

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: *

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AERO COMMANDER N909AK CRASH *

NEAR ANIAK AIRPORT, ALASKA * Accident No.: ANC20LA050

MAY 28, 2020 *

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Interview of: MARK DALLMAN, Driver/Ramp Fueler
Crowley Fuels

Via telephone

Friday,
June 5, 2020

APPEARANCES:

BRICE BANNING, Senior Aviation Accident Investigator
National Transportation Safety Board

ANTHONY MATTINGLY, Aviation Safety Inspector
Federal Aviation Administration

SARA CRAIG, Fuel Quality Manager
Crowley Fuels
(Representative on behalf of Mr. Dallman)

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I N T E R V I E W

(1:13 p.m.)

MR. BANNING: Go ahead and get started. We are now recording. It's June 5th, 2020, at about 1:13 Alaska Daylight Time, and we are here investigating the accident Alpha-November-Charlie-20-Lima-Alpha-050. My name's Brice Banning. I'm a senior aviation accident investigator with the National Transportation Safety Board.

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 Department of Transportation or the Federal Aviation Administration, and it has no regulatory or enforcement powers.

At this time I'd like to go around the room and introduce all the group members taking part in the interview.

Anthony?

MR. MATTINGLY: Yes. My name's Anthony Mattingly. I am the investigator for accident November-909-Alpha-Kilo. We do hold the regulatory authority over accident and incident investigations. And I would like to welcome everyone to the forum, and I'm just hoping to get the best resolution for the incident or accident that has occurred.

MR. BANNING: Today we'll be using the services of a digital recorder. We will record the interview and then send it out for transcription. The transcript, not the audio recording, will be

1 made a part of the public docket.

2 Does anybody -- I'd like to go around the room. Does anybody
3 have any objection to this interview being recorded? Anthony?

4 MR. MATTINGLY: I do not.

5 MR. BANNING: And Sara?

6 MS. CRAIG: No objection.

7 MR. BANNING: And Mark?

8 MR. DALLMAN: No objection.

9 MR. BANNING: The purpose of the investigation is safety, to
10 determine probable cause and prevent recurrence. Our role is not
11 to assign fault, blame, or liability. This interview is part of
12 the fact-finding phase of this investigation. We cannot, however,
13 offer any guarantee of confidentiality or immunity.

14 Each of the group members will have a chance to ask
15 questions. We will ask questions one at a time, and everyone has
16 been instructed to not interrupt the person who is asking
17 questions at that time. There will be the opportunity for each
18 group member to ask follow-up questions after each person has had
19 a turn.

20 Mark, if you could please answer all the questions to the
21 best of your recollection. If you don't understand a question, by
22 all means ask to have it repeated or explained. And if you
23 realize you misstated or need to modify a previous answer, please
24 do so.

25 MR. DALLMAN: Okay.

1 MR. BANNING: You are entitled to have one representative of
2 your choosing. Is there someone you would like to have as your
3 representative, Mark?

4 MR. DALLMAN: Today I'm having Sara Craig here with me.

5 MR. BANNING: Okay. Sara, you may direct Mark to not answer
6 a question or to request a short break to confer with him, but
7 please if you could refrain from answering questions on his
8 behalf.

9 MS. CRAIG: Agree.

10 MR. BANNING: Thank you.

11 And, Mark, do you have any questions before we get started?

12 MR. DALLMAN: No.

13 MR. BANNING: All right. Well --

14 MR. DALLMAN: No questions.

15 MR. BANNING: Okay. Thank you.

16 INTERVIEW OF MARK DALLMAN

17 BY MR. BANNING:

18 Q. If you wouldn't mind, Mark, can you state your name and
19 position for the record?

20 A. My name is Mark Dallman, and I work for Crowley. I'm a
21 driver/ramp fueler, and that is my position.

22 Q. Can you tell us a little bit about yourself, your background,
23 Mark, prior to Crowley?

24 A. Before I worked with Crowley, I worked for Knik Construction.
25 Before Knik, I worked on the slope for a small stint. And the

1 year before that, I was also working for Knik. And before that, I
2 worked at Forestry.

3 Q. And how long have you been with Crowley, Mark?

4 A. I've been with Crowley for roughly 4 months.

5 Q. And did you -- can you describe any training that you
6 received at Crowley for the position that you now hold?

7 A. Yes. Let me go back and restate. It's been 5 months that
8 I've been here with Crowley.

9 Q. Okay. Thank you.

10 A. And ask your question again.

11 Q. Yeah. Can you just describe any training you had for the
12 position that you now hold at Crowley?

13 A. Yes. I've had training with the Ravn -- Ravn fueler
14 training, and I'm certificated in that. Also, there was a lot of
15 online training with safety. I can give you a rundown of some of
16 the training, if you don't mind.

17 Q. That would be terrific.

18 A. Yeah, I have -- as far as aviation is concerned, I have Ravn
19 fueling. I also have a lot of time with on-the-job training
20 fueling aircraft with a certified person. And as far as the
21 non-aviation training, I've got spill prevention and
22 countermeasures and control plan, hazard recognition, plus
23 foundation training. I've got safe vehicle backing; walking,
24 working, services; propane handling and storage; electrical
25 safety; LOTO and NFPA. I've got 2018 Crowley Fuels incident

1 notification and reporting; lockout/tagout; workplace violence;
2 ribbon of safety -- that's a safety orientation -- powered
3 industrial truck evaluation; personal protective equipment;
4 personal -- let's see. Lockout/tagout; industrial ergonomics;
5 hazmat shipping; powered industrial truck evaluation, and then of
6 course we have our DOT drug and alcohol policy acknowledgment.
7 Also, I hold a CDL as well.

8 Sara, we covered some of the aviation training that I have.

9 MS. CRAIG: Can we pause for one minute?

10 MR. BANNING: Yeah. Yes, absolutely. Do you want me to shut
11 the recorder off?

12 MS. CRAIG: Please, just for a minute.

13 MR. BANNING: Yep. No problem.

14 (Off the record.)

15 (On the record.)

16 MR. BANNING: And we are back on the record at 1:25.

17 BY MR. BANNING:

18 Q. Go ahead, Mark. Thank you.

19 A. All right. Yeah. So as I had mentioned, I have a Ravn
20 fueler certificate. Also, I have a OJT, and we've got it
21 documented here. I can read off -- I'll read off the training
22 here, is aircraft fueling with Ryan Air, November-707-Romeo-Alpha,
23 May 8, 2020, 8 hours worked, 80 gallons of Jet A over wing; number
24 2 -- these are the tasks completed. So number 2, aircraft
25 fueling, Ryan Air, November-707-Romeo-Alpha, May 8, 2020, 8 hours

1 worked, 70 gallons Jet A over wing. Number 3 is the other side of
2 our training, heating fuel home delivery, May 1, 2020, hours
3 worked 8, 286 gallons delivered for that day. Number 4 task,
4 aircraft fueling Ryan Air, November-709-Romeo-Alpha, April 28,
5 2020, hours worked 8, 75.1 gallons Jet A over wing. Number 5,
6 heating fuel -- is another heating fuel home delivery April 21st,
7 2020, hours worked 8, 153 gallons for the day.

8 Now, notes at the bottom: Driving fuel trucks D210 and D86
9 successfully and safely; delivering product to aircraft in a safe
10 and timely manner.

11 Q. Thank you. I appreciate that.

12 A. And I can continue. There's a little bit more here, a second
13 document. This is on-the-job driver onboarding plan, 32 hours
14 minimum requirement. And here is myself -- trainee's last name
15 Dallman, first name Mark; Employee ID 530650; date 5/11/2020;
16 location Aniak. First day of training 4/21/2020. Last day of
17 training 5/8/2020. On-the-job trainer is going to be Riley Morgan
18 and Paul Crost (ph.).

19 Down to the next section, Section 2, defines the OJT plan.
20 List tasks: Delivery procedures, driving safely and cautiously;
21 provides a learning experience, minimum of two. To the two --
22 well, let's see. Four boxes checked. I will list them. Task:
23 process information, step-by-step directions and procedures in
24 TOM, which is the Terminal Operations Manual, completed. Provide
25 resources -- second box, provide resources and examples, describe

1 and show what a great job looks like; show where to get help. And
2 the third box checked is provide coaching; help the learner to
3 analyze successes and failures and consider alternatives; work
4 through the HRP process, this process. The third box, assist with
5 problem solving; be available for questions; coach the learner in
6 solving their own questions, where to go for advice and listen to
7 concerns.

