would like to have more practice with the Huet an use it in the helicopter under water.
It Depends	If involves a mistake or slandering a mgmt decision, employees are spoken to privately concerning it
It Depends	If it costs the company it is usually ignored or the answer is no.
It Depends	If it is of a minor nature, yes speak. Anything major they don't want to hear of it. If it is going to be documented
It Depends	If it's a small concern, you might get "Action", if it's larger…forget it. The people are able to listen, but that's as far as it gets.
It Depends	If it's complicated they don't want to hear it. Or if it will incure significant cost they don't want to hear/resolve it.
It Depends	If oil production is impacted by my safety concern than it's hard to make your point heard.
It Depends	If you raise safety concerns, it dosen't mean that they will action your concern and sometimes they are considered to be low prority or throw out.
It Depends	If your safety concern costs the company money and slows things down they will cut corners
It Depends	Issue raised but not much done about it. Told that everything is according to regulations
It Depends	It depends how far you want to take it.
It Depends	It depends if it is a easy fix and that is don't cost any money

APPENDIX C: QUESTION 25 RESPONSES

SURVEY ANSWER	EXPLANATION
It Depends	It depends on if the safety concerns will impact on production and concerns about the helicopters being used are not opened to discussion. These helicopters are the greatest safety concern in the offshore today.
It Depends	It depends on the the severty of the concern. If it is going to cost money then I feel it is looked at negatively or you get a political answer.
It Depends	my believe is they only listen to what they want to company and oil company
It Depends	Not an issue to raise safety concerns, but having them actioned is an issue.
It Depends	On the manager/supervisor, who the safety concern is going to affect ie:company
It Depends	On what the situation is about. If it interferes with production on the rig, then the answer is no.
It Depends	Only if it is what they want to hear
It Depends	People will preach safety but sometimes don't practice it, this happens a fair bit
It Depends	Provided it does not interfere with production/operation
It Depends	Safety concerns about incidents with helicopter, have been address with employee to supervisors offshore and at JOSH meetings. But that's were it stayed (offshore.)
It Depends	Slow moving to get answers. $ sometimes determines the outcome.
It Depends	Small safety concerns are easy to report larger more important concerns, often insult the company when reported.
It Depends	Sometimes controversial topics are not addressed properly. As well; sometimes safety reps or union reps are viewed as trouble makers by supervisors when they voice or raise workers concerns. This is a fact!! I am not with rep.
It Depends	Sometimes it seems as was the case with the flight suits that there is no consultation with the worder population bfroe we are issued a safety device. Once we were told that we had new suits there were immediate concerns with mobility but no one listened. We were told it was normal and the suits needed to be broke in. It seems this has been addressed with the Ht-Yes but the practice still stands.
It Depends	Sometimes they just don't want to hear concerns. They treat it as complaints
It Depends	Touchy subject, lots of politics, more "behind closed doors" conversations taking place than up front talk. Suits are major concern for most people.
It Depends	Unfortuanately those in the corporate offices are in my opinion most concerned with profit. A platform/oil rig are simply assets. Far too often a situation is "managed" rather than to do the right thing. Corporations only react.
It Depends	We get "politically correct" answers and we are "told that we need to know" I do not think suncol is any different than any other. It is cost effective safety. This only changes after a tragedy. Even then, improvement, are based on cost. Ex/ not enough helicopters to allow reliability of service.

APPENDIX C: QUESTION 25 RESPONSES

SURVEY ANSWER	EXPLANATION
It Depends	What they are and if it will involved production of oil
It Depends	When concerns are raised they are not dealt with.
It Depends	You are free to raise concerns as long as they are easy fixes and don't affect production.
It Depends	You can bring up minor concers, but major with regards to the platform, but if it interferes with production and they view it as minor its frowned up eg. The life boats -down manning.
It Depends	You can comfortably raise your concerns in weekly safety meetings but they typically fall on deaf ears, unless the problem is easily fixable.
No	Afraid of loosing job
No	Always depends on the cost
No	Because you are remembered not for the safety concern but speaking your mind
No	Companies do not want to hear anything negative, if anything is put into safety cars it is passed on and told that inquiry is looking after it
No	I have raised safety concerns in the past, and like all oil companies, they are addressed if it doesn't impact production or if the dollar figure is not to high to fix it. I have always said, safety is spelled with a $, $afety.
No	The person/persons to whom you raise your concerns will all most always come back with some sort of statement to try and intimidate you.
Sometimes	A lot of times it boils down to work schedules. How many times has a safety meeting been put off due to work I have never had a a safety standown
Sometimes	Depends on the mgmt personnel. They can be very condensending and try to make it seem like you don't know what your talking about.
Sometimes	I feel sometimes concerns are not addressed
Sometimes	I think that some selected items are not addressed properly
Sometimes	I would not refuse to fly because of possible job loss, but if I had a choice, I would not fly at all
Sometimes	if it does not cost too much or if it does not effect production or drilling operations.
Sometimes	It depends on issues raised
Sometimes	Sometime afraid it will come back on us. These are hidden safety is a numbers game. They can make concerns disappear.
Sometimes	Sometimes it feels that regarless certain issues are not changeable & money makes a big impact on certain things
Yes	At Hibernia safety concerns are mostly concidered complaints and not taken seriously. Safety meetings are held once per rotation more as a formality than an actual forum to openly discuss safety concerns or issues.
Yes	But I feel that if you are outspoken the employer doesn't respect your opinion
Yes	But there are times the questions are picked apart
Yes	Concerns take a long time to be addressed

APPENDIX C: QUESTION 25 RESPONSES

SURVEY ANSWER	EXPLANATION
Yes	However if a concern is not minor or an easy fix, it may not get the attention required. An example would be the concerns raised when the flight suits were introduced. It would have cost money to make the suits fit. After It Depends9Yes the issues were addressed.
Yes	I do raise safety concerns regarding personnel training however, it is often overlooked. Many time unqualified personnel work on equipment who not have the technical background. Ie: working in electrical panels It Depends60 vac- Sometimes000 vac.
Yes	I would raise safety concerns regardless of their willingness or lack there of.
Yes	No problem to raise safety concerns
Yes	Very comfortable
Yes	Yah but it won't matter

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Not enough helicopters in fleet	**5**
1	Number of helicopters Logisitics of sending flgihts out when weather permits Fairness to all installations with order of flights	**5**
1	#1 Helicopter Reliability. I always believed we had the best of everything available. But after the inquiry I learned we were sub standard in response time. What other areas do we not have the best of especially helicopters. I don't believe we know the root cuase of the Pstud failure. There has to be something else wrong with the helicopter if the mounting feet keep cracking. That should not happen.	**5**
1	The saving of the helicopter is more important than the lives of 491	**5**
1	Concern would be the footings in the chopper, & can they be fixed	**5**
1	Rushing for the best seats	**5**
1	Being able to get out of ditched chopper. Suit safety. Immediate rescue.	**5**
1	Ditching	**5**
1	Flights overcrowded. Each window is an emergency ext. There should be one person per window. 2. mobility in the sutis. I realize this is being addressed but it seems a long wait for changes to be made. Currently still using older suit and mobility is poor. 3. Aux fuel tank stored in cabin with passengers. Not rained to excape in this situation.	**5**
1	Fuel tank inside helicopter	**5**
1	Getting back to see my family	**5**
1	Helicopter Failing	**5**
1	I still believe there is a design flaw in the S92's that vibrate and crack bolts or legs on the main rotor. Why do you need to inspect these items are so little flight? If you had to inspect you wheel lugs on your car ever 50 miles, you' trade the car in or get the problem fixed?!	**5**
1	Maintenance issues	**5**
1	Maintenance issues on S-92 Travel time +Distance Weather	**5**
1	1. Mechanical Breakdown 2. Flying in High wind and seas 3. Flying at night	**5**
1	mechanical failure	**5**
1	Night flying	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Not enough helicopters	**5**
1	Recurring repairs that have to be made when it is know what they problems are. EG: Gearbox failure	**5**
1	Weather	**5**
1	Where I sit in the helicopter during transportation	**5**
1	1. Helicopters seem to be broke down more than they are working. I have been travelling offshore 10+ years and only noticied this since the S-92's where bought online. 2. Aux. fuel tank being used on Hibernia flights. It is not needed most of times. 3. Everyone should have a windown seat in case inevacuation in ditch.	**5**
1	A lot of maintenance issues	**5**
1	Adaquate Inspections Pilot readiness Weather	**5**
1	age of choppers amount of time down due to mechanical issues no new aircraft	**5**
1	Aircraft are "unservicable" a lot. NO details or reasons are given. You can be on a helicopter, flight is aborted and return to land on helideck. Then, something with no explaination on very little, personnel are expected to board the same helicopter and fly.	**5**
1	Aircraft not able to run 30 minutes w/o gear oil	**5**
1	Airworthiness of the helicopter	**5**
1	Always a problem whether it be large or small	**5**
1	Always havin trouble never feel safe on the now Auxuarly tanks	**5**
1	Amount of people on each flight (to many) each person should have there escpae window to tight for space in bad now of seats (not safe)	**5**
1	Are the choppers mechanically sound	**5**
1	Are we receiving the correct information about helicopter inspections	**5**
1	Arriving alive When the helicopter has to turn back no info given on reasons why Concerns of helicopter maintenance	**5**
1	Arriving safely	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	At no time are we in the ocean with our flight suit. The only time we use it is in the pool during our BST. At that time everyone gets completely soaked. When this is brought up, they say its due to the chemicals in the pool action on the suit. How can people feel comfortable when they have never used this suit??	**5**
1	Aux fuel tank	**5**
1	Aux fuel tank	**5**
1	Aux fuel tank in cabin	**5**
1	Aux fuel tank in passenger compartment	**5**
1	Aux fuel tank restricts access	**5**
1	Aux fuel tank should be removed. Gear box mounting pads. Should have new gearbox installed. Emmersion suits.	**5**
1	Aux fuel tanks inside the cabin	**5**
1	Aux tank in passenger compartment. Should not be permitted. Aircraft was not tested as to on water stability & it blocks access to windows. Not trained in HUET to egress over aux tanks	**5**
1	Aux tank should be removed from helicopter	**5**
1	Aux tank very unsafe no training with aux tanks in emergency escape.	**5**
1	Aux tank Suit No information on mech. Problems	**5**
1	Auxilary fuel tank	**5**
1	Auxilary fuel tank	**5**
1	Auxilary fuel tank in cabin with passengers need to be gone. Put larger fuel tanks on the outside if necessary.	**5**
1	Auxillary fuel tank in fuslage	**5**
1	Auxillary fuel tanks	**5**
1	Back row seat in helicopter, 5 people seating in that now is to many, 4 is acceptable (unsafe cannot prepare youself to get out in emergency.	**5**
1	Back seats in helicopter. Room should be available to move properly	**5**
1	Being cramped up because to many people flying at one time	**5**
1	Brackets Why they fly so high Communication in the chopper	**5**
1	Brand of helicopter!! There are better aircraft available. Doesn't have a good safety record. Should have dry run!!!	**5**
1	Break downs	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Briefing Sea state Cougar reporting	**5**
1	Canister for oil filter is still held in place by 3 studs. New material in studs does no eliminate the problem	**5**
1	Cannot hear announcements inside chopper	**5**
1	cheaper availabilty, weather conditions (flying), lock of information	**5**
1	Chopper break down. No info to workers (why?). Not enough training when doing BST we should have 16 workers in simulator chopper instead of 2-3 plus HEUBA bottle and see what and how fast can we get out of chopper. Still turning back and high vibration	**5**
1	Cold water	**5**
1	Comfort and fit of existing flight suit.	**5**
1	Constant flights returned/ due to a malfunction or “indicating light” identifiying an issue with this model of helicopter. Two were returned to base just two days ago, I for failed repari, 1 for an indicated landing gear issue.	**5**
1	Constant mechanical problems with these choppers	**5**
1	Continuous “problems” with aircraft	**5**
1	Cracks found in S92 Gearboxes	**5**
1	Cracks in the MGB feet	**5**
1	Crampled conditions, too many people at one time to safely evacuate	**5**
1	Crash	**5**
1	Crash/ overcrowding with trying to get out	**5**
1	Crashing	**5**
1	Crashing	**5**
1	Crashing in the water. Very, very hot in the chopper	**5**
1	Current helicopter reliability, this machine is seriously flawed	**5**
1	Deal with safety alerts immediately as opposed to the time frames given to deal with the problem. Even if the standby chopper is able to rescue in the dark I would still not feel comfortable flying at ngiht	**5**
1	Ditching	**5**
1	Ditching on water	**5**
1	Ditching, Ditching, Ditching	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Don't trust operator Safety does not come first You have no choice, ride helicopter or lose job, safety concerns or no.	**5**
1	Don't like sitting side by side in a helicopter. I feel everybody should have their own designated exit via window or door	**5**
1	Double row seating. HUET training does not include this in their training because someone may get kicked and injured. Then why is it okay to use this dangerous seating arrangement?	**5**
1	Double seating	**5**
1	Each passanger should have a single seat next to a window	**5**
1	egress inside heli	**5**
1	Emergency response time	**5**
1	Equipment failure	**5**
1	Equipment failure	**5**
1	Equipment intregrity	**5**
1	Escape during an emergency "ditching" situation and survival for a un extended period of time in the water	**5**
1	Escape from a ditched helicopter; upon helicopter turning over in the water	**5**
1	Escape in an emergency, ie panic inside the aircraft	**5**
1	escape thru the windows	**5**
1	Every employee should have a window seat. The main goal is to prevent fatality if we were to have a controlled landing on water. It looks much easier on the video to escape a helicopter than what it would be if you control landed on water. That is a real situation and people may not react quick enough because of shock and the inside person could be left with an obstacle or another person blocking there exit	**5**
1	Every individual does not have a window seat	**5**
1	Every passenger should be next to a window. Even Robert Decker stated this affected your survivability. When I did my HUEBA training, the instructor and a Husker rep. from the inquiry stated your survivability is drastically reduced if someone is between you and the window.	**5**
1	Everybody should have a window seat at all times	**5**
1	Everyone should have a window seat	**5**
1	Excisive vibration	**5**
1	extra fuel tank too many sitting in rear of chopper sommetimes hard to hear announcements	**5**
1	Extra fuel tank, the smell	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Extreme weather conditions	**5**
1	FAR 29 certification	**5**
1	Faulty mounting paws are cracking on S92s which will eventually lead to another crash	**5**
1	Feet still being found to be cracked	**5**
1	Flight suites Reliability of the helicopter S92	**5**
1	Flight suits	**5**
1	flight suits	**5**
1	Flight suits sizews and fit ground your face, wrists, and the stiff zipper pressing against your throat making it impossible to look (face) forward.	**5**
1	Flight suits fuel tank P.M.	**5**
1	Flight suits Landing on water ?go gesc in +out?	**5**
1	Flight Suits The aux fuel tank in the passenger cabin The possibility of night flights in the future.	**5**
1	Flotation device on helicopter not adequate for the sea states we encounter, therefore leaving pilots hesitant to land in water if needed	**5**
1	flotation of the helicopter Accessability to emergency exits for the number of people on the helicopter. Should be 1 escape route per person. How good actually are the suits, and how come we do not use these flight suits for training	**5**
1	Fly with mechanical sound equipment and a good maintenance plan.	**5**
1	Flying at night	**5**
1	flying at night flying in fog 2. Flying without new flotation system installed 3. Chopper vibration when flying	**5**
1	Flying in a sea state over 3 m. Flying foggy conditions flying in the dark	**5**
1	Flying in darkness	**5**
1	Flying in fog	**5**
1	Flying in inclememnt weather to deliver parts/ when passenger safety is at risk. Seems plant operation comes ahead of safety.	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Flying in poor weather conditions, fog, freezing rain. The Aux tank in the cabin. Young inexperienced pilots. Pilot decision making skills need to be addressed.	**5**
1	Flying in poor weather, high winds, freezing rain, ect.	**5**
1	Flying in weather conditions that would gravely affect a ditching at sea. High winds & high sea states	**5**
1	Flying when sea states are above 3 Ms flying at night flying in very foggy conditions	**5**
1	Flying when sea states are high	**5**
1	Flying when sea states are too high for retrieval exi FRC launch Flying at night Flying when weather is bad. Sometimes when we leave town it is hit and miss whether we land due to fog	**5**
1	For some reason the first system on the helo is hard to hear and if were returning to cougar base, why would you not be concerned	**5**
1	Fuel tank	**5**
1	Fuel tank - restricted access to exit chopper will tip to other side & you will have to go up-over the tank	**5**
1	Fuel tank (internal	**5**
1	Fuel tank in cabin Weather condition sea states	**5**
1	Fuel tank in cabin.	**5**
1	Fuel tank in helicopter	**5**
1	Fuel tank in helicopter	**5**
1	Fuel tank in helicopter -High winds and sea states when flying	**5**
1	Fuel tank in with passengers Gear box problems (oil filter and crack in gearbox legs)	**5**
1	Fuel Tank inside cabin Survival suit's leaking	**5**
1	Fuel tank inside the aircraft should be moved back to its original positions thus giving more passengers cole access to a window instead of having to climb over another person to get ot the window.	**5**
1	Fuel Tank inside Fog Delays	**5**
1	Fuel tank travelling with passengers	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Fuel tank Two many people on the helicopter Gear Box	**5**
1	Gear boc run dry time to low Not enough time for pilots to react to a major gearbox failure	**5**
1	Gear box	**5**
1	Gear box failure only concern	**5**
1	Gear box trouble. They know about the problem but the only thing happening are visual inspections. Need to fix problem no matter what the cost	**5**
1	Gear Boxes should be replaed. Not proven to be safe.	**5**
1	Gearbox	**5**
1	Gearbox	**5**
1	Gearbox failures (failures of mounting feet) Ditching in cold rough waters Survival suit capabilities	**5**
1	Gearbox failures with many different brands of helicopter	**5**
1	Gearbox in helicopter Nothing else Nothing else	**5**
1	Gearbox problems. Would like to see true Run Dry. 2. More open reasons why helicopter is not flying 3. Need outside overseeing of safety concerns	**5**
1	Getting out in an emergency situation how hard it is to push out the windows. There is no training for the real helicopter windows.	**5**
1	Getting out of helicopter during emergency	**5**
1	getting out help in time Frequency in helo	**5**
1	Getting there safe!	**5**
1	Getting to the rig and back safely There should be more helicopters	**5**
1	Getting to work safely Helicopter staying in air Getting back on shore safely	**5**
1	going down	**5**
1	Having a very trustworthy/ reliable helicopter with any safety concerns taken care off immediately has they become known.	**5**
1	Having to ditch in the water somewhere offshore	**5**
1	Having to sit by someone and having to climb over them if they may be injured/unconscious	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Helicopter availability	**5**
1	Helicopter gear box dry run	**5**
1	Helicopter maintenance	**5**
1	Helicopter Maintenance (Not enough helicopters or pilots) concern 2- constant pressure to improve, tendency to bend to scrutiny concern 3- Pilot stress levels	**5**
1	Helicopter maintinence	**5**
1	Helicopter mechanical issues	**5**
1	Helicopter reliability	**5**
1	Helicopter suits	**5**
1	Helicopter vibration	**5**
1	Helicopters always having to be gounded more than normal. Glad it is being done but this is over the top. From what we've understood other helicopters are not having all these glitches.	**5**
1	Helicopters are excellent machines for crew change operations. So saying, they are critical for maintenance and flight ops. Tolerance for failure is zero. Achievement of Excellence is barely adequate. Top priority to aircrew decision making and mechanic training and support.	**5**
1	Helicopters rely on radar, should have GPS locator like transport truck fleets	**5**
1	Heli-suits	**5**
1	High vibration levels on S-92 airframe, due to 4 blade main rotor is at unacceptable levels. Long term levels of high level rodal vibration greatly increases mechanical failures	**5**
1	How high we fly seats are uncomfortable cant lean back at all	**5**
1	How much impact can a HUEBA with staw	**5**
1	HUET Training Doesn't involve flipping over in chopper in pool.	**5**
1	Hydraulics issues	**5**
1	I have to say the gear box mounting feet are the main concern I have.	**5**
1	I strongly feel that we should be wearing ovean survival suits and not flight suits.	**5**
1	If lights + whistles go off again will the choise be made.	**5**
1	If the helicopter crashes will I still be concious to escape the helicopter, will I survive the impact	**5**
1	If you go down. How long is it going to take to get rescue.	**5**
1	Inadequate survival suit, still not the best design. North Sea variations of the suit a lot more user friendly and greater movement.	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Inboard fuel tank	**5**
1	increased probability of helicopter ditching after 491 incident. Changes to BST course could become more hazardous/ aggressive. Pressure on pilots	**5**
1	Indicator light coming on	**5**
1	Info being made available	**5**
1	Inside Fuel Tank, should be removed and external take installed.	**5**
1	It seem that Cougar in over caprity and don't have enough helicopters Poor planning regarding check in that leads to long wait times making workers tired before start of shift The choppers vibrate more than other models	**5**
1	Lack of 30 min drt FAR 29 cert not valid in my opinion Poor suits, soon to be changed to new	**5**
1	Lack of egress due to fuel tank 4 seats across back of helicopter should not be accepted. I personally will sit there	**5**
1	Lack of information on safety bullitins and those concerns not being acted on immediately	**5**
1	Lack of operational information at the heliport delays very often not explained ie - weather or equipment	**5**
1	Landing attemps in foggy conditions	**5**
1	Laning on the water, will the helicopter be: 1) able to land without turning bottom up 2) Not being able to sit by a window. I think that every person should have a window seat. Will be a lot easer to get out in an emergency situation. 3) Get the fuel tank out of the helicopter	**5**
1	Large Distance of open water between shortage and the platform. Response timein the event of an accident. Fuel tank in passenger compartment (Aux)	**5**
1	Level of info or quality of info supplied by Sikorsky regarding their helicopters	**5**
1	Life	**5**
1	Low visiability flights may be put on hold for now, but soon to be resumed again after chopper SAR modifications. The main weather issue that should be looked at is high seas flights	**5**
1	Maintance	**5**
1	Maintenance	**5**
1	Maintenance	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Maintenance??	**5**
1	Maintence of the helicopters	**5**
1	Makin it back and forth	**5**
1	Manantance	**5**
1	Mechanical	**5**
1	Mechanical failure	**5**
1	Mechanical Failure	**5**
1	Mechanical issues with helicopters number of helicopters in service for number of flights to complete Having a fuel tank in the passenger cabin	**5**
1	mechanical problems	**5**
1	mechanical problems (is everything being checked) surivival suits and training Flying in bad weather and bad seas (sea state si too high, 5 should be 3)	**5**
1	Mechanical problems Helicopter realibility inexperience of some pilots	**5**
1	Mechanical reliability	**5**
1	Mechanical safety of equipment Proper maintenance of equipments, and keeping up with Ads, ASBs & safety notices Pilot qualifications & emergency procedures	**5**
1	Mechanical sound tested all choppers should be grounded if there is any problems anywhere in the world	**5**
1	MGB failurs	**5**
1	More communication needed. Ie. why delays with choppers? Explain the maintenance. Better real tim explaination needed	**5**
1	More information given for why a helicopter that you are traveling on, or are goin on, may have problem, but you are not informed as to the reason why	**5**
1	More information should be given about the condition of the choppers. Seems to be kept in the dark about a lot of issues.	**5**
1	Motor concern. Gearbox concern.	**5**
1	My biggest concern is and continues to be the level of vibration and the subsequent hair line cracks in the gear box mounting brackets.	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	My concern is with the S-9It's a new design of heavy lift helicopter. The 1st with 4 rotos instead of 5. All heacy lift helicopters have 5 bladed rotors. 4 blade procedure far to much vibration, therefore stress cracking issues.	**5**
1	My suit is going to be a modified/custom suit but will NOT be marine certified	**5**
1	Need a better response time in case of a helicopter incident	**5**
1	Need an update suit Need more choppers into the cycle Need SAR techs 24/7	**5**
1	Need one or two more coppers to take the load off of the other 2 to 3 choppers flying all the time.	**5**
1	Never knowing what is wrong when you hear that a helicopter is out of service for mechanical service. We should be told what is wrong	**5**
1	Night flight search & rescue	**5**
1	Night flight's Tank inside the helicopter Not be able to sit next to a window	**5**
1	Night flights, why can we fly safe in the day and not nights.	**5**
1	Night flying. Flying in bad weather (ie) freezing rain. How was this machine serviced & inspected	**5**
1	Nights flights	**5**
1	No feedback or updating given from or by cougar staff including pilots when there is a delay or other technical problem.	**5**
1	No flying in adverse weather conditions	**5**
1	No run dry capability on S-92	**5**
1	Not enough choppers	**5**
1	Not enough choppers in service to handle all the flights to different installations.	**5**
1	Not enough choppers Lack of information by cougar not enough choppers	**5**
1	Not enough flights Night flying needs to be implemented Dedicated helicopter for each installation with one shared helicopter	**5**
1	Not enough helicopters for all the assets offshore	**5**
1	Not enough helicopters flight suits Emergency response time	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Not enough information relayed to worker on reasons heli-copters are not flying ie, mechanical failures ects. This leaves workers wondering what went wrong & if the helicopter is fit to get on at all	5
1	Not enough information shared	5
1	Not enough space for 4 seats in back of chopper -Have to climb over a fuel tank to get out	5
1	Not every passenger will have a window exit when traveling offshore.	5
1	Not given all details on helicopter issues (mechanically)	5
1	Not knowing the problems with aircrafts	5
1	Not realistic Huet training. If you can't do more involved Huet evaluations in the pool you shouldn't go offshore	5
1	Number of helicopters	5
1	On board fuel tank	5
1	On board fuel tank -Does EPIRB for helicopter deploy automatically -Have issues with PLB's been addressed with regard to signal strength	5
1	On time maintenace	5
1	Ongoing mechanical issues (gearbox, etc)	5
1	Our employer does not give us enough info on the status of helicopters from day to day.	5
1	Overcrowding in an emergency 19 people is too many no more than 12 per chopper should fly the S92 has signifigant vibration and gearbox problems this has not been addressed	5
1	Overcrowding, everyone needs own window. When they say its not our main means of escape, please explain how we walk up the isle to the doors, when we are upside down. And if we do land on water, that's just where we are going-upside down	5
1	ox tank in the helicopter cabin 4 seats in the rear of the hiliicopter no dry run capability	5
1	Passenger info for delays	5
1	Pilot training with regards to auto-rotations and other emer-gency landings	5
1	Poor undering P.A. announcements while on chopper	5
1	Poorly fitted suits	5
1	Procedures for Ditching	5
1	Procedures when alarm level is raised- why fly so high when you know there is a problem.	5
1	Proper maintence on choppers (no time lines)	5

