

## Flight Operations

### Background

The SURVICE Engineering Company is a small business that has been providing the DoD and related customers with high-quality analytical products and services since 1981. Originally founded with a specific focus on rotorcraft survivability, SURVICE has supported more than 100 rotorcraft programs for the DoD and major airframers, conducting a wide range of engineering support services, including vulnerability analyses, susceptibility analyses, armor optimization and evaluation, logistics support, technical publication development, safety planning and mitigation, operational research analysis, and test and evaluation services.

Additionally, SURVICE has combined its extensive experience in these engineering disciplines with knowledgeable and experienced flight crews to provide customers with expanded flight operations capabilities, including aircraft ferrying, post-modification Acceptance Check Flights (ACFs), and Functional Check Flights (FCFs). We also provide New Equipment Training (NET) and perform training flights for PM Cargo in the CH-47F. Furthermore, the unique approach and architecture we have developed for this effort allow us to support additional platforms with relative ease.



### Army Regulation 95-20 Compliance

SURVICE strictly adheres to the guidance set forth in Army Regulation 95-20, which governs all ground and flight operations performed by contractors (when Government aircraft are involved). All of our flight operations are inspected and approved by a Government Flight Representative (GFR), and we conduct an independent risk assessment before each mission to ensure the safety of the crew and the asset. Our crew members also participate in annual check rides and safety programs to guarantee our personnel are qualified, ready, and able to meet all flight requirements.



### Flight Crew Qualifications & Certifications

SURVICE's staff of highly qualified, FAA-certified pilots hold numerous pilot certifications, including:

- Airline Transport Pilot – Rotary Wing (ATP)
- Commercial Pilot – Fixed Wing – Single-Engine Land & Multi-Engine Land
- Instrument Pilot – Fixed Wing & Rotary Wing
- Certificated Flight Instructor – Fixed Wing & Rotary Wing (CFI)
- Certificated Flight Instructor – Multi-Engine Fixed Wing (MEI)
- Certificated Flight Instructor Instrument – Fixed Wing & Rotary Wing (CFII)
- Certificated Ground Instructor
- Experimental Test Pilot
- Maintenance Test Pilot

SURVICE also maintains a staff of highly qualified flight engineers, which are certified/trained as:

- Flight Engineers
- Flight Instructors
- Standardization Instructors

Cumulatively, our flight crews have amassed more than 34,000 hours of successful flight experience, including extensive combat flight operations (without incident). Thus, we are ready and able to support a wide range of flight operations with little lead time.

### Mission Performance

SURVICE's business model is unique from that of many other companies that perform aviation services. As mentioned, our pilots also perform as analysts for the Cargo Helicopter Project Office, performing system integration, test and evaluation, logistics, and quality assurance services. This unique combination of both flying and analyzing the product allows us to give the military decision-makers we support an additional, independent source of reliable information.

## Logistics Support

SURVICE's extensive logistics experience includes:

- ULLS-A System Support
- Aviation ALSE Gear Support
- PMO Logistics Support
- New Communications Integration
- Mission Planning System Integration, Hardware/ Software Support
- Digital Data Product Support
- RCI Effort Reorganization
- CH-47 and UH-60 PM Support in TEMP & Master Plan Development/Updates
- UH-60 and CH-47 Test & Evaluation Project Support
- PD Positioning, Navigation, and Timing Systems Engineering Support
- CH-47, AH-64, and UH-60 PMO Support

## Technical Publications

For the Apache Program Management Office (PMO), SURVICE has provided basic/advanced manual development, has supported technical content and mandatory style and format requirements for the preparation of page-based technical manuals (TMs), and has made subsequent revisions covering operation and maintenance at all maintenance levels through overhaul (depot), including Depot Maintenance Work Requirements (DMWRs).

## Safety

SURVICE's safety support experience includes:

- Establishing a Mishap Plan to Support the NET Team (NETT)
- Establishing a Flight Safety Program and Conducting Semi-Annual Safety Audits (per AR 95-20)
- Formulating a Plan to Mitigate Negative Safety Trends
- Establishing a Safety Council

## Operational Research Analysis (Costs)

The operational research analysis that SURVICE had provided includes:

- Cost Estimating/Operations Research Analysis
- Market Analysis
- Fielding Database Development
- Analysis of Alternatives Support
- Development of Cost Estimates in PRICE True Planning and ACEIT
- Development of Data Migration Models
- Development of Program Office Estimates (POE)
- Support of POM Development

## New Equipment Training (NET)

With an average of 20 years of rotorcraft experience, SURVICE's flight operations personnel are well-qualified to support NET and other training activities. Our pilots (trained at Fort Rucker) have an average of 3,000 aircraft hours, and our crew members (trained at Fort Eustis) have an average of 2,500 aircraft hours. Our NET experience includes a combination of classroom, simulator, and flight instruction on several rotorcraft platforms. And all of our NET training and certification are performed in accordance with aircraft-specific Flight Training Guides (FTGs).

### **CH-47**

SURVICE is supporting the CH-47 Model Design Series (MDS) Cargo PMO in most aspects of the CH-47's development, testing, logistics, fielding, and training, including NET. All of our pilots and crew members are qualified to train and operate the CH-47 MDS aircraft in all aspects and configurations. Our pilots have a mix of Standardization, Instructor, Maintenance Evaluator, and Maintenance Test Pilot duties; and our crew members are performing Flight Engineering, Flight Instructor, and Flight Standardization Instructor duties.

### **Canadian Cargo**

SURVICE is supporting Boeing to provide Canadian CH-47 MDS aircraft training, including a mix of Standardization, Instructor, Maintenance Evaluator, Flight Engineering, Flight Instructor, and Flight Standardization Instructor duties.

