

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 and transportation services is internationally recognized. As such, we have enjoyed substantial growth. It is important to note, however, that Metro Aviation's growth 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 ingrained by our founder years ago.





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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, and because of that we have enjoyed steady growth. With more than 800 employees, over 30 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.

A handwritten signature in blue ink, reading "Mike Shantz". The signature is written in a cursive, flowing style.

# 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 three expansions and is now home to state-of-the-art training and operational control centers. The 160,000 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
- 11,500sf paint shop
- 10,000sf inventory
- 38,500sf 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 130 aircraft for more than 30 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). Metro was also the first to require that 100% of its pilots are IFR (Instrument Flight Rules) current and qualified. Pilots receive annual simulator training via full motion and FTD (Flight Training Device) simulators to prepare



them fully for real word situations and various flight conditions. Our pilots are also educated in human factors and decision-making, including IIMC, crew resource management and crew coordination. In addition to pilot training, maintenance technicians receive factory maintenance training from Airbus, Bell, Turbomeca and Pratt & Whitney, as well as human factors and fatigue training.

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 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.



# 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 and our more than 30 STC's (Supplemental Type Certificates) include EMS and avionics, and they cover the AS350, BO105, BK117, EC130, EC135, EC145, Bell 407 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 70,000 square feet of hangar and production space.



## Inventory

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

\$12,500,000 worth of inventory is based in Shreveport, LA and \$9,500,000 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.

# Air Medical

## Trust our Reputation

Through innovation, experience and high standards of quality, Metro Aviation has become the leading completion facility for the AS350/AS355, EC130, EC135, EC145 and EC155 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.

Many Metro customers say they never hear the word "no." 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 operates more than 130 air medical helicopters and airplanes from coast to coast in the United States.

Metro offers an interactive iPad app allowing a virtual tour of aircraft interiors, as well as information about equipment included in various airframes.

### [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 and elegant. Conference calls are held regularly and photos are exchanged almost daily as the aircraft nears the final stages of completion.



## 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

hears 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, 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 EC145 Level D Full Motion Simulator, FlightSafety EC135 Level D Full Motion Simulator, FlightSafety 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 tests.

The courses offered at the Training Center are designed with the customer in mind. With the option to dry lease simulators and take part in factory maintenance training from companies such as Pratt & Whitney and Turbomeca,



organizations can count on the Helicopter Flight Training Center to meet all of their training needs.

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, Golden Hour, HSI, Xybix and Zoll, enable the CommLab to provide scenario-based training and evaluation for air medical communication specialists. The CommLab is linked to the in-house flight simulators to provide realistic situations.

Training includes inter-facility and scene transfers, bird strikes, neonatal transfers, multiple aircraft requests, misinformation and changing landing zones,

as well as IFR conditions and IIMC. Specialists will hone their skills for map reading, customer service, radio operations, flight planning and following, and safety related procedures.

Courses are held monthly at the Helicopter Flight Training Center, and training addresses the new FAA OCS requirements.



# 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. The Training Center currently offers factory maintenance training from Airbus, Bell, Turbomeca and Pratt & Whitney. Classes are

conducted throughout the year in Shreveport, Louisiana and can accommodate various engine types and training levels. Additional maintenance training options will be added to the Helicopter Flight Training Center soon.





Care  
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FIRE HOSE

# Customer Support

Metro brings the family together annually for the Leadership Education, Advancement and Development (LEAD) seminar. In addition, Metro hosts the Metro Aviation Customer Symposium (MACS). Both are invaluable resources 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 to business plans, 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.

METRO AVIATION IS COMMITTED TO SAFETY, FORWARD THINKING, TECHNOLOGY AND TRAINING. WE KNOW WE HAVE THE RIGHT PARTNER TO MEET OUR MISSION.

- Stewart Corbin, MedFlight of Ohio

SAFETY, COMMITMENT TO CUSTOMER SERVICE AND METRO AVIATION'S PHILOSOPHY ARE JUST A FEW OF THE REASONS WHY MAMA CHOSE METRO AVIATION AS OUR AVIATION PROVIDER.

- John Grindstaff, Mountain Area Medical Airlift (MAMA)



# Metro Alert

When Seconds Count...

MetroAlert, a free application for your smartphone, instantly alerts your dispatch and reduces flight response time by up to five minutes.

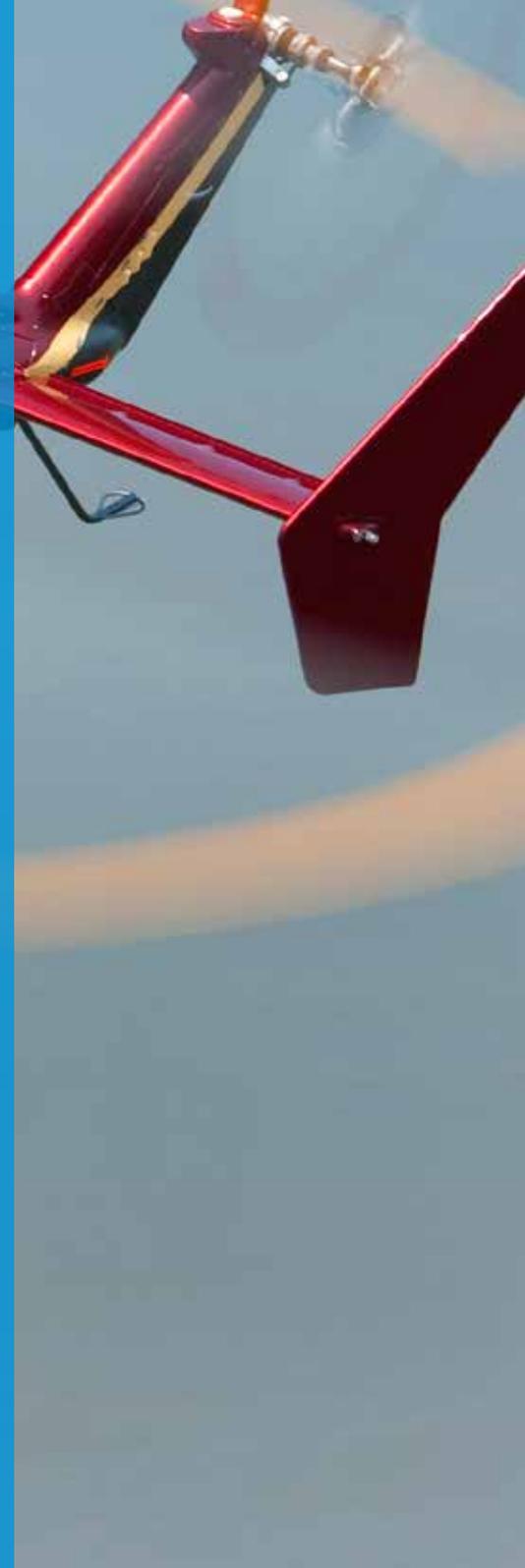
# Connecting the Team

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.

Once registered, first responders or sending facilities send a “helo alert” to request service. The communications center receives the alert through MetroAlert’s desktop software 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.









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