8 The third section here, check and monitor learning frequently
9 and provide specific feedback. The format was verbal and observed
10 practice, and frequency was every delivery. The third section
11 here, the supervisor's certification of completion. The
12 supervisor is -- complete this section at the end of the OJT
13 period and designate one final check-in to evaluate the skills
14 developed in this learning experience. The box checked is "Goal
15 accomplished." Total training hours 40, and minimum is 32.
16 So I accomplished 40 with a supervisory signature -- looks like
17 Riley there. And that concludes my training with Crowley.

18 Q. And you finished your training, Mark -- it was all completed
19 by what date?

20 A. Completed by May 8, 2020.

21 Q. Okay. Thank you. And as we -- as you know, Mark, we're
22 investigating the accident involving 909-Alpha-Kilo. And my
23 understanding is that you had some involvement with the airplane
24 that day. Can you walk me through that day, tell us your
25 involvement, kind of your story, and what transpired?

1 A. Yes. That day I arrived at the office, opened up the shop.
2 Riley was here, and he filled out the morning paperwork, and I
3 inspect the tanks, as we do each day. Cleaned up the shop and did
4 just routine activities. And got the first call for a CASA in the
5 afternoon, and so I jumped in the jet truck, sumped the truck, did
6 the paperwork, and drove to the airport, and I filled up the first
7 Ryan Air CASA.

8 After filling up the Ryan Air CASA -- there was a helicopter
9 that came in probably while I was fueling up the CASA, came in and
10 landed. And as I was leaving the airport to go back to the
11 office, the helicopter was slowing down, and so I waited for the
12 rotors to stop turning, and I pulled up closer and asked them if
13 they would like -- what they needed for fuel, if they needed
14 avgas. He said, yes, avgas. So I told him just a couple minutes,
15 I need to go switch out trucks.

16 So I drove back to the office. I grabbed the -- got over to
17 the avgas truck, sumped the truck, did the paperwork, and then
18 drove back to the airport. Pulled up to the helicopter and fueled
19 up that helicopter, took care of him. And then after that, I
20 believe I drove back to the office. But not long after, pretty
21 much sequentially, the CASA came -- was on its way back again. I
22 probably got a call. So I needed to go to the office, switch out
23 trucks and go pull up to that incoming CASA. That's to the best
24 of my recollection.

25 I was filling up that CASA, and after I was done I parked out

1 in front of the Ravn Air building. I got a call that the CASA
2 would be coming in shortly, maybe -- oh, I don't know, around 2:15
3 or something like that. So I was waiting for that CASA to come
4 in. And while I was fueling up the previous CASA, I got a phone
5 call. I missed it. There was a voicemail that I received. I
6 checked that voicemail, and what I got from that was that they
7 needed fuel.

8 So after that, I was waiting for them to come in and land. I
9 wasn't sure if the CASA was going to come in first or the aircraft
10 coming in from Forestry. So I was waiting there, and Forestry
11 came in and landed and pulled out right about in front of me. So
12 after the propellers and everything stopped turning, I pulled up
13 in front of the airplane, and I had a ticket in there and
14 everything all ready. I got out, put down my chocks, did a
15 walkaround, and I said, hi, how you doing with the pilot.

16 As I was standing out in front there, he was unloading some
17 passengers. I think he was unloading two passengers, three
18 passengers. And -- yeah, so I asked him, I said, hey, I haven't
19 filled up this airplane before, where do I put the ground cable?
20 And he said, well, it just goes there by the wheel. I said, oh,
21 okay. And so I put the ground cable down on the wheel there where
22 it goes.

23 After that, I said, hey, where's your filler hole? Where's
24 your -- where do you fill the plane? And he was kind of over to
25 the, like, right side of the airplane, and I was trying to get his

1 attention there. And he said, it's over there. And I said -- and
2 I looked, and I said, okay, so it's up top? Because I couldn't
3 really see it because it was up above what I could see visually.
4 So I said, all right, well, I guess I'll need the ladder. So I
5 went back and grabbed the ladder. I brought it over, opened it up
6 like in front of the plane. I said, hey, this ladder doesn't look
7 like it'll fit. I don't want to scratch up your prop; I don't
8 want to scratch up your paint, maybe you want to place this ladder
9 in for me. So he grabbed the ladder and moved the prop a little
10 bit and he placed the ladder in there.

11 And, you know, when we talked earlier when I was talking
12 about placing that cable, I did tell him like, hey, you know, I
13 haven't filled up this plane before. I don't know if you want to
14 fill it up or if you want me to fill it up, but, you know, tell me
15 where -- you're going to have to tell me where things are.

16 And so, we were talking about placing that ladder, so that
17 ladder was placed. So I went over on top of the ladder, and the
18 pilot did say, hey, you know, I'm going to grab this ladder -- he
19 was a lot shorter. I'm like, oh, okay. But anyway, I'm on the
20 ladder, and it's a little bit tall. And I'm looking down and I
21 said, hey, you know, how do you get this cap off? It was an
22 unfamiliar cap. And he said, hey, you're going to need a --
23 you're going to need like a quarter or something like that. I
24 said, oh, I'm going to need a coin or something to open this? He
25 said, yeah. Okay. And he was, I don't know, maybe over to the

1 left side of the plane at that time or over to the right. Because
2 I was -- when we were kind of going through, I pretty much asked
3 him about everything. When I was asking him, sometimes I'd have
4 to -- sometimes he'd be over on another side of the plane or
5 something.

6 But anyway, I said, all right, well, I got a Swiss army knife
7 here, and I can probably use that to open this up. And he said,
8 yes. I said, all right. So I unscrewed it a little bit or maybe
9 like a full turn. And he said, hey, you only got to unscrew that
10 like a quarter turn or so. And I said, all right; well, I think I
11 turned it maybe like a full turn. He's like, oh, that's all
12 right. So I said, all right. I turned it and I tried to get it
13 off and it wouldn't come up. I didn't have anything to grab on
14 to, to pull it up, and it was just kind of -- it was just on
15 there. And I said, hey, it's not coming up. And then I twiddled
16 it a little bit more, and it came up. And I kind of set it off to
17 the side and said, all right, I got it off.

18 And so I went over to the truck, and I said, hey, do you want
19 Prist with your jet? And he said, no Prist. I said, all right.
20 So I went -- you know, I was right at the truck, so I went over,
21 and I turned the Prist off, turned the inject off.

22 So after that, I turned on the pump, and I pulled the hose
23 out, and he assisted me a little bit. And I brought it up to the
24 ladder, and I started filling it up. And I said to him, I said,
25 is there anything special that I need to know about filling this

1 up? And I said, is it going to sputter or something at some
2 point, and do I need to go slow? And he said, the last 30 gallons
3 you need to go slow; it'll sputter a little bit. I said, all
4 right. And then I said, also, well, how much do you expect that
5 this'll take? And he said, it ought to take about 120 gallons. I
6 said, all right. So that gave me an idea of how much or when to
7 tell when it's going to start to sputter and when to slow down.

8 So I filled it up, kept filling it. And then when it got to
9 about 119 gallons or so, I said, hey, it looked -- you know, I
10 mean, it looked pretty close. I said, hey, it's pretty full; do
11 you want me to fill it up more? He said, yeah, it should take a
12 little bit more. It should take 120. I said, all right. So I
13 filled it up a little bit more. I was going slow. And then I was
14 like, all right, it's at 120, and it's getting pretty full. He
15 was like, that's good. And I think we stopped at 121 gallons.

16 I said, all right. Well, do you want to replace this cap, I
17 said, because I wasn't familiar with the cap. And he said, yeah.
18 I said, all right. And then he went up there and put the cap back
19 on. And he also tried -- pulled the ladder out. He had to kind
20 of move the prop a little bit to get it out of there. So I
21 grabbed the ladder and -- well, actually, after pumping, I went
22 over to the car and -- or went over to the truck, and I printed
23 the ticket, turned the pump off, and put all the hose back and
24 everything. Then I went and put the ladder back.

25 I went over to the inside of the truck where the ticket is.

1 I went inside, and when I was looking at the ticket, I said, all
2 right, so he's taken -- like, what do I mark on this ticket,
3 because he's taken Jet A without Prist? Do I put jet non-com or
4 do I put jet with Prist? And I thought, well, I'm just going to
5 write Jet A on the bottom. I wrote Jet A on the bottom, and I
6 brought the ticket around for him to sign. He signed it. I gave
7 him his part of the ticket, which is yellow, and then I brought my
8 ticket over into the truck, and this is after I did my walkaround
9 and everything. And then when I brought the ticket into the
10 truck, I thought to myself, well, look, he's not taken Prist; I
11 need to put that on the ticket now. So I put it on the ticket. I
12 wrote that afterward. I put "No Prist" down.