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Recue time if I had to ditch	**5**
1	Reliability - sometimes difficult to return onshore due to lack of helicoptors and/or maintenance issues	**5**
1	Reliability of airframes	**5**
1	Reliability of choppers Suits checked in cold water No flying in adverse weather conditions	**5**
1	Reliability of choppers Suits checked in cold water NO flying in adverse wheather can't	**5**
1	Reliability of the S92 (to date it hasn't proved a comfortable level of reliability) E452 suits Emergency response time	**5**
1	Reliability of the S92 helicopter. Is the excessive vibrations normal	**5**
1	Reliability of the S-92 Ability of the S-92 to ditch safely in seas over 3 meters Ability of 17 people to exit safely out of an overturned helicop-ter	**5**
1	Reliability, out of service to much	**5**
1	Reoccurring gearbox problem.	**5**
1	Rescue	**5**
1	Rescue [UNREADABLE] water	**5**
1	Rescue Time Keeping Dry Training	**5**
1	Response time I there is an incident	**5**
1	Response time in case of landing on water	**5**
1	Response time of coast guard or helicopter to get to me	**5**
1	Response time to accidents	**5**
1	S-92	**5**
1	S-92 helicopter S-92 helicopter Emergency response time	**5**
1	S-92 helicotper unsafe! Survival suits-both E452-HTS1 need to be replaced. "Open" disclosure from cougar and companies about helicop-ter issues	**5**
1	S92 I do not have very much faith if are the pilots are fully trained and understated all aspects of the chopper	**5**
1	S92 Not a reliable helicopter. CNOPB should be more proactive in looking out for my safety	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Safety	**5**
1	Safety	**5**
1	Safety training involving ditching of helicopter involving text-book situations. This could not be reality. Training should involve possible real life siutions involving possible injuries etc.	**5**
1	Safety video is to long and people lose concentration after first 5 min	**5**
1	Saftey being able to have training in a seat with someone next to me I never had traing before, with someone sitting next to me or had training with a fuel tank on board.	**5**
1	SAR capabilities	**5**
1	SAR response Time	**5**
1	SAR response time & equipment availability 24/7	**5**
1	SAR response time Older suits were very uncomfortable Suits did not fit properly	**5**
1	Search & Rescue response time	**5**
1	Seat seating seats no comfortable rush to get seat not ssued	**5**
1	Seating 4 people across the back row during flights. There isn't enough room in case of emergency	**5**
1	Seating- sitting next to a window is very important. I would not want to jump over a large man/woman that is unconcious and blocking a window.	**5**
1	Service every 10hrs flying. Should not be so weak.	**5**
1	Sever and immediate flight failure causing an unsurvivable crash	**5**
1	Should be search and rescue located in St. John's	**5**
1	Side by side seating	**5**
1	Since 491 I have a very hard time flying in either direction. Why not the option of boat transfer	**5**
1	Size of escape windows with suits on.	**5**
1	Size of winds to small.	**5**
1	Space with fuel tank in helicopter. Sometime hard to under-stand ann. Made.	**5**
1	Staing in the air	**5**
1	Suit	**5**
1	Suit comfort levels concerning neck issues and mobility	**5**
1	Suit fit is still an issue	**5**
1	Suit improper fit-too uncomfortable	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Suit sufficent for ditching in North Atlantic	**5**
1	Suit thermal protection Training at the BST is a joke Search and Rescue	**5**
1	Suits	**5**
1	Suits	**5**
1	suits	**5**
1	Suits	**5**
1	Suits (survival), fuel tank, bolts for grear box assembly.	**5**
1	Suits need to be tested in salt water	**5**
1	Suits HUEBA flight	**5**
1	Suits Training Information	**5**
1	Suits, gear box, gloves	**5**
1	Suits, Hueba fitting, night flying seat ab back	**5**
1	Survival suit	**5**
1	Survival suit is very restricting around the head area, would be very difficult to escape in this suit	**5**
1	Survival suit Size of exit windows Aux. fuel tank in passenger dept	**5**
1	Survival suits	**5**
1	Survival suits fitting & sizes -General issue concerning helicopters operations & flights -Fuel tank inside cabin	**5**
1	Survival suits Aux tanks Response to emergency	**5**
1	Surviving a crash	**5**
1	Tank in chopper (fuel) Flotation support for chopper versus sea state Rescue response time	**5**
1	Tank in helicopter	**5**
1	That the chopper is in top operating condition.	**5**
1	That they are regularly checked for cracks etc. How do we know if they are checked after every flight.	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	The 4 seats in the back are a recipe for disaster for the people who are in those seats. Have brought this concern up # of times.	**5**
1	The ability to survive a ditching, due to quick onset of hypo-thermia	**5**
1	The actual proven reliability of the S-92	**5**
1	The airworthyness of the S92, and the issues and the mis-leading information abou the unit. I think it is a pieve of junk. Overrated machine.	**5**
1	The amount of down time for helecopters the problem reported with these helecopters	**5**
1	The Aux. Fuel tank should be taken out of the passenger compartment. It presents an additional obstacle for executing a safe egress duing an emergency situation. It may introduce fuel into the passenger compartment should it or the fuel line become damaged in a crash situation this would not be acceptable on a jet/passanger Airliner. If extrafuel is required, re-engineer the present fuel tanks)	**5**
1	The availability of SAR aircraft in the event of a helicopter incident offshore. Timely search and resuce response!	**5**
1	The constant mechanical issues with these technologically advanced machines	**5**
1	The defendability of the S-92 helicopter the issues with the mounts cracking on the gear box and no one really knowing why and how wer are going to get out with double seating and as well fuel tanks inside the chopper.	**5**
1	The feet on the filter bowl are cracking (do they still not know the specific causes of this?)	**5**
1	The fuel tank inside the helicopter…come-on…it has to go	**5**
1	The helicopter itself	**5**
1	The mechancial reliability of the machine	**5**
1	The number of units available for transportation their should be more for the number of installations	**5**
1	The overall safety of the S-92	**5**
1	The reliability of the S-92 helicopter. We are not informed with a honest and truthful answer of why a chopper is down for maintenance or why it has returned from a flight	**5**
1	The S-91 is an helicopter is always on the limit of capabilites power and structural to allwo for 19 passenger. The S-91 will always be a ? Mark to me versus safety	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	The S-92 choppers air worthyness? Too many issues. Confidence in cougar management to save lives rather than a chopper. Are the appropriate fixes maded by Sysorsky engineers? Why so many issues still?	**5**
1	The S92 in general bad design	**5**
1	The safe operation of the S-92	**5**
1	The safety of the chopper	**5**
1	The survival suit	**5**
1	The they safe to ever been? We are told so but we are only hoping. I am scared to death to be flying every 21 days. I should not be so. We are not told when choppers don't' fly and are in for maintenance, whats wrong??	**5**
1	The uncertainty of the whole operation if something like our last tragic but prevenatble nightmare happened than it could happen again. Lets travel by boat case closed.	**5**
1	Thermal insulation/ water ingress of flight suits in ditching situation	**5**
1	Thermal protection of suits, constantly get wet in pool. Not used on Sea day.	**5**
1	These helicopters were supposed to be certified with a dry run of 30 minutes as a safety buffer. Other helicopters have this capability but ours does not yet we still continue to use these machines. This misleading information led to a fatal decision that caused the lives of 17 people	**5**
1	They continue to fly in adversary weather conditions (weather, HIGH SEAS)	**5**
1	They have proven to be unsafe, still no change in oil filter design, still landing in unsafe weather conditions offshore.	**5**
1	To be honest I strongly think they are not fit to be in the air and myself along with others don't feel safe on them and it seems that since the accident there never seam to be problems with the choppers they blame delays on weather witch is many times proven that wasnt the case in other words stuff is being witheld or covered up	**5**
1	To be informed of trouble	**5**
1	To have a standby helicopter ready to depart in a moment notice of any accident	**5**
1	To have very knowledgeable, experienced pilots	**5**
1	Too many hours in the air versus hours of maintenance -We do not have full disclosure with respect to maintenance issues	**5**
1	Too many people on board	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Training on helicopter needs to be increased. BST/ 3 year not sufficient at all	**5**
1	Type of chopper S-91 is most viberations I have felt on any chopper is 35 years 2. Ammount of flights versus number of choppers and pilots 3. Not enough choppers to evacuate everyone	**5**
1	Unreliable, often mech problems excessive alarms	**5**
1	Very difficult to zip up survival suit. May not be able to do it in an emergency.	**5**
1	We do not have 24hr Rescue availability. It is not sufficient to have such long wheel up times for both DOD & Cougar.	**5**
1	What about the 30 minute Run Dry Requirement	**5**
1	When ever ther's a machanical problem no matter what it may be, before loading passangers always test fly the helicopter after any repairs are made.	**5**
1	Why are they down more now??? If it was certified due to the remote possibility of it crashing due to loss of oil, why is it still certified???	**5**
1	Wind, fog, gear box	**5**
1	Window seat not available for everyone. I agressiveloy persue sitting in a window seat and so far have been successful every time, if I don't get a window seat I feel I may refuse to fly	**5**
1	# of choppers	**4**
1	1) Ice build-up 2) Ditching in weather inconducive for rescue 3)Mechanical Failure	**4**
1	1) Night flying 2) Flying in inclement weather 3) cramped seating	**4**
1	1) suits, poor fit, reduced visibility (movement, etc etc.)	**4**
1	1) The vibration 2) The transmission 3) the design of S-92	**4**
1	1) Various 'mechanical' delays 2) Response time of emergencies 3) No bathroom	**4**
1	Flying in High winds	**4**
1	Gearbox/ helicopter reliability and pilot knowledge of machine. 2. Not everyone has access to window/door 3. Fuel tank in passenger cabin.	**4**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	lack of communication with problems that come up with regards to maintenance. 2. Survival suits are very uncomfortable 3. Hard to hear P.A. system in chopper	**4**
1	Lack of helicopters	**4**
1	Studs in gearbox cracking, again causing a ditch/crash situation	**4**
1	suits	**4**
1	The amoutn of downtime of the helicopters! The checks are being done, but why are they broken down so many times! 2. Vibration at times is very high, is this normal?	**4**
1	1.Taking off 2.Landing 3. vibration	**4**
1	4 seats in back of chopper. The amount of brakedowns with Helicopters. If you owned a car that brokedown as much you would get rid of it. Why were we never told that they did not have capability to rescue people at night until after crash	**4**
1	A lot of actions to take at one time using HUEBA	**4**
1	Ability to be rescued at sea in event of ditching	**4**
1	Above normal vibration levels internal mounted fuel tank additional helicopters would give more time for maintenance operations.	**4**
1	Abundance of mechanical trouble -->every other day 1-2 helicopters is down due to maitance/ mechanical trouble	**4**
1	afraid of a similar accident as 491	**4**
1	Are they going to stay flying	**4**
1	Aux fuel tank	**4**
1	Auxiliary fuel TK	**4**
1	Availability of upgrade and maintenance equipment	**4**
1	Being on the ailse sit. (not window) how do I do to scape under water? We don't train that on the BST.	**4**
1	Breakdowns Maitance Limitations	**4**
1	Bringing baggage on board - weight restriction	**4**
1	Chopper gear box	**4**
1	Chopper themselves	**4**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Comfort and spae for individulas on helicopter tight space for exiting procedures. More single seats by windows. Not having to think about being in an aisle seat and some else to pop a window in an emergency.	**4**
1	Communication between Cougar/workforce	**4**
1	Concerns with four men in rear seat	**4**
1	Crash	**4**
1	Crashing bays	**4**
1	Dedicated SAR	**4**
1	Distance from possible rescue if helicopter ditches	**4**
1	Ditching concerns, is there a better way	**4**
1	Down time Info about copter down times Maintenance issues	**4**
1	During BST training do we need sea day every 3 yrs?	**4**
1	E452 has poor neck seal.	**4**
1	Egress suits PLB's (testing and functionality)	**4**
1	Emergency Response	**4**
1	Flight suit, leakage when immersed in water	**4**
1	Flight suits Mechanical issues with helicopters How info is passed along	**4**
1	Flying altitude	**4**
1	Flying at night Shared flights Inquiry updates	**4**
1	Flying in bad weather Not being kept informed Suits	**4**
1	Flying in high sea states	**4**
1	Flying to high messing around the fog lack of maintenance	**4**
1	Fuel stored inside chopper Transmission mounting bolts Room in seating arangments	**4**
1	Fuel tank in passenger compartment	**4**
1	Fuel tank inside # of helicopters	**4**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Fuel Tank 2. 4 people in back, no room to put hood up 3. double row seating 4. communication between passanger and Pilots	**4**
1	Gear box	**4**
1	Gear box	**4**
1	Getting to and from the installation safely	**4**
1	Handles to aid in egress (windows-aux tank)	**4**
1	Helicopter - ensure it operates properly	**4**
1	Helicopter are still having problems with geer box always down for repairs, no concern with training but if you fall out of the sky now can you help your self. If you do a controlled landing this can control.	**4**
1	Helicopter down for maintenance	**4**
1	Helicopter egress in an emergency Everyone should have a window seat	**4**
1	Helicopter flight suits	**4**
1	Helicopter gearbox design	**4**
1	Helicopter Maintenance	**4**
1	Helicopter maintenance	**4**
1	Hopeing the pilots know the limitations of their vehicle (helicopter)	**4**
1	HUET training needs improvement i.e. escape with 2 passangers side by side. Escape from HUET with simulated fuel tank in place	**4**
1	I am concerned that the training received for emergency situations while onboard Helicopter is not as close to a real situation, therefore not properly preparing all the passengers properly	**4**
1	I do not think the Dept. of Transport regulations + certifications is not rigid enough for our geographical challenges (le distane over water etc)	**4**
1	I feel that we should all be supplied with some form of head protection. In the event of ditching inothe ocean, it would help if we could don a helmet to help prevent us from being knocked unconcious. If your knocked out your chances of escape are severly comprimised.	**4**
1	I hear there are only 3 helicopters for all rigs. Too many delays due to maintanance/ weather	**4**
1	If something goes wrong (crash) there generally is a low chance for survival	**4**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Immersion suit has no neck seal. This offers protections from water ingress at all times and doesn't rely on passenger action to keep the seal	**4**
1	Inevitable incident/event will re-occur	**4**
1	Information as to problems with S-92	**4**
1	Interior fuel tank Copter Maint. Copter design	**4**
1	Is enough maintenance being done on choppers that do more than are flight per day.	**4**
1	It extremly uncomfortable compared to olf mustang. Heuba hard to get first breath. No internal tanks!	**4**
1	Lack of enough aircraft for the fleet offshore	**4**
1	Lack of first response in event of helicopter crash	**4**
1	Lack of info about weather and/or current technical problems with chopper	**4**
1	Lack of info when there is an issue, info not passed along	**4**
1	lack of movement in the suit= getting out if required thru a window could be a struggle	**4**
1	Lack of phone in flight informatgion for departure	**4**
1	Landing on water	**4**
1	Leaky suits	**4**
1	loss of oil pressure	**4**
1	Maintenance	**4**
1	Maintenance	**4**
1	Maintenance personel at cougar has enough experience on this new technology	**4**
1	Making it to/from my job safely	**4**
1	Mech problems the ability to land on water rescue in a case of emergency	**4**
1	Mechanical Mechanical Mechanical	**4**
1	Mechanical concerns	**4**
1	Mechanical issues	**4**
1	More training exiting a helicopter with the fuel tank location* during an emergency situation	**4**
1	Need proper rescue 24-7	**4**
1	Neoprone Gloves should be fitted to fuits for inflight use. This would give more dexterity in case of emergency	**4**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Night flying	**4**
1	Night flying Foggy Conditions Adverse weather, wind	**4**
1	No explaination why choppers are out of sercie, no confidence in the S-92's	**4**
1	No window seats for all passengers	**4**
1	Not enough choppers	**4**
1	Not enough helicopters.	**4**
1	Not knowing current problems with the helicopters, reasons why they are not flying a given day (mechanical problems is not a adequate reason)	**4**
1	Number of delays due to mechanical issues	**4**
1	Number of people on helicopter	**4**
1	Openness about helicoptor problems 2) helicopter fatigue, being used too much between major checks 3) Helicoptors being overloaded with people	**4**
1	Overcrowded. Seats are to small.	**4**
1	Overuse with limited choppers	**4**
1	Passengers with window seats have a better/ quicker chance to escape. Passengers jump/rush to the heli-admin door or cougar heliport door to be the first in line in boarding the helicopter so they can get a window seat. In my opinion the seats should be numbered and passengers designated toa seat and designation shoul dbe rotated so everybody has equal opportunity for a window seat.	**4**
1	People who are large and in bad physical condition sitting next to me in the chopper	**4**
1	Pilots making dicisions to fly on and not ditch when they should have, trying to save flight 491 cost everybody their lives. Everybody could of went home that day and not to the bottom of the ocean. Life is more important than a machine.	**4**
1	Pooling arrangement- by this/ mean if operator has boats at their disposal and can send one due to fog issues then arrangement allows them to keep slot time next day. This is unfair as personnel offshore have no control of whn they can expect to get off installation.	**4**
1	Proper transfer of information regard aircraft status and flight conditions	**4**
1	Quality of the helicopters	**4**
1	Reliability	**4**
1	Reliability of S92	**4**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Reliability Problems with choppers (much) Not enough of them	**4**
1	Rescue capability -Flight suits (how much better is the new suit over the leaky old suits) -Reliability of choppers (seems to be allot of mechanical issues every hitch)	**4**
1	right now it is the integrety of the cracking feet of the gear box Length of time given for repairs	**4**
1	S92 and its maintenance problems	**4**
1	S-92 is still new with only recent modifications to gear box that have not been proven (ie - filter bowl mod) -The S-92 does not have 30 minute dry run time	**4**
1	Safety of the helicopters	**4**
1	SAR Not enough choppers for the number of installations fuel tank	**4**
1	Seal around face	**4**
1	Seals on the suits (around head and wrists)	**4**
1	Seating	**4**
1	Seating arrangement (back of chopper)	**4**
1	Seating on board leaves no shoulder room. After 1-5 hours I am very stiff and am sure this would affect my ability to self rescue	**4**
1	Serch + Resque Avabality	**4**
1	Should have more anouncements during each flight?	**4**
1	Slow change out to the new survival suit	**4**
1	Still have not found problem with S92 and we are the test group flying in and out from offshore	**4**
1	Suit fitting. The new suit should be much better.	**4**
1	Suits	**4**
1	Suits	**4**
1	Suits	**4**
1	Suits	**4**
1	Suits are very bulky- would be good in the water but make escape harder	**4**
1	Suits, are they adequate with regards to seal	**4**
1	Survival in the event of failure of helicopters	**4**
1	That the pilots attempt to make it ashore again as opposed to putting the chopper down in a controlled ditching	**4**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	The amount of down time the S-92 has did the Puma' have as much	**4**
1	The fuel tank seems to take up good window space on the right side. If you don't get a window you a in trouble	**4**
1	The maintance of the helicopters, the break downs that they have	**4**
1	The modle of helicopter is not reliable-a lot of break downs	**4**
1	The number of times helicopter are down for mechanical problems.	**4**
1	The seats; getting out of the windows	**4**
1	The use of 4 seats in the back row. The area is very confined and restricts movement.	**4**
1	There is not enough helicopters to do an effective job especially when they get delays.	**4**
1	Time taken to upgrade equipment ie survival suits	**4**
1	Traing on HUEBA	**4**
1	Uncomfortable suit, new HTSI is much more comfortable and allows for easier head movement.	**4**
1	Vibration in helicopter	**4**
1	Vibration of the helicopter	**4**
1	Vibrations	**4**
1	Waiting around when weather is bad	**4**
1	Weather	**4**
1	Weather conditions (wind) - Fog -Darkeness	**4**
1	When you check the flight line and all the helicopters are not on the flight schedule, what is the problem with the ones that are not in service.	**4**
1	While it is most expedient method, I still would prefer a vessel transfer system to choppers	**4**
1	Why does the S92A still have FAR 29 certification? Failure of the lube system has been proven not to be remote.	**4**
1	Window access Suit manurability auxilary tank	**4**
1	Winter flights Night Flights High wind flights and high seas	**4**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	1) Weather 2) Adequate training 3) Fitting of the suit	**3**
1	Comfort 2. Flight departures/ arrivals not consistant or dependable 3. Outdated helicopters	**3**
1	Crashing 2. The suit is very uncomfortable to the point of causing pain. Don't know if I could keep is zipped up duing a situation. 3. Would pilots conduct a controlled ditching or try to make land.	**3**
1	mechanical issues of the helicopter 2. chances of getting out if we crash 3. If the suits will allow for survival as long as they say	**3**
1	S-92 mechanical breakdowns too frequency	**3**
1	Suit 2. Icing 3. Seat not comfortable	**3**
1	1: Waiting long time at the port to fly 2: Bad weather during flying 3: Not getting back home on time	**3**
1	15 min rescue (wheels up) capability	**3**
1	Adequate maitenance -->Satisfied but always concerned	**3**
1	Age of choppers	**3**
1	Availability of infor regarding ops/incidents	**3**
1	Availabiltiy of choppers	**3**
1	bad weather conditions	**3**
1	Boyouncy when landed on water	**3**
1	Cold water,	**3**
1	Controlling of temperature (hot or cold)	**3**
1	crash	**3**
1	Crashing	**3**
1	Crashing	**3**
1	Ditching in the N. Atlantic and being able to escape the helicopter	**3**
1	Ditching SAR Reliability of S92	**3**
1	Don't care for flying	**3**
1	egress in the event of ditching.	**3**
1	Equipment reliability	**3**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Escape from Ditching	**3**
1	Fighting over cold water	**3**
1	fit of suits	**3**
1	Flight arrivals to rig	**3**
1	Flight going down	**3**
1	Flight suit - I am still using the E-452 and the fit is difficult to zip up	**3**
1	Flying during sig sea states	**3**
1	Flying foggy or high winds. Current suits are inadequate, can't move head easily make all issues transparant .	**3**
1	Flying in adverse weather sometimes overcrowded.I	**3**
1	Height which we fly	**3**
1	Heli failure/ crash (2) Emergency response from shore	**3**
1	Helicopter crashbox	**3**
1	Helicopter its self	**3**
1	Helicopter maintenance	**3**
1	Helicopter model itself	**3**
1	I don't trust the S92. I don't think it is a reliable machine	**3**
1	If the helicopter will crash; if the gears will break	**3**
1	It will break down	**3**
1	It's long and over cold rough water, with very small chance of survival if something goes wrong. IF the pilots can get the helicopter down safely then there is a chance. But it's a big if	**3**
1	Lack of information when there are delays with choppers Sometimes it is a concern has to why they seem to be delays for maintenance or broken down, when they are fairly new choppers and there is a big maintenance program in place!	**3**
1	Let personnel know what the problem is @ the time, not when it has to come from a committee or from the news.	**3**
1	Level of training of the pilots	**3**
1	Limited space to move inside helicopter	**3**
1	Longevity of Aircraft after lube failure. I liked the motion of a 30-minute window for the pilot to make decisions and act.	**3**
1	Machanical issues. Try to lond the rig in thick fog. Flying in poor weather fog high winds.	**3**
1	Machanical trouble	**3**
1	Maintenance issues (day to day)	**3**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Maintenance manners of egress Loading/passenger numbers	**3**
1	Maintence	**3**
1	Maintinence, need more aircraft, search + rescue	**3**
1	Max weight of bag 11 KG is not enough some time	**3**
1	Mechanical failure	**3**
1	Mechanical Issues SAR Response Time Weather	**3**
1	Mechanical upkeep	**3**
1	Mechanicay Electrical Instrumentation	**3**
1	More helicopters in system, too many times we have one or two out of service. Need to fly at night if weather is okay.	**3**
1	Night flying.	**3**
1	Not enough helicopters to adequate do the job required safely.	**3**
1	Not enoughy choppers	**3**
1	Pilot experience	**3**
1	PLBs = extra ropes & wires to get caugt up	**3**
1	regular maintance	**3**
1	Reporting of information	**3**
1	Response time of SAR	**3**
1	Response time Survival suits Not enough training	**3**
1	S-92 not a reliable unit	**3**
1	SAR preparedness	**3**
1	Search and Rescue	**3**
1	Search and rescue capability	**3**
1	Search and resuce respone time Weather conditions	**3**
1	Serviceability	**3**
1	Should have a medic on board just in case of a emergency, such as a heart attack, choking etc.	**3**
1	Suit	**3**
1	Suit fitting properly	**3**
1	Suit integrity	**3**
1	Suits	**3**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Suits	**3**
1	Suits	**3**
1	suits heut training placemetn of fuel tank (aux)	**3**
1	Suits Night Flights General Information	**3**
1	Suits, they are probably safe but they are uncomfotabel to a point of inhibiting ones ability to set quickly in an emergency.	**3**
1	Survival suit fitting	**3**
1	Survival suits	**3**
1	Survival suits	**3**
1	Survival suits, very hard on the neck with hours technology is advancing, there has to a more comfortable way for developing the neck area of the suit without compromizing the safety of the suit.	**3**
1	Take offs	**3**
1	The bulkiness of the suit affecting helicopter egress in an emergency situation	**3**
1	The helicopters	**3**
1	The number of choppers available. Not enough operational.	**3**
1	The rigidity of the hood on the survival suit.	**3**
1	Time Not knowing what the cause of delay Suits	**3**
1	Time wasted at heliport, 13/4/10 HCR crew requested to report for 1115, Fucat departurer scheduled for 2:30!! Why there is a lot more to safety than just flights, keeping people at heliport all day and then go offshore and work all night! Too many trip hazards why suits are laying ?two unreadable words?	**3**
1	Transport Cda regulatiors: should be treated as workers, not passengers. (xray machine is bullshit) (ID is on computer so shouldn't have to show ID). Boarding pass is bullshit.	**3**
1	Using the suit to train with during refreshers	**3**
1	Visibility Mechanical	**3**
1	Weather	**3**
1	Weather conditions sea state time of day	**3**
1	Weather- flight having to turn around	**3**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	1) flying in fog 2) additional fuel tanks limited by vessel mottion for landing	**2**
1	Mechanical issues 2. Updated information on travel ?tues? 3.Seating arrangements, comfort issues to seating	**2**
1	Auxillary fuel tank inside cabin	**2**
1	Break Downs	**2**
1	Catastrophic failure at height + speed	**2**
1	Crashing	**2**
1	Ditching in inclememnt weather/rescue	**2**
1	Emergency response: there are no standby people in Gander between 4 PM and 8 AM. They are at home waiting for a call rather than at the facility	**2**
1	Extremely poor communication from cougar poor facilities @ St. John's inadequate for amount of personnel	**2**
1	Falling out of the sky	**2**
1	Flight suit Response time	**2**
1	Flying at night weather	**2**
1	Lack of information if helicopter is unserviceable or take off rotation- no need for detailed report but would be nice to know basic reason	**2**
1	Length of flight	**2**
1	Maintenance	**2**
1	Mechanical failur, protocol	**2**
1	Mechanical failure	**2**
1	Mechanical problems	**2**
1	Root cause of gearbox foot cracks appears unresolved (?) I haven't heard yet. In any case, the rigorous inspection program mitigates this (to my satisfaction anyway)	**2**
1	Suit fit	**2**
1	Suit sizes, comfort, and how well they function	**2**
1	Suit, getting there	**2**
1	Technical shape of chopper	**2**
1	The suits	**2**
1	We need more helicopter for transportation	**2**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	Weather but, there is a very good job done by all to access weather that could potentially cause problems. Weather can still be unpredicatble.	**2**
1	Wind	**2**
1	?I believe that the many + serivice provider ie at the top of their home?	**1**
1	Altitude of flight	**1**
1	Boring	**1**
1	Crash	**1**
1	Crashing	**1**
1	Ditching	**1**
1	Does not have dry run time	**1**
1	Dry run time	**1**
1	Gearbox failure	**1**
1	If not sitting inside seat - to get past someone to get out of window large guys sitting @ window seats weather	**1**
1	Maintenance on chippers	**1**
1	Maintenance to Helicopters	**1**
1	Night flying. Ditching regulations	**1**
1	not enough info regarding helicopters. Reason for delays. Explaination of events during flights.	**1**
1	Seat arrangement all passengers should have a windown seat not isle seat	**1**
1	Should be more training with HEUBA should be BST with HUEBA in helicopter roll stop flying untill the continues gear box essues are straightened out and provin.	**1**
1	suits	**1**
1	suits	**1**
1	The choppers always seem to have problems. Never get home on time. Vibration on the machine Helicopter	**1**
1	The HEUBA training did not allow one to escape from the simulator with the HEUBA device. This needs to be part of the training.	**1**
1	0	**0**
1	1) Aux fuel tank 2) Announcments inside 3) Seating arrangements	**0**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	1) Impact! - does the absorb impact upon hitting the water 2) Egress 3) I don't feel safe!!	**0**
1	1) Mechanic's vs use of chopper 2) Limitation of following procedure when March 12 passes by. They will squeak on the procedure if under pressure 3) Heuba	**0**
1	1) Response time in an emergency 2) The amount of personnel being transported at one time on the helicopter 3) Not much faith in the safety of the S-92	**0**
1	Stiff neck zipper on suits 2. s-92 manufactors risk assessment process- how they approved the gearbox! 3. Delays!	**0**
