

**SAFETY. QUALITY.
CUSTOMER SERVICE.**



Meet Metro

Metro Aviation was incorporated in 1982 as a helicopter charter, flight training, and maintenance operation in Baton Rouge, Louisiana. Entry into the air medical industry came after a decision to move north in November 1983. With two used Hughes 500-D model helicopters, Metro Aviation entered into a long-term agreement to provide helicopter ambulance service for Schumpert Medical Center in Shreveport, Louisiana.

Starting with Schumpert and continuing with every customer thereafter, Metro has remained committed to a simple, involved management style. Metro Aviation's entire management is always available for questions, consultation and collaborative decision making. This hands-on approach often results in preventing potential issues and working through any areas of concern, while capitalizing on any opportunities. This basic business practice was laid as Metro's cornerstone and has remained in place ever since.

Today, Metro Aviation's reputation for excellence in helicopter completions, operations, and maintenance is internationally recognized. As such, we have enjoyed substantial growth. It is important to note, however, that Metro Aviation has never been, nor will it ever be, a growth-driven company. Metro is CUSTOMER-DRIVEN, period. Any growth we have experienced has been carefully controlled to assure financial stability and to allow the opportunity to select only the most qualified personnel. Regardless of size, Metro remains committed to the basic principles we have had since inception.



Contents

Facilities	5
Operations	6
Completions	8
// Air Medical	10
// Law Enforcement	12
// Corporate and Utility	14
Helicopter Flight Training Center	16
// Simulators and CommLab	18
// Maintenance Training	20
Customer Support	22
MetroAlert	24



**For safety to exist,
it must be a way of life.**

We founded Metro on simple principles. Our dedication to safety, quality, and customer service has never faltered. This enduring focus on our core values has resulted in steady, organic growth. With more than 1,000 employees, over 150 operational aircraft, 39 traditional programs, and countless completions, Metro Aviation still puts these core principles above all else.

In this highly competitive industry, there are many legitimate concerns when considering a service provider or completion center. I am proud to say that, because of Metro's dedication, stability and excellence, we make that choice easy.

Headquarters

When Metro Aviation relocated to its current facility from several airport hangars, we never imagined filling all of the available space. Upon the acquisition of a former Solo Cup manufacturing facility in 2007, Metro transformed the building into a comprehensive completions and operations facility with paint, avionics, machining, production and installation areas. The facility has since undergone numerous expansions and is now home to state-of-the-art training and operational control centers.

The 180,000 sf Metro Headquarters is a FAA Certified Airframe Modification, Maintenance, Inspection and Repair Facility.

- 9,500sf avionics
- 23,100sf production
- 5,800sf CNC machine shop
- 7,200sf engine & accessory overhaul
- 35,000sf completions and maintenance hangar
- 16,500sf paint shop
- 10,000sf inventory
- 53,500sf training center
- 17,200sf administrative offices
- 2,200sf Outerlink Headquarters



Metro Aviation Operations

Few companies can provide the quality services that Metro Aviation offers when it comes to owning and operating aircraft. Metro Aviation currently operates more than 150 aircraft for 39 programs in the U.S., coast to coast.

The Operations division provides pilots and maintenance technicians for the aircraft that respond to emergency scene calls and inter-hospital transfers. Metro is dedicated to providing safe, high-quality aviation services for our clients so that they may deliver the urgent response needed for the care and transport of adult, pediatric, newborn, and high-risk patients.

Metro Aviation was the first air medical operator to equip its entire fleet with Night Vision Goggles (NVG's). Pilots receive annual simulator training via full motion and FTD (Flight Training Device) simulators to prepare them fully for real world situations and various flight conditions. Our pilots are also educated in human factors and decision-making, including IIMC (Inadvertent Instrument Meteorological Conditions), crew resource management and crew coordination. Metro also made a significant investment in ICARUS (Instrument Conditions Awareness Recognition and Understanding System) devices to further IIMC training. In addition to pilot training, maintenance technicians receive recurrent training throughout the year.

In 2014, Metro Aviation became one of only three organizations out of 2,200 to achieve Level IV of the FAA SMS Pilot Project for Part 135 operators. Safety measures adopted by Metro, all of which are industry firsts, include an operational control center for flight following utilizing Part 121 certified dispatchers, pilot risk assessments conducted prior to each flight, quarterly aircraft and annual simulator IIMC training, lightweight aircraft recording systems and flight data monitoring, as well as autopilot, TAWS (Terrain Awareness and Warning System) and GPWS (Ground Proximity Warning System), among others. Each Metro aircraft is equipped with Outerlink's IRIS system to provide immediate alerts and warnings, as well as push-to-talk communication.



Inventory

Metro invests between \$150,000 and \$200,000 in spare parts when establishing a new base of operation.

\$13,000,000 worth of inventory is based in Shreveport, LA and \$20,000,000 is based at field bases where it is needed most.

Metro has a custom built and maintained cloud-based inventory system to allow real time parts visibility and shipping from its main facility or field bases.

Metro Aviation Completions

Metro's aircraft completions center is a full service facility capable of a complete range of modification and upgrade packages for new and existing customers. Metro has extensive experience in air medical, law enforcement, offshore, utility, VIP and corporate aircraft.

