

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: *

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LIFEMED ALASKA CRASH *

UNALASKA AIRPORT * Accident No.: ANC20LA015

JANUARY 16, 2020 *

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Interview of: JAIMIE MARSHALL

Pilot, LifeMed Alaska

Via Telephone

Thursday,
January 23, 2020

APPEARANCES:

BRICE BANNING, Investigator in Charge
National Transportation Safety Board

VINCE HAMBLIN, Chief Pilot
Aero Air

WILLIAM CHAPLIN, Director of Safety and Quality
LifeMed Alaska

STEPHANIE MONROE, Fiancée
(Personal Representative for Mr. Marshall)

<u>ITEM</u>	<u>I N D E X</u>	<u>PAGE</u>
Interview of Jaimie Marshall:		
By Mr. Banning		6

I N T E R V I E W

(11:21 a.m.)

MR. BANNING: Okay. We are on the record at 11:21. My name's Brice Banning. I'm a senior aircraft accident investigator with the National Transportation Safety Board. I'm the investigator in charge for a King Air accident that happened near Dutch Harbor, accident number ANC20LA015.

The NTSB is an independent federal agency charged with determining the probable cause of transportation accidents, and promoting transportation safety. The NTSB is not part of the DOT or FAA, and we have no regulatory or enforcement powers.

At this time, I'd like to go ahead and introduce the group members on the phone.

And, Vince, if you wouldn't mind introducing yourself for the record, please?

MR. HAMBLIN: Certainly. My name is Vince Hamblin. I'm chief pilot with Aero Air, and I am a party to the investigation for Aero Air.

MR. BANNING: And, Bill?

MR. CHAPLIN: My name is Bill Chaplin. I'm the director for safety and quality for LifeMed Alaska, and I am the party member representative for LifeMed.

MR. BANNING: Do you have any objections, Jaimie, to any of the individuals on the call?

MR. MARSHALL: No objection.

1 MR. BANNING: Thank you. Today will be using a digital
2 recorder to record the interview, which will then be sent for
3 transcription. The transcript, not the audio recording, will be
4 made part of the public docket. Do you have any -- is it all
5 right with you -- any objection to us recording the interview,
6 Jaimie?

7 MR. MARSHALL: No objection.

8 MR. BANNING: Vince?

9 MR. HAMBLIN: No, I have no objection.

10 MR. BANNING: And Bill?

11 MR. CHAPLIN: No objection.

12 MR. BANNING: The purpose of the investigation is safety, to
13 determine probable cause and prevent reoccurrence. Our goal --
14 role is not to assign fault, blame, or liability. The interview
15 is part of the fact-finding phase of the investigation. We
16 cannot, however, offer any guarantee of confidentiality or
17 immunity.

18 I will be the only one in this particular interview asking
19 questions. We will have a follow-up interview at a later date.

20 Jaimie, if you could please answer all questions to the best
21 of your recollection. If you do not understand a question, just
22 ask me to repeat it. If you realize you misstated or need to
23 modify an answer, it's no problem, just please do so.

24 MR. MARSHALL: Understood.

25 MR. BANNING: Okay. And you -- and as previously mentioned,

1 Jaimie, once again, if you need a break, if you need to stop, if
2 we need to end the interview, just let us know. It's absolutely
3 no problem.

4 You are entitled --

5 MR. MARSHALL: Okay.

6 MR. BANNING: You are entitled to have one representative of
7 your choosing. Is there someone you would like to have as your
8 representative during the interview?

9 MR. MARSHALL: Yes. Stephanie Monroe. She is my fiancée.
10 She's sitting here.

11 MR. BANNING: Okay. Thank you, Stephanie. And, Stephanie,
12 the -- our only request is that you don't answer a question on
13 behalf of Jaimie. But if Jaimie needs a break, you sense that he
14 needs a break, by all means speak up and we can do whatever is
15 necessary to take care of Jaimie.

16 Does anybody have any questions?

17 Hearing none, we'll begin the interview.

18 INTERVIEW OF JAIMIE MARSHALL

19 BY MR. BANNING:

20 Q. Jaimie, if you would for the record, please state your name
21 and job title?

22 A. Jaimie Marshall, pilot in command for Aero Air.

23 Q. And, Jaimie, if you wouldn't mind just telling me your story?
24 What -- maybe from the time you started preparing for the flight,
25 and just walk us through the events as you recollect.

1 A. Okay, sure. So the call came in around 0700 to Papa-Alpha-
2 Delta-Kilo Airport. At that time, I checked weather, got a
3 weather brief, and accepted the flight. I went to the airplane
4 and pre-flighted. I did not find anything inop at that time.

5 The crew came, loaded the airplane up. Normal startup, no
6 problems there. Normal run-up, no problems there. Everything
7 appeared to be normal. Listened to the weather over the ASOS.
8 The wind was 1-0-0 at 9, the windsocks were indicating that type
9 of weather or wind. They were coming from about 1-0-0 degrees,
10 and they were fairly limp, swinging a little bit.

11 We back-taxied onto the displaced threshold, the runway 3-1.
12 Normal takeoff procedures. Midfield crosscheck 75 knots. And it
13 was -- the airspeed was climbing. Rotated at a normal speed,
14 around 90. Initially had a positive rate for a moment, then I
15 felt a sinking sensation and the airspeed dropped dramatically.
16 The stall horn came on, and I gave it more power initially, and
17 tried to pitch down for a stall recovery. This -- as soon I
18 pitched down, the lights were glaring off the water. The only
19 thing I could do was pull back on the yoke, and then we hit --

20 MS. MONROE: I would ask to just --

21 MR. MARSHALL: No --

22 MS. MONROE: -- take a moment please.

23 MR. BANNING: Yeah.

24 MR. MARSHALL: -- it's all right. Keep going.

25 BY MR. BANNING:

1 Q. If you --

2 A. Get this done.

3 Q. If you need to take a moment, it's no problem. Just -- it's
4 all good. I really appreciate it, so there's no problem.

5 A. We hit the water. I tried my best to get the tail down and
6 wings level. And at some point, I'm not sure, I get -- hit the
7 fuel cutoff. I don't know if it was before we hit the water or
8 after. But I think both engines were running upon impact to the
9 water.

10 I remember having a hard time getting my seatbelt off and
11 water was coming in the airplane rapidly. Travis was able to get
12 the emergency exit open, and he got the raft inflated. Travis
13 exited the airplane, then Mark, and then myself. And at that
14 time, we waited for the rescue boat about a half an hour or so in
15 the raft, floating.

16 That's about as much as I can remember. I wrote down some
17 things shortly after the accident, but as far as my recollection,
18 it -- that's about all I can really remember right now.

19 Q. Yeah, no problem. Thank you.

20 Do you -- was there anything mechanically wrong with the
21 airplane prior to the event, Jaimie?

22 A. No. I personally flew the plane into Dutch Harbor the day
23 before. We did not -- nothing was wrong with it. I was the last
24 one to fly it prior to this flight. I did a pretty thorough post-
25 flight, and obviously a preflight before we took off from

1 Anchorage, and nothing was inoperative during the flight. Let's
2 see. Before the flight, during the flight, or after the flight,
3 nothing was wrong with it.

4 Q. Okay. And was there anything that you recall wrong during
5 the takeoff in the accident event?

6 A. Nothing, no. There was no annunciators. The engines -- I
7 did a run-up, and the engines were running just fine. I do not
8 believe that there was anything wrong with the airplane
9 mechanically.

10 Q. Okay. All right. How are you doing? Do you want -- that's
11 really to -- Jaimie, that's really what I needed right now for the
12 investigation to decide how to proceed. And I know you're under a
13 lot of stress and still healing up, so if you would like, we -- I
14 am happy to end the interview at this point and we can reconvene
15 in a week or two and maybe visit a little more in depth. Just
16 tell me what you'd like to do.

17 A. I guess that's good for now.

18 Q. Okay. No problem. Once again, I just want to express my
19 thanks for visiting with you. I'm glad that everybody's -- that
20 you're healing up, everybody's going to be okay. We can replace
21 airplanes, but people are much more important. And get healed up,
22 and then maybe reach out through Vince when you're starting to
23 feel better and we can visit maybe a little more in depth.

24 A. Okay.

25 Q. Take care of yourself. Thank you.

1 A. Okay. Thank you.

2 MR. BANNING: Is everybody else still on?

3 MR. HAMBLIN: I am still here.

4 MR. BANNING: Okay.

5 MR. HAMBLIN: Yes.

6 MR. BANNING: I'm going to end the recording here real quick,
7 and we are off the record at 11:33.

8 (Whereupon, at 11:33 a.m., the interview was concluded.)
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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: LIFEMED ALASKA CRASH
 UNALASKA AIRPORT
 JANUARY 16, 2020
 Interview of Jaimie Marshall

ACCIDENT NO.: ANC20LA015

PLACE: Via Telephone

DATE: January 23, 2020

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.


Christy Wilson
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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LIFEMED ALASKA CRASH

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UNALASKA AIRPORT

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JANUARY 16, 2020

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Interview of: JAIME MARSHALL, Pilot in Command
Aero Air

Via telephone

Tuesday,
March 24, 2020

APPEARANCES:

BRICE BANNING, Investigator in Charge
National Transportation Safety Board

WILLIAM CHAPLIN, Director of Safety and Quality
LifeMed Alaska

<u>ITEM</u>	<u>I N D E X</u>	<u>PAGE</u>
Interview of Jaime Marshall:		
By Mr. Banning		6
By Mr. Chaplin		18
By Mr. Banning		21

I N T E R V I E W

(1:01 p.m.)

MR. BANNING: All right. We are on the record at -- and it's Tuesday, March 24th at 13:01 Alaska Daylight Time. My name is Brice Banning, and I am a senior aviation accident investigator with the National Transportation Safety Board.

The National Transportation Safety Board is an independent federal agency charged with determining the probable cause of transportation accidents and promoting transportation safety. The NTSB is not part of the Department of Transportation or the Federal Aviation Administration, and we have no regulatory or enforcement powers.

What I'd like to do now is just go around the phone, if you will, and have each of us introduce ourselves. Jaime?

MR. MARSHALL: Jaime Marshall, pilot in command, Aero Air.

MR. BANNING: Thank you. And, Bill?

MR. CHAPLIN: Bill Chaplin, director of safety and quality for LifeMed Alaska and party to the investigation.

MR. BANNING: Thank you. Today we'll be using a digital recorder to record the interviews, which will then be sent for transcription. The transcript, not the audio recording, will be made a part of the public docket. Jaime, do you have any objection to us recording the interview?

MR. MARSHALL: I do not.

MR. BANNING: And, Bill?

1 MR. CHAPLIN: I do not.

2 MR. BANNING: Thank you. The purpose of the investigation is
3 safety, to determine probable cause and prevent reoccurrence. Our
4 role is not to assign fault, blame, or liability. The interview
5 is part of the fact finding phase of this investigation. We
6 cannot, however, offer any guarantee of confidentiality or
7 immunity.

8 Each of the group members will have a chance to ask
9 questions. We will ask questions one a time, and everyone has
10 been instructed to not interrupt the person who is asking
11 questions at the time. There will be the opportunity for each
12 group member to ask follow-up questions after each person has had
13 a turn.

14 Jaime, please answer all of the questions to the best of your
15 recollection. If you don't understand a question, we can repeat
16 it or explain it. It's no problem. And if you realize you may
17 have misstated or need to modify an answer, please don't hesitate
18 to do so.

19 MR. MARSHALL: Okay.

20 MR. BANNING: You are entitled to have one representative of
21 your choosing. Is there someone you would like to have as your
22 representative, Jaime?

23 MR. MARSHALL: I don't have anybody here at the time.

24 MR. BANNING: Okay. And are you willing to proceed without a
25 representative?

1 MR. MARSHALL: Yes.

2 MR. BANNING: Okay. Thank you. And do you have any
3 questions before we get started, Jaime?

4 MR. MARSHALL: I do not.

5 INTERVIEW OF JAIME MARSHALL

6 BY MR. BANNING

7 Q. Okay. What I'd like to, Jaime, is -- do you mind starting
8 out by just telling us a little bit about your aviation
9 background, total time, things of that nature? How you got your
10 start in aviation?

11 A. Sure. Well, I started flying at the University of North
12 Dakota in 2009, went through their program all the way through
13 CFII, and then I got my multi-engine instructor rating as well.
14 But MEI was through an outside vendor, not University of North
15 Dakota. Anyways, I started off flight instructing there, and then
16 became a full time check pilot with the university. As I was
17 doing that, I was also flying some Part 91 in a Seneca and a
18 Pilatus PC-12, and then I did some weather modification in western
19 North Dakota in a Seneca.

20 In 2014, I think February or March of 2014, I moved to Sioux
21 Falls, South Dakota, started flying 402s, 404s, and Metroliners,
22 all single pilot IFR for a freight company here out of Sioux
23 Falls. And I guess I got -- built up time there. And then I was
24 also -- during that time I was flying, let's see, I think in the
25 summer of 2015, I started flying King Airs 200s for a hospital.

