

CEN22FA405 INTERVIEW SUMMARIES

Table of Contents

Interview Summary Laci Jensen	2
Interview Summary Adam Lange	4
Interview Summary Christopher Lamb.....	7
Interview Summary Angela Hair	10
Interview Summary George Gallegos	12
Interview Summary George Lange	14
Interview Summary Michael Jensen	15

Interview Summary Laci Jensen

Interviewee: Laci Jensen
Representative: N/A
Date, Time: 27 Sept 2022; interview start time 1500 EDT
Location: virtual, audio only
Interviewer: Sabrina Woods, Ph.D.

Laci Jensen is the wife of Mr. Christopher Jensen. She is not a pilot but routinely she helped him study and they listened to ATC audio together so she is very familiar with the environment. They have been married for four years but have known one another for six. When asked to describe Mr. Jensen she said he was very positive, hardworking, friendly and got along with everyone. He wanted to be the best pilot he could be and took his job very seriously. When they met, he had already completed initial flight training. They moved to Smyrna, TN for him to receive flight training at ATP flight school and he applied and went to for Cirrus in May, 2022 to build 1500 hours toward his ATP certification. She said he actively looked for a job at Cirrus because he had friends from ATP that worked there and enjoyed it.

Mr. Jensen held private, instrument, SEL, MEL, CFI, CFII, CFI multi-engine, and commercial certificates and ratings. He held no other jobs as a pilot. His dad is a pilot and he had always wanted to fly. She said it was his dream, there was nothing he disliked about it, and that “we lived and breathed it.” Mrs. Jensen said he loved working for Cirrus and that he bragged about it. He would tell other people to come work there because he loved it. She said there was nothing he didn’t like. Their last conversation was “I see why people would want to work here for rest of their lives.” Working for Cirrus had been a pay raise and was less stressful than ATP Flight School. His dad had a salary and he believed in it. She said he loved his coworkers and their management but his goal was getting to the airlines so he was collecting hours. He worked fairly normal hours with no back side of clock shifts. She does not know if he has ever been disciplined or had a negative performance record, but that Cirrus told her (after the accident) that he was a very conservative, professional pilot that “they never had to worry about.”

At the time of the accident Mrs. Jensen resided in Seattle WA while Mr. Jensen was renting an apartment in Knoxville. She said that when he was applying for a job at Cirrus, she was applying for a promotion with her job. They both got the job which meant she would have to go back to Seattle. He was in a contract with Cirrus for one year and then he would try to go to an airline to relocate back to Seattle. She said they had no concrete life plans, were supportive of one another, but that the end goal was for him to get into airline. However, he loved Cirrus and “could see himself building a career there.” She said they saw each other multiple times in four months. They had lived apart for 2 ½ months and saw each other a few times throughout that period. Living apart put a strain on the relationship and there was brief talk of permanently separating, however in the three weeks leading up to accident they had sorted through their issues and things were good. She said she saw him at the end of July and they were discussing his birthday in October. They had tentative plans to get back together then and to spend the

holidays with her family in North Carolina. She said there was nothing short-term near the time of the accident that would cause strain on him. Cirrus has also told [Mr. Jensen] of a location in Seattle he could transfer to potentially. His goal was to transfer to the airlines and they had begun to discuss having children.

The last time they spoke was a phone call on the Tuesday prior to the accident and a text the day before. She said he seemed very happy. It was the healthiest he has ever been. He had no illnesses or injuries, worked out three times a week in gym, had perfect vision and hearing, was only taking a men's "one-a-day" vitamin and fish oil for health, was a light drinker, ate healthy, does not think he used tobacco products, and was a moderate caffeine user. She did not know how much sleep he got the night before but in general, he had a routine and part of it was getting 8-9 hours of sleep. She said he never napped but he might rest his eyes or just kick back and relax.

On the day of the accident the only thing she knows is that he was getting a new customer that week. He told her the "customer was going to tell me where we are going to go." She said typically, he would ask the customer about their delivery experience and where they would like to go and they would game plan. She said he did not say that about this specific customer, however. He did not know he was going to Texas. He did not notify her, but she believe he did notify his father. She said he and his father talked all the time and that his father tracked him on a flight app. She does not know anything more about the customer or their flights until she was notified of the accident.