Metro's highly trained and dedicated staff is available during the entire completion process as we build your new aircraft to your precise specifications. The Aircraft Configuration Coordinator is in constant communication with customers every step of the way. From the production design review to your on-site tour and paint design, Metro is a trusted partner to ensure the aircraft is completed to the specifications outlined in the scope of work and all new modifications suggested by the customer are tested and approved to the highest standard.

Metro has completed more EC135s and EC145s than any other completion center in the world. Our more than 35 STC's (Supplemental Type Certificates) include EMS and avionics. They cover the AS350, BO105, BK117, EC130, EC135, EC145, Bell 407, AW09, AW169, and the first STC for an air medical completion of the EC155 in the world. Metro Aviation was the first company in the U.S. to achieve Level IV of the FAA's SMS Pilot Project for a Part 145 Repair Station.

Worldwide Completion Leader

Metro Aviation has completed hundreds of aircraft in Shreveport, Louisiana and exported aircraft to several countries. We are an FAA Certified Airframe Modification, Maintenance, Inspection and Repair center with over 75,000 square feet of hangar and production space.



Air Medical

Trust our Reputation

Through innovation, experience and high standards of quality, Metro Aviation is the go-to completion facility for all prominent HAA model types throughout the world. Using aggressive project management, we have attained a high degree of design, engineering and production efficiency that enables the production of mission-ready aircraft with features, comfort and performance that is unmatched in the industry.

Customer Configurations

Metro Aviation holds numerous STC's for a wide variety of configurations. From an EMS

Kit and Air Conditioning System to Single Pilot IFR and aftermarket innovations, Metro has the experience required to deliver a highly specialized aircraft that is FAA-approved and designed to meet factory specifications.

We strive to complete each aircraft to the specific wants and needs of the customer and go above and beyond to ensure their aircraft meets all necessary requirements. Customers are priority ONE at Metro Aviation and have an open door to visit the facility and stay up-to-date on the configuration process.



Metro Aviation is the largest air medical completion facility in the world.

Seeing is Believing

Metro has CATIA 3D modeling capabilities to "pre-design" interior modifications. Customers can see what their aircraft will look like before it ever arrives at Metro. In addition, the on-site machine shop beautifully crafts flooring, cabinetry, and other elements that are functional, elegant, and of the

highest possible quality. Conference calls are held regularly and photos are exchanged almost daily as the aircraft nears the final stages of completion. Metro hosts completion customers during the process, allowing them to see the progress in-person!





We have completed more EC135s and EC145s than any other completion center in the world.

Some of the most complex completions undertaken by Metro Aviation are for our law enforcement customers. There is no such thing as a “cookie cutter” completion for law enforcement agencies. Some are strictly law enforcement while others also conduct search and rescue, fire fighting, and EMS

operations, often requiring the customer to quickly shift between mission profiles.

No two customers are alike and Metro begins each completion with a work scope meeting, where the customer explains their exacting needs and

Law Enforcement

learns how Metro can meet and exceed the requirements. These meetings often include a collaboration with vendors to discuss options, including moving map systems with multiple monitors, FLIR (forward-looking infrared cameras), complex communications systems with multiple transceivers and video downlink capabilities, all in an NVG-compatible, single-pilot IFR cockpit. Metro’s experience with manufacturing and certifying products allows us to design, fabricate, and install unique, custom made equipment such as consoles and Tactical Flight Officer (“TFO”) stations. To ensure the customer is getting the exact completion they need for their operation, it is not unusual for our engineers to create a full-

scale mock up of instrument panels and cabins to enable aircrew members to see and feel how their aircraft will actually be configured. They can then make any modifications before the completion actually begins.

Metro Aviation is in the unique position of being both a completions center and an operator. As such, we understand the needs of aircrews operating in remote locations, at night, and under adverse conditions. Metro’s reputation for attention to even the smallest details and complete customer satisfaction is what sets us apart in the industry.



Corporate and VIP

Metro is proud to have performed completion services for several Fortune 500 companies. Being selected by these companies speaks volumes for the type of service for which Metro Aviation has become renowned. Uncompromising quality, attention to detail, and flexibility in meeting and exceeding customer expectations is the norm for Metro.

However, this beauty is not just skin deep. Every wire, paint stripe, seam, and cabinet veneer is

finished under the surface as perfectly as it is in plain sight. Maintenance personnel and pilots alike have input into the completion and are provided access to the aircraft as many times and in as much detail as they require to assure in-depth knowledge of systems and operations. Metro not only services the installed equipment, but also services the airframe and power plant, making the completion center a one-stop solution for tip-to-tail support.



Utility

At Metro Aviation, completion capabilities do not fit into one box. Rather, Metro strives to deliver state-of-the-art configurations to meet any mission type. Metro has completed aircraft for search and rescue teams, equipped helicopters for fire suppression, equipped agricultural ships, and configured an aircraft to combat mosquitos in the Florida swamps.

From the simplest up to the most complex, we are prepared to outfit an aircraft with essential equipment and features for the job.