1 Very similar to what we're doing with Aero Air and LifeMed, only
2 the hospital -- flying directly for the hospital in the King Airs.
3 And I did that until November of 2017.

4 And then I went back full time with the freight. So during
5 that time, I was part time flying freight, full time medevac. And
6 then I went back to full time flying freight as a director of
7 safety and security back with the freight company until I started
8 with Aero Air in, let's see, June of 2019. And then from there,
9 I've been flying only the King Airs 200 with Aero Air.

10 Q. And when did you come to Alaska with Aero Air?

11 A. I came to Alaska in -- let's see, I went through training in
12 June and into July, and then my first hitch was in August of 2019
13 up in Fairbanks. I did two hitches up in Fairbanks, and then I
14 went to Dutch Harbor after that.

15 Q. And were they 2-week rotations, Jaime?

16 A. Yes they were. They were 2-week -- well it was more like, I
17 guess 15 days on, 15 days off. So --

18 Q. Okay.

19 A. More or less 2 weeks, yeah.

20 Q. Okay. And about how -- when you came with Aero Air, do you
21 recall roughly about how much total time you had and how much King
22 Air time you might have had?

23 A. When I started with Aero Air, I had 630-ish hours of King Air
24 time. And then let's see, total time would have been right around
25 -- I'm just guessing. I don't have the numbers in front of me,

1 but right around 5,300 hours of total time. And then turbine time
2 with the Metroliner would have been, again, right around 3,000-ish
3 in the turbine -- multi-engine turbine.

4 Q. Okay. And had you -- had that -- was that your first time in
5 Alaska when you came up with Aero Air?

6 A. First employment with -- in Alaska, but I did have some Part
7 91 flying in a single-engine tailwheel up in Alaska. But that's
8 probably, let's say less than 50 hours of that. And that was
9 just, you know, mainly for fun, you know, flying me and my cousin
10 around to -- we flew on, you know, onto some sandbars and, you
11 know, things like that. And so that was all just all fun flying.
12 No appointment or not for hire.

13 Q. Very nice. What kind of an airplane did you bring?

14 A. It was a Citabria.

15 Q. Oh, okay.

16 A. It was a Citabria with the flaps, and then it had scout gear
17 on it, and 31 Bush tires.

18 Q. Very nice.

19 A. Yeah. It was a lot of fun.

20 Q. Yeah, I bet. Can you -- with Aero Air, can you describe
21 first, your position in the aircraft, and then duties and
22 responsibilities with that position?

23 A. Okay. So the position is the pilot in command with Aero Air.
24 Duties include preflight, post-flight, checking weather, weight
25 and balance, checking NOTAMS. I guess making sure all the runways

1 are clear and -- you know, in the wintertime. Everything that
2 goes along with a single-pilot IFR flying. You know, flying
3 flight plans, you know, things of that nature.

4 Q. Sure. And when you came to Alaska, were you provided any --
5 something similar to, like, IOE where you flew around and learned
6 the area with another pilot? Or did any specific Alaska training
7 take place?

8 A. Yep. In Fairbanks. The two hitches in Fairbanks were all
9 IOE training.

10 Q. So you flew with another captain?

11 A. Yes, I did.

12 Q. Okay. And do you mind describing to me a little bit how
13 flights are dispatched specific to Aero Air? How you accept the
14 flight, how -- just what that process looks like?

15 A. Um-hmm. So the call comes in from dispatch giving us an
16 airport, a location to go either pick a patient up, and then onto
17 another airport. Or mainly like Dutch Harbor, it was just
18 bringing a patient from Dutch Harbor to Anchorage. There was some
19 other flying. You know, we'd go to another airport to pick a
20 patient up, and then most of the time, I guess all of my
21 experience was only going back into Anchorage.

22 So we get the call, the dispatch would give us the airports
23 where we needed to go to -- for that flight. We would check the
24 weather, we would give them a go or no-go decision, or a weather
25 hold, or anything of that -- you know, if we needed to wait or

1 whatever. And then the dispatch would let the med crew know after
2 that if it was a go flight.

3 So at that time, you know, the pilot would just go out and
4 get the airplane ready. So in Dutch Harbor, there's a tarp that
5 we've got, an airplane cover for it, chocks, and tie downs. We've
6 got to get all of that off the plane and ready to go so that by
7 the time the med crew gets there, we're all ready.

8 Q. And when it came to the route of flight, who decided, Jaime,
9 on what the route of flight might be? I mean, if you had a
10 patient that was -- if it was a long flight, did -- who decided if
11 you might need a fuel stop or things of that nature? Can you tell
12 me what that looked like?

13 A. Yeah. That was all -- if there was any need for fuel, a fuel
14 stop, that's all pilot in command. We would obviously pass that
15 information along to dispatch. So the pilot in command would
16 account for any fuel stops, how much fuel burn is -- it is taking,
17 and that. So that's all up to the pilot in command for fuel.

18 Q. Okay. And did you guys have standard fuel loads out at Dutch
19 Harbor?

20 A. Can you -- what do you mean?

21 Q. Well, I -- just curious if you always went -- it's been a
22 long time since I've flown the King Air. But the mains are
23 actually the outboard fuel fillers, is that correct? And the
24 inboards?

25 A. Yep. That's -- yep.

1 Q. So I guess when you prep the airplane for -- let's say you
2 came back from a trip, and you prepped the airplane when you were
3 putting it away. Did you always leave it with a standard fuel
4 load there and then -- so it'd be ready to go?

5 A. Yep. So we'd -- yep. So we'd -- most of the time it was
6 mains and 45 in the auxes.

7 Q. Okay.

8 A. So mains would be topped off, and then 45 gallons a piece in
9 each aux tank.

10 Q. Okay. And do you remember what the auxes hold?

11 A. I think it's 75 gallons a piece.

12 Q. Okay. So maybe just a little more than half in the auxes?

13 A. Yep.

14 Q. Okay. And then it sounds like that the PIC -- don't let me
15 put words in your mouth, but it sounded like the PIC was
16 responsible for all go, no-go decisions?

17 A. Yes.

18 Q. Okay.

19 A. So the dispatch would call the pilot in command, and really
20 the only information they would give us is what airports are
21 involved. So like, if we -- on -- in this case, it was a flight
22 to another airport to pick up a patient, and then back to
23 Anchorage. So that's the only information they would give us.

24 If it was just a patient going from Dutch Harbor to
25 Anchorage, they would just say we've got a flight request to

1 Anchorage. And then we would look up everything for -- between
2 Dutch Harbor and Anchorage. So in that case, it was a flight from
3 Adak to Anchorage. So they said we have a flight, request patient
4 transfer from Adak back to Anchorage.

5 Q. Okay.

6 A. And then the pilot in command would get the rest of the
7 information, so the weather and everything. And then in that
8 case, if the weather was not good for flying, it would be no-go,
9 or we'd put it on a weather hold, or whatever we needed.

10 Q. Okay. And I presume that the PIC made all decisions on
11 whether the flight was conducted VFR or IFR. Is that true?

12 A. It is.

13 Q. Okay.

14 A. All of the flights, yeah. So that -- most of the time we
15 just flew IFR. But we did -- our policies and procedures do allow
16 us to fly VFR as long as we have either a VFR flight plan filed or
17 -- with the FAA, or a VFR flight plan filed with our dispatch.

18 Q. Okay.

19 A. And in these cases, they were all IFR flying anyways. So --

20 Q. Okay. Do you recall the fuel load for the accident flight,
21 Jaime?

22 A. I believe it was right around 450 gallons.

23 Q. Okay. So would -- do you -- would that have been your
24 standard load then? Or would that have been more than the main
25 plus 45? Or do you -- and if you don't --

1 A. I think that the --

2 Q. Go ahead. I'm sorry.

3 A. I think that's about standard.

4 Q. Okay. And if you don't recall, that's fine too. So -- but

5 you think -- just to clarify, you think you had about 450 gallons

6 on the accident flight?

7 A. Yeah. The standard fuel --

8 Q. Okay.

9 A. -- that we would have had, about 450 gallons I believe.

10 Q. Okay. And do you know if fuel was available in Adak?

11 A. Yes.

12 Q. It is.

13 A. Yes, it was available.

14 Q. Okay. And did you intend to pick up fuel in Adak?

15 A. Yes, I did.

16 Q. Okay.

17 A. As far as I remember. And I had -- it's kind of fuzzy for

18 me --

19 Q. Sure.

20 A. -- about that part of it. I know I was going to get fuel in

21 Adak, and I believe I even intended on one more fuel stop before

22 Anchorage.

23 Q. Okay.

24 A. But I -- that's all kind of fuzzy, that part of the --

25 Q. Sure.

1 A. -- of it is. And -- but I do know I was going to get fuel in
2 Adak, yes.

3 Q. Okay. Yeah, no problem. And can you describe a little bit
4 about the training? It sounds like you were with the company
5 roughly 6 months. Do you -- can you tell me a little bit about
6 the training you went through with Aero Air prior to coming to
7 Alaska?

8 A. Yeah. So we did indoc training going through policies and
9 procedures and, you know, the like -- just the basic Part 135
10 stuff that each company has to go through. We'd go through safety
11 and security training. That's all ground school, and that was a
12 week long in Hillsboro, Oregon.

13 And then after that, I went to CAE in Dallas, Texas. I
14 believe that was about a 2-week program, kind of like a type
15 rating -- about as long as what a type rating would take, and that
16 was a week of ground school and a week of sim training. After
17 that, I went to Fairbanks for IOE for two rotations, and then down
18 to Dutch Harbor after that.

19 Q. Okay. Thank you. We -- I want to talk to you a little bit,
20 Jaime, if we could. We found -- about some paperwork that we
21 found in the airplane. In the flight can, we found a document
22 that was a weight and balance document, and it listed an empty
23 weight for the airplane that was crossed out, and then blue pen
24 was written in. And under that empty weight, it also listed
25 weights for flight manuals, aft baggage weight. It had, I

1 believe, one weight that said medical equipment in aft bed. I
2 think there was an SL weight.

3 Can you -- do you know -- do you remember what -- or are you
4 familiar with that document? And if you are, I'd like to have you
5 explain it to me if you could -- if you are able.

6 A. I guess I -- honestly I don't know without looking at it what
7 document you would be referring to.

8 Q. Can -- do you mind if --

9 A. Is it something that I had filled out?

10 Q. Well, I don't think so, Jaime. I think it was a document to
11 help compute the weight and balance with --

12 A. Oh.

13 Q. It --

14 A. Okay.

15 Q. That's what it --

16 A. So how I -- I'm sorry. Go ahead.

17 Q. Well, I was going to say, if you had your cellphone, I could
18 text you a picture of it if that would help.

19 A. Yep.

20 Q. But -- okay. But what it looked like to me was a document to
21 help the pilot compute a weight and balance.

22 A. Yeah. I think I know what you're talking about now. So how
23 we did weight and balance was on ForeFlight, there's a doc -- or
24 in the documents part on ForeFlight, every single airplane that we
25 flew had all of the computed weight and balance for the medical

1 equipment and the airplane weights already computed in there, so
2 that we would just put in the fuel load, the pilot's weight, the
3 patient's weight, what position the patient was in, either the bed
4 -- or what bed position I mean, they were in. And then their
5 weights, and then what seat that they were in.

6 So that's how we computed our weight and balance. It was on
7 ForeFlight. And then we transferred that data by pen onto the
8 manifest that we scanned and emailed in after each flight.

9 Q. So the empty weight that you used for the airplane, you would
10 search up an N number in ForeFlight, and that empty weight would
11 already be in ForeFlight? You wouldn't have to insert that empty
12 weight?

13 A. The empty weight, yes. The empty weight was already in the
14 program.

15 Q. Okay. So the -- and then what would you do for the medical
16 equipment that the medics were bringing? Was that -- how would
17 you factor that in?

18 A. All of that was already factored in into the baggage area.
19 But if we added any more baggage, like if the patient would bring
20 a suitcase on or, you know, the pilot had their flight bag, we
21 would add that into the baggage area along with the already
22 computed. Because there's -- you know, the medical personnel
23 would have the exact same equipment each time, so that was already
24 pre-weighed, and then it was already pre -- I guess filled out, I
25 guess if -- and then we would just add any extra to that.

1 Q. Okay. So the -- it was already preloaded in a given
2 configuration into ForeFlight it sounds like?

3 A. Yes.

4 Q. Okay. And then were the medics already taken into account
5 also? Or was that something you would add when you'd compute --

6 A. No. We would add --

7 Q. Okay.

8 A. Yeah. So we would add their weight and their exact weight.

9 Q. Okay. And do you recall if you did a weight and balance for
10 this particular flight, Jaime?

11 A. Yes, I did.

12 Q. Okay. And do you know if there's a -- does ForeFlight store
13 it? Is it sent anywhere? Do you know if that can be accessed?

14 A. I do not know.

15 Q. Okay.

16 A. I guess I don't know. I would have to --

17 Q. No problem.

18 A. -- ask Vince or somebody else about that.

19 Q. Yeah, no problem whatsoever. Did -- when you were departing,
20 did you ever give those numbers, like a center of gravity or a
21 gross weight or fuel load or anything like that to the dispatch --
22 to your dispatch prior to your departure?