13 And -- yeah. So, you know, after that, I pulled my chocks, I
14 did my walkaround and everything, and then I pulled forward to
15 where I was spaced before. And that closes out my interaction
16 with the pilot.

17 Now there's a couple things that I had forgot to mention.
18 Now when I got that call from Forestry, I tried to call him back
19 once. And also, I did contact Riley, my supervisor, and I said,
20 hey, Riley, is there anything abnormal -- what I said is, is there
21 anything unusual about this aircraft coming in with Forestry? He
22 said, no, there's nothing unusual. Okay. All right. So, anyway,
23 those are the couple points that I missed.

24 Anyway, so at that point I parked -- the Forestry ship fires
25 up and gets ready to take off. And then, so I was waiting to fill

1 up that CASA. I can't remember if it was there already or if it
2 was coming in, but -- so I'm going to fill up that CASA next. And
3 to the best of my recollection, I got a call either -- it was like
4 maybe just before filling up that CASA, or I don't know when, but
5 I got a call at some point that there was a plane crash. And then
6 I went -- either I called Riley and told him, hey, Riley, listen,
7 I heard that there's been a plane crash. I said, should we fill
8 up this next airplane, this CASA? And he -- I can't remember what
9 he said, if he said -- I think he said, well, let me check,
10 because I don't think he'd heard anything.

11 Anyway, so then I went over into the Ryan Air office, and I
12 said, hey, I heard there was a plane crash; did you guys hear
13 that? He said, well, yeah, we did. And I said -- I don't know
14 what I said, but one of the kids over there said, hey, I think
15 that plane took avgas. And I said, what? I said, don't joke
16 around like that or something, you know. He said, well, I
17 don't -- I think it might've taken avgas, but I don't know. I was
18 like, oh, my God, you know. And I turned around and I walked out.

19 And maybe that was when I called Riley. I don't know. But I
20 did call him again, and I said, hey, Riley, look, this next CASA
21 wants fuel, should we fill it up? And he said, well, our fuel's
22 good. And I believe he said that we called Scott and that it was
23 good. I said, okay. So -- and that's the best of my recollection
24 there. That part is a little fuzzy to me.

25 But, anyway, so I go to fill up the next plane, and I go -- I

1 pulled up in front of the plane and everything. And I see the
2 pilot, and I said, hey, I don't know if we should fill up your
3 plane; the last plane I filled just crashed. And he said, well,
4 the manager said we can take a sample of this fuel. He said, is
5 your fuel good? I said, yeah, my fuel's good. And he said, did
6 that plane take Jet A? And I said, yeah. And he said, did he
7 take Prist? And I said, no. And he said, well, maybe he should
8 have. I was like, Jesus, you know.

9 And he said, well, put a squirt in this jar, and we'll look
10 at the fuel. He said, can you give me a squirt? I said, yeah,
11 and I put a squirt in there. He said, it looks good. I said,
12 that's good, you know. Then he said, fill up the mains and put 40
13 a side in the outboard, but make sure you fill up the mains first.
14 Because he, you know, he knew I was new, and I'm sure he knew
15 something about what was going on.

16 And I said, all right. I repeated it back to him. And I
17 went up there, and I filled them up. And that's pretty much the
18 end. I don't know if -- is there -- what's the scope of our --
19 the rest of the evening there? Is that enough to end? I --

20 Q. Yeah, that's fine, Mark. That's --

21 A. I called Riley again to find out what we're doing next, you
22 know, and then -- well, you know, the thing is, too, is -- this is
23 probably important and helpful. You know, when I got that call,
24 it was from my girlfriend. My girlfriend called me and said that
25 her brother, who was on the plane, her brother called from the

1 plane as it was getting ready to crash, from the back seat. And
2 so that's the call that I got from her notifying me of the crash.
3 So -- yeah, so I think that's it. I don't think I'm missing
4 anything.

5 Q. Okay. Yeah, no, I sure appreciate it. Can I -- I'd like to
6 ask just some clarifying questions to make sure I have it straight
7 in my mind.

8 A. Yeah. Of course.

9 Q. The receipt, you indicated that you wrote "No Prist" on it
10 after you had given a copy to the pilot. I also -- I've seen a
11 copy of the receipt, and it looked to me like the receipt had a
12 printed area that specified Jet A, and then in the remarks section
13 it also looked like -- I presume it was you, Mark, that wrote "Jet
14 A" and then "No Prist." My question is, did only the "No Prist"
15 portion get written after he had a copy and the "Jet A" portion of
16 your handwritten note was there with his copy?

17 A. I wrote "Jet A" on the receipt and then he signed it and then
18 I handed him the yellow copy.

19 Q. Okay.

20 A. And "No Prist" I wrote afterward. And -- did I answer all of
21 your question? I feel like I missed something.

22 Q. Nope. That was -- that's what -- that was my -- I just
23 wanted to make sure I clarified that, that I understood. And when
24 you filled out that receipt, wrote that "Jet A" on there, and then
25 turned it for him to sign, did that happen up at your truck or did

1 that happen in your office there?

2 A. Say that again, please.

3 Q. Yeah, I was just wondering when you gave the pilot the
4 receipt for his signature, did that occur at your truck or did
5 that take place in an office somewhere?

6 A. He signed that right at the truck there, right in between the
7 truck and the plane.

8 Q. Okay. All right. And you mentioned that in between -- I'm
9 looking at my notes here -- that you were waiting in your truck,
10 and you received a voicemail. Was the voicemail in regards to the
11 Forestry Service airplane?

12 A. It was, yeah.

13 Q. And do you recall what the voicemail said?

14 A. I know that they're asking for fuel, and I know there's a
15 tail number, but I -- you know, I just don't put a whole lot of
16 stock into voicemail coming from dispatch, you know, just because
17 I -- you know, I put my stock in the pilot. If the pilot wants
18 Jet A, I give him Jet A. Dispatchers will make mistakes sometimes
19 and, you know, whatever they say, it comes down to the pilot. I'm
20 going to do what the pilot says. You know, I'm kind of a take
21 orders guy, and if he wants me to put Jet A in there, I put Jet A
22 in there.

23 Q. And do you recall, Mark, did the voicemail indicate a fuel
24 type?

25 A. All I remember is that it indicated fuel.

1 Q. Okay.

2 A. You know, if they indicated -- and I don't remember, but if
3 they indicated avgas, it might as well be 100 Low Lead or Jet A,
4 because when it really comes down to it, I'm going to put in what
5 the pilot asks me to put in.

6 Q. No, I understand. Yeah, I was just curious if you recalled
7 if it specified a specific type of fuel in that voicemail.

8 A. Okay.

9 Q. And, Mark --

10 A. I found out after, you know, afterward what was on that
11 voicemail, you know. But at the time, I didn't know.

12 Q. Okay. So you didn't listen to the voicemail prior to filling
13 the Forestry airplane?

14 A. I played it, but all I heard is that they needed fuel and
15 Forestry was coming in. I didn't know what kind of plane.

16 Q. No problem. Okay.

17 A. Yeah. So, you know, the thing is, like, I had listened to
18 that since, you know. So --

19 Q. No, and I -- yeah, no problem.

20 A. I can't pretend I don't know now, you know. So --

21 Q. No problem. I just was curious what you heard in the moment,
22 if you will, what you remembered when you were able to listen to
23 it that day, not after the fact. So --

24 A. Yeah.

25 Q. Yeah.

1 A. Okay.

2 Q. And it doesn't sound like, Mark, that you were familiar
3 with -- had fueled an Aero Commander before; is that correct?

4 A. Yes.

5 Q. Okay. And do you recall if you -- it sounded like that you
6 told the pilot -- you asked the pilot did he want Prist in his Jet

7 A; is that correct?

8 A. Well, I said, do you want Prist with your jet?

9 Q. Okay. And that's when he indicated he did not, no Prist?

10 A. That's right.

11 Q. Okay. And do you recall a conversation before that where he
12 specified that he wanted jet, or was that the only conversation

13 you had with him about the type of fuel?

14 A. That was the only conversation.

15 Q. Okay. And do you recall, Mark, did you see the pilot sump
16 the tanks at all after you completed the fueling?

17 A. I don't recall seeing that.

18 Q. Okay. And do you recall seeing any placards on the wings of
19 the tanks -- on the wing of the airplane near the fuel tanks?

