

July 11, 2024

Dustin Hubbard
Director, Western Region, Office of Pipeline Safety
Pipeline and Hazardous Materials Safety Administration
12300 W. Dakota Ave., Suite 110
Lakewood, CO 80228

Re: Warning Letter CPF 5-2024-027-WL

Dear Mr. Hubbard:

On January 22 through 26, 2024, a representative of the Pipeline and Hazardous Materials Safety Administration (PHMSA), pursuant to Chapter 601 of 49 United States Code (U.S.C.), inspected the Signature Aviation (Signature) control room procedures and records located in Honolulu, Hawaii. As a result of the inspection, Signature received a Warning Letter from PHMSA dated June 20, 2024.

Signature concurs with the Warning Letter and understands the importance of operating its control room and pipeline systems in accordance with PHMSA requirements. In accordance with § 49 CFR, Part 190.208, Signature provides the following response to the PHMSA Warning Letter:

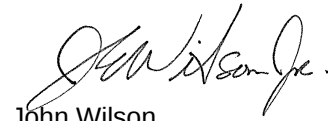
1. **§ 195.446 Control room management.**
 - (a) ...
 - (e) **Alarm management. Each operator using a SCADA system must have a written alarm management plan to provide for effective controller response to alarms. An operator's plan must include provisions to:**
 - (4) **Review the alarm management plan required by this paragraph at least once each calendar year, but at intervals not exceeding 15 months, to determine the effectiveness of the plan; ...**

Signature failed to review its alarm management plan required at least once each calendar year, but at intervals not exceeding 15 months, to determine the effectiveness of the plan. Although Signature conducted reviews in calendar years 2021 and 2024, it did not review its management plan in calendar years 2022 and 2023.

Signature Response: Signature understands the code requirement and importance of reviewing the Alarm Management plan at least once each calendar year, but at intervals not exceeding 15 months to determine the effectiveness of the plan. Signature has improved its internal tracking systems & policies to ensure it complies going forward.

If you require any further clarification on the response, please contact Jason Maga, General Manager at the Signature Honolulu office.

Sincerely,



John Wilson
Director, Airline Services

Cc: Jason Maga
Larisa Demling
Jason Dunphy