23 A. No, I did not.

24 Q. Okay.

25 A. I don't believe that was something that they had ever asked

1 for.

2 Q. Okay. Yeah, no problem. I was just curious if any of that
3 was passed along during. Did you -- in your procedures, would you
4 as a pilot, call and report -- communicate with dispatch when you
5 were leaving? Or would the medics do that?

6 A. The medics would do all of that.

7 Q. Okay.

8 A. So the normal -- I guess the normal call for those -- for the
9 medics -- most of the time it was the medic, not the flight nurse,
10 that would call in, and they would say, door sealed at this time;
11 it's going to take us, you know, 1.5 hours or whatever it would be
12 to get there.

13 MR. BANNING: Sure. Okay. All right. Well, let me see -- I
14 think I'll see if Bill has any questions. Are you doing fine? Do
15 you need a break at all? Or are you still good for a little bit?

16 MR. MARSHALL: No, I'm fine. Yeah.

17 MR. BANNING: Okay. Bill, do you have any questions you'd --
18 for Jaime?

19 MR. CHAPLIN: Yeah. I've got just a few follow-up questions
20 if you don't mind, Jaime.

21 MR. MARSHALL: Sure.

22 BY MR. CHAPLIN:

23 Q. When -- you had mentioned that of course you go through your
24 ground school, you go through your sim training when you come
25 onboard with Aero Air. You did two hitches in Fairbanks for IOR;

1 was there any type of area orientation down at Dutch as far as,
2 you know, as just taking off and landing at the island, the
3 weather sort of things there? Did they spend any time with you in
4 the air, or in some sort of an informal, let's talk about what
5 it's like down here compared to Fairbanks or someplace else?

6 A. The first flight in was kind of a familiar -- get familiar
7 with the area. So that -- we kind of did that on the first hitch
8 in. And then I guess that's about all the specialized training
9 that we did. You know, I guess we did talk about some weather,
10 but that was the only familiarization flight that we did was the
11 first day in.

12 Q. Okay. And you mentioned that you -- as a part of the weight
13 and balance, when you guys are working from a set of known numbers
14 here, which is the empty weight of the aircraft, the medical
15 equipment that is normally on the aircraft -- if there's a time
16 when the medics need to bring additional equipment, say there's --
17 they need extra ventilators or extra equipment of some kind.
18 Would they let you know what extra they were bringing that
19 wouldn't be normally on the aircraft and how much it weighs so
20 that you could take that into account?

21 A. Yeah. In Dutch Harbor, I don't know that there was any --
22 really anything extra that they would take. Normally they would
23 just take everything, and then that's what they had. But if they
24 did have anything extra, they would -- you know, like especially,
25 like, you know, the patient's suitcase, and -- you know, and any

1 other bags that we were bringing along.

2 Q. So you feel like -- and I know you probably, in the amount of
3 times you were down there, you flew with a lot of our folks off
4 that island. Do you feel like they all had a very good
5 understanding that, hey, you know, the things we're bringing on
6 the aircraft make a difference, so if you're bringing something we
7 don't normally do, please let the pilot know?

8 A. Yeah, I think so.

9 Q. Okay. And then, so that would include, like, the personal
10 gear? Like if the medics had their own backpacks? Some of them
11 like to carry around a change of clothes and some other things
12 because you know how you can get trapped some place at times. And
13 they would declare that to you as well if they needed to?

14 A. Yeah. I mean, we were all kind of loading the plane all
15 together, you know, and if anybody had an extra bag, that would
16 all account into the weight and balance.

17 Q. Okay. And then the last follow-up question I had, is you
18 mentioned a little bit earlier that you did your weight and
19 balance computations, you would scan that and email that after the
20 flight. Who did you send that to?

21 A. That would -- I'd send to dispatch.

22 Q. To Aero Air dispatch or LifeMed dispatch?

23 A. Aero Air dispatch.

24 MR. CHAPLIN: Okay. Thank you. That was all of the
25 clarifying questions I had for now.

1 MR. MARSHALL: Okay.

2 MR. BANNING: Thanks, Bill.

3 BY MR. BANNING:

4 Q. Do you recall, Jaime -- and I know it's been quite a while
5 now, but do you recall the weight and balance of the airplane on
6 the accident flight? Do you -- were you -- do you know if you
7 were pretty close to gross weight? Or --

8 A. I don't recall the exact weight. It was right around 12,000
9 pounds.

10 Q. Okay.

11 A. I would say plus or minus 50 pounds I would think.

12 Q. Okay. No problem.

13 A. That's about where I like to keep it without a patient
14 onboard.

15 Q. Sure. And the gross weight of the King Air is 12,500, is
16 that right?

17 A. Yep, 12,500.

18 Q. Okay. And for flight planning purposes, it's been a -- what
19 did you figure for a fuel burn on it? Do you -- did you have a
20 rough computation for a fuel burn?

21 A. Yeah. That's on ForeFlight as well.

22 Q. Okay.

23 A. I think normally, I -- just for my quick reference, I always
24 kind of figure about 800 pounds per hour.

25 Q. Okay.

1 A. And then I just kind of go from there just for a quick
2 reference.

3 Q. Sure.

4 A. You know, it does drop down, you know, once you get into
5 cruise and stuff. But for a quick reference for me, it was -- I
6 was at 800 pounds per hour, and then that would give me my reserve
7 as well.

8 Q. Okay. Yeah, no problem. Yeah, it's been quite a while since
9 I've flown the airplane. Is there anything that you think in --
10 that I should have asked, Jaime? I'm winding down here. And is
11 there anything you want to share that I -- think it's important
12 that I know that I haven't asked?

13 A. I guess I can't think of anything specific right now.

14 MR. BANNING: Okay. Well, I really do appreciate you
15 visiting with us. And before we sign off, I'm going to check with
16 -- back with Bill here and see if he has anything that I missed.

17 MR. CHAPLIN: Yeah, I don't think so. I think I don't have
18 any other questions popping into my mind at the very moment. But
19 I -- Jaime, I very much appreciate your time and your good
20 recollection on all of this stuff. Thank you so much.

21 MR. MARSHALL: You bet. You guys are welcome. And if you
22 have any other follow-up questions, feel free to reach out.

23 MR. BANNING: Sounds good. And I'm going to go ahead and go
24 off the record at 1:38.

25 (Whereupon, at 1:38 p.m., the interview was concluded.)

CERTIFICATE

This is to certify that the attached proceeding before the
NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: LIFEMED ALASKA CRASH
 UNALASKA AIRPORT
 JANUARY 16, 2020
 Interview of Jaime Marshall

ACCIDENT NO.: ANC20LA015

PLACE: Via telephone

DATE: March 24, 2020

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.



Christy Wilson
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

* * * * *

Investigation of: *

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LIFEMED ALASKA CRASH *

UNALASKA AIRPORT * Accident No.: ANC20LA015

JANUARY 16, 2020 *

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Interview of: TRAVIS HALL

Flight Paramedic, LifeMed Alaska

Via Telephone

Wednesday,
January 22, 2020

APPEARANCES:

BRICE BANNING, Investigator in Charge
National Transportation Safety Board

PAULA HUCKLEBERRY, Investigator in Charge
Federal Aviation Administration

VINCE HAMBLIN, Chief Pilot
Aero Air

WILLIAM CHAPLIN, Director of Safety and Quality
LifeMed Alaska

<u>ITEM</u>	<u>I N D E X</u>	<u>PAGE</u>
Interview of Travis Hall:		
By Mr. Banning		6
By Ms. Huckleberry		11
By Mr. Hamblin		12
By Mr. Chaplin		14
By Mr. Banning		15
By Mr. Hamblin		18

I N T E R V I E W

(10:50 a.m.)

MR. BANNING: Okay, we are on record. So my name's Brice Banning. I'm a senior aircraft accident investigator with the National Transportation Safety Board. I'm the investigator to charge for a King Air accident near Dutch Harbor, accident number ANC20LA015.

The NTSB is an independent federal agency charged with determining the probable cause of transportation accidents, and promoting transportation safety. The NTSB is not part of the DOT or FAA, and it has no regulatory or enforcement powers.

I would like to go around the room at this time and have everyone introduce themselves and what organization they're with. We'll start with Paula please.

MS. HUCKLEBERRY: I'm Paula Huckleberry. I'm the investigator in charge for the FAA.

MR. BANNING: Vince?

MR. HAMBLIN: I'm Vince Hamblin, chief pilot with Aero Air and party to the investigation for Aero.

MR. BANNING: And Bill?

MR. CHAPLIN: I'm Bill Chaplin, the director of safety and quality for LifeMed Alaska. And I am the party member representative for LifeMed.

MR. BANNING: And Travis?

MR. HALL: I'm Travis Hall. I was the flight paramedic on

1 the King Air in the crash in Dutch Harbor.

2 MR. BANNING: Thank you.

3 Today we will be using a digital recorder to record the
4 interview, which will then be sent for transcription. The
5 transcript, not the audio recording, will be made a part of the
6 public docket.

7 Travis, do you have any objection to this interview being
8 recorded?

9 MR. HALL: I do not.

10 MR. BANNING: Paula?

11 MS. HUCKLEBERRY: No objection.

12 MR. BANNING: Vince?

13 MR. HAMBLIN: No objections.

14 MR. BANNING: And, Bill?

15 MR. CHAPLIN: No objection.

16 MR. BANNING: Thank you. The purpose of the investigation is
17 safety, to determine probable cause, and prevent reoccurrence.
18 This interview is part of the fact-finding phase of this
19 investigation. We cannot, however, offer any guarantee of
20 confidentiality or immunity.

21 Each of the group members will have a chance to ask
22 questions. We will ask questions one at a time, and everyone has
23 been instructed to not interrupt the person who is asking
24 questions at the time. There will be the opportunity for each
25 group member to ask follow-up questions after each person has had

1 a turn.

2 Please answer all questions to the best of your recollection.
3 If you don't understand a question, Travis, just let us know.
4 We'll repeat it or try to explain it a better way. If you realize
5 you misstated or need to modify a previous answer, just let us
6 know and please do so.

7 You are entitled to have one representative of your choosing.
8 Is there someone you would like to have as your representative?

9 MR. HALL: No.

10 MR. BANNING: All right. Thank you. And do you have any
11 questions before we get started, Travis?

12 MR. HALL: No. It sounds pretty straightforward.

13 MR. BANNING: Okay. Thank you very much for taking the time
14 and visiting with us today. What I'd like to do --

15 MR. HALL: Yeah. Absolutely.

16 INTERVIEW OF TRAVIS HALL

17 BY MR. BANNING:

18 Q. What I'd like to do, Travis, is just kind of turn it over to
19 you at this point, and ask you to tell us your story from the time
20 that you started preparing for the flight to -- through the
21 accident, and recovery. So I'll just turn it over to you.

22 A. Okay, sure. So just like any other flight, we got dispatched
23 for an Adak flight, you know, packed up the apartment, got all of
24 our clothes that we were going to have because we were going to be
25 timing out in Anchorage. Got down to the plane, did our walk

1 around, made sure everything looked good; it did.

2 We did have a discussion at that time prior to being on the
3 plane that we would be taking off with a tailwind. That tailwind
4 -- I'm not -- I don't remember exactly what the exact knots were,
5 but I do remember our pilot, Jaimie, saying that our plane would
6 be able to handle it. And we all agreed that that would be, you
7 know, sufficient that, you know, the plane would be able to handle
8 it.

9 Boarded the plane, made sure all of our gear was strapped
10 down. Called dispatch. We made a door seal call. And I don't
11 exactly remember what time that was at, but I want to say it was
12 probably around 9 a.m.

13 After that, we continued down the runway. It sounded like --
14 after flying in the King Air for quite a while, it seemed
15 different that we hadn't quite lifted yet. And I kind of looked
16 out the window, and that time it felt like our nose gear had hit
17 some rocks or something at the end of the runway.

18 At that time, it felt like we went airborne just for a brief
19 second. I heard stall warnings, you know, and then a couple of
20 seconds later, we struck the water. A little blurry there for a
21 second after we hit the water. I remember looking at Mark after
22 things were settled, and then Jaimie just to make sure everyone
23 was good, everyone was conscious.

24 I don't remember this, but obviously we, you know, took our
25 seatbelts off. I went for the egress to the window, Mark went for

1 lifejackets and other gear that we were going to need. Jaimie and
2 I then -- well, Jaimie came up to where I was at, sitting right
3 there in the middle of the aircraft right by the exit window.
4 Jaimie and I got the life raft out, inflated it, and Mark handed
5 me a life jacket.

6 We got the gear, threw the gear in the life raft, and then
7 myself, then Mark, and then Jaimie exited. Jaimie was saying that
8 he was going to be the last one off the plane, so --

9 And then after that, we had a cell phone. We called
10 dispatch, let them know that we were in the water, we were all
11 okay, we were in a life raft, and they sent help. And I remember
12 looking out -- looking at the end of the runway and seeing lights.
13 Someone had some headlights there, so I knew that, you know, help
14 was on the way. But that's about all I remember.