20 A. I don't recall seeing placards.

21 Q. Okay. And what -- you mentioned the start of your day. Do
22 you remember about what time you started your day?

23 A. Eight o'clock.

24 Q. And what are your normal hours, Mark?

25 A. We just switched our hours, but we were working 10s.

1 Q. Okay. You work 10 hours a day. And do you recall, had you
2 worked the days before the accident?

3 A. Yeah. Yeah, I worked the day before.

4 Q. And I think the event happened on Thursday; is that right?
5 And so you --

6 A. Yes.

7 Q. -- you would have worked Wednesday?

8 A. Yes.

9 Q. Okay. And would that have been an 8:00 a.m. start time and a
10 10-hour day?

11 A. Yes.

12 Q. Okay. And the day before that, Tuesday, it sounded like you
13 might've had the day off?

14 A. I was working Tuesday.

15 Q. Okay. And it would have been the same start time then, 8:00,
16 and 10-hour days?

17 A. Yes.

18 Q. Okay. And I know this is going back a little ways, but how
19 about Monday, Mark? Do you recall if you worked Monday?

20 A. Yeah. I did work Monday.

21 Q. Okay. All right. And do you -- Wednesday night, do you
22 recall -- so you worked from 8:00 in the morning, a 10-hour day
23 would be 6:00 in the evening; is that about right?

24 A. Yeah.

25 Q. Okay. So you work 8:00 to 6:00. And do you have -- all

1 right. I think --

2 A. Now I'm not 100 percent certain, now I'm thinking, if I
3 worked Monday, because we just changed our schedules to four 10s.
4 So I'm trying to -- I mean, I've got to look at something, some --
5 you know, I wrote it down.

6 Q. Yeah, no problem.

7 A. I got to check, because I can't see right now, but --

8 Q. Yeah. No problem.

9 MS. CRAIG: I have a question.

10 MR. BANNING: Okay.

11 MS. CRAIG: If that's all right?

12 MR. BANNING: Is this Sara?

13 MS. CRAIG: I was -- yes, this is Sara. I was a little bit
14 confused when you asked if Mark had ever fueled the Aero Commander
15 before. He answered yes, but I'm not -- I wasn't sure if -- I'm
16 not sure if he was answering yes he never fueled or yes he had
17 fueled. That's why I'm just confused about --

18 MR. BANNING: Okay. Well, let's clarify that.

19 MS. CRAIG: -- that unclear.

20 MR. BANNING: Yeah, let's clarify that. I appreciate that.

21 Mark, can you clarify, have you ever filled -- fueled an Aero
22 Commander prior to this aircraft?

23 MR. DALLMAN: No.

24 MR. BANNING: Okay. Thank you, Sara. I appreciate it.

25 MS. CRAIG: Sure.

1 MR. BANNING: And I think what I'd like to do now, Mark --
2 how are you doing? It's been quite a while. Do you need a break
3 or are you hanging in there all right?

4 MR. DALLMAN: I'm okay. Yeah.

5 MR. BANNING: Okay. I appreciate it. I think what I'd like
6 to do is go ahead and see if Anthony has any questions for you, so
7 I'll turn it over to Anthony.

8 MR. MATTINGLY: Okay. Mark, you doing all right?

9 MR. DALLMAN: Yeah. Thank you.

10 BY MR. MATTINGLY:

11 Q. I think Brice has hit all the key elements that I really
12 need. I just have one question for you. When you went back and
13 you were talking about how long you've been with the company, how
14 much experience do you have refueling aircraft?

15 A. Well, I have the experience only with the company here.

16 Q. Yeah, so from -- go ahead.

17 A. Go ahead. No, go ahead.

18 Q. No. So from just April till recent or the 5 months?

19 A. Right around the 5 months. There was some onboarding that
20 took a little while, and I wasn't fueling anything then.

21 Q. Right. Because that was just, like, training and OJT stuff,
22 too, right, getting incorporated into the company?

23 A. That's correct.

24 Q. Okay. Yep. And Brice did everything else that I had. One
25 more question that I do have. Any type of aviation-based

1 certificates that you currently hold, like an A&P, IA, private
2 pilot, anything like that?

3 A. No.

4 MR. MATTINGLY: Okay. Just curious. Just wanted to know.
5 Other than that, I have nothing -- no further questions at this
6 point. I'm going to turn it back over to Brice, or if Sara's got
7 any questions for me, or if you do as well, I'm -- please feel
8 free to ask.

9 MS. CRAIG: I don't have any questions. I just -- Mark did
10 his introduction. I don't know if at some point I was doing mine
11 or not.

12 MR. BANNING: Yeah.

13 MR. DALLMAN: In the introduction, I think you guys skipped
14 over Sara.

15 MR. BANNING: I'm sorry, Sara. If you --

16 MS. CRAIG: That's okay.

17 MR. BANNING: If you would go ahead, and for the record, that
18 would be terrific.

19 MS. CRAIG: My name is Sara Lynn Craig. I'm the fuel quality
20 manager for Crowley Fuels. I've been with the company since
21 February 2006. I've been in the position I'm in now for the last
22 2½ years, and prior to that, I was in charge of regulatory
23 training for the Crowley Fuels land-based terminal in the state of
24 Alaska.

25 MR. MATTINGLY: And speaking of -- one more piece on my end.

1 Sara and Mark, if you guys wouldn't mind taking down my contact
2 information? I don't have yours at this point. Just send me an
3 email, or if you'd like to take down my cell phone number, just so
4 I can reach back out to you folks if I have any further questions.
5 Is that okay with you guys?

6 MR. BANNING: Hey, Anthony? Can we wait -- let -- if it's
7 all right, let's wait till we're off the record to exchange
8 contact information.

9 MR. MATTINGLY: Sure. Sounds perfect.

10 MR. BANNING: Thank you.

11 MR. MATTINGLY: That's all I have.

12 MR. BANNING: Okay. Thank you, Anthony.

13 BY MR. BANNING:

14 Q. Mark, I just -- go ahead.

15 A. I was wondering, I thought maybe you would -- this may not be
16 too important, but there is, like, one detail maybe I wondered if
17 I could add? It's a small detail, but I don't know.

18 Q. Please do.

19 A. Can I add a detail?

20 Q. Yes, please do.

21 A. Okay. You know, the cap on the plane, and I think I might've
22 said at some point that it was white, but it's, like, a light gray
23 color. And it's -- in the sun, it's kind of white or whatever,
24 but it's actually a light gray color, the way I recall, anyway.
25 Anyway, that's all I had to add.

1 Q. No, I appreciate that. And my next question, Mark -- I'm
2 about through here, and my next question really, was there
3 anything that we didn't ask that you think we need to know about
4 or that you'd like to share?

5 We're getting quite a bit of feedback again, so if we can
6 just make sure the phones are muted, I'd be grateful.

7 Is there anything we missed, Mark, that you want to share
8 with us that you think is important that we need to know?

9 A. I don't think so. I think that's it.

10 MR. BANNING: Okay. Well, with -- I am going to go off the
11 record at 1406.

12 (Whereupon, at 2:06 p.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: AERO COMMANDER N909AK CRASH
 NEAR ANIAK AIRPORT, ALASKA
 MAY 28, 2020
 Interview of Mark Dallman

ACCIDENT NO.: ANC20LA050

PLACE: Via telephone

DATE: June 5, 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.



Kay Maurer
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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AERO COMMANDER N909AK CRASH

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NEAR ANIAK AIRPORT, ALASKA

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Accident No.: ANC20LA050

MAY 28, 2020

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Interview of: MARK JORDAN, Pilot

Department of Natural Resources State Forestry

Via telephone

Tuesday,

June 16, 2020

APPEARANCES:

BRICE BANNING, Investigator in Charge
National Transportation Safety Board

ANTHONY MATTINGLY, Investigator in Charge
Federal Aviation Administration

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By Mr. Banning		6

I N T E R V I E W

(3:08 p.m.)

MR. BANNING: And we are now on the record on June 16 at 3:08 Alaska Standard Time -- or Alaska Daylight Time, rather. My name is Brice Banning, and I'm a Senior Aviation Accident Investigator with the National Transportation Safety Board, and we are investigating accident number ANC20LA050.

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 Department of Transportation or the Federal Aviation Administration. It has no regulatory or enforcement powers.

And at this time, I would like to introduce the group members. Anthony is having some reception problems, so I will introduce Anthony. I know he was on the phone, and it's Anthony Mattingly. He's with the Federal Aviation Administration, and he's the Investigator in Charge of this accident for the FAA. And I'll have you introduce yourself in just a minute, Mark.

MR. JORDAN: Sure.

MR. BANNING: Today, we'll be using the services of a digital recorder to record the interview. The recording will be sent out for transcription. The transcript, not the audio recording, will be made part of the public docket.

The purpose of the investigation is safety, to determine probable cause and prevent recurrence. Our role is not to assign

1 fault, blame, or liability. This interview is part of the
2 fact-finding phase of this investigation. We cannot, however,
3 offer any guarantee of confidentiality or immunity.