Interview concluded at 1600 EDT

Interview Summary Adam Lange

Interviewee: Adam Lange, First Officer for GoJet Airlines
Representative: N/A
Date, Time: 22 Sept 2022; interview start time 1400 EDT
Location: virtual, audio only
Interviewer: Sabrina Woods, Ph.D.

Mr. Lange is a First Officer for GoJets Airlines with approximately 725 flight hours in Part 121 and 1780 hours overall. He is a CFI, CFII, ATP without restrictions, and is a graduate from a Part 141 school. He has a great deal of IFR time and is familiar with Continental engines. Mr. Lange said that he flew several generation SR20s at his university and the flight school he taught at, however he did not have SR22 with G1000 Perspective + time and wanted more experience.

Mr. Lange said that he originally tried to take receipt of his new aircraft in June, but it got pushed to July. Due to his personal schedule, he was unable to go receive the aircraft until August. The initial push back was because of Cirrus however he did not get a reason why. He said that during that time, he went through [Cirrus'] videos and the POH. His primary concerns were with the interface and understanding Perspective +. He was familiar with Rockwell Collins but wanted to get up to speed on Garmin. About a week prior to arriving, he was assigned Mr. Christopher Jensen as his Cirrus Standardized Instructor Pilot (CSIP).

Mr. Lange said that his initial communication was with a Cirrus sales representative and a delivery coordinator. He said the delivery coordinator gave him his online training and POH. They assigned him SR22 advanced videos and flight training and it included information on how to fly approaches. He said he mainly used the videos for systems and avionics training. Because of his experience in flying, he did not review Cirrus' flying techniques. He knew how to load approaches but needed interface training on more advanced Garmin features. When asked if Cirrus required or gave him expectations prior to arrival, Mr. Lange said that there were no requirements from Cirrus before taking receipt of aircraft and that he was surprised based on other training he has had.

Mr. Lange said he talked to Mr. Jensen about a week and a half before the trip. Mr. Jensen asked him what he was looking for and what he needed from [Mr. Jensen]. They discussed everything they would need to go over. Mr. Lange said that all his insurance required was an instrument check. He told Mr. Jensen that "if you see me doing something not Cirrus standard, let me know so I can fly as standardized as possible." He told Mr. Jensen he wanted to make sure he was "up to speed" on how the G1000 works. He wanted to make sure he understood it correctly from the videos and that he did not want to get to point of voiding the warranty.

Mr. Lange said that for the most part, the initial process was what he expected but that once he was turned over to Mr. Jensen, it was a little more relaxed than he was expecting. He was a little

surprised that [Cirrus] didn't have a formal program or syllabus. He said that all his flight training had been Part 141 that was formalized. He liked formalized training and having a layout that "tells you what you need to do." He said no one [meaning from Cirrus] gave him that expectation, it is just how he felt. He felt the gist was "we give you an instruction to make sure you are comfortable in the aircraft and you are good to go."

When it was time to go to Knoxville to take possession of his new aircraft, Mr. Lange went with his father who had no flight training but was also interested in learning how to fly. Mr. Lange had never been to the Knoxville facility before, nor had he flown with a CSIP. When they got there, they met the delivery coordinator first and then were introduced to the delivery pilot. He said that on the day of delivery [new owners] meet with the delivery pilot first. They first "met the plane" then proceeded on a short one-hour delivery flight to make sure all the basic systems were working appropriately. Mr. Lange said he looked the plane over in a pre-flight walk through. The first flight consisted of himself, the delivery pilot, his father, and a new hire delivery person that was there to see the process. They flew for about an hour. He said there was a minor software glitch from AHRS 2 to AHRS 1, so Cirrus had to work that afterwards.

The next day he and his father met with Mr. Jensen. He said there was a general relaxed brief of "ok here is what the plan is," and Mr. Jensen said, "you are the PIC as far as I am concerned, if I see something unsafe, I will say something." Mr. Lange said that when he briefs [students] he is a bit more in control because it is on him if something goes wrong so he wasn't sure if Mr. Jensen was just relaxed because of his experience. He said they talked about emergency procedures in relation to CAPS. For example, per Cirrus instruction if they are below 2000 agl, pull chute out. Mr. Lange said he was surprised there was no quick trouble shoot. i.e., "mixture is rich, fuel pump on, fuel is flowing, ok pull chute." Mr. Lange told Mr. Jensen that if an emergency were to occur, he said "I will fly and deal with the plane and you (Mr. Jensen) talk on radio."