15 Q. Thank you. Can -- Travis, can you tell me where everybody
16 was sitting in the aircraft?

17 A. Sure. Starting with Jaimie, our pilot, obviously he was in
18 the left seat piloting the plane. Myself was in the rear-facing
19 seat right behind him, and then Mark in the very back seat of the
20 plane.

21 Q. And so with the layout of the airplane, how many seats are on
22 the left side of the airplane?

23 A. Including the pilot's, there's -- there would be four.

24 Q. Okay. And there was an empty seat then in between you and
25 Mark?

1 A. An empty seat, correct. Yes.

2 Q. Okay. Thank you. Do you mind sharing with me, Travis, how
3 much you weigh?

4 A. Sure. Last time I got weighed, it was about 255 --

5 Q. Okay. Thank you.

6 A. -- pounds.

7 Q. And that would be with your gear for a flight?

8 A. With gear, I'd probably put it closer to 260.

9 Q. Okay. And I'm sorry. I don't want to -- I may have
10 miscommunicated. The 260, that would be just what you're wearing,
11 not a backpack or anything else but what you're wearing?

12 A. Correct. With the flight suit on and the gear that I have in
13 my flight suit, that'd be about probably 260.

14 Q. Okay. Thank you for clarifying. I muddled the waters there.
15 I apologize.

16 A. Yeah. No worries.

17 Q. When you -- during the takeoff roll or prior to, were you
18 able to hear any communications between Jaimie and anybody else
19 that were relayed over the radio that -- to your knowledge?

20 A. I don't believe so. I think the only communication was --
21 that I had during that time was with Mark on our headsets. I
22 don't remember hearing Jaimie on the radio.

23 Q. Okay. And the life raft, you mentioned the life raft. Where
24 was the life raft stored in the airplane?

25 A. It was secured right under -- or, not under, but next to the

1 emergency exit that was straight across from me. The window
2 emergency exit.

3 Q. Okay. And so when -- can you go into a little more depth
4 maybe how the life raft was deployed?

5 A. Yeah. I had undone it, unsecured it. Jaimie had then taken
6 it, and we threw it out and pulled the tether on it, and the
7 tether then -- or the life raft then inflated.

8 Q. Thank you. And when you -- the bump that you felt at the
9 end, you mentioned that it may have been gear impacting. Can you
10 describe the significance of that bump, what it felt like in a
11 little more detail?

12 A. I mean, it definitely shook the plane. It was noticeable to
13 the point where I, you know, looked at Mark pretty wide-eyed,
14 like, what the heck was that? You know, it was definitely
15 different from the gear -- the noise that the gear would make as
16 if it were coming up. It just sounded like a solid impact of
17 something, like we had just drove over, you know, drove over
18 something that was pretty big.

19 Q. And were there -- outside of that bump or impact, was there
20 any other unusual sounds that you heard through the course of that
21 takeoff or that -- anything unusual from your experience riding
22 around in King Airs?

23 A. Yeah. Like I said, it just seemed weird that we hadn't quite
24 lifted off of the ground yet. And then also, after we had that
25 impact, I had never heard the warnings that I had heard. I'm

1 assuming it were -- was the stall warnings. But yeah, those were
2 loud and very audible.

3 MR. BANNING: Okay. Thank you. I think what I'd like to do
4 now, is I'll go around the room, if you will, and see if anybody
5 has any additional questions.

6 So, Paula, do you have any questions?

7 MS. HUCKLEBERRY: Yeah, just a couple. I think he may have
8 answered one already.

9 BY MS. HUCKLEBERRY:

10 Q. I wondered what your experience -- or where you've heard a
11 stall warning before?

12 A. No, I have not at all. But this was -- yeah, I guess to
13 clarify, this warning was different than any sort of warning I've
14 heard before as far as, you know, like a terrain or pull up, you
15 know, stuff that we have typically going to Dutch Harbor just as
16 the -- you know, the safety system picks up on. But yeah, this
17 was definitely a different warning that I heard.

18 Q. Okay. Did you have your personal cell phone with you on this
19 flight?

20 A. I did. It was sitting on the life support bed just across
21 from me.

22 Q. And do you still have your phone?

23 A. I do not.

24 Q. I think we found it.

25 A. That's awesome. I'm sure it doesn't work, but --

1 MS. HUCKLEBERRY: Yeah. That's all I have.

2 MR. HALL: Thank you.

3 MR. BANNING: Vince?

4 MR. HAMBLIN: Yeah, if I might. Travis, Vince here. First
5 off, I just -- sorry this all happened. But I'm happy about the
6 -- which feels like, at least, the best possible outcome. Easy
7 for me to say in my office, you know, 1800 miles away, but -- and
8 I also wanted to thank you for doing an excellent job in the
9 emergency evac.

10 I mentioned before that we each want to do the best we can in
11 emergencies, but we never really know if we're going to be that
12 kind of person. But evidently both you and your co-worker are
13 exactly those kind of people who maintain themselves under
14 stressful situations, and can work through their training to reach
15 a positive outcome. And I just want to thank you for that.

16 MR. HALL: Okay. Thank you.

17 MR. HAMBLIN: And congratulate you for doing a good job.
18 But --

19 MR. HALL: Thanks, Vince. I appreciate that.

20 MR. HAMBLIN: Yeah, you bet. I've fortunately never had to
21 do what you just did, and I don't know how that might feel, but
22 you did a great job of it.

23 BY MR. HAMBLIN:

24 Q. A couple of questions if you don't mind. One is, when you
25 guys -- to the best of your recollection here, when you took the

1 runway, taxied out, you said that you had a short conversation
2 about which runway you would be departing from.

3 Do you recall when taxiing out, did you -- when taking the
4 runway from the ramp, did you just make a single turn onto the
5 runway to align yourself with the runway or did you feel that
6 there was a lot of taxiing around, like back-taxiing or alignment
7 concerns that Jaimie had? Maybe the best way to pose that is
8 just, did it feel normal that you taxied straight out, made a
9 simple right-hand turn 90 degrees, and then began your takeoff
10 roll?

11 A. From the best of my recollection, Vince, yes. It didn't seem
12 out of the normal. Never did I think before we took off, like,
13 why are -- you know, why would we be doing circles or, you know,
14 nothing like that. I believe we did just power up and make our
15 way out, and the 90-degree turn there, and then took off.

16 Q. Okay. And then -- thank you for that. And then prior to
17 beginning the takeoff roll, again, to the best that you can
18 recall, is -- do you remember if Jaimie applied power before
19 releasing the brakes, or did you sense that the takeoff was done,
20 where you began rolling as soon as the power was applied?

21 A. I want to say it was just a normal takeoff without any brakes
22 or power prior to. I think that -- I can't really recall or say
23 for sure, but I think we just -- it was just powered up and went.

24 MR. HAMBLIN: Okay.

25 MR. BANNING: Hey, Vince? Can I interrupt for one minute?

1 My apology.

2 MR. HAMBLIN: Of course.

3 MR. BANNING: Yeah. I just heard a beep that -- and I wanted
4 to make sure somebody didn't come on. So can I just do a roll
5 call real briefly please? Once again, my apologies.

6 Paula, are you still with us?

7 MS. HUCKLEBERRY: That was me coming back on. I had to
8 vacate the conference room.

9 MR. BANNING: Okay. No problem. Thank you. I apologize for
10 the interruption.

11 Go ahead, Vince. My apologies.

12 MR. HAMBLIN: No worries. No worries at all. I don't have
13 any further questions at this point.

14 MR. BANNING: Okay. Thank you.

15 Bill, do you have any questions?

16 MR. CHAPLIN: Just one.

17 BY MR. CHAPLIN:

18 Q. When you guys began rollout and the nose initially lifted,
19 did that feel to you like a normal rotation in takeoff or did it
20 feel like maybe it was premature or a different feeling than what
21 the normal rotation would feel like?

22 A. It was definitely a different feeling. Kind of like maybe
23 delayed, I want to say, kind of lift, you know? It definitely
24 wasn't the pull up, you know, up and you're out of there and bring
25 your gear up. It was definitely a kind of a delayed sort of

1 rotation I would say.

2 Q. Maybe like it felt like it was sluggish or longer --

3 A. Yeah.

4 Q. -- a little bit than it normally would?

5 A. For sure. Yes.

6 Q. How long after the nose lifted did it come back down again?

7 A. I mean, time at this point was hard to describe. I mean, I
8 would say 10 seconds maybe. And, you know, that's a complete
9 guess as far as that goes. Because at that point I, you know, I
10 knew something was wrong. So --

11 MR. CHAPLIN: Okay. That's all I have. Thank you.

12 MR. BANNING: I have a few.

13 BY MR. BANNING:

14 Q. Travis, I know you've already described this, but if you
15 don't mind, can you describe in detail one more time for me, from
16 the time that Jaimie started to put -- you heard the engines begin
17 to run up, and the sequence of events down the runway to the point
18 that you indicated that bump that shook the airplane. Everything
19 in that length of time that you can remember that transpired.

20 A. Yeah. I remember we powered up. I remember saying something
21 to Mark. I'm not sure exactly what we were talking about. And I
22 just had -- I had a feeling of like, wow, this is taking kind of a
23 long time to get off the ground. And then I, you know, looked out
24 the window to maybe see how far down the runway we were.

25 About that time was when we felt like we were lifting or

1 trying to lift at least at that point, and then hit something at
2 the end of the runway or what felt like something that's in the
3 runway with the --

4 Q. Sure.

5 A. -- wheels of the plane.

6 Q. Can you -- you mentioned to -- you mentioned the nose coming
7 up and potentially coming back down. Can you describe the -- that
8 portion of it again for me, what you recall? How many, you
9 know --

10 A. Yeah, I mean it felt --

11 Q. Go ahead. My --

12 A. Sure. Once we did get what I thought was airborne, it felt
13 like we were pretty steep. And yeah, the nose definitely came
14 back down. And that's when I think, you know, we were probably
15 headed towards the water and had the impact.

16 Q. Okay. So just to make sure I understand, you started your
17 takeoff roll and then at some point, a little longer than what you
18 expected, you felt the nose come up. You -- and then the nose
19 came back down, and after that you felt an impact. Is that, is --
20 did I -- is that accurate based on what you remember?

21 A. Yeah. But as, you know, as we were lifting, too, is when I
22 felt like we had maybe hit something with the gear.

23 Q. Okay. So when you felt the nose come up -- I know time is
24 probably really, really difficult, but do you have any idea when
25 you felt the nose begin to rise, how long it was before the impact

1 that you talked about?

2 A. I mean, trying to think about it now, it was long enough for
3 me to look at Mark, you know, and kind of see the expression on
4 his face of, you know, something's really wrong. I would say
5 probably 5 to 8 seconds.

6 Q. Okay. All right.

7 A. If I had to guess.

8 Q. Okay. Thank you. I appreciate that.

9 And you mentioned having a phone. Do you know if you or
10 anyone in the airplane was doing any recording or picture taking
11 during the event?

12 A. No, I don't believe so. I know that I had set my phone on
13 the life support bed.

14 Q. Okay.

15 A. Because I was going to get ready to hook it up to my
16 Bluetooth and listen to music on our way to the Adak.

17 Q. Sure. All right. Well, and like Paula said, we did, I
18 believe, find your phone. And so we'll work to get that back to
19 you.

20 A. Awesome. Thank you, guys.

21 Q. During the -- after the event, and you were in the life raft
22 and then rescued, and my understanding is you were taken to the
23 clinic, was there any communications that you recall with Jaimie
24 where he made any indication of what he thought might have
25 happened?

1 A. I remember him saying that he looked at one of his gauges and
2 his airspeed had gone to zero.

3 Q. And when did he relay that to you?

4 A. Oh, I don't know if I could specifically --

5 Q. Oh, no problem.

6 A. -- say when or where, but -- yeah.

7 Q. But he -- but it was after the event, somewhere after you had
8 been in the life raft or at the clinic, or something of that
9 nature?

10 A. Correct.

11 Q. Okay. And that was the only communication you recall with
12 Jaimie that really discussed what might have happened?

13 A. Yeah.

14 Q. Yeah, no problem. I appreciate that.

15 A. Yeah. I'm just trying to remember. That was -- that's
16 really the only thing that stuck out to me.

17 MR. BANNING: Okay. No problem. I appreciate it. And what
18 I'd like to do now is I'll go back around the room one more time
19 to see if anybody has any additional questions.

20 Paula?

21 MS. HUCKLEBERRY: No more questions. Thanks.

22 MR. BANNING: Vince?

23 MR. HAMBLIN: Actually I do.

24 BY MR. HAMBLIN:

25 Q. Just as a follow-up to that last statement about the airspeed

1 indicator and the reading on that. Now you had mentioned that,
2 Travis, when you were talking with Jaimie, you -- and I understand
3 this is sort of an anecdotal thing. You said he mentioned that he
4 had looked down and seen -- and noted that his airspeed indicator
5 had dropped to zero.