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

10 Mark, if you can please answer all questions to the best of
11 your recollection. If you do not understand a question, ask to
12 have it repeated or explained, and if you realize you misstated or
13 need to modify a previous answer, please do so. You are entitled
14 to have one representative of your choosing. Is there someone you
15 would like to have as your representative, Mark?

16 MR. JORDAN: No.

17 MR. BANNING: And are you comfortable proceeding without a
18 representative?

19 MR. JORDAN: Yes.

20 MR. BANNING: Okay. Thank you. And once again, as we talked
21 previously, Mark, if you need to break for any reason, just say
22 the word. We can shut off the recorder, take a break, reschedule,
23 whatever needs to happen. And do you have any objection to the
24 interview being recorded, Mark?

25 MR. JORDAN: No.

1 INTERVIEW OF MARK JORDAN

2 BY MR. BANNING:

3 Q. Okay. We will now begin the interview. And for the record,
4 can you please state your name and job title?5 A. Mark James Jordan. I'm a pilot for Department of Natural
6 Resources State Forestry, Alaska.7 Q. Thank you. And would you mind just giving us a little bit
8 about your background, how you got into aviation, and maybe some
9 of your flight time experience?10 A. Sure. I began my career in Alaska as a mountaineering and
11 ocean sea kayaking guide in the early 1990s, and during that time
12 was re-rationed on months-long mountaineering guiding expeditions
13 that I worked by various Super Cub pilots. After working for many
14 years in Alaska, the guide -- I was hired by Cornell University to
15 be the risk manager and director of their outdoor program in
16 mid-state New York.17 And at that time, I proceeded with my initial pilot training,
18 which was in the early 2000s. I received a private commercial
19 certified flight instructor and multi-engine rating within 2 or 3
20 years in the early 2000s. And then I had approximately 350 or 400
21 hours of flight experience.22 I returned to Alaska and began working, in 2005 I believe it
23 was, for a 135 operation in Alaska. And then I worked from 2005
24 until 2010 for one, two, three different 135 operations in the
25 state of Alaska. So my current time, 4,877.8 hours, about all of

1 that except for about 350 or 400 is Alaska time. Most of my time
2 is also under 135 operations, or pretty much all of it in Alaska
3 is under 135 operations, and about 2,000 hours on the Arctic
4 coast.

5 And in addition, then I had a daughter in 2010, and I began
6 working in New Zealand as the executive director of an outdoor
7 program and risk manager for that. And for the last almost
8 decade, I've been doing that job in New Zealand and returning to
9 the United States during the boreal summers and working for K2
10 Aviation in Talkeetna, Alaska, as a tour guide in Denali National
11 Park and assisting with climbing operations in the park. And
12 that's kind of the nutshell of 15 years.

13 Q. What type of airplanes do you have experience in? Just a
14 broad range if you don't mind.

15 A. Let's see. Cessna Grand Caravan, Twin Otter, de Havilland
16 Otter, Turbine Otter, de Havilland Beaver. All the work I've done
17 for K2 Aviation has been wheel-ski operations. The work I did for
18 Bald Mountain Air Service was Twin Otter work, which mostly
19 entailed Arctic operations and doing contract work for the Bureau
20 of Land Management or fire suppression support out of Ladd Field
21 in Fairbanks.

22 And then the work prior to that was a 135 operation in either
23 a Caravan, and then before that in a Cessna 207 or 206, both
24 passenger and cargo. I was stationed for a long time in Barrow or
25 Codsavue (ph.). I did a little bit of work out of Bethel. I've

1 done a little bit of work out of Dillingham. The work for Bald
2 Mountain Air Service was mostly out of Prudhoe Bay or various
3 places for -- McGrath or Fairbanks mostly for fire work. And
4 yeah, that's about it.

5 Q. Thank you. I'm going to take just a break here for a second,
6 Mark.

7 MR. BANNING: I heard somebody beep in and I just want to
8 verify who that was. Is that you, Anthony? Did you call back in?

9 MR. MATTINGLY: Yeah. (Indiscernible) on the call. I had to
10 call back in.

11 MR. BANNING: Okay. You're still pretty garbled, but I just
12 wanted to verify that it was you. So thank you.

13 MR. MATTINGLY: Yep.

14 MR. BANNING: Thank you, Mark.

15 BY MR. BANNING:

16 Q. Mark, what was your most recent flying job prior to the
17 Division of Forestry?

18 A. I've been working for K2 Aviation in Talkeetna, Alaska, doing
19 climber support and air tours in Denali National Park, and I've
20 held that position with them beginning in 2015. And that was a
21 seasonal-light job that I would do in between my work for the
22 National Outdoor Leadership School.

23 So I was basically based in New Zealand for about 7½ months a
24 year, and that position was a 12-month position, but I was allowed
25 to engage in that position from Alaska during the summers. So I

1 would be based here during the summers. I would do that position
2 in my off time, and then I was working for K2. So that was about
3 a 4½-month contract each year -- 4½ to 5 months. And I did that
4 2015 through 2019, and I was contracted to work for them this
5 summer. And I was supposed to begin operations with them in early
6 April, and then because of COVID-19 and the problems with tourism
7 in the state of Alaska, I was informed sometime in mid-April that
8 they weren't sure what their operations were going to look like
9 this summer.

10 So I applied for unemployment, and in order to apply for
11 unemployment, there's a state requirement that you need to look
12 for another position at the time. I had heard rumor that, that
13 was going to change based on the unprecedented viral outbreak and
14 the fact that a lot of people were applying for unemployment, but
15 at the time when I applied for unemployment, they hadn't made any
16 changes to the system yet. So I threw out some resumes to a
17 couple of different places and received an interview with State
18 Forestry, and that was about approximately April 22, I'm going to
19 guess, around the time that they contacted me. And then I began
20 working for them on April 27.

21 Q. I think you already answered this, so I apologize, but just
22 for clarity for myself, what aircraft were you flying for K2?

23 A. K2 was wheel-ski operations. We have a Cessna 185, a de
24 Havilland Beaver -- yeah, a de Havilland Beaver, and then a de
25 Havilland Single Turbine Otter. And then we also have one other

1 single aircraft, but mostly I was flying a Turbine Otter and de
2 Havilland Beaver. So mostly wheel-ski tail-wheel operations in
3 the park, glacier landings, and climber support of tours.

4 Q. Okay. Thank you. And so it sounds like about towards the
5 end of April you were hired by the Division of Forestry. Can you
6 describe for me what the title of that position is, what the
7 duties of that position are and any training that you received,
8 and what that all looked like?

9 A. Yeah, sure. I was asked to report to work on April 27, which
10 was a Monday, and I drove down to meet Steve. I had met Steve
11 prior, several years before. But I drove down and met Steve, and
12 there was an additional pilot, Chuck (Indiscernible), that I -- or
13 had been working for State for many years. I met both of them. I
14 don't remember exactly what day we started flying.

15 I think mostly my first day I filled out employee paperwork,
16 but very soon that week, we did some training in a de Havilland
17 Beaver. So we did some local flights and did a bunch of training
18 in that aircraft, and then I was told that I would be mostly
19 flying, initially, the de Havilland Beaver and the Twin Commander
20 Shrike. Sometime that week, we went on a training flight in the
21 Shrike.

22 Actually, let me look in my logbook here. Yeah, so on the
23 27th -- so, I guess the first day we did a flight in the Beaver.
24 On the 28th, we did a flight in the Shrike. I believe that was to
25 Kenai. Yeah. And then on the 29th, we did another flight in the

1 Shrike. On May 1, we did another flight in the Beaver. And then
2 on the 4th, the 6th, the 7th, the 9th, and the 10th, there were
3 more Shrike flights, as well as May 11, 12, 13. And then there
4 was a flight I did in the Beaver on the 14th of May.

5 In addition, we did grounds classes with Doug, who's the
6 chief pilot at State there. And let's see, I have currency,
7 initial, initial. So in my logbook I have listed that on 5/1, in
8 the Beaver, we did the check ride that got me signed up in the
9 Beaver. And then, on the 7th of May was when we did a check ride
10 in the Shrike. And then after that, I was basically flying the
11 line beginning on the 7th in both of those aircraft -- or
12 beginning on the 9th, I guess. I'm sorry. Beginning May 9, I was
13 flying the line in both aircraft.

14 Q. All right. Thank you. And now if you wouldn't mind just
15 telling me about the day of the accident in 9AK, what transpired,
16 and you can start wherever you think would be the best.

17 A. Sure. The flight actually began on the day before, on the
18 27th. So I had reported to work on the 27th at 10:00 a.m., and I
19 was told that there really wasn't any flying that was needed on
20 that particular day. And sometime around noon on the 27th, I was
21 contacted by Steve Elwell. He's the Director of Forestry, Fixed
22 Wing Division. And he told me that they are considering doing a
23 flight the next day for picking up two people in Hooper Bay and
24 moving them to Soldotna, and he asked me to begin looking at
25 basically what that would look like.