1	Aux fuel tank. (should be gone) gear box mounting pads (New design) gear Boc fliter bowl (New design) Sets in back of chopper	**0**
1	Communication on Departure times	**0**
1	Duties night flying in heavy weather	**0**
1	Ending up in the ocean	**0**
1	Flighting in freezing rain or foggy conditions. Being rescued on a foggy day.	**0**
1	Flyers should know whats going on with the helicopters Shouldn't have to read in newspapers	**0**
1	Flying in 50 knot winds or better 2-Flying in sea states of 7m or 21 feet 3-Weather or not the pilot is going to attempt to land in a controled manner on water or try to get to land to save the chopper causing crash	**0**
1	Fuel tank (Aux tank) (2) Window seats for everyone (4) Overall safty of the aircraft (5)	**0**
1	Fuel tank P.A. announcements	**0**
1	Gear Boxes	**0**
1	Having to ditch and the weather condition at the time. Ex. Sea state/ fog/wind.	**0**
1	Helicopter	**0**
1	Helicopter falling apart	**0**
1	HUEBA Fuel tank inside Two many flights in one day	**0**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	I would be concerned about manufacturing and stability testing of product before putting on product market.	**0**
1	Machanical concerns that we don't know about. All personal should have HS1 suits before getting on chopper it is april 22 and I don't have one.	**0**
1	Making it in & out. Training of pilots in emergency situations Fuel tank in chopper	**0**
1	Most people talk aboiut 6 trips a year a lot of service personel are ad hoc & do 12 or more a year	**0**
1	Need more helicopter to get home on time.	**0**
1	Need more helicopters to take strain of the ones presents	**0**
1	Negativity of co-workers. Some people should not work offshore but continue to do so and are very negative about everything	**0**
1	No chance in Hell, am I getting out if I'm sitting next to some-one	**0**
1	Not enoujgh helicopter for installations	**0**
1	Poor communication between offshore workers and Cougar helicopters	**0**
1	proper maintenance	**0**
1	Proper maintenance on each helicopter (bolts)	**0**
1	Safety	**0**
1	Seating too close, face or head injusry on impact everyone should have window seats for egress SAR needed fulltime	**0**
1	seats suits weather	**0**
1	Stand-bye search rescue	**0**
1	Staying in the air	**0**
1	Suits should be checked for cold water -Flying in adverse weather, sea states, wind -Chopper reliability - maint history -Not enough choppers -Search & rescue vs. Cougar search & rescue	**0**
1	survival suits	**0**
1	The crack in the Wouseing is my concern. Why can't the get a thicker Wouseing installed.	**0**
1	The fuel tank should not be in the passenger cabin	**0**
1	The S-92 has a continious vibration problem. This is what led to the crash and the problem with the gear box.	**0**
1	The same suits used in BST sea day should be used for flights	**0**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
1	They leave when they really don't think then can land eg. Foggy.	**0**
2	(Suits) Extremely uncomfortable in hood sea/ neck area. Cannot move! If something happens, escape is impossibele is you are so trapped that you can'tmove your head/ neck! Are tey going to keep us warm and dry?	**5**
2	Excessive vibration in chopper 2. Aug fuel tank	**5**
2	2. making it too the destination	**5**
2	2. Number of passengers	**5**
2	2. We need to be using the norweigan suits. They repel heat in summer and absorb it in the winter.	**5**
2	30 minute dry run time not available on the S92	**5**
2	4 people seating in rear off chopper	**5**
2	4 Person seat in back very uncomfortable and tight space maybe only 2 person in back. Limit movement in donning and zipping up suits. Very difficult.	**5**
2	4 seats across the back	**5**
2	4 seats across the back, this would make it virtually impossible to escape in an emergency situation	**5**
2	4 seats together in rear of helicopter two of seats need to be removed.	**5**
2	All AD' be given top priority and complimented immediately possible	**5**
2	Always broken	**5**
2	Amount of downtime due to mechanical issues	**5**
2	Amount of non serviceable flights. (Down due lo mech problems	**5**
2	Arriving safely	**5**
2	Aux fuel tank (if needed inside chopper) should be back where it was first, with 2 single role's of seating, and put taller workers where the tank is	**5**
2	Aux fuel tank causes an egress issue.	**5**
2	Aux fuel tank in cabin when flying	**5**
2	Aux fuel tank in helicopter. Safety and egress hazard	**5**
2	Aux fuel tk it should be removed	**5**
2	Aux. fuel tank shouldn't under any case be inide the passenger cabin	**5**
2	Auxiliary fuel tank should be removed, one escape window per passenger	**5**
2	Auxillary tank	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	Auxilliary fuel tank, why are we using this. We should have a helicopter that carries it's fuel eslewhere, other than the passenger cabin where it impeeds exits for an emergency	**5**
2	bad face seals on suits	**5**
2	Based on what I saw during survival training the survival face seal will leak when you are in the water.	**5**
2	Boat is the preferred way. Helicopter is extremely stressful	**5**
2	can't lean back in the seats	**5**
2	Catastrophic failure of helicopter in flights	**5**
2	Chopper maintainance- there should be maintaince performed on weekends/ nights instead of days when there should be flights. Too many days with choppers not working and large back llogs in flights. Then cougar trying to get flights and maintainance all at once.	**5**
2	Choppers flying in high winds or sea state. If a chopper has to ditch in these conditions the passengers do not have a chance	**5**
2	Communication about helicopter down time	**5**
2	Communication on the head phones; used to be poor quality	**5**
2	Concerned that the survival suit is too constricting (Neck area mainly)	**5**
2	Controlled descent by the helicopter- IF impacte the water too hard (G-force) you will be most likely, knocked out on impact	**5**
2	Cougar and employees not informing us when issues happen. No transparency	**5**
2	Cougar not letting us know what problems they are having with choppers!	**5**
2	Course of action a flight crew will follow in an emergency. (i.e. will they follow current procedures/operations manuals even if it means putting a helicopter down in the ocean "controlled")	**5**
2	Cracks in the foot mount	**5**
2	Crowding of personnel. No room for egress not trained for cramped egress static unhealthy postures	**5**
2	Dedicated SAR chopper in St. John's with wheel up of 30 mins.	**5**
2	Ditching cababilities	**5**
2	Ditching capabilities in different sea heights ie 5.0 - 6.0 m sea heights for S92	**5**
2	Ditching procedures. Once alarm is noticed, how much time will be spent before a controlled landing is considered.	**5**
2	Double row seating…it impedes existing (getting out the emergency escape windows) in an emergency	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	downtime	**5**
2	E0452 suit not fitting properly-being addressed	**5**
2	Each person should have a exit to themselves to ensure everyones safety	**5**
2	Effective rescue after a crash	**5**
2	Extrafuel tank blocking escape windows	**5**
2	First response times to emergency situation	**5**
2	Fitting of suits	**5**
2	Flight hours.	**5**
2	Flight inf during flight hearing of pilots	**5**
2	Flight suit being used on sea day to see how it will protect us. Given a chance to use the suit in the ocean.	**5**
2	Flight suit fitting & the amount of water that can enter the suit	**5**
2	Flight suit issues not properly fitting even with new suits (hooks)	**5**
2	Flight suits	**5**
2	Flying in extreme weather conditions	**5**
2	Flying in fog	**5**
2	Flying in these conditions prevents you from being resuce if anything happens	**5**
2	Flying in very foggy conditions for same concerns as #1	**5**
2	Flying in weather conditions that would not allow a practical, safe rescue. Mainly wind speed and sea heights.	**5**
2	Fuel tank	**5**
2	Fuel tank	**5**
2	Fuel tank	**5**
2	Fuel tank in the chopper inside no seems to want to charge this cause it serves a monetary concern for the company. Also this tank has a cover over it, another concern	**5**
2	Fuel tank inside cabin	**5**
2	Fuel tank inside helicopter	**5**
2	Fuel tank inside with passengers. Just because it did not dislodge in the crash this does not enure it will be entact next time. We need a helicopter adequate to travel the distance we require. We need a helicopter suiabel for our unique require-ment.	**5**
2	Fuel tank on board	**5**
2	Fuel tanks	**5**
2	Fuel tanks inside of the chopper	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	Gear Box	**5**
2	Gear Box Issues	**5**
2	Gear box troubles	**5**
2	Have a good survival suit	**5**
2	Having a more realistic setting to train with The foxtrap campus does not acurately portray the S-92. Possible do refreshers with flight members we actually travel with	**5**
2	Having to ditch with sea states and fast rolover	**5**
2	Helicopter ditching ability - sea states etc	**5**
2	Helicopter issues/alerts	**5**
2	Helicopter realibility	**5**
2	Helicopter reliability is becoming a major concern always issues/break downs	**5**
2	How fast will cougar respond to maintenance issues in the future 1250 hours does not out if when lifes are at risk	**5**
2	How well trained are pilots in safety (BST etc) Procedures- why don't they wear the same suits as passengers	**5**
2	I am a large man and feel I have to fight to get a seat next to a large windon on the helicopter this should be arranged	**5**
2	I believe that the fuel tank should be on the outside of the aircraft, and if it must remain inside it should be placed on the double seat side with handels to grab so you can make your excape over it and out the window. I would much rather clime over the tank that another person	**5**
2	I believe the S92 has design/ engineering errors. It has excessive/ booming vibrations which cougar, it seems, are always trying to correct. I believe the problems are only being fixed temporarily and the "cause" cannot be fixed because it's a design flaw.	**5**
2	I get the impression that each time you bring up a concern, the feeling from management is "enough already" and you are labelled as a trouble maker	**5**
2	I have brought this concern in concern #1 to the safety committee and to date have not received a reply	**5**
2	I think having the fuel tank in the helicopter will be a hazard if you have to get out. Emergency situation will be more complicated with this tank inside.	**5**
2	I think this survey will never see the light of day	**5**
2	If chopper ditch is in high seas, will survivors be able to be rescued in high seas/wind.	**5**
2	If chord on suit is accidentally pulled there would be no chance of getting out of helicopter	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	immersion suits and neck area very stiff.	**5**
2	Information passed on regarding any maintenance completed on any helicopters of any signifigant nature at any time. Any fiindings that we should be made aware of.	**5**
2	Integrity of flight suit	**5**
2	Is sycorsky doing what they can to re-evaluate the gearbox issues (and the bypass flow value. Are they working to possibly redeign the problems with this type of helicopter. (All the downtime, they are having)	**5**
2	Issues with S-92	**5**
2	It seems that every time I fly Cougar is training another pilot	**5**
2	Ive been on deck the weather is the pits. Helo will fly out be so high high or not ever close, you cnnot ever hear the engine- and they are extremely loud why take the chance. Now you have a 3 hour turnaround!	**5**
2	Lack of confidence in S-92s based on past performance & manufacturers lack of transparency of faults	**5**
2	Lack of dry runt time capability. I think any chopper that flys over water should have minimum of 30 min dry run (no oil) capability. There are choppers available with this & we should have it	**5**
2	Lack of information from cougar when incidents occur. Poor communication on their part.	**5**
2	Lack of proper dry run capability on main gear box. Still a guess if MGB will last long enough for safe ditching after oil/ pressure loss	**5**
2	Lack of rigerous training for the BST. Some individuals should never be able to fly due to poor physical condition which would endanger others in an emergency	**5**
2	Landing procedure (emergency)	**5**
2	Less cramped in the seats more space to move when emergency happens.	**5**
2	Losing slot time duing delays when other installations can appear to command aircraft/ slot time-Example of this being when helicopter has to stay on thermal time one due in arrives and GST flights with earlier departure time been helo and slot time one hour after GST Schedule decided to take off first.	**5**
2	Maintenance	**5**
2	Management of helicopter safety by government & having emergency response in St. John's instead of tieing up choppers from cougar	**5**
2	Many problems occuring with the Helicopters are not brought fourth to the workers. All issues should be out in the open.	**5**
2	may fall out of the sky	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	Mechanical issues	**5**
2	More frequent training	**5**
2	More realistic training with (HUEBA) system	**5**
2	My main concern is the safety of the airframes, reliability, maintenance required, they seem prone to cracks or other damage	**5**
2	night flights	**5**
2	Night flights	**5**
2	Night/day, low visiability flights are one thing but in high seas on a perfictly clear day and this will be the worst condition to be in the sea	**5**
2	Nighttime flying. Less than poor chance of having rescued in night/ less alone day.	**5**
2	No 30 minute “dry fly” capabilities	**5**
2	NO assigned SAR helicopter in St. Johns	**5**
2	no choice of “shoe”/”boot” on suit, always very big trip hazard on way to and from helicopter	**5**
2	No flying if weather is not suitable (ie) sea states winds/ windy	**5**
2	No fuel tank’s inside	**5**
2	NO SAR on the East Coast (St. Johns)	**5**
2	No trust in the S-92 helicopter. Having worked on the platform for 9 yrs I’ve seen a drastique number of mechanical delays since we started using the S-92s. Cougar are unable to maintain any kind of schedule with the S-92s and I would feel much safer in any other type of helicopter	**5**
2	Not always informed of what problem is when there is a problem with chopper	**5**
2	Not enough choppers	**5**
2	Not enough choppers in the area to transport passengers	**5**
2	Not enough disclosure about mechanical problems with helicopters.	**5**
2	not enough helicopters to safely handle flights to rigs	**5**
2	Not enough information passed on from onshore with regards to the choppers	**5**
2	Not having a seat dircely next to a window	**5**
2	Number of helicopters for the number of flights	**5**
2	Number of passengers per trip	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	Number of people in the back row should be 2 instead of 4. There is only 2 exits next to thses working on the helideck at Hibernia, looking at the faces of the people in that back row trying to get their seat belts and hoods done ujp is not a nice feeling when you experience if yourself should not be allowed to have 4 people in the back of the helicopter.	**5**
2	Number of people on chopper Mandatory explanation of why choppers are down No rigg hopping	**5**
2	Number of people on chopper Mandetory explanation of why choppers are down No rig hopping	**5**
2	Old suits, were a concern, new suits are a great improvement	**5**
2	Over weight people not able to egress through the Emg. Exits with suits HUEBA Etc on	**5**
2	Overall safety	**5**
2	Ox. Fuel tank in passanger cabin	**5**
2	Passenger seating + egress in emergency- jammed in helicopter like sardines; very uncomfortable and very limited mvt.	**5**
2	Passenger seating specifically in rear. Too many personnel in confined area Hazard for evacuation and suit donning. Poor body positioning causing health concerns amoung workers. Should not be evern 2 people side by side. Will be very difficult to get out via window.	**5**
2	Personnaly I think cougar helicopters wouldn't organize a choir let alone a maintenance schedule on such equipment	**5**
2	PIB are short range, should be GPS, some in ?chirq? Could locate you in ditched	**5**
2	Pilots being aware of the limitations of the helicopter ie. fly time with dry gear box	**5**
2	Premature cracks in gear box and genral helicopter breakdowns	**5**
2	Proper Maintenance	**5**
2	Pull tab on flight suits to inflate vest. (Hard to locate + find too flat) Need a round ball that one can find with gloves on.	**5**
2	Quality of helicopters used	**5**
2	Ready status of SAR aircraft	**5**
2	Reliability fo S-92, Availability (Chopper break downs/faliures) chopper breakdown history	**5**
2	Reliability of aircraft	**5**
2	Reliability of choppers; availability	**5**
2	Remove auxillary fuel tank. In the even something may go wrong. 20 allows people an extra escape route.	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	Repair and maintenance of vehicles helicopter	**5**
2	Report to us (workers) each time there is soon. Issues with any helicopter.	**5**
2	Rescue ability	**5**
2	Rescue chopper	**5**
2	Rescue Helicopter	**5**
2	Rescue in case of ditching	**5**
2	Rescue response	**5**
2	Response time to an emergency	**5**
2	S 92 reliability	**5**
2	S+R availability	**5**
2	S-92	**5**
2	S-92 flight operations manual with regards to equipment alarms. I believe it has been changed for loss of oil pressure. What other alarm procedures shoule be reviewed?	**5**
2	S92 Helicopter	**5**
2	S-92 It was certified in the beginning because company said it was remote that oil loss would occue hence no dry run how that it has happened it was not remote yet the dept of transport has certified this helo to fly again so are they saying it is now remote again???	**5**
2	S92 mech troubles	**5**
2	Safety	**5**
2	Safety video should be for out bound and in bound passangers. Wo should not have to watch in bound when going out and not watch out bound when coming in. To long no one watchers after 5 min .	**5**
2	SAR capabilites + Availability	**5**
2	Sea conditions	**5**
2	Seach and rescue response	**5**
2	Search & Rescue	**5**
2	Search & Rescue	**5**
2	Search & Rescue	**5**
2	Search & Rescue response time	**5**
2	Search and Rescue	**5**
2	Search and rescue availability. It should be all hours that cougar flights are flying.	**5**
2	Seating arrangement large passengers jammed together rather than alternating larger and smaller passengers in seats	**5**
2	Should have a choice between helicopter or vessel.	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	Should have choice to travel by boat	**5**
2	Sitting next to people too fat to get out the window. Seriously people; get these unsafe people into a fitness program. They may require assistance to get fit again	**5**
2	Snow storms/ freezing rain	**5**
2	Standby chopper is not large enough to take a full complement of crash survivors on board	**5**
2	Stop seating 4 passengers across the back row of seats. It is not comfortable and does not provide proper erognomics, this can increase injury potential. It also makes it difficult to properly assume the crash position in an emergency (zippers, seatbelts, goggles etc.)Egress is impeded due to the congested nature of this seating arrangement	**5**
2	Successful ditch in water & escape	**5**
2	Suit issues -Everybody should have there own seats -Not enough info when chopper don't fly	**5**
2	Suit safety. Is it going to keep me afloat How much water will actually get in suit	**5**
2	suits	**5**
2	Suits - face seals *gloves - design and ability to donn them when your hands are wet	**5**
2	Suits need now standards and should all be custom fit	**5**
2	Survival suit	**5**
2	Survival suit ability to protect in cold water or event of a crash	**5**
2	Survival suits are very restrictive around neck. Would under ability for effective escape.	**5**
2	That information about the flight and chopper and weather conditions are being breifed before each flight.	**5**
2	The ability of fellow passengers to egress a helicopter. Over-weight and those in poor physical shape often fail egress manuvers during training	**5**
2	The Aux tank getting in the way of egress of a helicopter	**5**
2	The Aux. should be redesigned and put under the seats.	**5**
2	The competence of the other passengers in the helicopter	**5**
2	The fact that the same foot mounts seem to be the one that fails every time	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	The four seat arrangement in the back of the helicopter. I feel it would be impossible to escape an overturned helicopter from one of these seats the middle two. I have been traveling offshore now for eight years many trips I have to sit in this area. My posture as impeded blood flow to the point were I have to take off my seat belt to get blood flowing to my lower extremities	**5**
2	The Heubas came a little to late maybe. If HUEBA was available 2 years ago we might have had more one person survive the 491 incident. That's why we need to act now and give everyone a window seat to prevent or help prevent a fatality in case of a controlled landing. Give every one a window seat before it is too late	**5**
2	The HUEBA TRAINING. I just done my BST-R but had problems with the training. They would not give me my certificates, but I had the HUEBA training before, which is still certified by another institute. They are going to put me into a suit that is not marine certified, in which I will need for when I am in the sea, but will not pass me in my BST-R due to HUEBA training which I can only use when I am in the sea!	**5**
2	The HUEBA/BST training is with a one on one instructor and not a full chopper of passengers which is a more likely situation (ie. helicopter crash)	**5**
2	The not having an emergency response even since the Ocean Ranger Disaster	**5**
2	The number of maintenance/mechanical problems with the helicopter	**5**
2	The number of times that helicopters are out of service due to mainteance issues.	**5**
2	The ocean is cold!	**5**
2	The presence of the AUX tank in the passenger compartment. Sykorsky designed a helicopter with detatchable [UNREADABLE] fuel cells a cougar in their wisdom carries hundreds of litres of full inside the passenger compartment. NO STABILITY TESTING WAS DONE ON WATER!!	**5**
2	There are not enough helicopters. With all the glitches and shut-downs with these new sikorsky helicopters, combined with Grand Banks weather, there should be more helicopters serving the industry.	**5**
2	There seems to be a lot of turnover with pilots, I do not have a good felling about this. Seem to be a training ground for new pilots	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	There seems to be excessive vibration on these new helicopters compared to the older Super Pumas. If this is an inherent design flaw in these machines this was a probable cause in the breaking of the bolts on the oil filter and cracking now being caused in the feet mountings for the gear boxes. If these problems persit they should look at a different model helicopter	**5**
2	There should not be an auxiliary fuel tank inside the passanger compartment	**5**
2	These new suits that we use should be used on our sea dat. Not the red ones.	**5**
2	To many seats across the back of the helicopter. Should only be a maximun of 3.	**5**
2	To many seats in back row	**5**
2	Too many in back fow of helicopter	**5**
2	Training	**5**
2	Transparency of day-to-day incidents from installation to installation Re: Timely + Accurate sharing of incident reporting to work force.	**5**
2	Traveling when weather is questionable been on a lot that turned back or could not land	**5**
2	Trying to get out over an unconscious person on inside seat, I'm short	**5**
2	Uncomfortable and awkward suits	**5**
2	Unreliable flight line information	**5**
2	Vibration during flight. This does nothing for piece of mind	**5**
2	Vibration/safety of helicopters	**5**
2	Vibrations	**5**
2	We constantly fly in sea states that make rescue impossible. The helicopter cannot stay upwright our 4-5 meter sea-states or less. But we still fly over that height.	**5**
2	Weather	**5**
2	Weather	**5**
2	Well trained pilots	**5**
2	When company receive any safety alerts on those choppers they should be address. Promptly (Not given long term conditions to get repairs done) or to replace things	**5**
2	When experienceing technical problems the helicopter should fly low- just above the water	**5**
2	When something goes wrong need to know problems	**5**
2	Why choppers flights are cancelled due to "service" issues with no explaination	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	Why do the mounting feet keep cracking. If a crack can be seen visually then it is too big of a crack. Do we have the best helicopters in the world are they as good as those used in the military?	**5**
2	Why do we fly in sea tataes higher then the helicopter can endure and stay upright if it were to land on the water	**5**
2	Will they get a controlled landing if ?Mokessay? And will I get out of the chopper. Even if you get out will you survive in cold water.	**5**
2	2. Seating arrangement (not ebing a ble to seat next to win-dow sometimes)	**4**
2	4 seats in the rear of the hilicopter, the seats in the middle do not allow for good ergress	**4**
2	4) Having to ditch	**4**
2	Ability to escape from a full (passenger) helicopter during an emergency situation -->especially if in isle seat -->lack of mobility with bulky suits and tightly packed passen-gers -->during training there are only two people in the HUET->each has a window seat	**4**
2	ability to exit submerged aircraft	**4**
2	Ability to fly in poor weather	**4**
2	Amount of people on the flights	**4**
2	aux fuel tank	**4**
2	Auxilliary fuel tank inside the cabin	**4**
2	Being unable to exit the helicopter after ditching, despite my training	**4**
2	Brace position does not protect the head and neck during impact	**4**
2	Breaking down	**4**
2	Choppers are always having trouble	**4**
2	Comfort	**4**
2	Ditching	**4**
2	Ditching capability of S-92 helicopter with current flotation package. Sea state 5 flotation is inadequate on many days. Need SS 6 flotation for winter flying	**4**
2	Employer doesn't seem sincere regarding using alternate means of transport	**4**
2	Excessive use of the same choppers	**4**
2	Fire while in the air	**4**
2	Flight crew obeying procedures	**4**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	Flight Delays	**4**
2	Flight info line not updated regular enough	**4**
2	Flight suit, need to be upgraded. The suit is very uncomfortable, hard to zip up, very stiff after zipping up for landing and tak off.	**4**
2	Flight suits safe to use	**4**
2	Flights in high winds above 60 knots	**4**
2	Flying after dark or low visibility	**4**
2	Flying in bad weather ie high winds	**4**
2	Flying in extreme weather conditions and wind	**4**
2	Fuel tank inside helicopter	**4**
2	Functionality of PLB	**4**
2	Fuselage inside cabin dangerous to personnel	**4**
2	Gearbox reliability	**4**
2	Having fuel tank inside	**4**
2	Helicopter Gearbox	**4**
2	Helicopter maintenance, this should be regular and warnings should not have a time limit on them. Eg repairs should be done right away and not in a number of hours	**4**
2	Helicopter not able to run 30 mins without gearbox Oil	**4**
2	Helicopter reliability	**4**
2	Helicopter Reliability	**4**
2	Helicopters seem to have a lot of down time due to mechanical problems	**4**
2	HUEBA more training	**4**
2	I wonder about the fuel tank inside the chopper	**4**
2	In cabin fuel tank. Its one more obsitcle to oversome when trying to escape. Again this is not included in the HUET training.	**4**
2	In the event of a ditch not being able to egress properly	**4**
2	Lack of flight information for arrivals to the platform	**4**
2	Lack of helicopter's, more maintenance, increase pressure to repair/etc, and push to put back into service	**4**
2	Lack of information by cougar. E.g. updating.	**4**
2	Lack of room on full flights	**4**
2	Lack of, or limited SAR capability	**4**
2	Looking for new job	**4**
2	Maintaining the helicopters Having confident and trained pilots an maintenance people	**4**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	Maintenance or component reliability (chopper in north sea has a main rotor failure)	**4**
2	Mechanical- I just don't like the "feel" of the S 9Too much vibration	**4**
2	messing around in fog	**4**
2	Moving in suits/ hard to move	**4**
2	My own abilites to respond to an emergency situation	**4**
2	Need auto hover on choppers. There is no night flight but if chopper is down in fog they wont say if they can rescue if no clear line of sight the chopper can not hover above	**4**
2	Night flying	**4**
2	Night flying capability	**4**
2	Nighttime flying	**4**
2	No 24/7 SAR in St. John's	**4**
2	No night flying (Delay in getting Mods done)	**4**
2	Noise levels while on route	**4**
2	Not enough information on the problems of the helicopter be-ing presented in a timely matter	**4**
2	Not enough resources to get job done. Money seems to be problem here.	**4**
2	Offshore conditions, worst in world	**4**
2	Overcrowded helicopters	**4**
2	Phone lines not updated soon enough.	**4**
2	Pilot's qualifications	**4**
2	S92 (chopper)	**4**
2	Safety equipment (personal) used in transit by helicopter	**4**
2	SAR	**4**
2	SAR coverage/ response time	**4**
2	SAR response	**4**
2	Schedule efficiency	**4**
2	Search and Rescue capability	**4**
2	Search and rescue helicopter	**4**
2	Seating in back of air craft	**4**
2	Seating two passengers side by side should be single seating	**4**
2	Seems that almost every time you get on a helicopter there's a different pilot/co-pilot	**4**
2	suits	**4**
2	suits	**4**
2	Suits still uncomfortable	**4**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	Suits uncomfortable and at times it was very hot in them	**4**
2	Survival suit leakage When doing our BST, the suits we use for offshore are used in the pool, and our clothes are fully wet. When we use the marine institued suits for the sea day, we don't get wet at all!!	**4**
2	The auxillary fuel tank inside the helicoptor will impede passingers from exit	**4**
2	The extra fule tank in the cabin of the helicopter	**4**
2	The information being made available to passengers while flights are delayed or turned around is not thourough enough, causing stress on the passengers.	**4**
2	There should be seating arrangement for each flight. It may take some energy to determine who sits where.	**4**
2	Time for more engineering into gear boxes. I never heard tell of gear box toubles until we got these new choppers.	**4**
2	time of flights	**4**
2	Too many people on flights Aux tank	**4**
2	Training	**4**
2	Training which is given for helicopter travel is right, no need of risking anyone for further safety, when only the controlled landing is what we are trained for	**4**
2	Trouble hearing announcements during flight.	**4**
2	Updates on helicopter's issues	**4**
2	Using the Hueba	**4**
2	Wear and tear on chopper because of a lot of use	**4**
2	Weather	**4**
2	Weather delay is a big concern	**4**
2	When there is a problem during flight information should be passed on to the passengers	**4**
2	While cabin speaker system seems loud enough the clarity of the pilots voice is often of poor quality and difficult to understand.	**4**
2	With the old suits they were very uncomfortable	**4**
2	2. weather conditions	**3**
2	Adequate training	**3**
2	Alternate landing points pre built @ halfway points in ocean	**3**
2	Altitude of flights upto 1000 ft. I feel this could be much lower	**3**