Mr. Lange was in control of the aircraft as the three flew to a couple of local airports and did approaches for about an hour and a half. All three were wearing noise-canceling headsets. There were a couple of times he would ask avionics questions that Mr. Jensen did not have the answer for. He said that at times Mr. Jensen would go searching and found the answer but that it caught [Mr. Lange] off guard that Mr. Jensen didn't know the answer. Mr. Lange said that a part of the flight was him teaching Mr. Jensen CRM and that Mr. Jensen was asking him questions regarding airlines and what is done during that phase of flight. During the flight, he was performing as a crew and Mr. Jensen was asking questions about it and "sometimes got distracted about what my process was." Mr. Lange said that Mr. Jensen did show him some quick short cuts on Garmin which was helpful, but that it was a lot less helpful than he was anticipating. He said the CSIP spent a fair amount of time talking about airlines.

Mr. Lange said in hindsight he could have asked for a different instructor but he knew he could find answers on his own. He was surprised there was no standardization. He figured Mr. Jensen would have known the system better than what he did. He felt like he didn't get the avionics overview and knowledge that he conveyed he wanted. He was asking certain questions about Garmin and Mr. Jensen didn't have the answers so he just stopped asking and started researching

on his own. As for why he didn't request a new instructor or express his concerns, Mr. Lange said he didn't want to make his dad nervous or make Mr. Jensen look bad.

Mr. Lange said that afternoon, Mr. Jensen sat right seat while his dad (who has never flown before) flew the airplane for about an hour. Mr. Jensen was a little more lax than he would have been. It made him more than a little uncomfortable but that he didn't want to "backseat instruct." He said that every once in a while, he inserted comments to his dad but that Mr. Jensen didn't once. He said it was surprising how Mr. Jensen reacted with a first-time flyer. Mr. Jensen didn't demonstrate first, which is how he likes to do things (with his students). His dad was struggling with the feel of the aircraft but Mr. Jensen never intervened. Mr. Lange really noticed (the struggle), and it wasn't how he liked to instruct. He was surprised and expected a higher level of instructor from Cirrus.

When asked if Mr. Jensen ever took control of the aircraft, Mr. Lange said his dad's second approach was not stabilized. He would have said "go around" or taken the controls, but Mr. Jensen did neither until they landed and his dad started to veer off the runway. There were points during the flight Mr. Lange said "whoa" but he was in back and could not take control. During that final landing he said he would have taken control at least twice. He said that during the flight, his father was a little aggressive on the controls and that he would have given instructions. The other thing that surprised him was that Mr. Jensen took control once but then gave it back and never explained why he did so, what was wrong, or how not to repeat it.

When asked to rate his overall experience with the Cirrus training program, on a scale of 1-5 Mr. Lange rated it a "2-3." He said that perhaps he had different expectations than most GA (coming from a Part 121 environment) and that his expectations might be high. When asked to rate his overall experience with his CSIP using the same scale, Mr. Lange rated that a "2." He said "if my dad wanted to fly with him, I would have demanded to ride in the back a couple of times." He said that last flight especially raised a few flags and that he and his father discussed the situation later and that his father also had some of the same misgivings. When they both heard about the accident later, Mr. Lange felt it was like a "gut punch" in light of their own experiences with Mr. Jensen.

The interview concluded at 1510 EDT.

Interview Summary Christopher Lamb

Interviewee: Christopher Lamb
Representative: N/A
Date, Time: 23 Sept 2022; interview start time 1834 EDT
Location: virtual, audio only
Interviewer: Sabrina Woods, Ph.D.

Mr. Lamb is a SEL private pilot. He has 120 hours in the Cessna 172, Piper PA28, and the Cessna 182. He had a break in flying but then resumed instruction with a CSIP in the Cessna 172. He received his instrument rating in February 2022. He said he rented an SR22T so he could complete long cross countries and that he went through the Cirrus advance course with his CSIP in California. He also did a great deal of flying with his initial Cirrus sales representative who is a former flight instructor. He stated he had approximately 40 hours in SR22T time before going to accept his new aircraft from the Cirrus Knoxville facility.