Metro has strong partnerships with industry vendors and is able to secure the latest, most technologically advanced equipment for any and all mission profiles.

Helicopter Flight Training Center



The Helicopter Flight Training Center in Shreveport, Louisiana is a state-of-the-art facility offering training solutions for various companies with diversified needs. The Training Center is equipped with flight simulators, including North America's first FlightSafety International (FSI) EC145 Level D Full Motion Simulator, the world's first FSI EC135 Level D Full Motion Simulator, FSI AS350 Level 7 Flight Training Device and a Frasca Level 7 Flight Training Device for the Bell

407/407GX. The center also includes multiple classrooms, a dedicated maintenance classroom for engine and airframe training and facilities for FAA written and online tests.

The courses offered at the Training Center are designed with the customer in mind. With the option to dry lease simulators, organizations can utilize these state-of-the-art sims while following their own training plans with their own instructors.

For companies that are interested in training but unsure of how to get started, the Training Center staff is available to assist in building a custom training plan and provide expert guidance to make your training most effective.

Pilot Training

Companies interested in simulator training can take advantage of the competitive rates offered through dry leasing simulators. Operators can reserve time using their own instructors in the Training Center's full motion simulator or flight training devices.

The training center also offers a "train the trainer" program. Training Center instructors will train a customer's chosen instructor to conduct simulator training and can also provide training materials upon request.



CommLab

An industry first, partnerships with Flight Vector, Complete Flight, Outerlink, and Xybix enable the CommLab to provide scenario-based training and evaluation for air medical communication specialists. The CommLab utilizes flight simulators and night vision goggles to enhance the training experience to include IFR conditions and IIMC.

The training also includes routine hospital to hospital transfers, scene transfers, neonatal and specialty transfers, and real world scenarios that include

emergency situations, breakdown in communication, and task saturated environments. Specialists will advance their skills for map reading, customer service, radio operations, flight following, and safety related procedures.

Courses are held throughout the year at the Helicopter Flight Training Center. For more information, visit helicopterflighttrainingcenter.com.



Maintenance Training

The Helicopter Flight Training Center is equipped with a state-of-the-art maintenance classroom for a hands-on approach to engine maintenance and troubleshooting.

Metro technicians receive recurrent training throughout the year and Lead Mechanics attend an annual seminar to receive company and aircraft updates.

Our technicians are prepared with the knowledge and tools they need to reduce downtime across the fleet and have access to a robust inventory system with real-time parts visibility.



Customer Support

[Metro brings the family together annually for its Leadership Education, Advancement, and Development (LEAD) conference, an invaluable resource for networking and sharing knowledge.]

Metro's Customer Outreach Team is available to assist our customers in running the most effective and efficient air medical operation possible. From financial guidance and business plans to onsite operational assessments, they work with our customers to ensure they are operating a sustainable program.

In addition, the Metro Product Support website is available for manual downloads, aircraft specific support and product changes. The Metro family also has the cell phone numbers for our leadership team, who are available at all times.



Metro Family You are more than a customer.

SAFETY, COMMUNITY SUPPORT AND INDUSTRY INVOLVEMENT ARE VALUES THAT ALIGN WITH UC HEALTH AIR CARE & MOBILE CARE AND WE ARE PROUD TO PARTNER WITH METRO AVIATION TO MEET OUR MISSION OF BRINGING WORLD CLASS CARE TO THE PATIENT THROUGH ADVANCED TRANSPORT MEDICINE.

- Ruda Jenkins
UCHealth Air Care & Mobile Care

COMMITMENT TO SAFETY, TRAINING, AND CUSTOMER SUCCESS ARE PART OF MANY REASONS WMAC CHOOSES METRO AVIATION AS OUR AVIATION PROVIDER. THEIR TIRELESS EFFORTS TO SUPPORT THE ENTIRE METRO FAMILY THROUGH THE COVID PANDEMIC IS MUCH APPRECIATED.

- Matt Heffelfinger
West Michigan Air Care



Connecting the Team

This lifesaving app is only available for Metro Aviation customers. In addition to reducing response times, collaborators can connect and alert the team before the patient reaches the hospital.

Metro Alert When Seconds Count...

MetroAlert, a free application exclusively for Metro customers, instantly alerts your dispatch and reduces flight response time by up to five minutes. Created for both scene and interfacility transfers, MetroAlert works on smartphones and as a web-based application in communication centers.

Once registered, first responders or sending facilities send a “helo alert” to request service. The communications center receives the alert through MetroAlert’s web-based application and can:

- Respond to the alert with an Estimated Time En route (ETE)
- Add others to the conversation (Cardiologist, ER Doctor, etc.)
- Receive photos or other information
- Archive the entire conversation

In addition, “push notifications” may be sent to end users for any potential news feeds, education or other opportunities to market the program. MetroAlert is also a hub for documents, both for public and employee only use.



TAKE THE TOUR AT
METROAVIATION.COM/TOURMETRO



Metro Aviation
Corporate Headquarters
(Completion and Support Facility)
1214 Hawn Avenue
Shreveport, Louisiana 71107

800.467.5529
metroaviation.com
metroproductsupport.com