6 Was there a sense by you or even a direct statement by Jaimie
7 revolving or involving that statement that gave you a feeling of
8 when he was referencing? Meaning did he indicate that his
9 airspeed indicator had gone down to zero during the takeoff roll
10 or during that moment that you guys were airborne? Did you have a
11 sense of that?

12 A. I want say it was airborne. I remember him saying when he
13 pulled up, and then he said he gave it all of the power he could.

14 Q. Okay. So when he was referencing -- to the best of your
15 recollection, his inference was that after liftoff and after the
16 bump that you felt, he indicated that the airspeed indicator at
17 some point had registered zero just prior to impact?

18 A. Yeah. That's correct. And I'm not sure if it was zero, but
19 he said it was -- he said that it dropped.

20 Q. Okay. Very good. And then you mentioned that he also had
21 indicated that he gave it all it had. Did you feel any difference
22 in -- and I -- and again, I echo everything that Brice was saying
23 here. I recognize that time is something that's very difficult to
24 understand in these situations. But after rotation and after the
25 bump, did you have any sense that, either audible or through

1 tactile, you know, through the feeling, did you sense that there
2 was any change in the power being applied to the aircraft? Did
3 you sense an increase or a decrease in power applied by Jaimie?
4 A. Honestly I couldn't tell you either way. I knew at that
5 point it was, it was bad. So I was mentally preparing for
6 obviously the worst. But I couldn't tell you whether I felt it or
7 not. Or heard it.

8 MR. HAMBLIN: Okay. Very good. Okay. Well, thank -- I
9 really appreciate that. That's, that is helpful. And I'll just
10 add, I'm glad it wasn't the worst. But --

11 MR. HALL: Yeah. Me too.

12 MR. HAMBLIN: -- again -- yeah, I'm sure you are. But thank
13 you again for your swift actions in helping everybody to safely
14 evacuate. That's the last of my questions. Thank you.

15 MR. BANNING: Bill?

16 MR. CHAPLIN: I have no further questions at this time.

17 MR. BANNING: Travis, is there anything that we didn't ask
18 that you think we need to know about?

19 MR. HALL: No, not at this time. But, you know, as we sit
20 here and talk about it, it seems like it's coming back a little
21 bit clearer to me, so -- but I don't have anything further to add
22 right now, no.

23 MR. BANNING: Okay. And once again, I sure appreciate you
24 taking the time. It helps us a great deal understand what
25 transpired, and with the, once again, the intent of preventing

1 these type of events.

2 I am going to -- we are off the record at 11:19.

3 (Whereupon, at 11:19 a.m., the interview was concluded.)
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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: LIFEMED ALASKA CRASH
 UNALASKA AIRPORT
 JANUARY 16, 2020
 Interview of Travis Hall

ACCIDENT NO.: ANC20LA015

PLACE: Via Telephone

DATE: January 22, 2020

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.

A black rectangular redaction box covering the signature of Christy Wilson.

Christy Wilson
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: *

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LIFEMED ALASKA CRASH *

UNALASKA AIRPORT * Accident No.: ANC20LA015

JANUARY 16, 2020 *

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Interview of: MARK MUESER

Flight Nurse, LifeMed Alaska

Via Telephone

Wednesday,
January 22, 2020

APPEARANCES:

BRICE BANNING, Investigator in Charge
National Transportation Safety Board

PAULA HUCKLEBERRY, Investigator in Charge
Federal Aviation Administration

VINCE HAMBLIN, Chief Pilot
Aero Air

WILLIAM CHAPLIN, Director of Safety and Quality
LifeMed Alaska

<u>ITEM</u>	<u>I N D E X</u>	<u>PAGE</u>
Interview of Mark Mueser:		
By Mr. Banning		6
By Ms. Huckleberry		10
By Mr. Hamblin		12
By Mr. Banning		13
By Ms. Huckleberry		15
By Mr. Hamblin		16
By Mr. Chaplin		18

I N T E R V I E W

(10:07 a.m.)

MR. BANNING: We are officially on the record. My name is Brice Banning. I'm a senior aircraft accident investigator with the National Transportation Safety Board. I'm the investigator in charge for a King Air accident that happened in Dutch Harbor. The accident number is ANC20LA015.

The NTSB is an independent federal agency charged with determining the probable cause of transportation accidents, and promoting transportation safety. The NTSB is not part of the DOT or the FAA, and it has no regulatory or enforcement powers.

At this time, I'd like to go around the room and have each individual on the phone introduce themselves.

If the -- Paula?

MS. HUCKLEBERRY: Hi. I'm Paula Huckleberry. I'm the FAA investigator in charge on this accident.

MR. BANNING: Vince?

MR. HAMBLIN: Hello, everyone. My name is Vince Hamblin. I'm the chief pilot with Aero Air and will be the party for Aero Air throughout this investigation.

MR. BANNING: Bill?

MR. CHAPLIN: Hello, everyone. I'm Bill Chaplin. I'm the director of safety and quality for LifeMed Alaska. I am the party status member representative for LifeMed.

MR. BANNING: And Mark?

1 MR. MUESER: I'm Mark Mueser. I'm a flight nurse with
2 LifeMed Alaska, and I was the nurse on the aircraft on the day of
3 the accident.

4 MR. BANNING: Today we'll be -- first off, Mark, do you have
5 any objection to any of the individuals on the line for this
6 interview?

7 MR. MUESER: No objections.

8 MR. BANNING: Okay. Today we'll be using a digital recorder
9 to record the interview, which will then be sent for
10 transcription. The transcript, not the recording, will be made
11 part of the public docket.

12 Mark, do you have any objection to a recording?

13 MR. MUESER: No objection.

14 MR. BANNING: Thank you. And does any -- if we could go
15 around the room Vince, do you have any objection to a recording?

16 MR. HAMBLIN: I do not.

17 MR. BANNING: Bill?

18 MR. CHAPLIN: No objection.

19 MR. BANNING: Paula?

20 MS. HUCKLEBERRY: No objection.

21 MR. BANNING: Okay. Thank you.

22 The purpose of the investigation is safety, to determine
23 probable cause and prevent reoccurrence. This interview is part
24 of the fact-finding phase of this investigation. We cannot,
25 however, offer any guarantee of confidentiality or immunity.

1 Each of the group members will have a chance to ask
2 questions. We will ask questions one at a time, and everyone has
3 been instructed to not interrupt the person who is asking
4 questions at that time. There will be the opportunity for each
5 group member to ask follow-up questions after each person has had
6 a turn.

7 Mark, please answer all questions to the best of your
8 recollection. If you don't understand a question, ask us to
9 repeat it or explain it. And if you realize you misstated or need
10 to modify an answer, it's no problem; just do so.

11 You are entitled to have one representative of your choosing
12 with you in the room. Mark, is there someone you would like to
13 have as your representative?

14 MR. MUESER: No. Thank you.

15 MR. BANNING: And, Mark, is there any questions?

16 MR. MUESER: No.

17 MR. BANNING: Okay.

18 INTERVIEW OF MARK MUESER

19 BY MR. BANNING:

20 Q. So, Mark, at this point, I'd like you, if you would, to just
21 tell us your story of the events that transpired there prior --
22 maybe prior to the flight taking off, so in preparation for the
23 flight.

24 A. Very good. On the day of the accident, my partner, Travis
25 Hall, and I were activated by our dispatch center. They indicated

1 that our pilot, Jaimie, had accepted a flight, a patient transport
2 flight to Adak.

3 We collected our equipment from our crew quarters and met
4 Jaimie at the aircraft. We loaded our equipment into the
5 aircraft. Jaimie gave us a briefing for the flight. We loaded
6 into the aircraft. Normal engine startup. I am not an aviator;
7 I'm just somebody who's flown on these aircraft.

8 We got to the end of the runway, we started our rollout. The
9 nose of the aircraft came up, then settled back down. The nose
10 came up again. I felt a large bump. At that point we were
11 clearly airborne, and then impacted the water.

12 None of us were knocked unconscious, to the best of my
13 knowledge. We were all up and out of our seatbelts in a very
14 quick fashion. Travis was sitting towards the front of the
15 aircraft by the emergency exit window. He was working on getting
16 the window open. Jaimie came from the cockpit. I asked Jaimie if
17 he had been able to get a mayday call off. He said he had not. I
18 asked him to try to place a mayday call. He went back to the
19 cockpit and informed me that none of the equipment in the cockpit
20 was functional.

21 At that time, I started getting lifejackets out of the life
22 support space and distributing those. The emergency raft, which
23 was located in the seat at the base of the emergency window, was
24 placed outside the aircraft and deployed.

25 And again, within short order, Travis exited the aircraft and

1 into the raft. I exited into the raft, followed by Jaimie into
2 the raft. It appeared that the aircraft was taking water more
3 rapidly from the nose than the tail. We -- as we were in the
4 raft, the fuselage -- the aircraft was partially submerged with a
5 good portion of the tail section remaining out of the water.

6 We took stock of our -- each individual's situation and
7 condition. Again, in relatively short order, I was able to make a
8 cell phone call to our dispatch center and report that we had
9 crashed into the water, and we were in the life raft and, you
10 know, relatively uninjured. Was told that they had rescue on the
11 way.

12 At that, probably -- I won't claim to know exactly what the
13 time frame was, but within short order, a rescue boat came up to
14 the raft. We all transferred to the -- from the raft to the
15 rescue boat and were taken to the harbor where we transferred to
16 ambulances, and then transferred to the clinic at Dutch Harbor for
17 evaluation.

18 Q. All right. Thank you. Do you -- can you tell me, Mark,
19 where everyone was seated in the airplane?

20 A. Jaimie was the pilot in the left seat in the cockpit. Travis
21 was in the furthest forward seat in the aircraft on the left side
22 in the aft-facing seat. I was in the rearmost seat of the
23 aircraft on the left side just in front of the main cabin door.

24 Q. Okay. So just for my own benefit, the aircraft on the left
25 side, not counting the pilot's seat, are there three seats on that

1 left side of the aircraft?

2 A. Yes, sir.

3 Q. And so the -- Travis, was he in the very first seat right
4 behind Jaimie or was there one empty seat in the front?

5 A. He was in the most forward seat. It would have been back to
6 back with Jaimie from the bulkhead to the cockpit. There was an
7 open seat in the middle, and I was in the rear seat.

8 Q. Thank you. And do you mind sharing with me, Mark, how much
9 you weigh?

10 A. With my clothing and my flight suit, 225.

11 Q. Okay. Thank you. And when you were -- during the takeoff
12 roll or during -- after startup, rather, did you have a headset
13 on? Were you able to hear any radio communications?

14 A. I had a headset on, but the -- it was to communicate with
15 Travis and myself. For the initial startup, the intercom was
16 isolated to the med crew. Jaimie came on the intercom after
17 startup to ask if we were -- everything was secure and we were
18 ready for takeoff. I believe we were isolated again after that
19 because I don't recall hearing anything from Jaimie during rollout
20 or the subsequent crash.

21 Q. Okay. And did you -- during the event, did you hear any
22 unusual sounds from the airplane such -- anything unusual
23 mechanical, mechanically wise?

24 A. No. I didn't hear any unusual sounds.

25 MR. BANNING: I think I would like at this point to go ahead

1 and go around the room and see if anybody else has any additional
2 questions.

3 So, Paula, let's start with you. Do you have any questions
4 for Mark?

5 MS. HUCKLEBERRY: Thank you. I do.

6 BY MS. HUCKLEBERRY:

7 Q. Mark, this is Paula Huckleberry. I'm with the FAA. You
8 mentioned that you had a briefing prior to getting in the airplane
9 from Jaimie. Was there any other additional briefings prior to --
10 up?

11 A. I'm sorry. Prior to the briefing that we received before we
12 closed the door; is that the question?

13 Q. Yeah. Once you closed the door, did Jaimie give you a pre-
14 takeoff briefing as far as what he was intending to do, what the
15 weather conditions were, et cetera?

16 A. That was all covered in our pre-startup briefing before we
17 closed the door.

18 Q. Do you recall if he mentioned the wind and wind direction?

19 A. I don't recall if he mentioned it specifically. I don't
20 recall if he made specific mention of it.

21 Q. Okay. I want to just add that -- congratulations -- or,
22 well, that might be a poor choice of words, but it sounded to me
23 like you did a pretty good job of helping everyone get out of that
24 airplane. Have you had any water landing or ditching formal
25 training?

1 A. Yes, I have.

2 Q. Okay. The other thing, when you guys, once you completed
3 your self-assessment and assessing the other persons in the life
4 raft, do you recall any conversations between you and the pilot?

5 A. No. The priority at that time was determining everybody's
6 physical status, making sure we didn't have any life-threatening
7 injuries at that time, and getting a notification off to our
8 dispatch center.

9 Q. How about later when you were on the rescue boat? Were there
10 any conversations about what took place?

11 A. All of the conversation revolved around: I can't believe
12 that just happened. We just crashed into the Bering Sea and all
13 got out safely.