Mr. Lamb's plan after taking possession of his new SR22T was to take a cross-country tour of the US. He now has 280 hours total, 110 in SR22T. He said that prior to taking possession he had completed all of the training in Garmin1000 and that he just needed Perspective+ training. He went through advanced videos and the training Cirrus provided and said that he found course "great." It was a mixture of computer-based and interactive videos with a practical section with the CSIP. He said the CSIP had to sign off on the training.

Prior to acceptance, Mr. Lamb paid for a consultant from Duluth to do a manufacturing inspection/first flight under a power of attorney. That consultant said there were no mechanical defects, just some cosmetic issues that were resolved when Mr. Lamb went to go get the aircraft. Mr. Lamb did say that when the delivery pilots were ferrying the aircraft from the factory to Knoxville, there was an issue with the engine driven fuel pump that caused those pilots to divert to Peoria where they replaced the pump. Mr. Lamb said the maintenance report just said that that it was not delivering a high enough fuel flow. He said the issue with the fuel pump was on his mind when he went to Knoxville. He wanted to know if they really "got to the issue" so it was something he was watching out for.

Mr. Lamb said that once he arrived on August 23, 2022 he filled out some paperwork and went to the main hangar where there was a big production. Then he went on an acceptance flight. He and the acceptance pilot got in the aircraft, did a preflight and went out to do an extended circuit around the airport lasting about an hour. He said he was flying in the left seat and the acceptance pilot was making sure everything was working as it should.

On day of delivery, he recalled being confused because he didn't know what the agenda for the day was. There was no email notifying him and no one sent him a plan. He said the day of delivery was a little bit annoying because he didn't know what he should be prepared for so he

just “came prepared for all eventualities.” He said he would have preferred to have had more information. On subsequent days, he said he set the plan. Mr. Lamb said Cirrus did not set or give him any expectations on what he had to do. They just asked if there were any requirements that his insurance had and they asked what his training background was and if he had taken advance course. He said he was originally slated to be with a different CSIP but then the schedule changed and he was swapped to Christopher Jensen. He did fly with one other CSIP once when Mr. Jensen was unavailable for the day. He flew with Mr. Jensen on Tues, Wed and Fri and the other CSIP on Thurs. He said he text Mr. Jensen a day or two before and was told Mr. Jensen’s availability. Mr. Lamb said he did not want help getting home, but he wanted specific training in convective weather planning and flying. He said Mr. Jensen asked him questions about his flight history.

Mr. Lamb said that on delivery day, they did three approaches. The engine was still on mineral oil and that he had never flown with an engine in that state. He said on first climb out the “cylinder head temps were skyrocketing.” Before he could get a CAS message or alert, he started to level off his climb to cool off. He said Mr. Jensen commended him and told Mr. Lamb he was happy he took care of situation. Mr. Jensen then gave tips on fuel mixture and making a leaner climb to manage engine temps and that this technique was in the POH to manage an SR22T. Mr. Lamb also said he noted on climb out that the fuel flow was not in the green arc, it was low. He said they troubleshooted and Mr. Jensen said that other CSIPs told him the electric pump can reduce peak fuel flow. They switched it off; it still did not get into green arc however no engine roughness was noted. He said this occurred on each flight until the mineral oil was changed out for regular oil, a 25 hour was completed, and a set screw on the pump was tuned. He stated that he has not had a problem since.

During their flights, Mr. Lamb said he was set up to be left seat PIC, and Mr. Jensen would be right. He said they didn’t brief any specific emergency scenarios but to him if you are PIC, the PIC is the one charge. Given [Mr. Lamb’s] experience he said Mr. Jensen felt comfortable working with him. They had good communication and good hand off control. He said they looked at weather the night prior and determined what they wanted to do. Mr. Lamb wanted to do cross country flying so their aim was to fly to Key West. They got to Venice and stopped. The flight there was uneventful. He said convective weather was building up over Florida, but they went through it. He said Mr. Jensen was very comfortable flying in FL and that [Mr. Jensen] mentioned he trained in Orlando.