2	Amount of down time	**3**
2	Aux fuel tank	**3**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	Aux tank	**3**
2	Bad weather such as fog, high winds, freezing rain	**3**
2	Cabin Comfort	**3**
2	Chances of getting out of helicopter if we crash	**3**
2	Crashing	**3**
2	Crashing without time to raise hood/ put on gloves	**3**
2	Delays due to weather	**3**
2	Distance of travel	**3**
2	Down arrow from the first box	**3**
2	Dry run time	**3**
2	Flight suits	**3**
2	Flying in unsuitable sea and wind conditions	**3**
2	Flying with a high # of passengers (ie 17)	**3**
2	Fuel tank	**3**
2	Full load of passengers during flight	**3**
2	Give passengers reasons for delays and mechanical troubles	**3**
2	Have rescue helicopter in addition to what is required to move personnel.	**3**
2	Heilo fuil tank	**3**
2	Helicopter operator are prompt in addressing service bulletin's from helicopter manufacturer	**3**
2	helicopter reliability	**3**
2	Help time	**3**
2	How capable the E45Z and HTSI suits are.	**3**
2	Human error	**3**
2	I think all choppers in this specific field should have a 30 minute dry run time!	**3**
2	Information concerning breakdowns	**3**
2	Is it necessary to fly so high	**3**
2	It is very hard to hear pilot announcements. In an emergency I would remove my hearing protection - if I had the time	**3**
2	Lack of all weater capability (for MEDEVAC as well as crew change)	**3**
2	Lack of information made available to travelers when helicop-ters are down for maintenance	**3**
2	Landing	**3**
2	Limitations of light requirements for flying ie :Dark, Fog	**3**
2	Maintaince	**3**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	Maintanance taking place. Why is there always choppers broken?	**3**
2	Maintenance	**3**
2	Maintenance issues & communication to passengers	**3**
2	Need more info on up dates for weather delays when stuck or delayed offshore.	**3**
2	New suite, watertightness in a ditching	**3**
2	No local search and rescue beyond what cougar provides	**3**
2	Not enough choppers to perform mantence and keep flights moving	**3**
2	old suite has a way stiff neck zipper seal but they are being replaced	**3**
2	Over 4SC	**3**
2	Overheating in my flight suit	**3**
2	People passing the training too easily- not having to complete all of the element of BST.	**3**
2	Pilot training issues	**3**
2	Remoteness of working locations vs SAR response	**3**
2	Resctrictions on flight. I would rather fly on a clean night then a foggy day. Please consider conditions, not just daylight.	**3**
2	S92	**3**
2	S92 Realibility	**3**
2	Suits are heavy and uncomfortable	**3**
2	There never on time	**3**
2	Time of rescue	**3**
2	Type of helicopter we are using	**3**
2	Use of HUEBA	**3**
2	Vibrations	**3**
2	Vibrations at times	**3**
2	Weather	**3**
2	Weather	**3**
2	Weather	**3**
2	Weather	**3**
2	Weather conditions	**3**
2	Weather Delays	**3**
2	Comfort	**2**
2	Ditching	**2**
2	Flight suit	**2**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	Fog	**2**
2	Having to ditch	**2**
2	Hearing announcement by flight crew sometimes not heard due to noise of machine	**2**
2	If suits are good enough in the cold water. The yellow suits were not. Have those new one been tested	**2**
2	If the blades will let go	**2**
2	Is the type of Helicopter we use the best for the Job, or are we just stuck with these because of cost of replacement	**2**
2	Rescue procedures, how good are they	**2**
2	S92 [UNREADABLE]	**2**
2	Safety of choppers	**2**
2	SAR capabilities	**2**
2	Suits was a concern however, having been fitted with the new suits, this concern is gone away	**2**
2	There will be a suit trip injury at the heliport due to too many suits on floor. Consider adding hangers for waiting ppl.	**2**
2	Training-how often conducted (shorten length of time for refresher)	**2**
2	Underwater egress	**2**
2	Weather	**2**
2	?Most of the concerns rescues home nothing to do with the fly of the choppers and mostly of comfort.?	**1**
2	Any other mech failure	**1**
2	Breakdowns	**1**
2	Distance to + from rigs without alternate landing availability	**1**
2	Flight suits	**1**
2	Gas leak	**1**
2	Helicopter type	**1**
2	Horrendous survival suits-no availability, restricted vision. Boots to larde and high teip hazard offshore zips very stiff and difficult to close	**1**
2	Never get home on time	**1**
2	Pilot training and procedures	**1**
2	Rescue helecopter	**1**
2	Rescue time	**1**
2	search and rescue	**1**
2	Suits	**1**
2	Temperature during flights	**1**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
2	Weather Delays	**1**
2	Will recommendations from the Wells Inquiry be implimented or will they be ignored like recommendations made after the Ocean Ranger diaster ie. 24 hr search & rescue in St. John's	**1**
2	Amount of pax	**0**
2	Aux fuel tank seats, IF exit is at all obscured then there shouldn't be a seat there	**0**
2	Fligh line not updated enough. The say every half hour but NEVER IS	**0**
2	Fuel tank in the cabin no padding in the back of the seats.	**0**
2	Fuel tank on board	**0**
2	helicopters down for maintenance a lot	**0**
2	If there is any safety concerns with the helicopter before flight time the passengers should be briefed	**0**
2	Proper rescue time & helicopter ready for fast rescue	**0**
2	Realistic training	**0**
2	Response time for rescue if needed too much time is wasted getting in the air.	**0**
2	Seat Belts are stiff difficult to adjust	**0**
2	Seats at the rear of the helicopter to crowded.	**0**
2	Standby chopper capable of rescuing all POB -Operators responsibility for cost of rescues -Number of people on choppers -Listen to front line workers, not office workers or lawyers -CNLOPB should not regulate safety	**0**
2	Suits	**0**
2	There is a need for more helicopters	**0**
2	Too much vibration on S92 helicopters….makes for a nervous trip always	**0**
2	WHY THE CHOPPER HAS TO FLY SO HIGH	**0**
3	*Feet on the gearbox are continually cracking when is this going to fixed? * Oil pump splincs are not lasting long. Why?	**5**
3	3. keeping everyone safe	**5**
3	3. Time for reaction in case of Emergency	**5**
3	A lot of mechanical problems even when flights are on time usually breakdowns occur *More choppers	**5**
3	A lot of talk about flying at night. Seastate is concern. I have flown in days of clear weather + 8 meter sig seas. You do un-controlled landing in that and you are going under, not linking up, ant being rescued as a group or at all "Seastate"	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
3	Aborted flight due to alarm should be treated as emergency and accompanied to shore by SAR.	**5**
3	Access to information	**5**
3	Aircraft should float	**5**
3	Aircrew emergency decision making and return for landing impossible, or unlikely, then risk ditching at risk of catastrophic failure? Decisions! Need to refer to the best in the business.	**5**
3	All mechanical issues too many issues and too long to get problems fix. No updates	**5**
3	All personal on board should have a window seat this will make it a lot better to get out. There are seats that I believe personel would not be able to escape from.	**5**
3	Amount of people on each flight and # of helicopters available. (Especially a search and rescue helicopter on standy at all times)	**5**
3	Aux Fuel tank	**5**
3	Aux fuel tank in helicopter	**5**
3	Aux fuel tank in Pax cabin	**5**
3	Auxilary fuel tank should not be in chopper Restricts access	**5**
3	auxillary fuel tank in cabin	**5**
3	Auxillary tank in cabin-impairs egress, limits utilization of exits and is a potential risk of fire.	**5**
3	Business before people. Should be people before business	**5**
3	Capability of airframe to remain intact and floating	**5**
3	Cash while landing on rig	**5**
3	Communication from courgar on shearing info with installa-tions. This seems to be non-existent. Very poor.	**5**
3	Confidence in the S-92	**5**
3	Cougar employees, flight co-ordinator unavailable for questions related to up-coming flight schedule	**5**
3	Cracks in mounting feet of transmission. No clue as to what is causing it but still we fly. Doesn't make sense. I feel informa-tion is being kept away from workers. Manufacturer cannot be trusted. They look after their own interest.	**5**
3	Cracks in the gear box/feet	**5**
3	Didching prosegers	**5**
3	Does the pilot feel he is a hero?	**5**
3	Double Seating	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
3	Each passenger needs to have a window seat or unrestricted access to escape	**5**
3	Electrical issues	**5**
3	Emergency response	**5**
3	Emergency response time	**5**
3	Engineering problem with Gearbox related issues on the S92	**5**
3	Every passenger should be seated onside window to improve chances of escape. No fuel tank.	**5**
3	Everybody needs their own window	**5**
3	Everyone needs there own window	**5**
3	Extra Fuel tank onboard	**5**
3	Flight procedures in the event of an emergency	**5**
3	flight suits	**5**
3	Flight suits	**5**
3	Flotation after landing on water	**5**
3	Flying during windy or snowy conditions. Last ?taip? In the helicopter was all white with snow and about 10 people were looking out cougar office windows at up land	**5**
3	Flying in bad weather/ sea state conditions	**5**
3	Flying in extreme weather conditions. Wind	**5**
3	Flying in low fog -There should be no night time flying	**5**
3	Flying in low visibility at night. If we go down. How are they going ot find us? They can't see anything. I disagree with flying in low vis + @ night. WE ARE DEAD!	**5**
3	Flying in the high seas and cold winter conditions with these suits (are they warm enough to keep you from freezing.	**5**
3	Flying when sea states are border line.	**5**
3	Flying without proper and new flotation system installed	**5**
3	Frequency of other issues with S92's such as cracked transmission mounts, chip light, engine failurs, vibration, etc. I realize that chopper are high maintenance but the S92 seems to have excessively high failures.	**5**
3	Fuel tank- AUX	**5**
3	Fuel tank inside cabin. Stability issues should the chopper land on water.	**5**
3	Fuel tank inside helicopter	**5**
3	Fuel tank inside helicopter	**5**
3	Fuel tank inside helicopter with passengers	**5**
3	Fuel tank inside.	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
3	Fuel tanks on board.	**5**
3	Gear Box	**5**
3	Gear box assembly!! Guess no need to elaborate on this	**5**
3	Gear boxes foot pads and assembly	**5**
3	Gearbox concerns	**5**
3	Gearbox issues	**5**
3	Gearbox, not much has been done to make me feel that it is now safe to fly. Cracking in the feet and oil filter bolt still concern me. The way the oil returns to the gearbox is on the outside. Still depends on these three bolts.	**5**
3	good survival training - (practice makes perfect)	**5**
3	Having a fuel tank in the passanger cabin	**5**
3	Having adedicated rescue Helicopter that doesn't affect the ability of cougar to privide transportaiton services.	**5**
3	Having to get on helicopter wether you feel safe or not. If you ask questions @ cougar you risk loseing your job. They will complain to operator to do everything possible to get you fired. This has happened in the past.	**5**
3	Helicopter rescue - SAR ability	**5**
3	Helicopter S92	**5**
3	Helicopter seating arrangements with respect to internal aux fuel tank. If it is necessary to utilize aux tanks the the aircraft design is not up to the environment	**5**
3	HEUBA was a concern, very important improvement	**5**
3	How experienced the pilots are	**5**
3	I am not convinced the S-92 is the right machine for the role. It's all about money and behind the scenes deals and not worker safety	**5**
3	I believe that the Aux fuel tank has to be removed or people with die tring to escape through a window that will be blocked by this death trap. * Please have them take this out of the helicopter if its required locate it outside the aircraft.	**5**
3	I don't believe we should be traveling in darkness hours.	**5**
3	I have had a conversation with one of the main Cougar person-nell and he assured me that they will not fly a helicopter unless they are 100% safe to fly. And I 100% believe him. I just think there is a design problem of the S92 filter bowl assembly. And it plays on my mind often during my flight to and form the instillation	**5**
3	I think that we should do a sea day in the flight suit. I am not confident that it will keep me warm in the water	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
3	I think the CNOPB, should have a good house cleaning, a lot of people are company breed. Whatever company wants they get, CNOPB just rubble stamps it	**5**
3	If an emergency arises how quick will we receive rescue	**5**
3	Imersion suit very bulky. Cannot properly move when zipped up.	**5**
3	In the even that a flight do go down, weather conditions should be able to permit a rescue	**5**
3	Inadequate training for HUET	**5**
3	Inexperience of some pilots	**5**
3	Is it necessary to have the auxillary fuel tank in the helicopter. Maybe they should rethink another place to store fule. The Puema helicopters never had them.	**5**
3	Know cougar's protocall on when an emergency come's up will they try and make land or wil lthey ditch in the ocean, and give us a chance to use our training!	**5**
3	lack of communication globally about maint. Issues on the sikorskies	**5**
3	Lack of information during delays on cancellations -->helicopters are often delayed/cancelled -->reasons why one not typically obvious and are usually found out through rumors	**5**
3	Lack of on-station/at ready SAR helicopters in St. Johns	**5**
3	Lack of resources	**5**
3	Learning survival suits	**5**
3	Making changes to safety equipment in more timely manner	**5**
3	More helicopters that work good	**5**
3	New aircraft	**5**
3	Night flights even with auto hover equipped helicopters	**5**
3	Night flights- SAR coverage at night/ weather + opportunites for rescue	**5**
3	Night flying	**5**
3	NO fuel tank in chopper	**5**
3	No fuel tank in chopper cabin Search & rescue should be cormorants	**5**
3	No fuel tank in passenger cabin	**5**
3	Not crashing	**5**
3	Not enough choppers	**5**
3	Not enough choppers.	**5**
3	Not enough communication between onshore operations and offshore operations	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
3	Not enough cougar staff at heliport.	**5**
3	Not enough to do the Job	**5**
3	Not everyone has a window seat. Therefore I have to depend on someone else for my safety, exit from the aircraft, if I am sitting in an isle seat. Get rid of the internal fuel tank and winodw seats for everyone.	**5**
3	Offshore safety You can bring offshore safety to OH&S but even then management will still put it under the carpet!	**5**
3	Oil filter assembly	**5**
3	Ongoing gearbox problems with the S-92	**5**
3	over crowding on flights	**5**
3	Over dloade flights, small seats passengers are not skinny paople any more. I feel cramped up like I am in sardine can.	**5**
3	Overall reliability of S92. Gearbox feet cracking but still in use. Very high level of downtime due to maintenace issues. Shout not be using helicopter until issues such as the gearbox cracking are completely resolved- no rundry time for gearbox.	**5**
3	Overloading helicopter with equipment. (for use at work) Supply boats are for that.	**5**
3	Pilot decision making. They need to know what to do, its their call when something goes wrong. Not the passengers.	**5**
3	Pressure of auxillary fuel tank in passenger cabin. Increaded fire risk in the even of crash ofr ditching and comproming emergency egress in a fully loaded helicopter.	**5**
3	Proper saftey & survival gear	**5**
3	Removal of the rear seat on the helicopter should be done immediately.There is not enough room in this seat and if a ditching was to happen you would be stuck there till the people around you got out which may be too late. (not comfortable).	**5**
3	Remove the responsibility of safety from TIAE CNLOPB. There is a serious conflict!!!	**5**
3	Replace the S92	**5**
3	Rescue availability	**5**
3	Rescue in heavy seas	**5**
3	Rescue Operation FASTER	**5**
3	Rescue Response time	**5**
3	Results of inq+ other will be swept under carpet just like ovean ranger-already as of this date “closed door” sessions taking place out of public eye	**5**
3	S-92	**5**
3	Safety	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
3	Safety video needs revamping and get in line with other areas	**5**
3	SAR capability	**5**
3	Search + Rescue capabilities- too long- wheels away	**5**
3	Search and Rescue response time	**5**
3	Search and rescue should compare cormdrants vs. S92. If a stand by SAR chopper is availabe it should have full capabilities of reciving everybody, not just a couple. At a time	**5**
3	seats are not large enough to seat travellign often cramping the helicopter. Seat belts do not fit passengers	**5**
3	Seats on chopper don't seem solid enough to withstand any impact	**5**
3	Serse and Resue should be in St. John's 20 min wheels up.	**5**
3	Something wrong with the chopper that's not picked upon	**5**
3	Structural integrity	**5**
3	Suit comfort	**5**
3	Suit doesn't fit	**5**
3	suit not giving appropriate protection in cold water	**5**
3	Suits are a joke. During training on sea days/and pool exercises become completely filled with water. If this occurs in Jan, Feb, and March when sea temps are between -2 and +2° C your survival chances are slim to none	**5**
3	Suits did not fit properly, neck and wrist seals	**5**
3	Survival suit gloves will be ineffective in an acutal emergency	**5**
3	Survival suit. Not a good suit. Trouble with sizing. Neck seal not good to stiff on neck. Need new suits ASAP	**5**
3	Survive time in water	**5**
3	Survivial suits	**5**
3	Surviving in water	**5**
3	The always changing weather conditions	**5**
3	The auxiliary tank	**5**
3	The big risk to get people to platforms when there are backlogs. It seems that the oil companies do what suits them best and personnel are herded like cattle to get caught up or delays. I think this turnaround system comprimises the right maintenance of helicopter	**5**
3	The four seats in the back makes it very hard or makes people unable to get ready for a decting	**5**
3	The helicopter model being used has to date proven itself to be an unreliable source of transportation	**5**
3	The helicopter not equiped with dry run capability	**5**
3	The length of time it took to replace the suits	**5**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
3	The mechs. Who work on the helo should have to ride on the every day. Save a seat for them and no the same seat. Ive flown military helos all over the world and have more faith in them, then did ever have on the ones we fly on. If the military work on them they fly on them !	**5**
3	The number of chopper issues which make the helicopter unuseable	**5**
3	The quality and reliability of choppers	**5**
3	The response time of emergency services	**5**
3	The windows in cabins are too high for short people	**5**
3	To many people on one flight.	**5**
3	Training for HUET	**5**
3	Training in emergency procedures	**5**
3	Travelling during bad weather	**5**
3	Unfit (physically) people. There are people who can't and don't complete parts of their BST. I know at least 8 on [RIG NAME] that would not dit through the window, they are just another hazard in an emergency situation. If you can't complete training, for military, fireman, etc you don't pass, why do they pass offshore?	**5**
3	Wave height	**5**
3	Why does the gearbox continue to crack	**5**
3	Why not boat transfer???	**5**
3	Why, if the choppers do not meet the 30 minute dry run time, are they still permitted to fly	**5**
3	Will I be able to escape the helicopter with all the passengers kicking & screaming	**5**
3	Amount of downtime of helicopters due to mech. Problems	**4**
3	Aux tak. (NO training in Huet with a tanks.	**4**
3	Aux tanks	**4**
3	Auxiallary fuel tank inside cabin	**4**
3	Availability of SAR helicopter to be deployed wheels-up in 15 minutes	**4**
3	Back role of seating should be taken out	**4**
3	Comfort during flight	**4**
3	Crew experience	**4**
3	Current suit E452 is cumbersome, uncomfotable, and may not fit the same from one use to the next.	**4**
3	Ditching procedure	**4**
3	Ditching procedure	**4**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
3	Escape Route- wheere in chopper I am sitting and my nearest escape route, who is sitting by me and if that person poses an obstacle.	**4**
3	Fautly foot pads on the Gearbox assembly. Repairs should be made immediately to all units. Daily/ per flight inspections just aren't satisfactory. Flight 491 went down because it was believed that time was on theirside-It wasn't! If there's a problem fix it!	**4**
3	Flight suits	**4**
3	Flight suits still have room for improvement.	**4**
3	Flights taking place in less than ideal weather conditions. Ie landing in fog/poor visability, flying in less than survivvable sea conditions, etc.)	**4**
3	Flying after dark in addverse conditions	**4**
3	Flying in darkness/at night	**4**
3	Flying suits leaking water, and not being able to use them in open water in trainning	**4**
3	Fule tank making it more difficult to egress from helicopter	**4**
3	Gear Box mounting feet cracks	**4**
3	Helicopter escape training. Not sufficient when it comes to HUEBA usage.	**4**
3	Helicopter Maintenance	**4**
3	Helicopter reliability	**4**
3	Helicopter vibration	**4**
3	Helicopter vibration	**4**
3	How families feel about their loved ones travelling offshore and the added stress this places on the ofshore worker	**4**
3	If SAR operations are adequate	**4**
3	If the suits will allow for how long they say for survival	**4**
3	Insufficient amount of servicable aircraft.	**4**
3	Is 6000ft fly alt. low enough to make rapid decent for ditch	**4**
3	Knowing that the offshore industry does not require a full time SAR standbye helicopter is a concern. If this is a requirement elsewhere and has proven to be effective, then it should become a requirement here.	**4**
3	Lack of communication about helicopter maintenances issues	**4**
3	Lack of helicoptors available and where is the SAR helicopter	**4**
3	Lack of info on flight in advance of ?dravor? Many flights we wait for flight to go and receive little or no info.	**4**
3	Lack of rescue in St. Johns	**4**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
3	Lack of search and rescue and response time. Being rescued in sufficent time in the event of an emergency.	**4**
3	Lack of standby chopper and lack of choppers to cater to the offshore.	**4**
3	Low vis flights	**4**
3	Main gear box failure	**4**
3	maintenance	**4**
3	Maintenance 4. Fuel tank on board chopper	**4**
3	Mechanical issues (filter how assembly etc.) with sikorsky- (spelling) Helicopter	**4**
3	More single seats	**4**
3	Never know what the status of the helicopters are, especially mechanically and the update line	**4**
3	New suits. Are they as good as old ones, or are they better	**4**
3	Night flights. Not sure this is a great idea.	**4**
3	Night flying	**4**
3	Night flying and flying with GPS. In this age of technology why are still relying on manual/ visual flying when approaching platform.	**4**
3	NO reasoning for delays	**4**
3	Not enough	**4**
3	Often flight announcements are very loud	**4**
3	One turnaround trip per day (boomerang) One trip places a lot of stress on a person. What happen to 491 never leaves your mind.	**4**
3	Overloading - I know they have limits but sometimes I feel that the load is too much when weather is also a factor	**4**
3	Pilot stress levels	**4**
3	Pilot training	**4**
3	Poorly fitting survival suits	**4**
3	Reliability of S92	**4**
3	Reliability of the S-92 helicopter and how Sikorsky deals with faults that are found	**4**
3	Rescue response time	**4**
3	Rescue time if the chopper happens to ditch in the ocean	**4**
3	S.A.R. capibility	**4**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
3	S-92 reliability, these helicopters seem to spend more time down for maintenance than in the air flying. And the passengers never know, or have no avenue of finding out what is wrong or went wrong with the helicopter they were supposed to fly on	**4**
3	Seems the S92's always having problems and the cracked foot issues not having solved and we are still flying in them?	**4**
3	Should have appropriate equipment for night flying	**4**
3	Some window seats where half the seats is centre of window would make hard to escape	**4**
3	Suits that are worn on chopper very bulky and concerde if have to exit.	**4**
3	The flight suits are the worst thing every.	**4**
3	The return of night flights. We want to get off work also!	**4**
3	To much of a turn over of pilots	**4**
3	Training. We don't train on the machines we use or in the conditions we fly in, nor do we train with fuel tanks, 6 people crammed together	**4**
3	unable to hear announcements	**4**
3	Valcro on glove on flight suit. (Can not remove glove for the top on the straps are too long. (Need to cut off excess of creat a pull tab.	**4**
3	Vessel transfer availability. Crew boats should be a viable option. Boats suitable for personnel only should be used. More vessels could be used to streamline transfers. Boats are cheaper than choppers	**4**
3	Weather	**4**
3	What about the 30 minute drytime for the gearbox, is this being addressed to the satisfactory of all users including the US and canadian forces?	**4**
3	Windows in helicopter not large enough for underwater escpae. I'm 220 lbs.	**4**
3	With helicopter mech systems experience issues, lack of info to passengers	**4**
3	# of choppers available - i.e. small # of choppers = lots of flying time per chopper	**3**
3	Comfort because of long flights	**3**
3	Communication & clear announcements	**3**
3	Effect of Weather exposure	**3**
3	Evacuation from helicopter with type of survival suit being used.	**3**
3	Flight suit issues	**3**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
3	Frequent cancellations due to maintainence quite frustrating	**3**
3	Fuel tank in passenger cabin and the effet it will play in egress of the helicopter in case of an emergency.	**3**
3	helicopter buoyancy?	**3**
3	Helicopter mechanical failures	**3**
3	How can a fuel tank fitted inside a helicopter's passenger area meet regulation? I have grave concerns about this modification.	**3**
3	I believe that every passenger should have a window seat, although this way be hard to achieve, it would make everyone feel that they have a chance to survive if chopper goes in the water	**3**
3	If choppers can't fly have a crew change boat built with a helideck. They could refuel helicopters along route to increase payload and handles mass cargo. Many times flights overshoot and return.	**3**
3	Inadiquate training -I feel that 3 years in between refresher is too long -I feel that the HEUT does not adiquitly represent the S-92 helicopter -Training does not provide any practical on opening any of the exits -Training does not adress the very real possibility of ditching on ice	**3**
3	Information on cancelled flights	**3**
3	lack of number of helicopters to service the installations	**3**
3	Location of seats on chopper	**3**
3	No info about the choppers	**3**
3	Not very much seat space for individuals	**3**
3	PIB's not working	**3**
3	Position of aux fuel tank - 3 single seats next to escape windows are lost with aux tank on starboard side	**3**
3	Regular maintenance on helicopters	**3**
3	Safety training	**3**
3	Scuba gogles are cheap and low quality	**3**
3	Suits - the suits need to be fitted properly	**3**
3	suits (just fitted for new suit-should be a lot better!)	**3**
3	The number of passengers should not exceed sitting single file. Two abreast should never be. One exit a window emergency exit per passenger. Fuel Tank should never be in cabin of helicopter.	**3**
3	There should be less flight per person per year through job sharing or 2 weeks on and 4 weeks off rotation	**3**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
3	Time of travel	**3**
3	weather	**3**
3	Weather conditions for travel	**3**
3	A meal before flying if held at heliport more than 2 hours	**2**
3	Fire	**2**
3	Frequency	**2**
3	Helicopter layout	**2**
3	Immersion suit standard	**2**
3	Level of comfort	**2**
3	Not enough helicopters in case one breaks down + be able to fly at night	**2**
3	Passanger Weight	**2**
3	Seating arrangement	**2**
3	Survival suits	**2**
3	The harsh environment	**2**
3	The level of comfort of passengers while travelling offshore/ onshore	**2**
3	Travelling over water for long distances	**2**
3	Will there be a leak again	**2**
3	Aux fuel tank in passenger cabin	**1**
3	Listen to the concerns of people quicker I brought up the idea of heuba in 1998 and it was said that the idea came up in 2000 (not true)	**1**
3	Not enough machines to fill the work load for offshore trans-portation, machines overworked compare to 1997 with only Hibernia on the grand backs. Now more operators with the same amount of machines	**1**
3	Passenger training	**1**
3	Seating on chippers, too many people on choppers. Everyone need a window seat or exit door to sit by.	**1**
3	Suits	**1**
3	Vibration on helicopters	**1**
3	We need the extra fuel tank removed so passengers can access the window on that side of the helicopter easier for an escape route. Sometimes there might be a need to use a seat to aid in escaping	**1**
3	4 seats in the back, shouel be 5 and they should try and sit people so that everyone' comfortable.	**0**
3	Biggest concern for me regarding safety on chopper is : how much can people in authority get safety issues pasted just to accomedate procedures?	**0**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
3	Boots on flight suits too big and bulky….may effect escpae from small windows for S92	**0**
3	BST is not hard enough. Should be some harder conditions while doin pool excercises.	**0**
3	CHOICE OF CHOPPER OR BOAT	**0**
3	Concerned about flying in high seas, when rescue it limited. Concerned about rescue capabilities	**0**
3	Evacuation from chopper with the type of survival suit	**0**
3	Flying these helicopters after dark greatly reduces your survival and rescue chances	**0**
3	Helicopter reliability	**0**
3	How tired are people when they get off helicopter	**0**
3	I don't field that replacing the bolts in the chopper has elmited the stresses that caused the problem in the first place. I field the stresses are still there!	**0**
3	I never want to fly at night again or in 6 or 7 metter seas because the floatation capability is only rated for 5 meters	**0**
3	Mandatory explanation why choppers are delayed or broke down -The operators are planning on returning to night flights & low visibility flights when inquiry is over, what is the the pupose of inquiry	**0**
3	People dime their cares on the ? With more deficency than the "O" tolerance on the choppers ?	**0**
3	S.A.R. chopper should be on standby 24/7 with wheels up time of 15 min or less	**0**
3	Seat belts you cannot tighten around your waist	**0**
3	Suits	**0**
3	Suits are cumbersome and ill fitting	**0**
3	The amount of delays and chopper availabiltiy	**0**
3	The history of the S-92s maintanence/break downs is questionable at best. They should have a second look at the quality of the S-92 and consider upgrading to something more reliable	**0**
3	There aren't any more, really what it all comes down to is at the end of the day no matter where we are or what we are all doing. Us as working people all over the world we are in God's hands. I think everyone is doing the best they can to make sure that this and other incidents are prevented	**0**
3	Too long of distance without anywhere to land between heliport and vessel	**0**
3	Traveling in reduce vis 1/2 Nm (rescue)	**0**