1 So we have ForeFlight that was set up for us through the
2 state, so I spent some time looking at what the fuel requirements
3 would be and what would most likely work logistically for getting
4 out to Hooper Bay, and I began looking at weather. And at that
5 time, I returned to Steve, and I told him that based on what they
6 were looking to do, we're looking at about 6 hours of flight time
7 to get all the way out to Hooper Bay.

8 Oh, they initially wanted me to drop someone off in McGrath
9 and then go to Hooper Bay and bring two people to Soldotna. I
10 looked at the various scenarios of what would work best, and I
11 told Steve that I would need to make a fuel stop in Bethel. And
12 sometime around 2 o'clock in the afternoon, he returned to me and
13 he said that they had confirmed that they wanted to do the flight
14 the next day.

15 And at that time, the plan, I believe, was for me to take one
16 person from Palmer to McGrath and then fly out to Hooper. And
17 then I was going to go to Bethel for a fuel stop. And then I was
18 going to go from Bethel to Soldotna, and then I was going to
19 return from Soldotna back to Palmer. So I looked at various
20 scenarios with the weather. The weather looked good. From prior
21 work experience several years before, I've been to all those
22 locations. I've landed in Bethel. I've landed in Hooper Bay. I
23 hadn't been to some of those locations in a while, so I reviewed
24 those airports.

25 And then I left work early on the 27th. I left about

1 4 o'clock, because I knew that the next day, I was going to need
2 to get there a little earlier. I went home to Talkeetna. And I
3 think I went to bed about 10, and I got up at 6 in the morning on
4 the 28th and had breakfast. I left for work at about 7. I did my
5 normal coffee stop in Willow at Lead Dog Espresso.

6 Sometime around after 8 o'clock, while I was driving, my
7 phone rang. And I didn't answer it, but I remember thinking that,
8 that was probably somebody from State contacting me with some kind
9 of alteration or change to the flight plan. I didn't really talk
10 to anybody until I got to work at -- I think I got to work about
11 8:30, and I checked my phone and there was a message at 8:12 a.m.
12 from a fellow named Snyder, who works in McGrath. And it said,
13 hey, Mark, Snyder here in McGrath. Slight change in plans.
14 You're picking up one in Aniak as well, and you do Palmer,
15 McGrath, Hooper Bay, Aniak, McGrath, Soldotna.

16 So at that point, I called this person in McGrath, and I told
17 him that in order to stop in Aniak, I needed to confirm whether or
18 not there was fuel there, and I specifically asked him to confirm
19 that there was 100 low lead in Aniak. So that was about 8:40,
20 8:45. At 8:55, he texted me back, and he told me that Crowley has
21 100 low lead in Aniak, and he let me know what the dispatch number
22 was for the fueller.

23 I did some more weather checking that morning, and the
24 weather was really quite nice all around the state. And I had a
25 few scenarios that I had pre-planned in Foreflight in case there

1 was fog on the coast. Sometime around 9, I called over to State
2 Forestry dispatch to let them know that I was almost ready and to
3 let my passenger know that I was taking up to McGrath. That
4 person came out and came across the ramp and was ready to go, and
5 we were pre-flighted and loaded about 9:30 in the morning. And we
6 flew up to McGrath, and I dropped her off in McGrath and refueled
7 there, and then left McGrath empty and flew to Hooper Bay.

8 I picked up two gentlemen in Hooper Bay and left Hooper Bay
9 after about maybe 20 minutes on the ground, and I calculated that
10 I would have about 30 minutes of fuel remaining to get to Aniak.
11 We took off out of Hooper Bay. I double-checked my fuel
12 calculations to see if I needed to stop in Bethel, but it looked
13 fine to get all the way to Aniak. So we flew to Aniak, landed on
14 runway 2-9 in Aniak.

15 Don't remember the exact winds, but my recollection is they
16 were about 340 at around 10 to 12 knots. There was a little
17 mechanical turbulence on landing, but nothing very bad at all. We
18 taxied in. I parked in front of the Ravn building, and then just
19 off to the side of the Ravn building was a small building with an
20 Alaska Airlines sign on it. I told my passengers they needed to
21 deplane while we refueled, so I had them exit the aircraft, and
22 they went into the building that was a little bit to the south of
23 where I parked the aircraft.

24 I met the refueler there. He told me that he had never
25 refueled the type of aircraft that I was flying, and I showed him

1 where the refueling port was, and then I assisted him in getting
2 his ladder set up, because on the Commander, you have to kind of
3 flip the ladder behind the top. So I was helping him to make sure
4 he didn't bang his ladder into the prop. And I stood at the
5 aircraft while he started to refuel, and after he started
6 refueling, I walked probably about 15, 20 meters away behind the
7 Ravn building, and I went to the bathroom really quick and came
8 back.

9 I was probably gone about 30 seconds, and he finished
10 refueling, and then I told him to leave the ladder in place so I
11 could check the fueling port. So he climbed down off the ladder
12 and started putting his hose away. And he told me that -- or I
13 remember asking him how much it had taken, and he had said 118 and
14 -- I want to say 118.6. I can't remember the point part that
15 well, but I remember he said 118. And then I went up and I
16 checked the fueling port to make sure that was secure, and then I
17 removed the ladder from behind the prop and pulled that out and
18 handed him the ladder. My passengers are still kind of waiting
19 over by the Alaska Airlines building.

20 So I waited a few minutes while the fueller finished what he
21 was doing, and then he walked over and I signed the fuel receipt.
22 And I took that, and I got inside the aircraft, and I took our
23 flight can. And I opened that up, and I logged the amount -- or
24 there's a line in our flight can where you log the amount of fuel,
25 the provider, and the fuel receipt number. Well, I logged that on

1 the appropriate line, and then I closed up the can and put that
2 down in between the seats.

3 And then I came out of the aircraft; I did a quick walkaround
4 just to make sure everything was secure. I called my passengers
5 back, I loaded them, and then did another walkaround. And then I
6 got in and started up and did a normal taxi out. Took off on 2-9,
7 and there was a maintenance vehicle, I recall, on the runway that
8 contacted me on the radio, and they said that they were clear at
9 the runway, and we did a back taxi for a little bit on 2-9 and
10 took off. Perfectly normal takeoff.

11 The first indication that there was some kind of problem was
12 -- I can't think of time-wise, but it was probably passing through
13 1,000 feet, maybe around 1,200 feet. And my first thought was we
14 were getting some mechanical turbulence coming off the hills due
15 north of the runway there, so -- and that was more instinctual.
16 It wasn't really anything based on what I saw in the instruments.
17 I just got the sense the plane wasn't climbing the way it was
18 supposed to be climbing.

19 So I leveled off a little bit, and I changed my direction
20 slightly so that I was at a little bit of an angle towards the
21 hills, and instead I kind of changed my angle a little bit more
22 along the river and flattened my climb gradient slightly, thinking
23 that it would pass in a moment. And then I considered the fact I
24 was having some kind of single-engine trouble, and I was checking
25 the gauges to see what was happening, and I did not see the proper

1 indications that would indicate I was having a single-engine
2 problem.

3 And at one point then I turned a little bit more left,
4 considering that I should return to the airport, and I, within a
5 millisecond, decided that, that was inappropriate based on -- for
6 a second I thought I was holding altitude, and then I decided I
7 wasn't holding altitude. So the last thing I recall then is I was
8 in about a 400-foot-per-minute descent. And at that point, I
9 moved my eyes outside of the cockpit, and I chose a best landing
10 spot.

11 And from that moment until we landed -- it happened very
12 quickly -- and at that point, the only things I had on my mind
13 were not being into the river, not stalling the aircraft, and
14 keeping the wings level. And I picked out a spot just to the
15 south of the river that was a shallow water area, and basically
16 flew the plane until I blacked out.

17 Q. It's been a while. Are you all right, Mark? Or you need a
18 break?

19 A. Oh, I'm doing fine.

20 Q. Okay. All right.

21 A. I'm trying to be methodical in how I'm recollecting things,
22 because yeah, I'm just trying to face through each moment and get
23 all the pertinent stuff --

24 Q. Sure.

25 A. -- that I believe is important. But I'm fine. Yeah.

1 Q. Okay. No, I really appreciate that. So do you -- and if I
2 missed it, I'm sorry -- did you recall if the engines completely
3 quit? Or were they still generating some power?