When they got to Venice, they ended up turning back due to weather. They had plans to keep over land because they were still breaking in the aircraft however ATC routed them over the ocean. Mr. Lamb said that he hadn’t liked it and wanted to turn back. Mr. Jensen asked him “what do you want to do?” and he said he wanted to turn back to Knoxville. Mr. Jensen agreed and told Mr. Lamb he “would have made that call a while back but wanted to see what I would do.” The next day they flew to Norfolk/Outerbanks. There was more convective weather they went through but they managed to find a slot with ATC.

Mr. Lamb said the one thing that stuck out in the flights was on his landings, Mr. Jensen was “really on top of me about my airspeed on short final.” He said the transition training

recommends 90-100kts coming in on final, 80kts over numbers, and in flare at 74-75 kts. He said he would be decelerating from full flaps and Mr. Jensen would call out “watch your airspeed” that made him think [Mr. Jensen] was concerned about getting slow. Mr. Jensen did that several times so he finally asked about it. Mr. Jensen told [Mr. Lamb] that he was much more comfortable with the speed up and landing long with half flaps.

Mr. Lamb said he did not recall Mr. Jensen ever having to take control. He recalled Mr. Jensen saying “your mixture is a bit rich here, why don’t you pull it back” because the fuel flow had been getting a bit high on climb-out. After the last flight, Mr. Jensen told Mr. Lamb that he enjoyed flying with him and complemented him. Mr. Jensen said he would send [Mr. Lamb] notes about their flights together but he never did. No flights were logged except with the other CSIP. Mr. Lamb said he had an expectation that he would log these flights and Mr. Jensen indicated that he would but by the end of Tuesday, they were tired, and they didn’t. Mr. Lamb said he only needed two hours per his insurance so when the other CSIP signed off on Thurs, that was covered. He said it did strike him as odd because most instructors are proactive about signing logbooks but Mr. Jensen was not.

The next day he got his sign-off from maintenance and he took off for a cross-country tour. The aircraft performed perfectly. Mr. Lamb said that he wasn’t looking for a great deal of instruction. He was looking for mostly tips, tricks, tuning and a separate set of eyes while the aircraft was in new condition. He said he felt he got exactly what he was hoping for. On a scale of 1-5 with 5 being the best Mr. Lamb rated his experiences with the Cirrus training program a “5.” On the same scale Mr. Lamb rated his experiences with Mr. Jensen a “5” as well.

Interview concluded at 1933

Interview Summary Angela Hair

Interviewee: EMT Angela Hair, ESD 11 Harris County, Tx
Representative: Katie Conn, Supervisor
Date, Time: 22 Sept 2022; interview start time 0930 EDT
Location: virtual, audio only
Interviewer: Sabrina Woods, Ph.D.

During the interview, Ms. Hair stated the following:

When she arrived on scene she saw several neighbors directing her unit and saying that there was an aircraft crash. Upon arrival, she saw a female [Ms. Hazelwood] laying supine on the driveway just in front of wreckage. A male [Mr. Stoneking] was standing next to her with multiple lacerations and abrasions. She said that both told her they were in the accident. Ms. Hair said she did not know how the two got out of the wreckage, but she suspected the woman had to be carried because of a bilateral open leg fracture, however she did not know for sure. When she reached them, the female was alert but in great pain. The male said he was fine, but he kept telling her to go to porch. Ms. Hair said that the male was very concerned about the person on porch. She asked him how many people there were, and he said “three.” There were no ground injuries and no one was in the actual debris when they got there. Everyone else was out except for the victim on the porch. After that she concentrated her efforts on reaching the porch. Per their policy, they work on the most injured first.

She said that “the wreckage was really dense and very hard to get through.” She said it was “miraculous that they [the aircraft] didn’t hit the house.” There was a third patient, male, laying supine on the porch of the home to the right of the wreckage. He was laying with the top of his head facing the road. The entry to the porch was on side of home and on the inside, facing the wreckage. The porch had a railing all the way around it. The only way to get to it was through stairs where there was dense wreckage in the way. She said it was very difficult to get to and that they had to cut down the porch to finally extricate him. She said, in her opinion “that was where he landed [when they crashed], and that was where he stayed.” She said there was no way someone could have crawled over all that wreckage to either extricate themselves or to get him out, and that the rail was on the other side preventing access.