APPENDIX D: QUESTION 35 RESPONSES

CONCERN NUMBER	CONCERN	SIGNIFICANCE LEVEL
3	Weather, helicopters should not take any chances on weather or sea state, if it is not good enough outside, the helicopter don't fly	**0**
3	When there is a known problem such as what happened on March 12/2009. that could have catastrophic results, helicopters should be grounded immediately until problem is rectified.	**0**
3	With tank in chopper will it imped us from getting out on that side.	**0**
3	Withdrawing night flights when conditions during day can equally be as bad. Night flights are operated to smooth operaters and require issues addressed to make operated.	**0**
3	Workers having to stay back offshore, fatigue, when the their time is up 21 ?down?	**0**

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
2	*An extra chopper to ensure a better chance of performing maintenance on rest of fleet (Pressure to get choppers in the air less)
3	*Dedicated chopper + crew at the ready for emergency situations with all the proper gear that's needed.
2	>Have choice of boat transfer
1	1 extra heuba bottle for a designated passenger to use as "the last man out as stated in my attached letter. A lot of us are trained scuba divers and I know that we would all volunteer to sit in the middle seat in the back to make sure every-one is out of a submerged helicopter before we leave
2	1 person 1 seat no doubling up
1	1 seat removed from the rear. To allow more moveability and esy of donning sutis. Hpods.
1	1. better suits 2. more flotation 3. no fuel tanks 4. better training (BST)
1	1. Upgrade the gearbox to one that actuall runs "dry" for the 30 min standard. Also improve the overall "mechanical" availabilty of the helicopter. There are time when the machine in not available for use over 50% of the time-Nobody would own a private vehicle and feel safe using it if it were broke down as often as the S-92, Pilots must be aware of what the machine is capable of in all Emergency situations.
1	1/2 hour dry run time
3	10-15 min response time for SAR rescue. Thank you!
2	2) Better, more comfortable suits
2	24 Hour dedicated SAR for offshore facilitices. It should be mandatory for the amount of work now, and upcoming offshore in the future.
2	24 hour SAR with 15 minutes wheels up time.
1	24 hr facility occupation in Gander. That would eliminate the time it takes to get to the search and rescue center
2	24 hr search & rescue in St. John's
2	24 hr search & rescue in St. John's
1	24 hr Search & Rescue with a max of 15 min wheels up time. Should have a dedicated airframe for Search & Rescue in all weather conditions.
3	24 hr search and rescue at Cougar. The federal governemnt give Cougar a contract to this work.
1	24 hrs rescue
3	24/7 rese and rescue in St. John's. No fuel tank inside choppers Everyone weeds and window seat.
1	24/7 SAR base in St. John's
1	24/7 search and rescue with 30 min wheels up

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
3	25h serch and rescue.
1	30 min D.R.T. like Canadian military version of S92 was fitted with
2	30 min dry run proven.
1	30 min dry run time on choppers if that means new choppers then SO. Money is no object when it comes to safty
1	30 minute dry run capability! A cannister type of container, for the aging population, instead of bags to possibly use when we have to pee! (when ex; a boomerang flight!)
2	30 minute dry run time for the S 92
2	4 seats in rear of helicopter removed. At least two of them.
2	7/7 days a week flights
1	a 24-7 search and recue chopper available in St. Johns year round
3	A change in rotational schedules from 3 and 3 to a similar system as in Norway that has 2 weeks on the rig and 4 weeks off can reduce the risk to the individual.
1	A dedacted search and rescue helicopter
3	A dedicated emergency helicopter on standby anytime there is a helicopter in the air. Ready to go in few minutes with a fully trained search and rescue crew.
2	A dedicated helicopter in place for 24/7 search and rescue, with 15-20 minutes wheels up capability
2	A dedicated rescue helicopter
2	A dedicated search + rescue chopper not a “crew chopper” making workers late to get home.
2	a dedicated search and rescue helicopter
1	A different type helicopter
1	A different type of helicopter to be used offshore here
2	A dry run capability for hilicopter with a btter warning systems oil circulation and lost of oil.
3	A extra helicopter
1	A family member travelled to rig on a S-92 down in the gulf and on every flight he was on, there was a mechanic/flight enginer flying with them monitoring the helicopter in the air with his laptop
1	A full time emergency response available in St. Johns
1	A heavier and thicker gearbox housing installed. The we wouldn’t have to wonder if its going to crack again. If this cracks its cracking in the air no on the ground.
2	A more dependable helicopter
2	A more harder corse to get better training and if personal don’t’ pass you don’t’ go offshore find a nother job.
3	A new type gearbox that has been tested and proven in the offshore industry
3	A new type of helicopter or more helicopters so there is less flight hours on each helicopters

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	A newer safer chopper
3	A real choice of mean of transportation (more boats)
3	Ability to fly after dark
2	Access to helicopter maintenance records
2	Act faster for safety comments submitted
2	Actual suits should be used in the BST training that tests ability. The type of suits that people are fitted for should be the ones used.
2	Add a bit to the fleet of choppers.
2	Additional aircraft
2	Additional Airframes where possible
2	Additional bed spaces on boats if needed
1	Additional choppers
1	Additional helicopters to ensure adequate time for maintenance of other helicopters
1	Additonal aircraft
1	Adequate floatation on helicopter for our sea states, in case of emergency landing
2	Aditional helecopter to allow more time for scheduled maint. Thus reducing delays
2	Again people too unfit. They are a risk to themselves and others. Lets help these people get fit with whatever support is needed
1	All grounded
3	All new aircraft go through getting the bugs worked out of them. It takes time to be proven to be reliable and dependable. Being reliable and dependable does not come from an engineers design on what company personnel state. Aircraft shoule have at least 5000 hrs. flying time and be proven reliable before ebing stationed to fly over cold ocean water on a daily basis.
3	All personnel to be fitted sonner not later with the new suits, giving more manuverability in the head section of the suit
1	All personnell should be transported by boat.
1	All single seating
2	All single seating near windows
2	Alternate landing pads built on water
3	Alternate location for the interior fuel tank, you are sitting on a bomb while flying, this should not be, the helicopters need updating by all means so does the system
1	Alternate means of transport to/from offshore
3	Alternate means of travel for workers
3	Alternate method of transportation. Larger vessel to do more movement of POB at one time rather than multiple flights or other type of transportation.
1	Alternate transportation options/choices

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
2	Alternate transportation…vessels
2	Although Aux tank is not a big concern to me. I would prefer to see it gone.
3	Always have a search and rescue helicopter waiting for immediate response in the case of emergency.
1	An improvement in communication on flight turnarounds. It is getting better, but also room for improvement
3	An independent safety, board tryely looking after the people who's lives are at risk.
3	An open to all public emergency management system, to seach on and to participate on ?
2	Announcement are hard to hear use electronic head phones.
2	Announcements on the chopper when in flight are most times misunderstood when we had the pumas the headsets had the announcements through an could be understood clearly
2	Any alerts with choppers be made aware to safety committees offshore.
1	Any concerns expressed by workers should be addressed
2	arrange people according to size for seating
2	Arrange seating so that everyone sits next to a window.
2	As a worker safety rep for almost 7 yrs I feel looked down on by my managers for bringing up contraversal issues when I don't accept their first explaination and I dig in and take a stand to push for a better answer or explaination I feel as a safety rep you could easily commit carrer suicide for pushing the envelope and I have actually been told by some supervisors that there are other supervisors that will get even with me when they get the opportunity. I feel that if it were not for the protection I get for being a safety rep and also for the union, that my job would be very much in jeporady.
1	As long as the Improvement are cautiosly being imporved this mode of trans is safer than driving are vehicle on the road.
1	As worker's we should be made aware of any concerns found in Routine matieanince
3	assembly should be mounted at a bottom location, not on a side location
1	Assign seats based on sizes of passengers
2	Assigned seating, depending weight/height.
2	Assistance or check by crew after donning suit to assure proper seal.
1	Assortment of survival suits. Mandatory warm clothing be worn inside the suit.
1	At least 1 additional aircraft for backup
2	At least 2 alternate or emergency landing pads should be between St. John's and the closest rig. 300 km is too far to go between places to land for this shor hand helicopter.