14 MS. HUCKLEBERRY: Again, great job on doing that. It's --
15 that's a good outcome. Anyway, that's all I have for you --

16 MR. MUESER: Thank you.

17 MS. HUCKLEBERRY: -- Mark. Thanks.

18 MR. BANNING: Vince, do you have any questions for Mark?

19 MR. HAMBLIN: I do. If you don't mind, I'd first like to
20 echo what Paula just said, and let you know that I too am lacking
21 a better word to describe it, but very well done.

22 I think we all hope to respond well under pressure in
23 situations such as that. In emergency situations, we each don't
24 know exactly how we're going to respond until it happens. We
25 train for it, but until you're in the moment, you're not exactly

1 certain. And keeping your calm under that circumstance is
2 something that undoubtedly helped. So very, very well done there.

3 BY MR. HAMBLIN:

4 Q. If I might ask, have you -- how many -- how much experience
5 do you have as a medic or medical personnel on board a medevac
6 aircraft? How many years have you been doing this is maybe, is
7 the easiest way to ask that.

8 A. I've been flying medevac for 15 years.

9 Q. Perfect. And given all of that background, I'm curious, in
10 the question that you answered already about any abnormal sounds,
11 I understand you didn't hear anything that seemed abnormal. But
12 I'm going to ask something maybe slightly different.

13 Did you feel anything abnormal? Other than what you already
14 described of the nose lifting off and then touching down again,
15 did the aircraft feel different than it did during the takeoff
16 roll than from what you've experienced in the past?

17 A. The -- up until the nose came up, the takeoff roll was
18 routine in my opinion. The -- as the nose came up and then came
19 back down -- I knew we were on a relatively short runway, and it
20 occurred to me that we were probably in trouble. At that point
21 the nose came back up, and that's when obviously it was a totally
22 different situation than I've ever experienced before.

23 Q. Okay. Did the acceleration feel typical to you? Did it feel
24 that the power was added appropriately, that the acceleration was
25 normal based on your past experience in that airplane?

1 A. Yes, it did.

2 MR. HAMBLIN: Okay. I don't have any further questions on
3 that. But if I -- I hope, you know, Brice, if I might -- if
4 before the end of this, if there's something else that I bring up,
5 if I might be able to ask something again later.

6 MR. BANNING: Yeah. Absolutely, Vince. What I'll do is I
7 have a -- I'm going to give Bill an opportunity. Then I have a
8 few follow-up questions, and then we'll go around one more time
9 for everybody to ask any follow-up questions.

10 MR. HAMBLIN: Perfect. Okay. Thank you.

11 MR. BANNING: And, Bill, do you have any questions for Mark?

12 MR. CHAPLIN: No. I do not have any questions at this time.

13 MR. BANNING: I have a few more questions, Mark. I really
14 appreciate your time.

15 BY MR. BANNING:

16 Q. The -- you talked about, briefly talked about the briefing
17 that Jaimie provided prior to getting in the aircraft and starting
18 the engines. Can you briefly, as an overview, tell us what that
19 briefing included?

20 A. It was just a brief discussion of conditions at Dutch, the
21 fact that we were going to use the direction of the runway that we
22 were for takeoff, the conditions at Adak, which had been -- well,
23 overnight the conditions had not been acceptable for flight at
24 either Dutch or Adak, and that the conditions at Adak were safe
25 for us to go do the flight. He discussed the estimated time en

1 route to Adak, his fueling plan with Adak, so that we could return
2 to Anchorage potentially without a stop if everything went to
3 plan. You know, that's as much as I recall.

4 Q. Thank you. The -- did you have -- and I understand that you
5 briefly touched on this, and I appreciate it. The -- you mention
6 -- were there any conversations following the event that you had
7 with Jaimie about what might have happened more in depth?

8 A. I'm sure there was idle conversation. I mean, we had
9 probably 20 minutes in the raft. My focus was on the condition of
10 the guys with me, the fact that we had headlights at the end of
11 the runway pointing towards us. I was signaling those lights with
12 my headlamp, but not getting a response from those lights, not a
13 flash back. Two calls with my dispatch center. Though, I mean, I
14 know there was idle conversation, but I -- if you're asking me if
15 we debriefed what might have happened, not that I recall.

16 Q. All right. No -- yeah, no problem. I understand there was a
17 lot going on, so -- no problem. You talked about the takeoff
18 roll, the nose lifting, the nose settling back down, the nose
19 lifting again, and then you also mentioned a bump or something of
20 that nature. Can you tell me where the bump occurred in the course
21 of the event?

22 A. In the -- we had the rollout. My perception was the nose --
23 the initial nose lifting was a normal rotation. As the nose came
24 back down again, I remember thinking, we're in trouble. I would
25 -- my feeling is that it was, you know, two-thirds down the

1 runway. It's unclear to me if we actually lifted and the bump was
2 the main gear coming back down onto the runway before going off
3 into the water. But it was a -- it was dramatic enough bump that
4 I felt it through my feet up through my seat. And then just a
5 split second before the impact with the water.

6 Is that -- does that -- I'm trying to put the time frame in,
7 but it was incredibly fast.

8 Q. Yeah. No problem. That's what I wanted to understand. And
9 you -- it -- yep, that -- I appreciate that.

10 MR. BANNING: All right. With that, I think I'd like to go
11 around the room again.

12 Paula, do you have any additional questions for Mark?

13 MS. HUCKLEBERRY: Just one.

14 BY MS. HUCKLEBERRY:

15 Q. I'm curious about the bump. And I realize you maybe think it
16 might have been the main touching down on the runway again. Is it
17 at all possible that maybe it hit anything off the end of the
18 runway?

19 A. It's definitely possible given the time frame between the
20 bump and the impact with the water.

21 Q. The impact with the water happened pretty quickly after the
22 bump, right?

23 A. Yes.

24 MS. HUCKLEBERRY: Mark, thank you. That's all I have.

25 MR. MUESER: You're welcome.

1 MR. BANNING: Vince, do you have any additional questions?

2 MR. HAMBLIN: I do not. Oh, actually --

3 MR. BANNING: Yeah.

4 MR. HAMBLIN: If I --

5 MR. BANNING: Go ahead.

6 MR. HAMBLIN: If I might revise that.

7 MR. BANNING: Go ahead.

8 BY MR. HAMBLIN:

9 Q. When -- Mark, when you guys took the runway, you said that
10 Jaimie indicated to you that you -- the runway of choice, and in
11 the briefing provided also information about some -- briefly
12 anyway, about the winds. Did he discuss at all any ramifications
13 of that or any concerns? Did he express to you any concerns
14 during that choice of which runway of -- which runway he was
15 intending to utilize?

16 A. No. He expressed no concerns, and I -- as we were loading
17 the aircraft, I didn't note any wind conditions that would raise
18 red flags for me.

19 Q. Okay. And -- very good. Thank you for that. In addition,
20 when you did take the runway, did you, in taking the runway, sense
21 any abnormal turns or any kind of -- well, let me ask it this way.
22 When you took the runway, was it just simply a normal taxi in and
23 then 90-degree turn for the takeoff roll? If I'm --

24 A. I --

25 Q. -- asking that correctly. I -- do you understand? I'm

1 trying to figure out the best way to ask this question.

2 A. From the position in the tarmac to the taxiway was basically
3 a -- if it was even the taxiway right there, a 90-degree turn to
4 the taxiway with a 90-degree turn for the lineup for the runway.
5 Is that what you're asking?

6 Q. Yeah. Yep. Exactly. And you're saying that that is what
7 you recall or to the best of your recollection, you took the
8 runway, you made the 90-degree turn to align with the runway, and
9 that began the takeoff roll?

10 A. We stop -- I recall stopping. I recall the engines running
11 up, and then the beginning of the rollout.

12 Q. Okay. So that leads to my last question. Thank you for that
13 segue. In the lineup after the pilot -- after Jaimie took the
14 runway, lined up with the runway for a final alignment, at that
15 point did you begin the roll or did you -- I guess my question
16 would be, did Jaimie add power, and did you feel the aircraft
17 begin rolling immediately upon the addition of power or did Jaimie
18 add power prior to releasing the brakes?

19 A. I -- my recollection is that he applied power prior to
20 releasing the brakes.

21 MR. HAMBLIN: Okay. Very good. Okay, that's all I have.
22 Thank you for that.

23 MR. MUESER: You're welcome.

24 MR. BANNING: Bill?

25 MR. CHAPLIN: Yeah, I do have just one question.

1 BY MR. CHAPLIN:

2 Q. You said you felt the nose come up and then the nose come
3 back down. Did that feel like at that time, like it was a normal
4 controlled rotation with the nose coming up and then it just came
5 back down, or did it feel like it was maybe not controlled or it
6 was an unexpected raise of the nose?

7 A. It -- the initial raise of the nose was an expected maneuver
8 given the duration of the rollout.

9 MR. CHAPLIN: Okay. Thank you. That's all I had.

10 MR. BANNING: And I think I just have a couple of more
11 questions, Mark.

12 BY MR. BANNING:

13 Q. Do you know -- I'm sure you do know that we found an iPhone
14 in the airplane after it's been recovered. Do you know if anybody
15 was doing any recording -- you, Travis -- during the takeoff roll?

16 A. I know Travis and I -- neither Travis nor I were recording or
17 using our phones at that time.

18 Q. Okay. Thank you. And then is there anything that you think
19 I need to know that I haven't asked?

20 A. Not that I can think of.

21 MR. BANNING: Okay. Well, I really greatly appreciate your
22 time. I know these things are never comfortable, and I sure
23 appreciate you visiting with us. And with that, we are off the
24 record at 10:38.

25 (Whereupon, at 10:38 a.m., the interview was concluded.)

CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: LIFEMED ALASKA CRASH
 UNALASKA AIRPORT
 JANUARY 16, 2020
 Interview of Mark Mueser

ACCIDENT NO.: ANC20LA015

PLACE: Via Telephone

DATE: January 22, 2020

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.

A black rectangular redaction box covering the signature of Christy Wilson.

Christy Wilson
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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LIFEMED ALASKA CRASH

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UNALASKA AIRPORT

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JANUARY 16, 2020

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Interview of: MORGAN STANTON, LifeMed Program Manager
Aero Air

Via telephone

Tuesday,
March 24, 2020

APPEARANCES:

BRICE BANNING, Investigator in Charge
National Transportation Safety Board

PAULA HUCKLEBERRY, PhD, Investigator in Charge
Federal Aviation Administration

WILLIAM CHAPLIN, Director of Safety and Quality
LifeMed Alaska

GREG CLAUSEN, Director of Operations
Aero Air

<u>ITEM</u>	<u>I N D E X</u>	<u>PAGE</u>
Interview of Morgan Stanton:		
By Mr. Banning		7

I N T E R V I E W

(2:04 p.m.)

MR. BANNING: We are recording. My name is Brice Banning. I'm a senior aviation accident investigator with the National Transportation Safety Board.

The National Transportation Safety Board is an independent federal agency charged with determining the probable cause of transportation accidents and promoting transportation safety. The NTSB is not part of the DOT or FAA, and it has no regulatory or enforcement powers. And we are here doing an interview with regard to accident number ANC20LA015.

And what I'd like to do now is have each of us introduce ourselves. Just go around the telephone here if you will. And, Bill, I'll start with you.

MR. CHAPLIN: Yes, this is Bill Chaplin, director of safety and quality, party to the investigation for LifeMed Alaska.

MR. BANNING: And, Greg?

MR. CLAUSEN: Greg Clausen, director of operations for Aero Air. And I believe in this situation, I'm a party for Aero Air in support of Morgan.

MR. BANNING: Yeah, you're a party to the NTSB's investigation. Correct. And then, Paula?

MR. CLAUSEN: There you go. Correct.

DR. HUCKLEBERRY: I'm Paula Huckleberry. I'm the FAA IIC, or investigator in charge, for the accident.

1 MR. BANNING: And, Morgan, do you have any objections to any
2 of the people participating in the interview?

3 MR. STANTON: No.

4 MR. BANNING: Okay. Thank you.

5 MR. STANTON: No objection.

6 MR. BANNING: Today we'll be using a digital recorder to
7 record the interview, which will then be sent out for
8 transcription. The transcript, not the audio recording, will be
9 made part of the public docket. Morgan, do you have any objection
10 to the interview being recorded?

11 MR. STANTON: No.

12 MR. BANNING: Bill, do you?

13 MR. CHAPLIN: I do not.

14 MR. BANNING: Greg?

15 MR. CLAUSEN: No, sir.

16 MR. BANNING: And, Paula?

17 DR. HUCKLEBERRY: No. I have no objection.

18 MR. BANNING: Okay. Thank you.

19 The purpose of the investigation is safety, to determine
20 probable cause and prevent reoccurrence. Our role is not to
21 assign fault, blame, or liability. The interview is part of the
22 fact finding phase of the investigation. We cannot, however,
23 offer any guarantee of confidentiality or immunity.

24 Each of the group members will have a chance to ask
25 questions. We will ask questions one at a time, and everyone has

1 been instructed to not interrupt the person who is asking
2 questions at the time. There will be the opportunity for each
3 group member to ask follow-up questions after each person has had
4 a turn.