She said when she reached the patient he could not follow commands, and was very agitated. He was moaning and moving his extremities, but he was unable to communicate. She said he was laying on top of something that looked like part of a seat. It was spongey and then hard underneath. Later, when she had a chance to discuss the event with one of her teammates, they discussed what the item might have been. They thought it was possibly a chair from the porch but that there were no other pieces to be found so that didn’t seem right. When asked, she said there was nothing else she noticed around the porch as she was focused on the patient.

She said they worked to get [Mr. Jensen] out and transported him first, per their protocol. As they were loading him up another unit arrived and immediately started working on the female as she was the second-most injured. All three patients were transported to Memorial Hermann Woodlands Hospital. She said he arrested on the way to hospital, but they kept working until they got there and the hospital staff were the ones to pronounce him deceased.

The interview concluded at 1005 EDT.

Interview Summary George Gallegos

Interviewee: George Gallegos
Representative: N/A
Date, Time: 27 Sept 2022; interview start time 1108 EDT; 1820 EDT
Location: virtual, audio only
Interviewer: Sabrina Woods, Ph.D.

Mr. Gallegos has approximately 1100 hours in different aircraft to include the Cirrus SR20. He has about 30-40 hours in SR22T/Garmin1000 Perspective + and was working on his instrument rating prior to taking possession of his SR22T. He said that though he took advantage of the three days of training Cirrus was offering, he felt he was comfortable enough to have flown the aircraft back by himself. He picked up his aircraft on 1 August 2022. Mr. Gallegos previously flew with a CSIP in an SR22T for his instrument rating and to build time. He had never been to the Knoxville facility before.

He said that prior to his arrival, there was a lot of email communication, he was introduced to the people he would be in contact with, and he was registered in the training portal. He said there were hours of video training, and that he started in March. Within the week of delivery, Cirrus introduced him to Mr. Christopher Jensen via email. Mr. Jensen asked what he wanted to accomplish, and Mr. Gallegos said to build more instrument time. He introduced Mr. Jensen to his own instructor and together they discussed what should be done. Mr. Gallegos felt it was good communication and well organized.

When he went to take possession of his new aircraft, Mr. Gallegos' wife went with him. He said Cirrus did an incredible job of making it a great moment. Their first flight was a quick 20 minutes. They did a normal preflight for takeoff procedures and the delivery pilot was in control while he and his wife just rode along. He was in the left seat for this flight. Before their first flight with Mr. Jensen, he said they went to the simulator and worked through different emergencies like engine out, inadvertent IMC, etc. He said it seemed as though they were testing his willingness to pull the parachute. They simulated about six different emergencies, some that required parachutes and some that did not. They also did a parachute simulator and his wife did that with him.

Later that day he and Mr. Jensen did a preflight, discussed a plan for flying to Nashville and divvied up PIC duties. Mr. Jensen was doing the instrument calls outs because Mr. Gallegos was not rated. Mr. Gallegos did the taxing, takeoff and the flying. He said they used autopilot most of the time. He believes they discussed emergency protocols for the first flight, but not for subsequent flights. They flew his wife to Nashville and dropped her off to visit with family. He said his wife was only willing to fly with him because the aircraft was very safe, had a parachute, and because a professional pilot was in the plane.

He said they did have a minor issue while on instrument flight plan. They were doing ILS into John Tune airport. The autopilot was already on the ILS approach but ATC had given them

different instructions so they had to navigate away and do the approach again. They finally had to come off autopilot so they could hand fly it. Mr. Gallegos said he flew while Mr. Jensen dealt with the autopilot. He said they could not figure out “why is the autopilot not listening to us?” He believes that afterwards, Mr. Jensen called his father to seek advice on why the autopilot was not acting as expected. On the return, they took off near sunset and accomplished nighttime IMC. He believes that was the first time for both he and Mr. Jensen.

He said that overall, Mr. Jensen was a much more experienced instrument pilot and that he told [Mr. Gallegos] that he files for instrument even when on VFR because “he wants to keep his skills sharp.” He said he would ask Mr. Jensen a lot of questions and he would always answer. He said Mr. Jensen was very knowledgeable on instrument flying but he didn’t think Mr. Jensen had as much SR22T time as [Mr. Gallegos] did. He said it was an “aha” moment for him.

