

# © COMPLACENCY

The quiet danger we get away with,  
until we don't



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com·pla·cen·cy

/kəmˈplāsənsē/

*Noun*

A feeling of smug or uncritical satisfaction (a.k.a. “good enough” with oneself or one's achievements. (Attitude)

*Adjective*

pleased, especially with oneself or one's merits, advantages, situation, etc., often without awareness of some potential danger or defect (i.e. poor risk mgt); self-satisfied (Behavior)

# Why?

**We don't readily respect the hazards and risks at hand for what they really are...latent failures awaiting activation.**

**We don't pay close enough attention to close calls and near misses in our personal or professional lives. Why would we? – nothing really bad happened, nobody got hurt, so why would we invest any emotional or change-management capital in it?**

# All My Equal or Better

- Randy Murph
- Troy Gilbert
- Mike Joyal
- Brice Simpson
- Luke Johnson
- Frank Bryant
- Dave Brodeur
- Dave Mitchel

## Training Mishap

Randy Murph  
F16 Distinguished  
Graduate



RIP: 12 June 2001

## Combat Mishap

Troy Gilbert  
#1 F-16  
Instructor



RIP: 26 Nov 2006

## Ground Mishap

Mike Joyal  
Pilot of Air Force Two



RIP: 22 Apr 2012

**Why some and *not* others?... Why them and *not* me?**

# When the Walking Dead Can Tell Us the Story Behind the Story



Gobash 700 (LSA)



N701GB

STARTER ENGAGED GEN. FAILURE ALTERN. FAILURE FUEL PUMP ON FUEL RESERVE 2.6 US gal

NO SMOKING

STALL WARNING

MAXIMUM MANEUVERING SPEED  $V_A = 90$  KTS IAS

THIS AIRCRAFT WAS MANUFACTURED IN ACCORDANCE WITH  
LIGHT SPORT AIRCRAFT AIRWORTHINESS STANDARDS  
AND DOES NOT CONFIRM TO STANDARD CATEGORY  
AIRWORTHINESS REQUIREMENTS.  
FLIGHTS IN KNOW ICING CONDITIONS PROHIBITED.  
AEROBATIC MANEUVERS INCLUDING SPINS PROHIBITED.  
OTHER LIMITATION ACC. TO AEROPLANE FLIGHT MANUAL.

WARNING

MINORITY OF OTHER AIRCRAFT, ON SHOWN  
FLIGHT THROUGH CLOUDS, FOG OR HAZE.  
STANDARD POSITION LIGHTS TO BE ON FOR  
ALL NIGHT OPERATIONS.

THIS AIRCRAFT WAS MANUFACTURED IN ACCORDANCE WITH  
LIGHT SPORT AIRCRAFT AIRWORTHINESS STANDARDS  
AND DOES NOT CONFIRM TO STANDARD CATEGORY  
AIRWORTHINESS REQUIREMENTS.  
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AEROBATIC MANEUVERS INCLUDING SPINS PROHIBITED.  
OTHER LIMITATION ACC. TO AEROPLANE FLIGHT MANUAL.

BATT. GEN. ALTERN. FUEL PUMP AVIONICS MASTER GYRO INSTR. STROBE LIGHTS POSITION LIGHTS LANDING LIGHT TAXI LIGHT INSTR. LIGHTS  
OFF OFF OFF OFF OFF OFF OFF OFF OFF OFF OFF OFF

INSTR. CABIN ENGINE MONITOR

CABIN VENT



### 3.5. Inadvertent Spin

▲ **Warning:**

This aircraft has a high aerodynamically performance with low drag. Airspeed increases rapidly during a dive. Pay full attention to airspeed limitations, angles of control surfaces deflection and flight load factors when recovering the aircraft from a steep dive.

▲ **Warning:**

Do not push the elevator control before the rotation has stopped. Only release elevator back pressure.

▲ **Warning:**

Do not reduce the power to idle before the rotation has stopped. It has been demonstrated that with power the rotation stops faster. When rotation has stopped, power can be reduced.