5 Morgan, if you can please answer all questions to the best of
6 your recollection. If you do not understand a question, ask --
7 you can ask to have it repeated or explained. And if you realize
8 you misstated or need to modify an answer, it's no problem, please
9 do so.

10 And you are entitled to have one representative of your
11 choosing with you, Morgan. Is there someone you would like to
12 have as your representative?

13 MR. STANTON: No, not at this time.

14 MR. BANNING: Okay. And are you fine with proceeding without
15 a representative?

16 MR. STANTON: Yes.

17 MR. BANNING: Okay. Thank you. And if you need a short
18 break or anything of that nature, Morgan, just let us know. It's
19 no problem.

20 MR. STANTON: Okay.

21 MR. BANNING: And do you have any questions, Morgan, before
22 we get started?

23 MR. STANTON: I do not.

24 MR. BANNING: Okay.

25 INTERVIEW OF MORGAN STANTON

1 BY MR. BANNING:

2 Q. And would you please state your name, Morgan, for the record,
3 and your job title?

4 A. Morgan Stanton, program manager for Aero Air.

5 Q. And if you wouldn't mind, Morgan, could you just tell us a
6 little bit about your background, how you got into aviation, your
7 total time, your experience in Alaska, things of that nature?

8 A. Sure. Twenty years in aviation background. I have a
9 bachelor's degree from Western Washington University and an AGP
10 rating, several jet type ratings. I'm at about 11,500 hours, have
11 about 500 to 700 hours in the King Air. I'm a check airman and a
12 captain on the King Air; I'm a captain on our Learjet. Do you
13 need any more details than that?

14 Q. No, that sounds good. The King Air is -- does Aero Air -- is
15 that in the 200?

16 A. Correct.

17 Q. Okay. And is Aero Air operating any King Airs other than the
18 200?

19 A. No, they don't.

20 Q. Okay. And how long have you been with Aero Air?

21 A. About 5 years overall.

22 Q. Okay. And you said you fly the King Air and the Learjet? Is
23 that correct, for Aero Air?

24 A. Correct.

25 Q. Okay. And can you tell me a little bit -- go into a little

1 bit, your duties and responsibilities there as a program manager?

2 A. So I manage the Life Med program. I interview, hire, staff
3 the program, maintain the schedule. Most of the day-to-day
4 operations of these aircraft, taking care of this client here in
5 Alaska. We have a base in Fairbanks, Anchorage, Dutch Harbor, and
6 Kodiak.

7 Q. And do you also fly the line at all for -- as a program
8 manager?

9 A. I'll pick up a shift here and there. I don't maintain a
10 line. I don't regularly cover a line, no. My job is mostly
11 management.

12 Q. Okay. And can you walk me through, when a call comes into
13 the communications center, or dispatch center as the case may be,
14 what transpires for a flight to be released and you guys to accept
15 that flight?

16 A. Sure. So we maintain a schedule that shows what assets are
17 available, which aircraft, and which pilots are on shift at any
18 given days. That's updated if there are any changes, if an
19 airplane goes down for maintenance or another airplane is
20 substituted, or for instance a pilot turns up sick during the
21 shift and there's a substitute or there's no pilot there.

22 So a call will come into the dispatch center air comm from
23 the clinic. Those guys will look at that updated ready sheet and
24 use a grid matrix to determine what aircraft is their first
25 choice. And depending on whether that aircraft is already on a

1 flight, they'll either call that pilot or go on to the next
2 resource.

3 They call the pilot and say they have a flight request for
4 departure A to destination B, would they check the weather? At
5 that point, the pilot says he's going to check the weather. And
6 the pilot generally, when he came on shift, already checked NOTAMs
7 for likely destinations from his base and has a general picture of
8 the weather, but we always check the weather.

9 So then the pilot gets off the phone, checks weather NOTAMs
10 for the flight, you know, verifies that he doesn't have any
11 operational restrictions on the airplane, and either -- and he
12 calls back to the dispatch center and either accepts or declines
13 the flight.

14 Q. And on a flight, who is determining the -- whether a routing
15 requires a fuel stop? Is that dispatch making some of those
16 determinations? Or is that solely the pilot in command?

17 A. That's solely the pilot in command.

18 Q. So if he's going on a long flight, if you will, and needs to
19 make a stop for fuel, he would just notify dispatch that he needs
20 to plan a stop in?

21 A. Yes.

22 Q. Okay. Does management or you as a program manager, Morgan,
23 do you ever get involved in go, no-go decisions?

24 A. Yes. We have a system called administrator on call. So it's
25 a rotating duty between the chief pilot, the program manager, and

1 the director of operations. We're on 48-hour shifts on that with
2 the exception -- that's for the off hours, nights and weekends.
3 During business hours, during the weekday, that's my phone
4 responsibility.

5 So the pilot can call the administrator on call and -- if he
6 has a questions. He says, well, I'm not sure about this weather,
7 or I have a runway consideration or a resource that they may call
8 on. We may have an idea of an airport manager that they can call
9 or some other information that might be useful in their
10 determination to whether a flight can be dispatched or not.

11 Q. And who makes the decision on whether a flight might be
12 conducted under VFR or IFR?

13 A. The PIC.

14 Q. Okay. And do you have a procedure or a preference as a
15 company --

16 A. Or --

17 Q. -- on how the flight would be conducted?

18 A. Yeah. The preference is always IFR.

19 Q. Okay. Do -- you mentioned numerous bases that you have here
20 in Alaska. Do you have standard fuel loads for those bases,
21 Morgan?

22 A. Not company-specified standard fuel loads, but what the
23 pilots in these bases have worked out, there is some standard fuel
24 loads. But -- that are -- they're not regulatory, but it's what
25 many people use.

1 Q. And do you know what that might be for Dutch Harbor, if they
2 have one in Dutch Harbor?

3 A. Either main and then 30 or main and 45 depending on the
4 pilot.

5 Q. Okay. And talk to me a little bit about your shifts. Are
6 they 12-hour shifts? And particular to Dutch Harbor if you would,
7 please.

8 A. They're 12-hour shifts extendable to 14: 9:00 to 9:00, 9:00
9 to 9:00.

10 Q. Okay. And do the -- is there a way when one -- is there a
11 procedure or a method for one crew to notify another crew of the
12 fuel load? I presume that the airplane is prepped and ready to
13 go, and so is there a way to notify -- the crew going off to
14 notify the crew going on at what the fuel load might be for that
15 airplane?

16 A. Yes. We have a pass-down report that's online. Some pilots
17 will contact the other crew directly. You know, Dutch, they're
18 sharing the same apartment, so it's fine for them to communicate
19 with each other directly.

20 But otherwise, say in Anchorage, the crew goes off, it goes
21 home, and another crew is coming on shift. They might not see
22 each other, so we have a pass-down report that mentions fuel loads
23 and any MEO items. You know, there's only three or four items,
24 but those are the big items that are passed down to the other --
25 next crew.

1 Q. And is the pass-down report required that it be filled out
2 after --

3 A. Yeah.

4 Q. -- the end of the shift?

5 A. It is a required item. I'm -- I'd have to look at the GOM to
6 see what the wording was, to see whether we allow a verbal
7 pass-down to replace the --

8 Q. Okay.

9 A. -- regional pass-down report.

10 Q. Okay. Yeah, no problem. And I can -- I -- yeah, it's no
11 problem. I'd like to talk about weight and balance just a little
12 bit. What is the company procedure for how weight and balance is
13 computed in the King Air specifically?

14 A. There's two options. There's either the -- excuse me, I lost
15 my place here in the GOM. But the --

16 Q. No problem.

17 A. We use the American Aeronautics plotter system, or you can
18 use the GOM --

19 Q. Did I lose you, Morgan?

20 A. No, you're not.

21 Q. Oh, okay.

22 A. Do you still have me?

23 Q. Yep. I got you now. Sorry. You mentioned the --

24 MR. CLAUSEN: Brice, may I ask if we should just let him
25 finish? Or am I just to listen? Or should I -- because little

1 things like this I can help shortcut if you want me to. But not
2 -- if not, I'll just let it go.

3 MR. BANNING: No, I'd prefer just to hear from Morgan if it's
4 okay.

5 MR. CLAUSEN: You got it. No problem. Just making sure,
6 yeah.

7 MR. BANNING: Thank you.

8 BY MR. BANNING:

9 Q. So there's two. There's -- I'm sorry, you cut out a little
10 bit there, Morgan. So there were two options you said?

11 A. Yeah. You can use the aircraft manufacturer's calculated
12 method, which is the longhand method, and you can use an
13 electronic calculator. Many folks use the ForeFlight program for
14 calculating that out longhand. And then there's the graph index
15 method. We use the American Aeronautics plotter for that.

16 Q. And the ForeFlight method is the method that the -- Jaime,
17 the accident pilot, mentioned that he used for this flight. Is
18 there anyone who maintains controls over the empty weight that's
19 used in that program? Or is that -- or are you saying that the
20 ForeFlight is strictly a way to calculate it longhand?

21 A. That's simply a way to calculate it longhand. That's just a
22 calculator, and the pilot's responsible for using the aircraft
23 weight and balance report for that.

24 Q. Okay. And so nobody within the company maintains empty
25 weights or data within ForeFlight for the pilots to use?

1 A. No.

2 Q. Okay. Can you tell me, where would a pilot find the empty
3 weight for the airplane that he's flying to calculate the weight
4 and balance?

5 A. The aircraft weight and balance report in the flight CAM.

6 Q. Okay. And I forwarded you a document, I think it was Friday,
7 that's a weight and balance document that we found in the CAM of
8 the airplane. Is that the document that you're -- is that where
9 they would go to get the weight and balance for where to start?

10 A. No. So that's the BOW determination form. That's an Aero
11 Air form. The basic empty weight -- the aircraft weight and
12 balance report comes from the airplane weigh-in -- the 36-month
13 weigh. And that appears to be on the page behind the one that you
14 sent me.

15 Q. Oh, okay. So what is the purpose of the document that I sent
16 you?

17 A. The purpose of the document you sent me is mostly for the
18 alternate method of calculating weight and balance. With the
19 American Aeronautics plotter, it gives you a reference point for
20 the aircraft with standard equipment on it.

21 Q. Okay. And can you tell me what that standard equipment
22 includes in that form?

23 A. Sure. I mean, it's on the form. The aircraft in-flight
24 manuals, forward baggage, forward cabinet, medical kit and
25 equipment on the aft bed, the aft baggage, the cell baggage

1 equipment, evac stowage and covers.

2 Q. And I guess -- I'm sorry. I guess what I'm really trying to
3 understand is, does that include a typical -- the typical
4 equipment that the medics would have with them? Or is it possible
5 the medics could bring more equipment with them? How would they
6 translate that to the pilots? That's kind of what I'm after,
7 Morgan.

8 A. That should be the standard load, you know, the standard
9 medical equipment --

10 Q. Okay.

11 A. -- in that airplane.

12 Q. Okay. So then what you're saying, and keep me honest here,
13 but what you're saying is that for a standard medical flight, the
14 pilot could use that number. And then what additional would --
15 items would he have to add from that starting point?

16 A. Well, one of the important variables on that is that basic
17 operating weight determination includes some standard crew weight.
18 So there's a pilot and a co-pilot in there at 189 pounds. So he's
19 going to need to adjust that --

20 Q. Okay.

21 A. -- based on the pilot's weight and whether there's one or two
22 of them there. Then the pilot would add passenger, any additional
23 medic crewmembers, any additional equipment.

24 Q. Okay.

25 A. For instance, a life raft. Our airplanes don't necessarily

1 always have a life raft, so he'd add that in there, any cargo
2 brought aboard the airplane, and the fuel load.

3 Q. Okay. Thank you. And when a pilot completes a flight, where
4 do his flight logs go? I saw that the -- it appears that the
5 weight and balance is computed using one of those two methods, and
6 then that information is recorded on the first page of the flight
7 log. Is that correct?

8 A. Correct.

9 Q. And then what happens to that flight log at the -- when a
10 flight is completed?

11 A. They're stored here in Anchorage.

12 Q. And do you know if management ever reviews any of the flight
13 logs, in particular weight and balance information for accuracy?

14 A. We'd only review it if there was an indication that there was
15 some kind of issue.

16 Q. Okay.

17 A. No, I haven't --

18 Q. So they haven't -- okay.

19 A. -- had to.

20 Q. Yeah, no problem. And I was just wondering if there was a --
21 if you guys had an audit program or something of that nature where
22 you looked at those things on a regular basis.

23 A. No.

24 Q. Okay. Do you have any -- I want to switch gears just a
25 little bit here, Morgan. Does -- do you have any policies or

1 procedures that directly relate to downwind takeoffs?

2 A. We don't prohibit downwind takeoffs in non-transport category
3 aircrafts. Transport category aircrafts like the Learjet are
4 limited to 10 knots of tailwind.

5 Q. Okay. Well, and I guess that was my question too, was has
6 Aero Air set any limitations on downwind takeoffs for the King Air
7 fleet? Or is that solely left up to the pilot's decision making?