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	at least an extra chopper to be available for more passengers to arive and depart. Suits have been modified so that's a bonus and extra training has been included
1	Auto hover
2	Auto hover
2	Auto hover capabilities ASAP. We need to be able to be found or rescued at night and in poor visibility
2	Aux fuel tank
1	Aux fuel tank removed from inside chopper.
2	Aux tank shouldn't be required if you travel with less people. If you have to have it, it wouln't be an issue if you had single file people on both side. NO need for someone to go over tank. (an illustration included with the single seating in helo as well as place for aux tank)
1	Aux tanks removed
1	Aux. fuel tank removed
1	Auxiliary fuel tank relocated outside
2	Auxillary fuel tanks.
1	Availability of thermal undersuits. As worn by divers in a dry suit, the cabin temp in chopper would have to be lowered but survivability would be increased
3	availabilty for parts quicker.
3	Be able to fly at night
2	Be able to pop out of the windows in the s92 chopper. The ones in Dunker are not the same.
1	Be more up to date on all helicopter down time
2	Betta training
1	Better (UK style) suits
1	Better aircraft needed
3	Better benefits for family members when & if something may happen going to or when your offshore
1	Better communication- be more open
2	Better communication between Cougar and offshore workers
3	Better communication for travellers, let us know what's going on
2	Better communication from the flight crew in flight. Still can't hear all announcement's.
2	Better communication of break downs to worker. What caused the helicopter to be removed from service. This should be communicated in a timely manner
1	Better communication, new fuel tank, no aux tanks
1	Better communications from Cougar to the passengers right across the board
1	Better communications to workers regarding problems and issues

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
2	Better com's
3	Better comunication between cooger and workers. Flying in weather conditions like fog and high wind, sea states is not sure as long as this is happening workers don't feel safe
1	Better confidence - flying - its great that they communicate anytime there are issues and how they are resolving but would feel better if there were not so many issues
1	Better explanation of mech. Problems with choppers
2	Better face seal.
2	Better fitting suits
2	Better fitting suits
1	Better flight suits
3	Better flight suits
1	Better flight suits improving water tight integrity.
1	Better flotation on helicopter -Peoples concerns made more important -Chance to go by boat if could -More analysis needs to be done on the oil companies themselves and CNLOPB should be split into two compartments so a safety division can monitor the oil companies
2	Better flotation package on helicopter at earliest opportunity.
2	Better gearbox design
3	Better gearbox system
2	Better helicopter with actual 30 min dry run time
1	Better helicopters
1	Better helicopters requiring less down time.
2	Better helicopters. It is onw thing to fly 30 miles over water another to fly 180 or twice that in case of no laundry. Need a helicopter that has better dry run etc.
1	Better HUET training and more often every 2 years
1	Better information on breakdowns
1	Better information on maintenance for the helicopters.
1	Better line of helicopters. Flying at a lower altitude doesn't make it any safer in an emergency landing
1	Better maintaineance
3	Better organization by cougar and available information accessable to the workers.
1	Better organization in helo getting in on time
3	better organization with the tele service when we call to know flight details
2	Better orgization with flights
1	Better P.A. system in chopper or go back to old head sets

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	Better public passenger and helicopter transportation. Communication to create a better service for all concern.
3	Better quality choppers
2	Better reporting on helecopter issues
1	Better SAR capability
1	better SAR response
2	Better sealig flight suits that are more comfortable to wear
2	Better search & rescue services
2	Better search + Rescue
2	better search and rescue
1	Better seating/ less congestion
2	Better seats
3	Better speaker system or headsets with coms with pilots
1	Better suits
1	Better suits
1	Better suits
1	Better suits
1	Better suits
1	Better suits
2	better suits
1	Better suits even above and beyond HTS1 helmets in corporated with suits
2	better suits, bigger exits
2	Better suits, which I think is ongoing.
1	Better suits. Was just fitted w/ new suits and it appears OK. I like them.
1	Better survival gear
1	Better survival suits
2	better testing of suites
2	Better training
2	Better training
1	Better training for emergency situations
1	Better training-HUEBA used in HUET training
2	Better understanding of helicopter capabilities ie. 30 minute dry flying time cracked feet in gearbox mount
1	Better updates on issues/problems with the S92
3	Better updates -more helicopters not enough for the work -They are over worked -Make them spend the millions they are making

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	Better uptime
2	Better weather limitations
2	Better weather observations, not flying in suspect conditions!
2	Bettter immersion suits
1	Bigger + more comfortable
1	Bigger escape windows
2	bigger float
1	Boat
2	Boat
3	Boat
2	Boat travel is safer. Give me a choice.
1	Bring back night flights for clean nights
2	Bring good head sets so pilots communication with personnell/passengers is better
1	Bring in additional aircraft by current, operator-cougar-or-bring in some competition I.E. another helicopter operator.
1	BST recrunt very year
2	BST refresher every 2 years.
2	BST should include HUET training that utilized realistic S92 helicopter body & seats. Training should include windows like those in chopper in use & aux tank if their use is continued.
3	BST Training in colder water? Training module in pool need improvement?
2	Buy a work boat as the assies have down under! Go from rig to rig and all parties concerned driving up the cost!
1	Buy all new ones
3	Buy sell magazines on chopper for reading.
3	call in times should be longer for family reasons
3	Change model of helicopters or at the very least complete redeign of gearbox.
1	Change of suit-to heavy and restricting.
1	Change out air craft all together
3	Change out the S-92's with super Pumas.
2	Changes should be made to the gear box assembly.
1	Check Gear Boxes 6-8 hr fixing. Check every flight.
2	Check-in notice should be updated, phone info line needs to be more frequently updated.
3	Choice of Helicoptor or vessel.
2	Chopper is worst I have ever been on world wide to much viberation and needs to be corrected.
1	Chopper not to fly in such low vis

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	CNLOPB are biased toward the safety regulations in the oil companies favor. This is completely unacceptiable
3	CNLOPB should not regulate safety.
2	CNLOPBwears two hats, which are regulatory & developmental. These are in my opinion a conflick of interest! Oil operators will not initiate, but if required to conduct their business a certain way they will eventually “toe the line” to the point of unprofitability with such massive profits at stake much can be accomplished toward ensuring all are tranported with the least risk
2	CNOPB or government should be more involved in offshore safety. Don’t trust the oil companies to do everything right.
1	Communication
2	Communication, we are passengers never know what is happening with current flights. When we are told weather delay it could be sunny offshore, so is it really a weather delay or a maintenance issue, and what type or maintenance issue.
1	Communications & updates provided in timely manner Note: Both from Cougar & [OIL COMPANY]
1	Companies say they are more open about flight issues yet transparenty no there
2	Company need to have a good look at the issues with the helicopters
2	Competition another helicopter company
1	Complete reevaluation/testing of S-92 to far/jar 92 standards (dry run) as previous approval appears to have missed the spirit of the requirements
3	Concerns should be taken very seriously
1	Confident means of egress
2	Constant wait time @ heliport due to maintenance, pilots timing out
2	Continually improve on suit design
1	Cougar and sikorsky continue and express that the fatigue in the gearbox mounting brackets are not as a risult of excessive vibration. In my opinion this is the root cause of the continuing problem with the hair lines cracks in the mounting brackets.
1	Cougar does its part but as said earlier the units (S-92) are unreliable
1	Cougar need to be held more accountable flight times, more choppers ect
1	Cougar seems to be doing their best to keep us safe. Whatever means are needed to support them should be maintained and possibly increased
1	Cougar should be more open with what happens with choppers
1	Couple of times a year their should be question answer period to talk about concern.
2	Create some sort of updat board for helicopter issues which provides prompt updates.
2	Crew change boat and use a helicopter as a back up
1	Cummiaction in chopper
2	Cut down on vibration, after crash vibration was drastically reduced.

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	Daily meintence schedule on chopper. What repairs are done/ or checks made. Needs to be more informed.
3	Danger Pay
3	Decision making in critical conditions. However, unpleasant. Taking the lesser of 2 evils.
2	Decrease # passengers/ flight
2	Dedicate SAR Helicopter
2	Dedicated boat, which can take many passangers, for crew change. It can be disgined for crew change, travel faster with less deck space.
1	Dedicated crew change boast with a helideck. Payload too small chopper 1/2 full and can't make 2nd or 3rd pass at location.
2	Dedicated military or coastguard SAR based in St. John's
1	Dedicated SAR aircraft - 2 on availability in St Johns
1	Dedicated SAR aircraft in St. John's provided by governemnt or industry, with " Best Possible" response time. State of the art aircraft with latest search technology.
3	Dedicated SAR chopper stationed in St John's with wheel up of 30 mins or less & capable of night rescue
2	Dedicated SAR equipment.
1	Dedicated SAR helicopter in SJ 24 hr SAR coverage from Gander
2	dedicated search & rescue in St. John's
1	Dedicated Search and Rescue for St. John's
1	Dedicated standing for SAR/ Emergency Response
3	Design Helicopters to withstand impacts with Ocean.
2	Different chopper
1	Different choppers.
2	Different gearbox manufactures
1	Different helicopter
1	Different helicopter (type)
3	different helicopters
1	Different helicopters. Ones more suited for the aplication.
1	Different suits less bulky
1	Different type
2	Different type of chopper
1	Different type of helicopter with a run dry time of at least 30 minutes
1	Discontinue using the S-92
1	DND SAR at St. Johns 24/7

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
2	Do a control ditch in the sea on a calm day and see how controlled the real situation would be.
1	Do not overload
1	Do not put 4 persons in the back of the helicopter. Give everyone a window seat so there is easy exit in case of a controlled landing.
2	Do not put passengers in middle rear only have single row seating.
3	Do not use S92 until the serious issues are resolved. Use machines with a industry minimum run dry time.
2	Do something with the Aux fuel tank. It has already been said that egress past this tank is “impossible”
1	Don’t crash
3	Don’t’ fly at dark , and in high seas. You should also have more helicopter to prevent them from being overused.
1	Don’t’ fly during high winds or Air turbulance.
1	Don’t have none
1	Don’t do any night flying
1	Don’t fly when sea state is above 3m Don’t fly in very foggy condition’s Don’t fly when poor visibale “snow or fog”
3	Don’t keep people @ heliport for hours when weather is down. Make better decisions about flying
1	drinks
1	Dry run time
1	Due to the amount of time is lost due to helicopter delays it is important that the cougar information line is updated on a regular basis. Family and friends rely on this line for accurate information. Delays in flights should be reported more frequently.
2	During helicopter malfunctions, free release of info to passengers
1	each person has escape window
1	Effective search & rescue
3	Eliminate aux fuel tank from passenger cabin. Less pay load with more flights.
1	Eliminate aux tanks
2	Eliminate/Greatly reduce night time flying
2	Emerg response time improved
1	Enough choppers in fleet to support number of personnel CNLOPB should not regualte helicopter safety (conflict of interest) Mandatory explaination why choppers are delayed/cancelled which means the truth!
3	ensane suite are exceptable
2	Evaluation of long term effects of high levels of vibration on board S-92 in terms of mechanical failure

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
2	Every helicopter should be started before passenger get on board.
3	Every incident and Reason why a helicopter is down should be publicized to the people traveling on them.
3	every passenger have a window seat.
1	Every passenger should have access to a window to be able to escape. Should not have to wait for a person to escape before you get a chance.
1	Every person to have a window seat
3	Everyone should have a primary window exit.
3	Everyone should have there own window seat.
2	Exgtra fuel tank removed from inside cabin and mounted outsided or in the floor of the cabin.
2	External Fuel tanks
3	Extra choppers to get more flights out during good weather windows.
1	Extra flights.
3	Extra Flotation
1	Extra fuel tank not in the cabin
2	Fairness + equality in scheduling of choppers
3	Fairness of flights to all installations, eg: all flights should be in order, no Thurs-day flights ahead of Wednesday flights
2	Faster flying choppers.
3	Faster issue of new suit
1	Faster resolution of safety concerns like HEUBA. Seems to take too long to respond to improvements.
2	Faster response time for search and resuce. 24 hour overage for search and rescue. Heated emmersion suits for longer survivial time in the water.
1	Faster response time to a ditching A standby crew on the ready More helicopter so maintenance will never feel the pressure to push back on preventative maintenance
1	Fastia wheels up response time. Proven 30 min “run dry time”
1	Figure out why these choppers have so many issues.
2	Find or make new flight suits even better thatn the new modified one
3	Find the root cuae of the mount feet problem. It is no comfort for the workers knowing the feet continue to crack. We should not continue to replace feet knowing they will eventually crack.
2	Finding suits that are acceptable for leakage rates.
1	Fix all 3 concerns
1	Flair
1	Flight immersion suit improvements in line with concerns.

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	Flight suit seems to be improved greatly for comfort, not sure about water immersion. Now making them available to all passengers.
1	Flight suit should not be as bolkey
1	Flights on time
3	Flights returning because of mech. problems must be escorted
2	Floying in high winds should be looked at more closely. Have flown several times and landed on the rig with 60 knots or more wind speed. Seems unstable to me.
2	Fly at night to get more flights into prevent delayed returns.
2	Fly at night, this should be normal ops.
2	Fly lower when having problems
2	Fly with less people so not to have the tank inside
3	Flying in bad weather. Sea state should be lowered from 5 to 3. From 7 metre seas to 4 or 5 which is still bad.
2	Flying nighttime (should not)
1	Flying time between mantance
2	foot mounts that don't crack
2	Forget the boarding pass, more lenient for Worker travelling to work.
3	Formation of a staffed, full time at-ready SAR base in St. Johns
1	Fuel tank located outside
1	Fuel tank looked at instead of moving from one side of helicopter to the other
1	Fuel tank moved (extra one)
1	Fuel tank not in passanger areas of the helicopter
1	Fuel tank placement
1	Fuel tank re-aligned in different position, to access windows easier.
2	Fuel tank removed from cabin.
1	Fuel tank removed from chopper.
1	Fuel tank she be installed outside like the one that came with the helicopter.
1	Fuel tank-removed
3	Fuel TK should not in the passenger area
3	Full disclosure -Knowing about the lack of "dry run time" could have prevented the 491 tragedy. What else is being withheld & when will our next tradgedy bring more problems to light?
3	Full time Sar standby AC
1	Fulltime SAR chopper
2	Fulltime SAR in St. John's
1	Gear box in these helicopters changed out- like U.S. department of defence done with these choppers

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
3	Gear box mounting brackets.
2	Gear box problems needs to be fixed. Not just replace it when you see it is broken.
2	gearbox 30 min runtime without oil.
1	Get better helicopters
3	Get faster boats. Current boats are slow.
1	Get helicopter adequate to suit our need. 1. all passengers get exit. 2. helicopter holds enough fuel without need for Aux tank inside helicopter with passengers.
1	Get more choppers
1	Get more helicopters so that they can fullfill service to rigs when one goes out of service
1	Get more helicopters. That way they can be maintained when issues arise, without disrupting flight schedules
1	Get New
2	Get New
3	Get New
2	Get night flights back. Often fog clears offshore at night.
3	get rid of double seats and fuel tank.
1	Get rid of Sikorsky, source out different kind of chopper
1	get rid of that tank
1	Get rid of them
1	Get rid of them 2 seats in the back row. Should only be window seats.
1	Get rid of them and go to work boats
1	Get SAR coverage in St. Johns
2	Get the norwegian suit.
1	Getting new suits in place
2	Give EVERY passenger a window or poor (means for immediate escape)
3	give info sessions/tours/ect to family members, show them what their loved ones go through to go offshore, show them the facilities on shore and videos of offshore. They really don't understand and can't appreciate what controls are in place to keep everyone safe
2	Give people a choice to take vessel instead when weather is favorable. Seems like the boat is OK when big oil wants it for their purpose (FOG)
2	Give personnel the opportunity to "flight suits" on sea day training to give them comfort in integrity of suit. I feel the testing used to gauge water engress in inadequate +flawed.
1	Give us a survival suit that fits properly and don't leak
3	Gloves that can be put on before you go into the water and that would allow you to acitvate the life jacket, etc.
1	Good maintainance on the helicopters

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
2	Government needs to do something to attract competition for cougtar. A monopoly on offshore transport can lead to a lax in safety.
1	Hardles on windows + Aux tank to be installed.
3	Hav ededicated personell to answer questions regarding flight list, combined flights, 24 hrs/day
3	Have less people on flight so everybody can have a window seat.
3	Have 24/7 coverage in St. John's for SAR with minimum wheels-up time
2	Have a better response time for a emergency chopper
1	Have a landing pad in between the riggs. So just in case emergency it could land there
3	Have a passanger ferry other than supply boats dedicated for personal transfers. I am aware that during winter months this be not be reasonable but during the months it can be used it would offer a safe way for travelling to/from offshore.
1	Have a rescue team located offshore to ensure quick response - maybe have helipad available on "Hebrar" platform designated for this purpose
2	Have ability to get off rig other that heliciopter. I.E. we have I crane certified as man riding. When that crane is out of service, only way on or off rig is by helo. This causes frustration and can lead to flights being attempted when they probably shouldn't.
2	Have bag checkers be more professional. They are not cops. Remove aux tank Stop hauling cargo on crew change flights. Extra weight not needed.
2	Have Huet traing to be realistice full complimint of passangers and aux tank with Huba.
2	Have knowledge that the suits have been tested.
1	Have more choppers in service to handle flights to installations. Right now there are not enough choppers. Cougar is trying to do to much with too few choppers.
3	Have more competition from helicopter providers
2	have more helicopters so more maintenance can be carry out they could have one in shor at all times.
1	Have new HTS-1 suits tested by our memebers in cold water conditions
1	Have only 3 seats in rear of chopper
3	Have some accountability somewhere in this industry, seems to be a lot of pass the buck in this mode of transportation. Getting even the basic answers out of these people is a chore. It seems you can't ask a simple question about helicopter travel without fear of reprecussion.
1	Have the HEUBA training include escape with the unit from the simulator
1	Have the suits changed
1	Have this gear box replaced with dry run capability.
1	Haven't got enough aircraft for the amount of rigs.

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
3	having a chopper specificlaly for the rescue in St Johns with the 15 minute wheels up whenever there is choppers in the air
1	Headset. Usually can not hear what pilots are saying.
2	Headsets that you can hear P.A.s in helicopter <with good sound>
2	Headsets with audio to hear announcements better
2	Heated emmersion suits to geive longer survival time in water. Faster response time for search and rescue.
3	Helicopet on stand by for emergency response
1	Helicopter Boyancy bags improved or flying to match sea states
1	Helicopter operator should react as soon as practially possible to service bulletins to ensure the safety of personnel flying- even if it means grounding the helicopters for a period of time.
1	Helicopter reliability!
1	Helicopters are good as long as the proper checks are completed
1	Helicopters changed out and updated more often
1	Heli-suits are very restrictive. I.E. bulky and don't fit well. The hood is difficult to fasten no matter what size of suit you wear. In the event of an emergency this would make an escape extrememly difficult, the boots are too big and bulky.
1	Hoods on survival suite have to be changed, the stiff neck is inadequate.
2	How they respond to the Maintenace
2	However many exits are in a helicopter that is how many people should be allowed
1	HTS-1 should take care of this concern
2	HUEBA used in helicopter escape drills.
1	HUET excercises don't simulate escaping over an aux fuel tank. If I can't prove that I can do ti under controlled conditions, How can I be expected to do it in an emergency? Same goes fro escaping with multiple passengers seated across the back row. I need to know that I can do it.
1	HUET training more frequent
2	I believe that these choppers should have to have all foot mounts changed out. Mayber they need to be made out of different material (stronger)
3	I feel that all these choppers should be required to have 30 minute dry run capabilities as was suppose to be the requirement originally
1	I feel the S-92 are not living up to the demand that is being put on them. They seem to be broke down way to often, and that gives no just me but my coworkers the same feeling that we had prior to the 491 incident. It was said to me on many occasions that it only a matter of time beofre it happens again lets pray that it doesn't.
1	I know it may not happen but I think the entire S-92 fleet operated by cougar should be replaced by a chopper that has a better track record

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
2	I know that suit sizes have been addressed as well as some of the features. These have been well regarded changes. However, I believe contant review and oversight of suits must be completed on a regular basis.
1	I spoke about boat transfer. I believe that we all should be given the choice of transportation, boat or chopper. I don't understand what the issue is here, I am not the only one who feels this way. I cannot understand how a company who can run a business as big as this is (Hibernia) cannot supply us with the option of boat over chopper transfer
2	I thank Judge wells for this opportunity to voice our concerns. [NAME]
1	I think maybe a different aircraft would be suitable
1	I think there should be more choppers available to fly when others are broken down!
3	I think we should work toward the shortest time frame possible (15 min) when considering rescue of personnel. We work in a dedicated area offshore these oil platforlms that are constantly inhabitated by people traveling to an fro on a daily basis therefore ther should be an adequate syhstem in place for emergency response.
3	I would like to crew change by boat rotwer than helicopter. I feel more safe by boat
2	I would like to see 24/7 emergency response with 15-20 minutes wheels up in St Johns
1	I would like to see a different manufacture of the helicopter. After 291 I do not trust Sikorsky and their operating procedures, especially with the 30 minute dry run capability also, much less mechanical issues
1	I would like to see A helicopter in place with a 30 minute run day time.
1	I would like to see emphasis put on keeping the helicopter in the air, rather than training on how to escape a downed helicopter. If an airplane crashes, do they look at training passengers to escape or do they look at preventing the crash.
1	I would like to see extra helicopters in the fleet so it will make more time to get the proper maintenance done. Also auto hover installs as soon as possible. I would like to see all people have a window seat available. I do not feel safe sitting in an asile seat next to another person
1	I would like to see less men flying at one time, so you are not so cramped up
1	I would like to see more of the 'rumors' that get raised by workers put to rest by the owner/ operator companies along with cougar. Cougar seems to be the 'offical voice' but the owners/operators need to feed in here too.
2	I would like to see our rotation change from 3 on 3 off to 3 on 3 off or even 2 on 4 off. This will cut down on the amount of flights to and from offshore. Less flights means leass chances of encountering a situation with helicopter ditelling
1	I would like to see the fuel tanks put on the outside of the chopper
2	If a helicopter makes a cargo run, no passengers should be allowed on board.
3	If a passenger experiences a boomerang, he/she finished for that day not setup on another flight - 1 hr later to the same location & boomerang again! This is [UNREADABLE] treatment!