4 A. The last moment that I looked at the engine gauges -- I knew
5 there was a problem, and when I looked at the engine gauges, I
6 knew that the problem was not a single-engine problem. I can't
7 say that I had come to a full understanding of what exactly was
8 going on. The engine gauge, the instrument readings I was getting
9 did not indicate a single-engine problem.

10 I remember at one point there was a fluctuation that I
11 noticed on the manifold pressure gauge. I believe it was the
12 left. I can't be sure of that. But the amount of time -- I mean,
13 at this point, we're not into memory. We're into what I would
14 call instinct of what I think I recall. So at this point, my
15 instincts were telling me to keep my head outside of the aircraft,
16 that I could guide it in an appropriate place. I mean, I think I
17 knew that we were going to impact somewhere, and my instincts told
18 me to have my head outside the aircraft.

19 So I knew that the plane was descending, and I kind of
20 stopped worrying about the reason why. I don't remember being
21 nervous. I don't remember really thinking much about anything
22 except putting the plane somewhere where I could reduce the
23 physical damage to the aircraft and thus the occupants inside it.
24 But I remember seeing the manifold pressure gauges doing something
25 that I did not agree with was nominal. And then I remember

1 looking and seeing that we were in a descent of about 400 to 500
2 feet per minute. And that's the last time I looked at any gauges.

3 And from that point on I just had my head outside the
4 aircraft, and I flew it until I got it on the ground, and at that
5 point, I blacked out. And the next thing that I remember, I was
6 outside the aircraft, but I have no idea how I was extricated out
7 of the aircraft. I have no idea whether I was part of that or
8 whether someone pulled me out. And I don't have any idea how long
9 that process was. From reading different accounts of the
10 situation, I can possibly estimate that I was unconscious for
11 maybe 30 minutes.

12 Q. And can you walk me through a little bit, Mark, how the
13 request for fuel at Aniak was communicated to Crowley or to the
14 fueler?

15 A. Yeah. So the initial contact came from that text
16 conversation that I discussed earlier. So someone from McGrath
17 contacted me making a request for the change in routing. So I
18 called that person, and I said, I can only make that change in the
19 routing that you're requesting if we can confirm that Aniak has
20 100 low lead. Otherwise, I would've planned to go to Bethel to
21 refuel, and then on to Aniak.

22 That person, whose name is Snyder, who I've never met --
23 that's S-n-y-d-e-r. I don't even know if that's a first or last
24 name. So that person called Crowley and Aniak to make a request
25 to see if they had 100 low lead available. And then he contacted

1 me and told me that Crowley had confirmed that they had 100 low
2 lead available.

3 The next time we contacted Crowley was -- and this is
4 something I forgot in my first recounting before -- when I was
5 about 20 minutes outside of Aniak from -- after departing Hooper
6 Bay, I was about 20 minutes outside of Aniak, I contacted McGrath
7 dispatch on the radio, and I asked McGrath dispatch to contact
8 Crowley and let them know that I was 20 minutes out for refueling.

9 And then, when I arrived at Aniak, the refueling truck was
10 there outside of Ravn. I don't really know what the status is of
11 Ravn at the moment, but basically the fueling truck was sitting
12 outside the Ravn building where I parked the plane.

13 Q. And do you know if McGrath dispatch, when you called them 20
14 out of Aniak, do you remember if you specified to them a type of
15 fuel? Or do you know if they would've specified a type of fuel to
16 Crowley based on the airplane that you were flying?

17 A. I don't know the answer to that. My specification of 100 low
18 lead was in the communication in the morning. I don't know if
19 McGrath dispatch specified anything to Crowley when I contacted
20 them via radio.

21 Q. Okay. And do you recall if you specified 100 low lead to the
22 McGrath dispatch? Or did you just let them know you were 20
23 minutes out for refuel? Do you recall?

24 A. My recollection is I told them I was 20 minutes out for
25 refueling.

1 Q. Okay. Thank you. And, Mark, I know you mentioned some
2 conversations with the gentleman who fueled you with regard to
3 setting up the ladder, the fuel cap. Do you recall any other
4 conversations with the fueler either before or after the fueling
5 took place, or during or after?

6 A. No. You mean like any kind of idle chit-chat while he was
7 refueling?

8 Q. Yeah. Idle chit-chat or potentially just conversation with
9 regards to the fueling process or type of fuel or anything of that
10 nature. I'm just curious if you recall anything else.

11 A. No. You know, I let him know that there was a single port on
12 the aircraft and that the last 20 or 30 gallons or so, it takes a
13 little bit for it to -- like if you top off the tank and then you
14 leave it, it takes a while for the fuel to kind of seep through
15 the ports because of the way the tanks are designed in the
16 aircrafts.

17 And I remember explaining to him that you got to kind of be
18 patient towards the end of the fueling process. But at the same
19 time, I remember thinking to myself that, that doesn't really
20 matter in my case, because it's a very short flight up to McGrath,
21 and I was going to need to refuel in McGrath anyway for the trip
22 down to Soldotna in order to have the proper fuel to get back to
23 Palmer.

24 So what I know I do not recall is I do not recall seeing any
25 markings on the truck. Yeah.

1 Q. Yeah. No problem. I --

2 A. Other than that it was a normal refuel in the sense that I
3 was just there observing him and --

4 Q. Sure.

5 A. Yeah.

6 Q. Okay. Yeah. And when you went to sign for the receipt, do
7 you recall where that happened, where you picked up the receipt?

8 A. So he was parked maybe -- my recollection is a little fuzzy
9 on this, but I recall he was parked -- and then when I pulled the
10 plane into the position, I parked the plane. I think he had to
11 move the truck slightly so that he was parked right in front of
12 the aircraft. So he was maybe 5 to 7 meters in front of the
13 aircrafts where the truck was parked.

14 So basically, the interaction between him and me was between
15 the PIC door of the aircraft and where the truck was. I don't
16 remember exactly whether I walked toward him to sign the receipt
17 or whether he walked towards me, but basically between the nose of
18 the aircraft and the truck, that interaction took place.

19 Q. Now, after you signed it, he gave you a copy of the receipt;
20 is that correct?

21 A. Yeah. So after I signed the receipt, he gave me a copy, and
22 then I took that copy, my passengers who were still at the Alaska
23 Air building -- I took that copy, and I entered the aircraft, and
24 I think I already had the flight can open. And then I looked at
25 the receipt, and then my recollection is I logged that we had put

1 118 point something pounds of fuel onto the aircraft.

2 There are three things that we log on the flight can sheet.
3 One of them is the amount of fuel. One of them is the provider,
4 so I would've written Crowley. And one of them is the fuel
5 receipt number. And then, of course, you're looking at the
6 receipt, fascinating as though it were that --

7 You know what? I've spent 25 years working in the outdoor
8 industry as a risk manager and, you know, for the last 2 years of
9 my job in New Zealand, I wrote a safety management system,
10 protocols for the organization I worked for and -- so I've spent a
11 lot of time in my life basically sitting in your seat, what you're
12 doing right now. Not for aviation, but for mountaineering and
13 ocean kayaking and a variety of outdoor pursuits, managing
14 students in remote touring and that type of stuff. And that's
15 also what I did at Cornell University for the outdoor program
16 there.

17 So for me, I'm looking at all of this from a couple of
18 different vantage points, and no, I was not rushed. I did not
19 feel any kind of time pressure when we were in Aniak. I was not
20 stressed out about anything. I was supposed to meet a friend of
21 mine that evening, and that date in the morning, that person had
22 texted me and said that they were having a bad migraine headache
23 that morning and that they anticipated they wouldn't be available
24 to meet with me. And I had written that person back and said,
25 well, my flight plan has changed for the day, and it looks I'll be

1 flying until late, so probably best that we're not meeting anyway.
2 I can't think of any reason that I was rushing. Looking back on
3 it, I wasn't rushing at all or doing anything out of the ordinary.

4 I took the receipt into the aircraft, and I sat down with it
5 in quite a leisurely manner and logged it into the flight can, and
6 I placed the fuel receipt in the flight can, and I closed it up
7 and began to embark. And I've inquired with the state, when they
8 recovered the aircraft, about getting that flight can back and
9 whether or not we were able to retrieve it and the fuel receipt
10 that was in the flight can, and my understanding was that the
11 flight can is missing and not available.

12 But I guess, looking back on it, what's important for me
13 is -- or not important for me, but as I review the situation in my
14 head, there was no haste during that whole process. It was all
15 very methodical and unstressed and relaxed.

16 Q. And it doesn't sound -- correct me if I'm wrong, it sounded
17 like, from earlier in our conversation, that you had gotten a good
18 night's rest and were not fatigued or anything of that nature.
19 Would that be accurate?

