

Benefits:

Data from the Tracker III system has proved to be valuable for Air Methods' Flight Operations Quality Assurance (FOQA) program, and use this data to monitor procedures and improve their training.

"We are the first helicopter operator to have a developed FOQA program approved by the FAA, which includes using the Sky Connect Tracker III data," said Teri Short.

The on-board crew is also able to communicate medical status, so if there is a sudden change in the critical care needs of the patient, the information can be relayed through the Sky Connect Tracker III system to the medical personnel on the ground via their operations center. This increases the safety and quality of the flight by being able to have that constant communication between crew, operations, dispatch and medical teams to get the patient where they need to be sooner, and safer.

"Honeywell helps us," Archie Gray said. "When we receive a call today, and we will, the aircraft will leave but the crew does not know where they are going. We want to be able to assist them in every way possible to help them be as safe as they can be in the air and transporting patients. The biggest thing that this provides is another level of safety for us.

"Another thing I wanted is to be able to use my smart phone, and be able to find all the information I needed or wanted through an App. Tracking an aircraft and displaying certain events means we can react immediately. Honeywell, with the Tracker III advanced system, was able to provide this.

"We're proud that Honeywell will ask us what we need, then listen, and then develop the product. We're proud Honeywell will bring in companies like Masco who will amplify their ability to deliver the product. This is a great partnership all around, and we're very pleased to be a part of it.

"I've been in this industry going on 43 years. I've worked with Honeywell for 43 years and I've worked with Masco for 43 years and they've never let me down. It's a great relationship."



SKY CONNECT TRACKER III PROVIDES INVALUABLE FDM DATA FOR AIR METHODS

Helicopter Air Ambulance fleet utilizes data for Flight Data Management and Quality Assurance

" Honeywell is partnering with us to develop a system that will grow with us, that does what we want it to, and provides that expanded flight data monitoring system. "

*Teri Short, VP Engineering,
Aviation Support Services Group, Air Methods*





Overview:

When Air Methods needed to expand their Flight Data Monitoring (FDM) capabilities for their helicopter air ambulance fleet, they reached out to their trusted supplier Masco, who recommended and installed the Honeywell Sky Connect Tracker III system. The Sky Connect Tracker III system provided Air Methods the data they needed to enhance their Flight Operations Quality Assurance (FOQA) program as well as use the data as a means for immediate troubleshooting, aircraft monitoring, and maintenance response.

Quick Facts

Honeywell Solution

- Sky Connect Tracker III

Customer Results

- Exceeds FAA FDM requirement for Helicopter Air Ambulance (HAA) operators
- Tracking capabilities offer increased safety and operations for crew and patient
- Mobile App provides quicker event responses
- Data integrated into Flight Operations Quality Assurance Program (FOQA)

Why the customer chose Honeywell

- Long-term working relationship between Air Methods, Masco and Honeywell
- Success record from using Sky Connect Tracker II

Customer

- Name: Air Methods
- Location: Denver, CO (Corporate HQ)
- Industry: Helicopter Air Ambulance / Air Medical Transport
- Website: www.airmethods.com

Background:

Air Methods is the world’s largest air medical services provider, with a fleet of 500 aircraft supporting U.S. air ambulance operations in 48 states. They are a complex organization, as each region has a unique set of challenges; from varying hospital services, to geographic challenges, and population density. Their helicopters may be dispatched to transport a patient between hospitals, a roadside accident, or any extreme example in between, and must be ready to provide the Level I trauma support the patient requires during this critical phase.

“We’re in the ‘golden hour’, where a patient gets the medical services they need in order to survive the flight, and get to the emergency room where they can get the care they need,” said Teri Short, Air Methods VP of Engineering, Aviation Support Services Group.

In 2018, a new FAA ruling takes effect, requiring larger-fleet Helicopter Air Ambulance (HAA) operators to incorporate FDM capabilities. This rule includes information pertaining to the aircraft’s heading, altitude, attitude, engine parameters, flight controls, and system performance.

“We chose to partner with Honeywell because we like partners that are solid, excellent providers, and that we know they’re going to be there in the future with us,” Teri said.

“Honeywell has been our partner for years,” said Archie Gray, SVP Flight Operations, Air Methods.

“They listened, which was key to what our needs were in the Sky Connect Tracker III system, particularly in the Tracker III Advance.

“They took it a step further by partnering with Masco; they are a distributor for the Tracker III, and the company was built upon customer service and support. They figure out a way to make it happen.”



Solution:

The Tracker III is the new technology core of the proven and trusted Sky Connect family, and incorporates a built-in path for future upgrades.

It is one of the most reliable, most deployed systems that meets Flight Data Monitoring (FDM) compliance for FAA rule § 135.607 for Helicopter Air Ambulance operators.

The Tracker III FDM function provides a means of collecting data from on-board systems through various interfaces to record and communicate aircraft performance and potential maintenance needs. User-configurable alerts can be generated based on threshold exceedance. Alert messages are communicated to the ground operations center using the Iridium satellite network.

The system fully meets the requirements for operators flying under contract to U.S., Canadian, and other agencies requiring autonomous tracking. Sky Connect Tracker III provides position data to authorized government agencies, and can be upgraded to support additional fleet-specific tracking services, including two-way text messaging and telephony capabilities.

“The Tracker III, and the Tracker III Advance, allows us to tap into the aircraft systems through the electrical data buses, and pick up everything the aircraft is doing,” Teri Short said.

“If the information is available, such as engine parameters, oil, temp, and torque - everything on the aircraft that is running across those data buses can be brought into the Tracker III system, recorded, and plotted. We can determine which of those parameters we want to watch or monitor, and see if the aircraft is behaving like we expect it to, 100 percent of the time, at all times.”

“Honeywell listened to what we needed, and where we wanted to go with the system and the technology, and made those changes to support the customer. That’s why we like Honeywell.

“Partnering with Masco was critical to us to ensure the service and support after the sale was going to be there for us. That’s why we chose Honeywell.”