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
3	If chopperdoes run out of oil (again), that the pilot does ditch it immediately instead of trying to make it land.
2	If floatation support is attached to chopper for a specific sea state we should only travel at that time and condition weather conditions that determined if the chopper has to land at sea and has flotation support in order to vacate the chopper inot a life raft.
1	If these choppers are the latest and designed for offshore transportation why do we need an add on tank in order to travel our flight range. This should have been factored in initially in its designer.
1	If these machines are this unreliable they should be replaced with a model that is more dependable and the worders can have confidence in. Each installation shoul have their own helicopter so that the number of take-off and landings will be reduced.
1	If they could tell us sooner if our flights are bumbped
1	If they resume night flights, I would like to see a 15 min response time for search and rescue
2	if windows can't be lowered then "booster seats" should be provided or a means of lowering/ raising chopper seats so all PAX are comfortable with window level.
2	Immediate remediation of any directives received by Cougar from Sikorsky
1	Implement min standard of 30 min dry run time.
2	Implement TC AD's even before deadline date (s). NO extensionns!
2	Imporve helicopter downtime by adding more choppers
1	Imporve suits
3	Improve communications between pilots & passengers
2	Improve EPIRP deployment system for helicopter EPIRB
2	Improve on professional reputation. Try and keep schedules on time. Don't stay or give excuses. Be straight forward with all travellers
3	improve or replace all survival suits being presently used for offshore transportation
1	Improve reliability of helicopters- seems to be a high # of helicopter out of service for maintenance aneed to improve spare parts for helicopters.
3	Improve requirement for physical ability. 5'9" 350+ pounds is not physicall fit to travel offshore.
2	Improve SAR
2	Improve search and rescue respond time- 30 hr- max 7/24
3	Improve seating arrangements. Improve training. Breathing under water, not natural. 10 min training won't help.
3	Improve suits
3	Improve suits!
1	Improve survival suits
3	Improve the BST

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	Improve the heli suits which is in progress
2	Improve the suits - the new suit is improved but not perfect - work is needed to improve face seal/size/gloves. Gloves is an imp issue to me an not having the confidence to be able to put them on wet is a real issue
2	Improve training and give any additonal training available concerning helicopter safety.
3	Improved ability to land on facility in fog. This wil reduce return “Boomerang” trips.
1	Improved and more comfortable flight suites giving more manouervability.
1	Improved design
3	improved egress- slightly longer windows?
1	Improved flight schedule updates
1	Improved headphones
2	Improved HUET training to include egress with 2 persons side by side, and egress with Aux fuel tank in place. As per concern #1.
2	Improved impact protecting in the event of a hard landing
2	Improved logisics
1	Improved reliabilty + regularity of flights
2	Improved SAR being implemented -Continue no night flights until SAR capabilities established for night rescue
1	Improved Search & Rescue in St. John’s
1	Improved seating.
1	Improved sound system as per concern #2
1	improved suit fittings
2	Improved training in helicopter emergencies
3	Improvement with the choppers, gearboxes and the amount of downtime they incure.
1	Improvements should be done on all things listed above
2	Improvemets on eequipment to allow helicopter transportaion in poor visibility
3	In comfortable with alternate transportation but it takes so long (12-14 hrs) out and back (24-28 Hrs) late getting home it’s a double edged sword. It feels safer but cuts into your time home!
3	In the BST training, the HUEBA set should be used in conjunction with the HUET Exercise. They are done seperately now, and this does not reflet real life sitatuion. This si not a good practice, and shouel be rectified.

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	In the event of a problem, the helicopter should automatically desend to a very low altitude. If something catestrophic happens, at least the pilots can put it down very quickly as opposed to falling from 200ft. In the case of 491, I still have trouble understanding why the pilots didn't decend to a low altitude (ie 50'), and inched the helicopter along back to shore. When the helicopter lost its tail rotor, at least they wouldn't have fallen from such a height>200'. I don't know, and as tragic as it was, maybe more people would have survived the impact.
1	Incorporate fuel tank mock-up in HUET traner to assess risk during egress
1	Increase bag weight allowance.
1	Increase number in the pool
3	increase response resources for emergency situations
1	Increase size of window.
2	increased number of V/L's and improved transportation stratigy
2	Independent safety board for helicopter safety for overall safety on all the rigs & platforms. Thanks Mr. Wells!
1	Information on upgrades to choppers
2	Informed why the choppers are not operational.
2	Install floating landing pad halfway
1	Instead of training every three years it should be a minimum of a year for retraining.
3	Institue a 2 on / 3 off rotation
3	Intercom should be improved, you can't understand what the pilot says. There should be an inquiry has to why there are so many new pilots. There is no core groups. I've worked in the offshore a lot of years. This helicopter has placed a lot of stress on me, causing great difficulty on my family before take off and to workers. I'm used to it, so I just live with it.
1	Investigate optional airframe
3	Investigate the role of Offshore support with respect to training certification for weather reporting, flight tracking, site specific variables, direct & indirect communications with flights
2	Is there such a thing as a dry-run time? On any chopper. If it is why can't we get it? It would make us feel a lot better Thank-you! For your concern for us
3	Issues with helecopter to be made known to passengers Some issues are being witheld
3	It is extremely important that night flights be avoided even when Cougar has full SAR capability. You must remember that SAR is secondary. The bottom line is your chances are greatly reduced of affecting a safe ditching at night.
3	Keep choppers in the air. If you go in the water offshore you're chance of survival is slim at best

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	Keep doing the pre flight checks. 2-3 people if need be. In case the first person misses something the second or third person might catch it. Thanks guys.
3	keep mataince up on the chopper
3	Keep night flights only for emergencies
1	Keep people informed
2	Keep people informed and up to date during delays and cancellations. If the flight is delayed due to weather, teel is there is fog/freezing rain/wind etc.) If they are having mechanical trouble, tell us.
1	Keep travellers informed directly, not through the media. Maybe maintain data-base of email addresses and let travellers know when issues arise
3	Keep up communication with workers (it has improved one the inquiry)
1	Keep up the mechancial checks and address all issues promptly
3	Keep up with maintenance.
2	Keeping personnel informed
2	know exactly what the fog requirement are
1	Know the process for RM's
1	Knowing that Resque service is avable = not out of service or on training
3	Known flying limitations ie/ visibility, wind, sea state and governing body to enforce them companies must provide adequate and timely means to transport workers.
3	Land/Take-off in Fog
1	Larger escape windows, some are already big but not all are the same size. Some small one's could be changling to larger people in real situations
1	Larger window escape
2	Larger windows for escape
2	Less "onshore" experts, better communication with offshore personnel
2	Less amount of personnel in helicopter so everyone has an equal opportunity for escape in an emergency situation.
3	Less crowding on choppers.
1	Less departure delays. Quicker/ more accurate flight info
1	Less maintenance time
1	Less passengers for more room to aid in exit during emergency.
1	Less people
2	Less people in each helicopter max 14 pax.
1	Less people jammed in. neck seals on survival suits ie. like North Sea
3	Less people on board. 17 too high.
1	Less people on chopper/more flights. You should not have to sit by someone. Everyone should be by a window or form of escape.
3	less people on each flight

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
3	Less people on flights - 17 people on 1 helicopter and 4 0r 5 people in back row of helicopter is too tight for comfort
3	Less people on the chopper so everybody has a chance to be sat at a window seat for easy access
2	Less people per flight; especially when internal tank installed
2	Less people/flight
3	Less seats on back, overcrowded
1	Less viberation in cabin.
3	Let employees be informed about any mechanical issues.
3	Lets get more uip time so frustration of going home is minimum. We have lost personnel due to late crew change.
1	Letting passengers know what mech. Problems they have.
1	Light weight Gore-tex suits -Costum suits for everyone
2	Like to be given more info when helicopter a down for maintenance to what the nature of the problem.
1	Like to see the helicopter owners, hand out more information on flight status. Lately everything is kepted secret from everyone. -Lets see the mech reports. Since we lost the copter, has there been anymore deflects.
1	Limit # of persons on the chopper. Should not be 2 people side by side. Single file on both sides of the chopper. Get another chopper + make 2 trip if need be. (illustration included showing single seating on both sides of heli)
1	Limit the number of people per flight to limit 4 people to back row.
1	Limits put in place for windspeeds and not left to the operators.
1	Line updated more often
2	Listen to front line workders (offshore workers) not office workers.
2	Listen to the people that fly on the choppers, not office personnel who don't.
1	Listen to the people who are using, flying in the choppers, for suggestions. Look at what happends when you listen to "offiicals" and "experts" about the aircraft (S-92)
2	Listen to the personnel who are travelling on the choppers every three weeks, not the people in the office who don't fly offshore.
2	Listen to the workers that is flying all the time not the people in the offices
1	Local St. John's S & R
1	Locally based rescue helicopter w / crew on 24 hour standby.

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
2	Longer flying hors that is suitable for offshore NL environment (which is not typical) where personnel cannot get off the rig on time due to fog, weather, lack of helicoptor availability then this creates other safety hazards offshore (personnel working > 21 days and their minds are at home). This is a major issue for offshore personnel and as a result many experienced personnel are requesting transfers outside of the country. It is a snowball effect. Personnel should be able to get home in time except in extraordinary circumstances.
2	Longer time (air capacity HEUBA)
1	look at getting a better type of helicopter
1	lower flying altitude
2	Lub up seat belts or something like that
2	Maintenance of Equipment.
2	Maintenance routine
3	Maintenance, maintenance, maintenance.
1	major modification to gearbox to prevent studs from cracking! (I.e. design system without studs)
3	Make all concerns public when they come about. Not at a later date.
2	Make briefings of helicopter delays/cancellations more detailed to passengers.
2	Make flight information reliable
1	Make Huet training more realistic
1	Make more chopper available.
3	Make sure the follow what they say instead of flying at 2000 ft then moving up to ??? Because they don't say
3	Make the temperature onboard the helicopter more controlled for passengers.
3	Make vessel transfer more available and efficient
2	Making seats more comfortable
1	Modifications to the suit hood. This is in progress!
3	Monitor sea states over and window time set.
1	More aircraft-->less "wear & tear" on each one
1	More and enhanced side emergency response
1	More and upto date improvements on plane line.
3	More availability of helicopter incident to offshore workers
2	More available aircraft
2	More boat travel when weather is OK. Limit trips on chopppers limits the risk.
1	More boats for passangers only to limit flying in poor conditions.
3	more capable helicopters (IR, Auto hover)
2	More capible helicopters
3	More care + concern for the workers from the clients ([OIL COMPANIES] etc.)
1	More choppers

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	More choppers
1	More choppers
1	More choppers
1	More choppers
2	More choppers
2	More choppers
2	More choppers
3	more choppers
3	More choppers
3	More choppers
1	More choppers
1	More choppers are needed
1	More choppers available on Grand Banks
1	More choppers for area
1	More choppers put in service
1	More choppers so maintenance & break downs do not impact worker travel
2	More choppers so they would not have to be full almost every trip, so that everyone could be seated next to an emergency exit
1	More choppers to service offshore installations. When choppers are cancelled due to weather no one has control. But on crew change days when at time two choppers down for mech. Reasons then run out of daylight hours to complete flight causes stress/ moral offshore low/ frustrated employees
2	More choppers which would enhance preventative maintenance
1	More choppers Better equiped choppers (for night/low vis flights)
1	More choppers We need more choppers available to take the stress off the existing ones
1	More choppers, + maintainance
2	More choppers; to reduce work load on ones in service
1	More comfort during trravel, mechanical concerns addressed more fully
1	More comfortable suits
1	More comfortable suits that more then that allow you to move more free.
1	More comfortable suits with added mobility
1	More comfortable survival suits
2	More communication
2	More communication between passengers and pilots
1	More communication between pilots and passengers regarding temperatures comfort levels.

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	More communication on chopper times when they are deployed should give proper reason
3	More communication on why the chopper is broken there are times that a chopper could be out of service for day without telling anyone why.
1	More communication to workers as to why flights are cancelled or delayed. Not just noted ina book but direct communication.
3	More communication when helicopters have problems
3	More consideration of sea states when flying.
3	More controlled landings, not the rush to land.
2	More Cougar helicopter support
1	More dependable helicopters
2	More detailed briefings in bad weather + helicopter maintenance issues.
3	More effective Huet training. Survival suits should be fit tested in water (pool).
2	More employer awareness on air transportation for all the services involved not just operator or drilling/production contractors
3	More extensive physical assesment for HUET training
1	More feedback
1	More feedback from cougar
3	More flexable neck and hood
3	more flights
2	More floatation on choppers
2	More focus/follow up with mechancial issues (for helicopters)
3	more frequent and better training with Hueba for excaping a sumerged helicopter
1	More helicopter
1	More helicopter. Closer search and rescue.
2	More helicopter-growing industry.
1	More helicopters
1	More helicopters
1	More helicopters
1	More helicopters
1	More helicopters
1	More helicopters
1	More helicopters
1	More helicopters
1	More helicopters
2	More helicopters
2	more helicopters

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
3	More helicopters
1	More helicopters You cannot control the weather but we shoul have more helicopter for the number of installations offshore
1	More helicopters and pilots
1	More helicopters in fleet. At present, the current fleet is stretched. More helicopters could possibly allow for greater maintenance and checking.
2	More helicopters in the fleet. Study every single safety suggestion.
1	More helicopters in the fleet. To ensure worker can travel offshore and return home on their scheduled departure times. Stress does strongly affect workers when they are held offshore due to shortage of flights for the day or pilots timed out etc. Safety is affected everyday that you are held offshore. No uplift in pay as do the company employees or union employees. This all has a mind set that affect you
1	More helicopters or more reliable ones. After 3 weeks of 12 hr shift I would love to get home on time.
1	More helicopters required for offshore transportation
1	More helicopters that are more uncomfortable
1	More helicopters to better manage down time.
1	More helicopters to handle the volume of passengers when helicopters are out of service for maintenance they have no extra to fill in. This causes delays
1	More helicopters to reduce workload of helicopters
1	More helicopters, and everyone with a window seat.
1	More helicopters.
3	More helicopters.
1	More helicopters. More helicopter companies to allow for more flights to allow workers to get home on time
1	More helicopters. Not having enough resources is a big problem. Money is the problem .They will not spend money unless forced, even for safety.
1	More helicopters-less time in the air if more helicopters were available
1	More helicoptors - see explanation below
2	More helicotper needed for number of fields
1	More hellicoppers.
1	More in depth training for emergency situation
1	More info of mech problems when they occur
2	More info on helicopter maintenance/problems
3	More information
1	More information for helicopter flights.
1	More information for those traveling on helicopters
1	More information from cougar regarding mtce. On the S-92

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
2	More information on delays
1	More information passed on too persons traveling on flight
1	More information with mechancial problems
2	More input into safety concerns
1	More machines available
1	More machines, headphones that work to hear announcement by pilots like before. All passengers have a window seat in case of emergencies.
1	More maintenace on helicopters.
1	More maintenance on helicopters. All memo's concerning copters and its safety are to the affress immediately. I would like to see more concern with keeping to copters in the air. The suits are important but no my 1st concern. (Helicopter in the Air)
2	More mechanics/technicians
1	More of them
1	More open information re maintenance and pilot training.
1	More open information Better, more comfortable suits
1	More openess with regard to info…regarding any issue with helicopters. IE maintenance issues logisitc issues
1	More openness when it comes to problems with the choppers
2	More or louder speakers.
1	More pilots and choppers
2	More realistic training for Huet
3	More relaistic training/emergency perparation
1	More reliability in choppers
1	More reliable aircraft
1	More reliable airframs. Seems like always choppers out of service due to mechanical issues doesn't install high level of confidence in flyer.
1	More reliable chopper with dry run capability. Removal of aux. fuel tanks inside chopper.
1	More reliable chopper. One that doesn't have a faulty gear box mounting problem. One that has a better deigned filter bowl system. One that has fuel tanks big enough mounted on the outside of chopper. One that has dry run capability. One were each person hs their own escape exit.
1	More reliable helicopters used
1	More reliable service Miss to many flying days due to helicopter maintenance Do maintenance on days when no flights are scheduled
2	More reports regarding the failures and repairs on each helicopter accessible to travellers.

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	More restrictions on when we fly
2	More rigorous safety training
1	More room and able to read to relieve the boredom of a long flight.
1	More room for bigger personel
3	More single seating. Have single seat by window and single seat by aux tank. Trying to zipper up survival suit is more difficult in double seat especially in an emergency.
1	More staff
1	More stress testing on helicopters
1	More strict rules for flights in foggy conditions
2	More stringent training (BST)
1	More suitable weather when flying
1	more tests
1	more through inspection
1	More training
3	More training + safety
3	More Training in ditching situations
1	More training in pool with suits we use on chopper, 14-16 workers in simulations chopper instead of 2-3 plus using HEUBA bottles when we do the chopper roll. With 14-16 workers that will get the situation close to the real situation
2	More training on helicopterof IE HUET
2	More training on Hueba
2	More training, and stricter regulation for pass/fail HUET training
2	More transparency for reasons chopper has service or flights cancelled for such reasons.
1	More units so the maintainence program can be more strigent and personel transportation will not be affected.
1	More up to date time departures
1	More updates during flights on what is transpiring & if an alarm comes in, to let personnel know immediately
1	More window seats used
1	Mount tank externally
1	Move Fuel Tank
2	Move fuel tank to outside location
3	Move testing, by crew/worker rep's not paid employee's of mustang/etc
2	Mr. Wells should speak to the employees not supervisors. I'm sure he would hear of incidents with the helicioter that would be of great importance. Incidents are reported, but fall on deaf ears. (Lies on part of [NAME] at the emergency)

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
2	Need for a new helicopter or return of the puma's. The S-92 has not shown to be reliable + most all workers believe there is no safety on these helicopters. (use boats)!!
3	Need imporvement in suits, training + practice.
2	Need more choppers
2	Need more choppers
1	Need new suits and training at sea in them
2	Need openness between workers and operators on maintenance issues
2	Needs to be on time
1	New and improved choppers with single seats for everyone and a better chance of survival if this is implemented
2	New choppers
2	New design of suit. Helly Hansen has failed its design.
1	New guideline for Transport Canaga for flying offshore. Unless guideleines change it is still business as usual.
1	New helicopters
1	New helicopters
1	New helicopters
1	New helicopters or gear boxes.
1	New kind helicopter, kind that is not so stress structural/ power
1	New scuba gogels
3	new suit (all ready in progress)
1	New suit. Different brand. Same as diving dry suit.
1	New suits
1	new suits
2	new suits
3	New suits as they have in the North Sea. Note: This survey is a great idea and hopefully it will be taken very seriously.
2	New suits-better
1	New survival suits
1	New type of chopper
1	New, faster, choppers, which will reduce travel time.
1	New/Different chopper (not s-92) S-61 or Eqiv.
1	Newer choppers
3	Night flight needs to be reintated we need a night search rescue chopper now not later.
1	Night flights
1	Night flights
2	NIGHT FLIGHTS

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
2	Night flights cancelled permanently.
1	Night flights restarted
1	Night flying , and more choppers
2	Night flying auto hover equipment
3	Night flying capabilities
1	Night flying capability
2	Night in witch they fly
1	No Aux fuel tank in passenger compartment
1	No aux tanks
3	No auxiliary fuel tank in machine
2	No extra fuel tank
1	No flights during high winds. No trying to land offshore in thick fog.
2	NO flying at night
1	No flying in adverse conditions
3	No flying in fog
2	no flying in inclement weather
1	No flying through freezing rain.
1	No flying when sea state above 5m
1	No fuel tank in cabin -No rigt hopping - increased landings & take offs
1	No Fuel tank in passenger compartment.
1	No fuel tank inside
3	No fuel tank inside. Each passenger having his/her own escape route. Not having to wait for another person to get out first or egress over fuel tank.
2	No fuel tanks in passanger cabin
3	No glights in night, only flights flying when ever there is a 100% chance of picking people up if there is a accident. -Low visible - no flights should leave for rig, lately helicopters have come in on instruments, not visible looking. Main concern if helicopters are backing up
2	No modification should be made to choppers. Eg. Fuel tanks -flotation device. Etc.
1	NO more personnel onboard than the number of window seats
3	No night flight
2	No night flights
3	No night flights
3	No night flights
3	No night flights
1	NO night flights, limits low flying sea conditions
1	No night flights, unless emergency

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	No night flying
1	No paired seats on helicopters
1	No suggestions again more helicopters would mean fewer hours on each.
1	No travel in low vis
2	Not allowing the aux tank inside the helicopter
2	Not fly in high winds or high sea state
1	Not flying over 5 metre seas as the supply vessels FRC will not be able to launch & recover anyone
1	Not seat 4 across the rear seat. Fly with fewer people
2	Not to be looked down upon when asking Questions at helicopter.
3	Not to be looked down upone when asking employee Question about flying/ boats transportation.
2	not to used a ex tank
3	Not use the choppers going to the rigs a training ground for other pilots. Training should be done with empty choppers not full choppers with workers lives at risk
1	Nothing to improve- all ok
3	Obtain the equipment needed to continue night flying
3	Old design wasn't broke why fix it
2	only have 3 seats in the back
2	Only one flight turn around should be allowed per day.
1	Open Door policy/ Freedow to information with no secrets regarding helicopter problems and design changes from cougar, sikorsky, united Tech, Transport Canada, all Authorities. Provide updates as required.
3	Openess
1	Operators should issue thermal undergarments to be worn in additon to flight-suits as base layer to increase thermal protection and wick away any moisture that enters the suit.
3	Operators should provide full search and rescue capabilities for their industry.
1	Opitional boat transfer
1	Option to take boat
1	Optional travel method
1	Other means of transport via vessel
1	Other means of transportation
2	Other means of transportation
3	Other means of transportation
3	Overall Improvement in s-92 mech areas!
1	Overcrowding
1	Passenger comfort. I am big and I find the longer trips difficult.