20 A. Yeah. I would say that was accurate. I mean, I had the
21 opportunity to leave work early the day before. I was commuting
22 from Talkeetna to Palmer for work, and I think when folks look at
23 that, initially they would think, oh, well that's a long way to
24 drive. And it is, but I had gotten fairly used to that schedule.
25 I had gotten a good 8 hours of sleep the night before.

1 I didn't feel hurried or rushed. I didn't feel like the
2 multiple-leg flight that day was causing me any stress at all.
3 I'm fairly used to situations in my life where you have a long,
4 complicated day, and for me, it's quite easy to break it up into
5 smaller chunks. You know, so I had done the flight to McGrath,
6 and then, I can then kind of compartmentalize that and put it
7 behind me. And then I did the flight to Hooper Bay, and okay, one
8 more step of the day done. And I didn't feel any time pressure,
9 because I didn't feel like I needed to be back early for any
10 reason.

11 There were multiple nights where I had to work late where I
12 had done flights for State up to Fairbanks, and we didn't return
13 until 8, 9, 10 o'clock in the evening. And on one occasion, I had
14 been offered a hotel room in Palmer, which I took advantage of.
15 On other occasions, I would just sleep in the hangar. And maybe
16 from an outside perspective, that seems like that would be tiring,
17 but actually, there are some nights that I slept in the hangar
18 that I got a better night's sleep than coming home.

19 There's been several evenings where I would meet a friend and
20 go mountain-biking or hiking and down in Eagle River, and then
21 rather than elect to drive back up to Talkeetna for the evening, I
22 would drive back to Palmer and just decide to sleep in the hangar
23 there. I had a nice place picked out, and I have 160-some-odd
24 weeks of outdoor guiding experience, plus a lot of personal trips
25 over the course of my lifetime, so sleeping in a sleeping bag is

1 very second-nature to me. And there were nights I would sleep at
2 the hangar and get a good 10 hours of sleep.

3 So, in this particular case, the idea of getting back to
4 Palmer at 9 o'clock in the evening, let's say, which is what I had
5 probably estimated -- I think I had estimated I would get home
6 about 9 o'clock that evening -- it was really not a concern to me.

7 Q. And, Mark, when you got your copy of the receipt, do you
8 recall anything handwritten on the receipt?

9 A. No. And this is probably the thing that's most -- my boss,
10 Steve Elwell, sent me a picture of the receipt that he received
11 from Crowley, and if you asked me to testify in court that I had
12 seen that receipt before, I would have to tell you no. It just
13 does not jive with my memory at all.

14 Now, whether that is a -- I don't know if you've heard of the
15 studies they did at the end of the 1990s where they have some
16 people playing basketball, and you're supposed to follow the
17 people in the white passing the basketball around. And in the
18 middle of the video, a gorilla walks through, and 50 percent of
19 the people don't see the gorilla because they're counting the
20 basketball passes.

21 Yeah, the picture I saw of the receipt they sent me just does
22 not jive with my memory at all, and the amount on that receipt
23 doesn't jive with my memory at all.

24 Q. Okay. And I'm not familiar with the Shrike. Can you just
25 very briefly describe the fuel system? Does it only have one

1 filler port on the top of the wing?

2 A. Yeah. So that's what I was referring to before --

3 Q. I'm sorry, Mark. I don't mean to interrupt, but I want to
4 make sure -- I'm getting some feedback.

5 MR. BANNING: Who's on the phone, please? Are you with us,
6 Anthony? I think it's your phone, Anthony. I'm still having a
7 real difficult time hearing you. If you can just make sure it's
8 muted, I would be grateful.

9 MR. MATTINGLY: (Indiscernible.)

10 MR. BANNING: Yeah. I can't understand you, Anthony. I'm
11 sorry.

12 MR. MATTINGLY: (Indiscernible.)

13 MR. BANNING: So --

14 MR. MATTINGLY: Can you guys hear me?

15 MR. BANNING: Oh, there I could hear you for a minute. Yeah,
16 if we can just make sure the phones are muted. We are getting a
17 little feedback.

18 MR. MATTINGLY: (Indiscernible) on mute.

19 MR. BANNING: I'm sorry, Mark. I didn't mean to interrupt
20 you there. Well, if you wouldn't mind, if you could describe the
21 fuel system for me a little bit, I just am not very familiar with
22 it. And I just want to make sure I could hear you all right and
23 we didn't have any additional people on the line.

24 MR. JORDAN: Are you still there, Brice?

25 MR. BANNING: Yeah. I'm sorry, Mark. I put my phone back on

1 mute.

2 BY MR. BANNING:

3 Q. I was just saying that if you -- yeah, I apologize for the
4 interruption. And if you could describe the fuel system, I would
5 be grateful. Just briefly.

6 A. Yeah. I mean, really easily, there's one filler port, and
7 it's on top of the SIC side wing, and basically then that filler
8 port runs to the different tanks. But there's only one port that
9 needs to be interacted with by a refueler.

10 Q. And are there -- or how many fuel drains are there on the
11 airplane? And do you recall if you sumped the tanks at all after
12 the fueling in Aniak?

13 A. There is one, two, three drains. I sump the fuel in the
14 morning and did not sump the fuel after the refueling in Aniak.
15 Thinking back on it, there would've been a mixture. Well, there
16 was, from my estimates, 118 new gallons in the aircraft, and then
17 there would've been about 40 left over on arrival.

18 Q. And I wanted to ask you a little bit more about the receipt.
19 You mentioned that the receipt that Steve sent you a picture of
20 was not consistent with your recollection. In addition to the
21 gallons of fuel that were on that receipt that he sent you a
22 picture of, was there anything else that's different than what you
23 recollect?

24 A. Yeah. It's hard to explain. Just like the tonal quality,
25 the item that was handed to me was -- I don't know how to explain

1 it. You know when you fill out a form in triplicate? I don't
2 know what term you would use for that, but you know how when you
3 have a triplicate form and you write on the top form? And then
4 when you get the bottom part of that triplicate, you're just
5 looking at the -- you're going to have to help me out here if you
6 understand what I'm saying.

7 Q. Yeah. The carbon copy was different. Is that what you're
8 referring to?

9 A. Yeah. So the carbon copy -- yeah, that's the word I was
10 looking for. I'm sorry. So the carbon copy that was handed to me
11 just -- and I can't even really explain how or why -- it does not
12 jive with my memory of what was handed to me. The picture that
13 was sent to me does not jive with my recollection of the carbon
14 copy that was given to me.

15 Q. Okay.

16 A. Both visually and in amount.

17 Q. Okay. All right.

18 MR. BANNING: I think that I was going to ask Anthony if he
19 had any questions, but I'm not entirely sure that I'll be able to
20 understand. But maybe we'll try. Anthony, do you have any
21 questions for Mark? I can't hear you, Anthony. Maybe you're on
22 mute or maybe we just don't have very good reception still.

23 Okay. Well, Mark, is there anything that you think that's
24 important that I didn't ask that you think I need to know about or
25 you would like to share with me?

1 MR. JORDAN: No, not really. I think I've mentioned most of
2 the stuff that I believe is relevant. I believe, you know --
3 yeah. Yeah, I don't think there's anything else I have to add.

4 MR. BANNING: Okay. With that --

5 MR. JORDAN: I guess --

6 MR. BANNING: Oh, go ahead. I'm sorry.

7 MR. JORDAN: Oh, I guess I was just going to say,
8 sometimes -- I am getting a little tired, but sometimes I find, in
9 doing these kinds of discussions, that some relative bit of
10 information gets thought of an hour or two or even the next day.
11 And I don't know if there's a process that you normally run
12 through to allow addition of that information later on, but right
13 now, I don't really have anything else to add.

14 MR. BANNING: Yeah. And absolutely, if something more comes
15 to your memory in the days, weeks ahead, by all means, reach out
16 to me, and we can schedule another brief interview. We can visit
17 however is the most convenient. But by all means, if something
18 more comes to your mind that's pertinent, I would be really
19 grateful if you would reach out to us and share it with me.

20 MR. JORDAN: Sure.

21 MR. BANNING: And with that, Mark, I am going to go off the
22 record at 4:14.

23 (Whereupon, at 4:14 p.m., the interview was concluded.)
24
25

CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

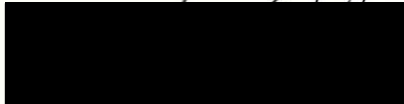
IN THE MATTER OF: AERO COMMANDER N909AK CRASH
NEAR ANIAK AIRPORT, ALASKA
MAY 28, 2020
Interview of Mark Jordan

ACCIDENT NO.: ANC20LA050

PLACE: Via telephone

DATE: June 16, 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.

Kyle Jenkins
Transcriber