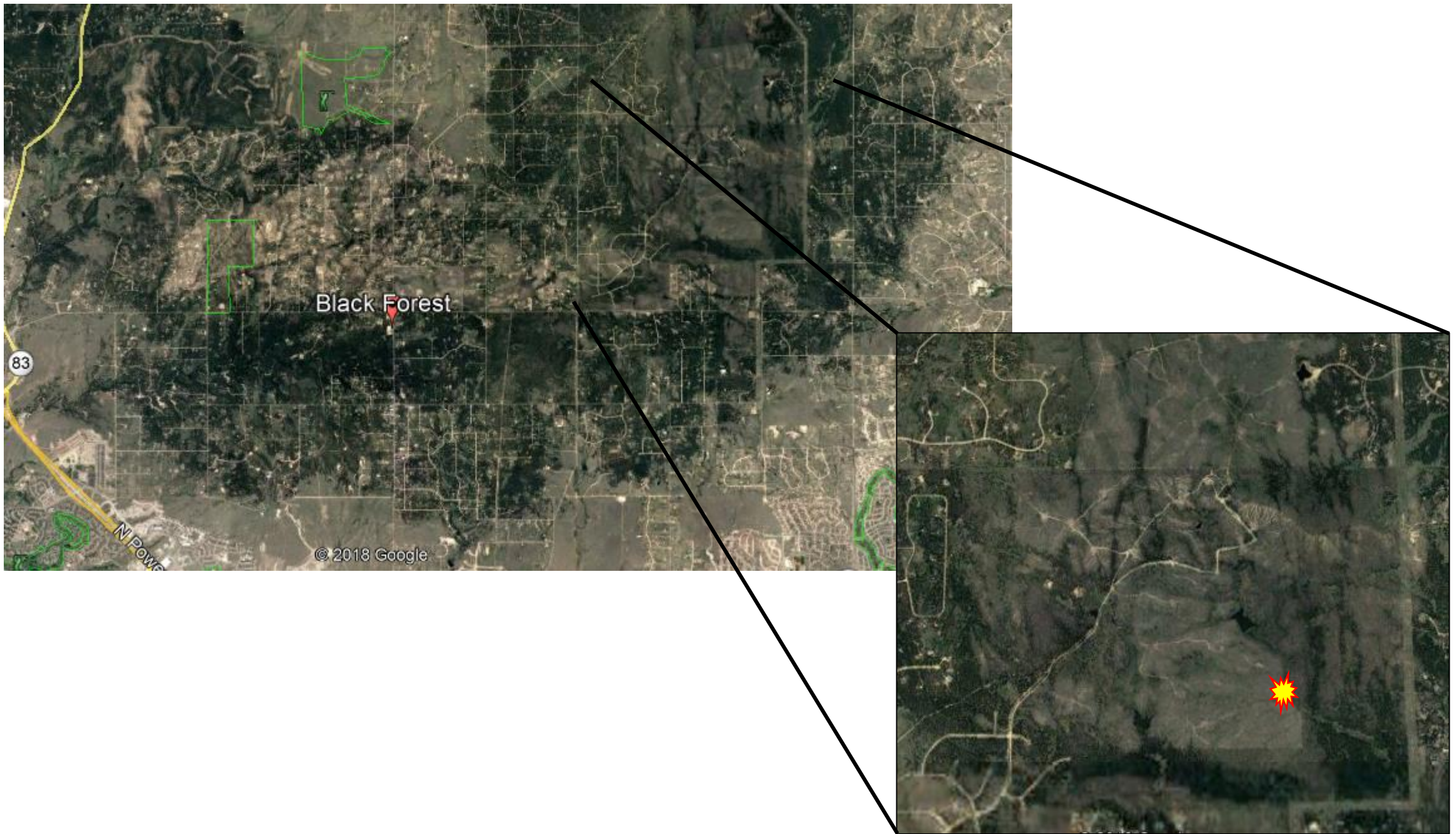
● **Note:**

Should the spin recovery fail the AEPS (when installed) can be used.

Document Title	Document No.	Revision	Date	Page
Pilot's Operating Handbook CTLS-LSA	AF 0430 0017	01	10-Feb-12	3-9
Approval Ref.:	Approved on the Basis of Manufacturer Self Declaration			

- Aileron controls      neutral
- Rudder                opposite direction of rotation
- Rotation              stopped
- Elevator               release back pressure after the rotation
- stopped
- Throttle                retard
- Elevator                smoothly recover from dive

Do most pilots know the “spin recovery” steps verbatim without having to reference a checklist? More importantly, are they reviewed prior to each flight? The out of sight, out of mind approach will leave one grasping for the info in the heat of the moment when the stall has occurred and upset recovery procedures are in the deep recesses of our brain. Visualization for 30” will pay dividends and maybe save lives.





# **Warning**

The following video contains graphic language and scenes from a G.A. accident that may be difficult to watch.

Those involved do survive this crash. The facts obtained from this accident are from the passenger's testimonials and NTSB reports.

This video is protected and secondary recording of the video production is not allowed.

# Insert video here

Investigation Summary Report

<https://app.nts.gov/pdfgenerator/ReportGeneratorFile.ashx?EventID=20150430X64330&AKey=1&RType=Summary&IType=CA>

Investigation Docket (all pertinent documents)

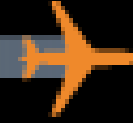
<https://dms.nts.gov/pubdms/search/hitlist.cfm?documentID=57465&CFID=2535889&CFTOKEN=d6e29bca5a57787c-F2F13E55-F857-F22A-3DD3D3381BCDB017>





# How Do I Deal with Complacency?

- Empowered accountability – personal initiative to improve beyond the standards or expected norms
- True Risk Management is a constant state of uneasiness
  - What's different today on this task?
- Challenge your mind and task management during the lulls
- It's an attitude: what can I get better at today than I was yesterday?
- Challenge each other
- Personal debrief: ask, “What have I become complacent with recently?”
- Identify the close calls/near misses in your personal life
  - Lost cell phone / car keys
  - Forgot an appointment / call
  - Lost track of time /task



MAY 2 - 3



DENVER, COLORADO

64TH ANNUAL

BUSINESS AVIATION SAFETY SUMMIT

BASS 2019



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