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
2	Periodic statements of checks and/ or findings provided to users
1	Personal flight suit
3	Personal opinion Id feel that with flight 491 crash. If our safety committee has known about safety alert or or stubb, we would not get or a happen until they were fixed. I feel that lack of communiaction was a contributing factor causing that crash.
3	Personnel or staff skills.
1	Pilot training review
2	Pilots should practice auto-rotations and emergency landing regulary and should be very comfortable and competant with these manoeuvers
1	Pilots talking to passengers personally prior to flight in briefing room.
1	Pilots to communicate better with passengers especially when something happens (such as bad vibrations)
1	Place need for critical maintenance as # 1
2	Possibly redu navg system if main gearbox fails
3	Post all bulletins on mechanical problems
3	Post list of items that helicopter do not fly. Eg: fog/freez rain/ & list of past indicator lights on & how was fixed
1	Pre briefing re: any maint concerns/alerts
2	Problem free choppers Remove Aux tank
3	Problem with gear boxes taken care off. Oil companies, spending more on safety.
2	Produce more helicopters; this would allow more flights while also reduce payload, which would enable the aux fuel tanks to be moved
2	Proper fitting suits
1	Proper management of requirements for helicopters flying offshore
2	Prove that the chopper used can ditch effectively in the sea state she flies in.
2	Provide permant floatation on aircraft
1	Provide better hangers for survival suits offshore (to protect the neoprene face seals from damage). Wet suit hangers (?)
1	Provide dry run capibilities as a back up
1	Provide improved refreshment cafeteria area communicate delays more effectively and reason for delays
1	Provide insulated underwear to wear with the flight suit. For extra warmth in winter.
3	provide larger fuel tank; remove center row seating & provide each passanger with escape access
1	Provide more choppers. Will reduce night flights and allow for better maintenance checks on helecopters.
1	Provide more helicopters.

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
3	Purchase a boat dedicated to vessel transgers only.
1	Purchase true FAR 29 Aircraft. With true dry run capability.
1	Put SAR techs on each flt. This is done in other parts of the world. Why not here.
3	put smaller people in the back seats
2	Quicker availability of replacement parts
3	Quicker response time for SAR. Under 30 minutes is achievable via dedicated equipment/crews
3	Re engineer a new gearbox for the S92 that has a improved dry run time, or get a new chopper
2	Re evaluate the effectiveness of Melum Mansen suits
2	Recert S92 based on actual flight data
2	Reconfigure seating
2	Recurring mechancial issues to be resolved.
2	Reduce # of passengers
1	Reduce amount of personnel on each flight. Add more choppers to reduce the strain on those machines due to the increased workload.
3	Reduce number of passengers per flight.
3	Reduce passenger amount so that each person has direct access to escape
2	Reduce people or pay load to improve safety & exits
2	Reduce seat # to accomadate aux fuel tank
3	reduce seating capacity
1	Reduce the wind speed and sea state in chick the choppers are allowed to fly.
2	refrain from night flights
1	refresher for HUEBA training every year, as a lot of people are very intimidated with breathing underwater.
1	Regular briefings by the helicopter flight crew before departure. Including ex-pectant weather conditions, review of ASB's and status of ASB with helicopter that will be flown.
1	Release any & all info regarding flying state of S-92 helicopters
2	Removal of Aux fuel tank
1	Removal of auxilary fuel tank -Better training -More frequent refresher training -Better flight suits -Larger HEUBA bottles with more air -Management to show more interest in workers concerns
1	Removal of fuel tank
2	removal of fuel tank
2	Removal of fuel tank from passenger

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	Removal of tank more emergency exists Incoporate new suit more quickly.
1	Removal of the rear seat + removal of the auxillary fuel tank as I think this is a safetly concern + should not be inside the helicopter. Would you want you gas tank sitting to you in your car???
2	Remove 2 seats from back of helicopter. Tight and uncomfortable, not very easy to zip up suits.
1	Remove aux fuel tank
2	Remove aux fuel tank
3	Remove aux fuel tank
3	remove aux fuel tank from helicopter! Fly with fewer passengers, less crowded helicopter.
3	Remove Aux fuel tank from Pax cabin
1	Remove Aux tank for Helicopter. If helicopters cannot travel distance required with manufacturers fuel tank then they obviously have the wrong helicopters for the job.
1	remove aux tank from cabin completely. If extra fule required put it outside.
2	remove aux tank or put it back where it use to be located
1	Remove aux tank!
1	Remove aux tank,
1	Remove aux tanks
2	Remove aux. fuel tank from passenger cabin
1	Remove Aux. Fuel tank from passenger compartment
2	Remove auxilary fuel tank
1	Remove auxiliary fuel tank
3	Remove feul tank from passenger cabin (use external fuel tank (s))
1	Remove fuel tank
1	Remove fuel tank
3	remove fuel tank
2	Remove fuel tank from passenger cabin
1	Remove fuel tank inside chopper
2	Remove fuel tank, and everyone should have there own window seat.
2	Remove fuel tank. Less passanger's
3	Remove interior fuel tank.
3	Remove it!
1	remove ox tanks from cabin
1	Remove tank
2	Remove Tank

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
3	Remove tank
2	Remove tank size could be smaller
1	Remove tanks! If not required
3	Remove the Aux fuel tank.
1	Remove the Aux tank
2	Remove the aux tank so each person has individual egress window
1	Remove the extra fuel tank
1	Remove the fuel tank stored inside the helicopter
2	Remove the fule tank inside the helicopter
2	Remove the two seats in the rear row of the aircraft.
2	Removeal of fuel tank
1	Repairs to Transmission Bolts
1	Replace all gear boxes and assemblies with more robust units
1	Replace current helicopter with a safer more reliable machine
2	replace gear boxes on S92s before mounting paws break
2	Replace old suites which they are doing right now
2	Replace or modify the hoods on the flight suits
1	Replace S-91 with proven technology of the S-61.
1	Replace s-92 with a more reliable helicopter
3	Replace S92 with more capable chopper with real “run dry” capability & one that is more reliable
1	Replace Sikorskys
1	Replace the gearbox with new hybreads
1	Replace the S-92 with dependable helicopters
3	Replace the sutis quicker
2	Rescue
1	Rescue 24-7 15-20 minute wheels of
3	Rescue chopper for St. John’s that is didicate of offshore oil + gas industry.
2	Rescue helicopter in St. John’s with the proper equipment for emergency response
2	Rescue helicopter manned and ready @ all times
1	Rescue located in St. John’s
2	Rescue time
2	Rescue time is too long
3	Response time needs to be improved immediately as this should have been changed since the Ocean Ranger inqury
1	Response time; a full time SAR operation base in St. John’s -24-7
2	Retrained every 2 years.

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	Retrofit gear box to have 30 min run dry
1	Return to nite flying- ensure pilots are trained and practice nite flights on regular basis
1	Re-vamp flights suits to be more user friendly and functional.
1	Review of flights suits, other than provided by Helly Hansen
3	Review the current standards for flying in high wind, sea heights, and think about the recue aspect, not the flying aspect. Because it is a numbers game, and another incident is likely to happen again, IF nto a a real emergency, but now an increaded occurance of a ocean landing, ditching.
2	Review the helicopters in use on the East coast and ensure that we truly have the best availble in the worl. Both of the commerical and military use
3	S + R chopper not big enough to rescue all personnel .
1	S92 reliability has to change or another helicopter needs to be chosen for offshore transportation
2	Safer & proven helicopter
1	Safer chopper, gearbox improvements, better suits, stick mandate as to what to do under emergency situations, no if, and, or buts as to what we should do in a situation where people lives are concerned.
2	Safer choppers If the S-92 is not accepted by the millitary, why do we accept it
1	Safer helicopter design, taking into account a ditched, flipped over helicopter in the water. Greater escape ability -->Each person with escape exit.
1	Safety briefing.
1	Safety concerns dealt with ASAP and left for time intervals such as the bolts of the gear box that had a repair time of 1250 flying HRS or 1 year period
2	Safety improvements as seem appropriate by the inquiry
3	Safety should focus on keeping helicopters in the air. It seem we are accepting the fact that another helicotper will crash and we are more concerned with the aftermath; suits, search and rescue escape training, etc.
1	SAR
1	SAR based in St. Johns
2	SAR in St Johns 24/7
2	SAR in St. John's not reloate out of gander but provide service for St. John's offshore.
2	SAR in St. John's to accompany returning helicopter due to alarm status.
1	SAR operations
2	SAR should be ready to fly at all times- no having to pull seats out of a machine and trying to prep it for take-off after an emergency.
1	SAR stationed in St. John's 24-7
2	SAR- which is coordinate or run by the Air Force

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
3	SAR, SAR techs with night vision goggles, auto hover
1	Sea states for helicopter flight are currently higher than allowed by the helicopter manufacturer. I raised this issue at a town hall meeting and was told “we are not flying boats!”
3	Search & rescue
1	Search & Rescue 24 hour service
3	Search and Rescue in NL
1	Search and rescue response as fast as possible
1	Search and rescue response times
3	Search and rescue should be cormarants
3	Seastate issues
1	Seat assignments prior to boarding would alleviate the stress of knowing where you are sitting.
1	Seat is too upright. Uncomfortable. Seat should be laid back slightly.
3	Seating should be improved no way four men in back of helicopter impossible to move!! Try it with four 200 pound men!
3	Seating to be improved less POB on board.
1	Seating waiting on flights
1	See inspection report of chopper
3	Set up the safest flying program possible and follow it.
1	Setter search + Rescue capabilities
3	Sharing of safety concerns between offshore JOHSC committies and pilots. Meetings to discuss ideas and concerns.
1	Shold be North Seas standards for safety, family time. 2 & 3 or 2 & 4 week rotation. The stress and divorce rate is bad in the oil industry
1	Shorten video to 5 min I have been 40+ years in our industry and the video is a joke.
1	Should be north sea standards, 2 on 3 off or 2 on 4 off. Less flights and more family time
1	Should have a larger inventory of helicopters. Far too often people are adding days to their offshore rotation because no aircraft available.
2	Should need the aux fuel tank to be in the cabin with the passengers. If more fuel is needed then maybe should travel with less passengers and eliminate the aux fuel tank.
3	Should only be single seats in the chopper
3	Should try to check for a different type of helicopter.
1	Show me someone exiting thru a side window
2	Significantly better (comfortable/usefull) amenities @ the heliport…Checking in too many passengers and crammed inot too small a space for long periods of time…

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	Single row seating on both sides of the helecopter
2	single seating
1	Sitting position should be rotated each flight. Seats designated by flgiht crew.
1	Soe concern 1 and 2
2	Somehow show that the SAR is sufficient
1	Something set up half way to facilitate landing. Take a couple of years to get it done right
3	Sometimes when the choppers land on the helideck, there's a lot of movement from side to side, up & down, also a lot of vibration I would like to see the auxillary tank removed in case of emergency The seating arrangement, which has 4 people in the back seat, is not safe
3	Sometimes you have trouble hearing pilot announcements. There one stop cords you can submit. However I have noticed this to be an issue on a couple ocassions
3	specific helicopter design for offshore transportation
1	Stand by chopper with 10 minute lift off.
3	Status (unreadable) when it comes to checking the helicopters over after any flight
1	stop night flights except in emergencies
1	Suit which is being addressed
2	suits
2	Suits are being modified, time will tell how good they are
3	Suits are in the process of being changed out, seems like a better suit (improvement)
1	Suits better fitting-why aren't all personnel fitted for new suits by now this should be priority-but we have no indicated as to when we will be fitted
3	Suits hopefully will be better when they are replaced with the newer models… this remains to be seen as I have not flown in yet.
1	Suits need much improvement. I know there have been some mods, not sure of their significance at this point.
2	Suits need to stay cooler so you can put on extra clothing
1	Suits to be changed See U.K. suits
1	Suits, Training, Information
1	Survival suit with a simple to operate and effective seal.
2	Survival training every year
1	Take a greater consideration for passenger consideration
2	Take a seat out of the back row or just have someone in every second seat in this row
1	Take fuel tank out and give every one a escape window
3	take out aux tank

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
2	Tell us why choppers aren't flying or working.
2	test the suit in the true elements like on our sea day. Not in the pool
1	The auxiliary tank removed or at best put handrailg on tank.
1	The BST/HUEBA training should be more realistic. Full chopper/HUET
1	The changes I would like to see are changes to the above concerns. No ones seem to care abou these concerns on the company/ CNLOPD sides. Sure hope Judge Wells can do what no one else can!!
1	The choice to take a boat when available!
3	the CNLOPB is not qualified to handle safety complaints
1	The easy one is to keep people better informed about daily operations including reasons for delays and revised departure times.
3	The gear box issues needs to be fixed completely not a bandaid fix this problem is a big issue siwth passengers.
3	The industry is growing Need more choppers
2	The new HTS-1 Suits are a big improvement, however they need to be tested by THE WORKERS in cold water conditions
1	The new suits should be much better form the bit I have seen thus far
1	The new suits will be much better
1	The new survival suit in service
1	The size of suit available. For now they are too big or too small. Unsafe and uncompatable.
2	The updating of the phone line with information at least every hour. Now it is sometimes 4-5 hrs
2	There MOST definitely should be a 24-7 Sar outfit stationed in St. Johns. As what happened during the accident what is the since sending/using the exact same chopper for SAR operations that just ditched whos to say while that one is on the way for rescue that the same thing wont happen to that one
2	There seems to be frequent flight cancellations du to technical problems with the helicopters. I'm not sure how this could be addressed, but it is a concern.
2	There shoud be more helicopters in service to transport personle on a less stressfall way.
2	There should be a means of informing all offshore personnel on the chopper maintenance/updates. It shouldn't be only hearsay but a formal e-mail letting us know the status/integrity of the helicopters. Just like my own vehicle I want to know what is wrong with it & the outcome!
3	There should be no rig hopping-multiple take-offs and landing Number of personnel, space/person, seats on chopper.
3	There should never be night flying again. I feel everybody liks this way
1	They need more helicopters to much pressure of Couger to get by with what they got

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
3	They should have more choppers in place I don't think they have enough to cover the rigs they have especially if one or two are down for maintenance
2	This change might allow for the removal of the aux fuel tank if they have less cargo
2	This is a serious concern- In an emergency personnel would never escpae through small windows on helicopter, or have time to zip up gloves on etc. Concern of boots needs to be addressed.
3	Timely completion of implimentation of new flight suits.
1	To have choppers that can land in fog, leace in fog, fly in fog, freezing rain etc. With all the technology out there today, we still don't have enough technology to have a chopper fly in all kinds of weather.
1	Top level - maintenance. - continuous improvement to crafts -pilot training and recurrence -passenger training
1	Training
2	Training
2	Training for worst case/ realistic scenarios
3	Training showing that 17 people can exit an overturned helicopter in sea states and water temperatures plus the wind conditions that the helicopter flies in.
1	Training times shortened for BTS-R and HUET
2	Transportaion by boat this ilimantes all problems
2	Treat the fligths as a service not a necessity. Comfort to and from the platform will make for a more relaxed atmosphere.
1	Treatment of passengers. We are often "left in the dark" during delays. Also it has occurred that we have been given meals to eat after waiting long periods when it has come to my attention there is a large carrateria upstairs for Cougar employees. Why can't we eat there like civilize dpeople. We often joke that we are "herded like sheep"
3	Try to make people more confident
1	Two big me shouldn't sit side by side.
1	Unlikely to see it changed now with the investment put into present flight suits but I would favour a passively sealed suit that does not rely on zipper up, but rather flexible neck seal such as used in other locations offshore & the military. A suit that holds its integrity throughout the flight is preferable in a sudden emergency.
2	Unsure sure of survivability in flight suits, cold water training should be done for every person.
2	Up Date flight line more often.
1	Update the flight line more often so we know whats going on.
2	Updates re: the gearbox/bolts, etc & how confident Cougar is.
1	Use a better make of helicopter I hear Eurocopter makes one hell of a good helicopter in the 19-22 pax range

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
3	Use a more reliable aircraft
1	Use boat
1	Use boats exclusively
1	Use boats insetad of choppers
1	Use Huba in the Huet training not a serperate training in the pool at the same time.
1	Use of different type of helicopter
1	Use of HUEBA in the ?word? Not just a chain
3	Use of statistics to show the safely ?word? Of transfer to offshore platforms/rigs us swafety record of other modes of transportation ie buses, trains, cars, planes etc. (ie other modes of transportation that people use to get to work)
3	Use of Super Puma Helicopter
2	vibration issues improved
1	Vibration issues resolved on land & take offs
2	Vibrations need to be taken care of
3	We used to look forward to our last day about the rig and the only problem would be the weather-now its how many helos are working? Who cares if the cost is more-get the best and the rest will take care of its self.
1	Weather condition limits
1	Weekly updates on the status of the helicopters and any safty bulletions
1	What would it take to put two gear boxes in our choppers like our search and recue choppers?
3	When flights are being cancelled and no information is passed on to the workers regarding why choppers are being cancelled it make me think that there is something to hide. Why not make offshore workers aware of the situations
1	When in training in HUET flipping over with breathing appartus would be very beneficial!!
2	When new ideas like HUEBA comes out on the market don't wait 9-10 yrs to check & impliment
3	Why is this piticular helecoptor seem to require more maintenance that the old Puma. And do we really have enough helicopters for the amount of offshore work.
2	Window seating for everyone
1	Window seats for all passengers
1	With reliability so poor we need more helicopters
3	With the amount of maintenance required on the S92, the opertators and cougar need to look at addition helicopters.
2	With the introduction of the HUEBA a blunt ended knife shoule be provided in the evenet hat one becomes entangled in the event of getting tangled up in an egress

APPENDIX E: QUESTION 36 RESPONSES

NUMBER	SUGGESTION
1	With weather concerns here off our coast there should be more boat transfers because of the fog not with the choppers.
1	Work boats used for transportation .
1	Yearly helicopter safety refresher
1	Yes. More helicopters

[HUSKY 2010-03-30]

To All Staff & Contractors,

As you are aware, the C-NLOPB has appointed Commissioner Robert Wells, Q.C. to conduct a public inquiry into the transportation of workers to the offshore of Newfoundland and Labrador to ensure that the risks of helicopter travel is as low as reasonably practicable.

As part of this Inquiry, Commissioner Wells would like the passengers traveling by helicopter to the offshore to complete a survey prepared by Aerosafe, an expert retained by him. It will take approximately 10 minutes to complete the survey. All passengers are asked to check in at Cougar's heliport in St. John's 10 minutes earlier than the normal one hour to allow enough time to complete the survey at the heliport and ensure there are no delays in boarding the helicopter.

As a Party with Standing, Husky Energy is requesting personnel who travel offshore to participate in this survey to support the objectives of the Inquiry, which is to improve the safety of transport by helicopter to our offshore facilities. We have attached an introductory letter from Commissioner Wells for your information.

We encourage your participation and thank you for your cooperation in this effort.

Trevor Pritchard
General Manager, Operations

[SUNCOR 2010-03-30]

[To all employees and contractors:]

As you are aware, the C-NLOPB appointed Commissioner Robert Wells, Q.C. to conduct a public inquiry into the transportation of workers to the offshore of Newfoundland and Labrador to ensure that the risks of helicopter travel is as low as reasonably practicable.

As part of this Inquiry, Commissioner Wells would like the passengers travelling by helicopter to the offshore to complete a survey prepared by Aerosafe, an expert retained by him. It will take approximately 10 minutes to complete the survey. All passengers are asked to check in at Cougar's heliport in St. John's 10 minutes earlier than the normal one hour to allow enough time to complete the survey at the heliport and ensure there are no delays in boarding the helicopter.

The survey is to dropped into a secure box at Cougar's heliport.
An introductory letter from Commissioner Wells has been attached for your information. We encourage your participation and thank you for your cooperation in this effort.

<<Memo re Helicopter Passenger - 2010-03-30.pdf>>

Michele Farrell
Manager, Environment Health & Safety
Suncor Energy Inc.
Telephone 709 778-3698
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Facsimile 709

[HMDC 2010-03-31]

To all employees and contractors:

The C-NLOPB has appointed Commissioner Robert Wells, Q.C. to conduct a public inquiry into the transportation of workers to the offshore of Newfoundland and Labrador to ensure that the risks of helicopter travel is as low as reasonably practicable. As part of this Inquiry, Commissioner Wells would like the passengers travelling by helicopter to the offshore to complete a survey prepared by Aerosafe, an expert retained by him. It will take approximately 10 minutes to complete the survey. All passengers are asked to check in at Cougar's heliport in St. John's ten minutes earlier than the normal one hour to allow enough time to complete the survey at the heliport and ensure there are no delays in boarding the helicopter.

HMDC requests your participation in this survey to support the objectives of the Inquiry and thank you in advance for your cooperation in this effort.

The survey is to be dropped into a secure box at Cougar's heliport. Please see Commissioners Wells' message attached.

Best regards,

Paul Sacuta, P. Eng.
HMDC President and Operations Superintendent
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March 31, 2010

To All Staff & Contractors,

As you are aware, the C-NLOPB has appointed Commissioner Robert Wells, Q.C. to conduct a public inquiry into the transportation of workers to the offshore of Newfoundland and Labrador. The main goal is to ensure that the risk of helicopter travel is as low as reasonably practicable.

As part of this Inquiry, Commissioner Wells would like the passengers traveling by helicopter to the offshore rig Stena Carron to complete a survey prepared by Aerosafe, an expert retained by him. It will take approximately 10 minutes to complete the survey. All passengers are asked to check in at Cougar's heliport in St. John's 10 minutes earlier than the normal 1.5 hours to allow enough time to complete the survey and to ensure there are no delays in boarding the helicopter. The survey is to be dropped into a secure box at Cougar's heliport once completed.

ConocoPhillips Canada is requesting personnel who travel offshore to participate in this survey to support the objectives of the Inquiry. We wish to help improve the safety of transport by helicopter to our offshore facility.

Attached is an introductory letter from Commissioner Wells for your information.

We encourage your participation and thank you for your cooperation in this effort.

Regards,

Barry Hexton
Drilling Manager

Offshore Helicopter Safety Inquiry
Newfoundland and Labrador • Canada

Dan Fisher
Project Manager
Orphan Basin Operations

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May 11, 2010

To All Staff & Contractors

As you are aware, the Canada-Newfoundland and Labrador Offshore Petroleum Board (C-NLOPB) has appointed Commissioner Robert Wells, Q.C. to conduct a public inquiry into the transportation of workers to the offshore of Newfoundland and Labrador. The main goal of the Inquiry is to determine and recommend improvements to the safety regime to ensure the risks of helicopter transportation of offshore workers in the Newfoundland and Labrador Offshore Area is as low as reasonably practicable.

As part of this Inquiry, Commissioner Wells would like the passengers traveling by helicopter to the offshore rig Stena Carron to complete a survey prepared by Aerosafe, an expert retained by him. It will take approximately 10 minutes to complete the survey. All passengers are asked to check in at Cougar's heliport in St. John's 10 minutes earlier than the normal 1.5 hours to allow enough time to complete the survey and to ensure there are no delays in boarding the helicopter. The survey is to be placed into a secure box at Cougar's heliport once completed.

Chevron Canada Limited is requesting personnel who are traveling offshore to participate in this survey to support the objectives on the Inquiry. We wish to help improve the safety of transport by helicopter to our offshore facility.

Attached is an introductory letter from Commissioner Wells for your information.

We encourage your participation and thank you for your cooperation in this effort.

Regards,

Dan Fisher

Dan Fisher
Project Manager

Offshore Helicopter Safety Inquiry
Newfoundland and Labrador • Canada

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