8 A. It's left up to the pilot's decision making.

9 Q. Okay. And does Aero Air utilize any type of flight risk
10 assessment form?

11 A. We do.

12 Q. Okay. And are they done for every flight, Morgan?

13 A. They -- well, there's two types of flight risk assessments.
14 If the aircraft meets the criteria for the simplified risk
15 assessment, which means it basically has to be between
16 predetermined departure and arrival points, and the weather has to
17 be fairly good.

18 It -- there are certain criteria there, like 3,000 foot
19 ceilings, then they don't have to do a flight risk assessment.
20 And if they -- it doesn't meet those criteria, then they do have
21 to do a risk assessment of the full risk assessment tool.

22 Q. Oh, okay. Do you know if there was a risk assessment done on
23 the accident flight?

24 A. There was not.

25 Q. There was not. So it did not meet that criteria, is that

1 correct?

2 A. There should have been a risk assessment done on that flight.

3 Q. Okay.

4 A. So any flight requires a risk assessment. It's just some
5 flights fall into a category that they don't need a full risk
6 assessment. They can suffice with a simplified risk assessment
7 tool. And basically by meeting that category for those criteria,
8 it falls into the category of a low-risk flight that doesn't
9 require the online risk assessment tool.

10 Q. Okay. But just so I understand correctly, the accident
11 flight should have had a full risk assessment, but it didn't?

12 A. Correct.

13 Q. Okay. Do you audit risk assessments?

14 A. I do not audit risk assessments.

15 MR. BANNING: Okay. All right. I think I'm going to take a
16 break here, Morgan, and see if Bill has any questions.

17 MR. CHAPLIN: No, I think you've been very thorough. I don't
18 have anything to add at this moment.

19 MR. BANNING: Greg, do you have any questions for Morgan?

20 MR. CLAUSEN: No. So far so good. I appreciate it.

21 MR. BANNING: Paula, do you have any questions for Morgan?

22 DR. HUCKLEBERRY: Thank you, Brice. No questions.

23 MR. BANNING: Okay.

24 DR. HUCKLEBERRY: No questions for me. Thanks.

25 MR. BANNING: Thanks, Paula. And I'm getting down to the end

1 here, Morgan. So I've just got a few more questions for you, and
2 we'll wrap things up.

3 BY MR. BANNING:

4 Q. Do you -- does Aero Air have an SMS program? Do you know?

5 A. We do.

6 Q. Okay. Is the flight risk assessment form, the full version,
7 the one you -- is that -- where is that located? Is it in your
8 GOM for instance? Or --

9 A. No, it's on a paper form in the GOM. We have a third party
10 risk assessment program through PRISM.

11 Q. Okay. Is it -- do you know if it's referenced in your GOM?

12 A. It is.

13 Q. Okay. And is there anything -- I'm getting down to the end
14 of my questions here, Morgan. So is there anything that I didn't
15 ask you that you think is important for the investigation or you
16 think we should know?

17 A. Well, just a couple of clarifying points --

18 Q. Sure.

19 A. -- you know, based on what we already went over. The pilot's
20 responsible for determining that the takeoff is acceptable, that
21 it meets aircraft performance requirements per the AFM. And then
22 ForeFlight is not a program that we use for calculating weight and
23 balance. The ForeFlight is just a calculator that allows you to
24 do the -- basically longhand weight and balance. That's why
25 there's no managed inputs into that. The -- it's basically blanks

1 that the pilot then can enter in information and calculate a
2 weight and balance that way.

3 MR. BANNING: Okay. Yeah, I understand. I appreciate the
4 clarification. I had -- when the interview started, I had a
5 different concept of what that was for. So I appreciate that.

6 MR. STANTON: Sure.

7 MR. BANNING: And I think I'll go around the room one more
8 time before we wrap things up. Bill?

9 MR. CHAPLIN: I do have one quick follow-on question. So,
10 Morgan, you talked about the BOW form, the basic operating weight,
11 kind of a standardization across the fleet that includes medical
12 equipment and where that is, some of the standard stuff that's on
13 the aircraft. Is there anything that might have been included in
14 that standard weight on that form that would not have been present
15 on the Dutch aircraft because of the operating conditions, or the
16 operating feeder, or the typical destinations?

17 MR. STANTON: No. I don't -- looking at the list of items on
18 that BOW in front of me, I don't see anything that shouldn't have
19 been on there, no. I mean, the co-pilot, sure.

20 MR. CHAPLIN: Okay. And the gist of the question was, I know
21 that we clarified that the engine plugs and covers aren't
22 typically on that aircraft, and it may or may not typically have
23 the -- a maintenance ladder in -- maybe in one of the wing lockers
24 or some place on the aircraft. Because the Dutch aircraft is
25 almost always going into Anchorage where we have a maintenance

1 facility with all of that available.

2 And if those items are typically kept in the crew truck
3 there, I was just wondering if there was anything else that might
4 fall into that category?

5 MR. STANTON: No. I mean those are items that -- I mean, it
6 -- I know about a ladder. I'm not sure I -- we've talked a lot
7 about plugs and covers. I've been out to Dutch several times in
8 the last few months and watched the folks remove the plugs and
9 covers and put them in the truck.

10 So I guess I'm unclear about this. Did you guys find plugs
11 and covers in the airplane?

12 MR. CHAPLIN: No. I don't think we found plugs and covers,
13 but I do think we found the maintenance ladder. And Brice can
14 probably clarify that better than I can.

15 MR. BANNING: Yeah, there was a small, aluminum, two- or
16 three-step ladder that was found in one of the wing lockers.

17 MR. STANTON: So the pilot's supposed to add the weight of
18 anything that's non-standard like that, or a raft, you know,
19 things that aren't specified in that BOW. Or just use the next --
20 or the previous day's -- the aircraft weight and balance report,
21 which has the BEW, and then just add everything that's on the
22 airplane, which would include the ladder and the medical gear, the
23 patient weight, the fuel added, everything there.

24 But anything that the pilot adds to it -- I'm not really sure
25 why a pilot would have been flying around with a ladder, since as

1 you said, the plane was coming to Anchorage where you wouldn't
2 need a ladder. But that should have been added to the weight and
3 balance calculation.

4 MR. CHAPLIN: And then my last question would be, looking at
5 the logbook, the weight and balance portion of the first page on
6 the logbook, it looks to me like it's just the pilot will
7 calculate what the aircraft total weight is and then record that
8 number. Is there a form, or any process, or anywhere that you
9 require them to actually log or keep track of the items that they
10 have put into that weight? Or is it just he comes up with what
11 the total weight is, and we -- the only thing we know is total
12 weight?

13 MR. STANTON: No. After the pilot has calculated the weight
14 -- and they're required to put in the total weight, the CG, but
15 the longhand version, they're not required to record.

16 MR. CHAPLIN: Okay. That's all I have. Thank you, Morgan.

17 MR. STANTON: Sure thing, Bill.

18 MR. BANNING: Greg, any questions?

19 MR. CLAUSEN: No. I appreciate it. Just a quick couple of
20 comments that may or may not be of help, but they're quick. I'm
21 -- just to sort of double down on the notion of the BOW, of
22 course, is the BEW is the -- what we call the gospel document.
23 That's a certified document.

24 BOW is just that, the operating weight, which is an attempt
25 to avoid having to do a longhand version every time if a pilot

1 doesn't want to. Since speed is always of interest, and quality
2 control is always of interest, try to get that written down, and
3 then it can be adjusted as necessary by the pilot in command.
4 But, you know, it adds a level of efficiency and quality control,
5 but it must be maintained by the PIC to make sure that things that
6 it says are carried, are carried or vice-versa.

7 And then -- oh, the -- just a real quick clarification point.
8 The SMS itself is part of the GOM binder. But when submitted to
9 the FAA many years ago, they didn't have a basis to accept it. It
10 was added as a non-accepted part of our GOM.

11 There's a longhand version of the FRAT in the printed
12 version, and then we also have the electronic version which is
13 much more popular and has become de facto our main program, the
14 present system that Morgan asked about. That's a sort of a --
15 still a fine tuning element there. But there's a longhand version
16 available always to a pilot in the GOM binder, Appendix 3. A
17 non-FAA accepted -- they can't accept it. There's no basis for it
18 at this point. Or at least there wasn't when we submitted it for
19 the SMS.

20 MR. BANNING: All right. Thank you. I appreciate that.

21 MR. CLAUSEN: Sure.

22 MR. BANNING: And, Paula, do you have any questions for
23 Morgan?

24 DR. HUCKLEBERRY: I have no questions. Thank you.

25 MR. BANNING: Thanks, Paula. And, Morgan, I think I have

1 maybe just one more -- maybe two follow-up questions here. As
2 you're aware, we found a 5-gallon jug of what appeared to be
3 de-ice fluid in the back aft baggage compartment of the accident
4 airplane. Is that customary for that to be carried onboard?

5 MR. STANTON: Yes.

6 MR. BANNING: Okay. And is it -- is that the normal size,
7 Morgan? Is it normal for when the -- when a pilot determines he
8 may need to de-ice the airplane, is 5 gallons the normal amount
9 that he would take?

10 MR. STANTON: Well, no. So that 5-gallon container is
11 basically an over-pack, right? Inside that is a small garden
12 sprayer that has -- I think it might be a 3-gallon. I'd have to
13 look at what -- the size of the bag. But the 5-gallon is just the
14 -- that garden sprayer. Not (indiscernible) in there. There's
15 zero possibility of actually carrying 5 gallons of liquid.

16 MR. BANNING: Okay. Thank you. That clarifies that. I
17 appreciate that. All right. And once more, is there anything
18 else before I turn off the recorder that I -- that you think is
19 important that we know, Morgan?

20 MR. STANTON: No. I don't have anything.

21 MR. BANNING: Okay. All right. And with that, we are going
22 to go off the record at 2:40 Alaska time.

23 (Whereupon, at 2:40 p.m., the interview was concluded.)

24

25

CERTIFICATE

This is to certify that the attached proceeding before the
NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: LIFEMED ALASKA CRASH
 UNALASKA AIRPORT
 JANUARY 16, 2020
 Interview of Jaime Marshall

ACCIDENT NO.: ANC20LA015

PLACE: Via telephone

DATE: March 24, 2020

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.

A black rectangular redaction box covering the signature of Christy Wilson.

Christy Wilson
Transcriber

January 16th, 2020

LifeMed 547LM attempted to depart Runway 31 around 8 am. It looks as if the plane went off the end of the runway and did not take off. At the time of the incident it was still dark. DOT was alerted, and I called 911. DOT reported that they could not see the aircraft, and it is possibly in the water. Runway has been closed. They did not request weather on departure. Winds at time of departure (1656Z) 11016G22 with occasional gusts at 30 knots. Peak wind had been recorded at 11030/1640Z. METAR shows VIS 6SM -RA BR OVC014.

Andrea Huynh

Aviation Weather Observer

Dutch Harbor

Banning Brice

From: Mikhail Buckhout [REDACTED]
Sent: Thursday, January 16, 2020 6:27 PM
To: Banning Brice
Cc: Brian Whilden; John Jackson; Dallas Anthony
Subject: LIFE MED FLT. 547 LM statement
Attachments: scan0021.pdf

[CAUTION] This email originated from outside of the organization. Do not click any links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon Brice,

Below is my statement of what happened on 1/16/2020 at 8am. Regarding Life med flight 547LM

I was on a conference call this morning while standing outside my apartment. I heard a plane engine startup which peaked my curiosity because it wasn't daylight yet. The startup seemed louder than usual but it was quite out and the noise echoes of the mountain. I can see most of the runway from my apartment and saw that the plane was Life Med. I watched the plane go down the runway, saw it go all the way to the end of the runway, it seemed to be going way to slow. The aircraft went to the very end when I saw them try and pull up at the last minute, it seemed to go airborne and then immediately go down but was unsure if it went into the ocean or if the visibility was just poor and it got off the ground safely. I saw a flicker of lights so I immediately called DOT (Dale Ruckman) to express my concern as I drove to the airport. I went to the WX station at the airport and asked if the plane called in, she said it did not so I called 911. I called Dale and asked if I could proceed down the runway to assist, I was given permission and proceeded down the runway to assist in any way I could. I could see the aircraft was in the ocean nose down. There was no way of reaching the aircraft without a boat. Ambulance and fire trucks arrived shortly after.

Soon after Aero Air, aircraft operators of Life Med (Stephen Keyser 503 844 0916) Asked me to obtain a fuel sample from our fuel truck and the date/time when we fueled them. That info was provided and sample is on hand.

Life Med was fueled yesterday 1/15/2020 by Raymond Gil (RAVN) at approximately 1:20pm he was asked to top off 547 LM. He provided 297 gallons.

Attached is the fuel receipt you requested.

Please feel free to contact me with any further questions.

Thank you,

Mikhail Buckhout
Assistant Director of Airports
Ravn Air Group
[REDACTED]



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1-16-2020
6:30pm

ON 1-15-2020

I WAS ASK BY DEB.
LIFE MED TO FUEL 547 L.M. SHE
TEXTED FULL AND FULL.
I FILL THE PLANE AND IT
TOOK 297 GALLONS

Raymond G. [REDACTED]
[REDACTED]
NO