The next day there was a moment where they got confused with the instruction holds at a specific waypoint. They were doing the RNAV 5 into Tyson with no published holds, however there was a published hold on a different chart. They had to create their own “hold” but he feels they could have done a better job setting it up in autopilot. When they did try to approach the aircraft ahead reported windshear. Mr. Gallegos said he would have diverted from Tyson but Mr. Jensen told him the storm would pass. They had about 1 to 1½ hours of fuel however Mr. Jensen was right and they were able to land. Mr. Gallegos said that was a great experience. He said they debriefed each day and Mr. Jensen would do research and would follow up on any questions he had. For instance, Mr. Gallegos found a step-down approach confusing so Mr. Jensen videoed himself on how to set it up and gave it to Mr. Gallegos. He said Cirrus later asked him for the video after Mr. Jensen was already deceased.

The last day of instruction was a long cross-country. They attempted high altitude flying and tested the O2 masks. They also discussed Mr. Jensen’s private life at length. Mr. Gallegos learned that Mr. Jensen was having difficulty in his marriage, that there were accusations of infidelity, some financial concerns, and the strain of being physically separated from his family. He also felt that Mr. Jensen’s ultimate goals were to move to an airline position, and that [Mr. Jensen] looked up to his father who was also a pilot. Mr. Gallegos said that the situation was “definitely weighing on [Mr. Jensen].”

Each day Mr. Jensen signed off in the logbook as Mr. Gallegos was still in instrument training and was flying under a hood for the majority of flights. On a scale of 1-5 with 5 being the best, Mr. Gallegos rated his experiences with the Cirrus training program a “5.” He said it was the “best thing ever,” that he wanted instrument training and he got it. On the same scale he rated his experiences with Mr. Jensen a “5.” He said that Mr. Jensen was easy to spend time with, easy to ask questions, very knowledgeable, and knew instrument flying and approaches.

1st Interview concluded 1150

2nd Interview concluded 1854

Interview Summary George Lange

Interviewee: George Lange
Representative: N/A
Date, Time: 27 Sept 2022; interview start time 1005 EDT
Location: virtual, audio only
Interviewer: Sabrina Woods, Ph.D.

Mr. Lange is not a rated pilot however he has been around aviation all his life. He has flown a couple of hours in a SR22 with a Cirrus sales representative and with Christopher Jensen. He and his son, Adam Lange, went together to take possession of their new SR22 from the Knoxville Facility. Mr. Lange (senior) said he was aware of the operation, he had been there before, and he knew what to expect with acceptance. He said they had an acceptance flight and when they came back, Cirrus provided three days with instructors. He said, "I guess they want to make sure that you are comfortable with plane." He said his son only needed three instrument approaches.

Mr. Lange said that after lunch on the second day, Mr. Jensen told his son "I am fine with your ability to fly plane, you don't need any more instruction, I am ready to sign off on you." Mr. Jensen then turned to him and asked if he wanted to fly. Mr. Jensen taxied the aircraft out and Mr. Lange took over the aircraft while Mr. Jensen worked communications. Mr. Lange said he was in the left seat and in total control. For experience, he said he had taken a SR20 off once, but they took off fine.

He said they took about 45 minutes doing maneuvers and he did his first landing. Mr. Jensen was giving instructions, but Mr. Lange had never had a true lesson before. They did a touch and go and Mr. Lange got to control things like the flaps and mixture. He said they did pattern work and then come back into land. At that time, they were about 20 feet off the runway and there was a "puff of air." When he touched down, he overcorrected on rudders. His son looked up and was alarmed and once he got plane stabilized, Mr. Jensen took over back over.

Mr. Lange said that during their time with Mr. Jensen, he was very interested in talking to his son about the airlines and how to get in. When they quizzed Mr. Jensen on type of flying he does, Mr. Jensen said he sometimes ferries planes from Duluth and that he can go anywhere with buyer.

According to Mr. Lange (senior), Mr. Jensen seemed competent when his son was flying. Mr. Jensen was working the radio and giving his son advice on airports approaches. Mr. Lange said didn't have any alarms, but he admitted that he also didn't have enough experience to know when he was in trouble. He felt assured Mr. Jensen was there "to catch the plane".

Interview concluded at 1043 EDT

Interview Summary Michael Jensen

Interviewee: Michael Jensen

Representative: N/A

Date, Time: October 7, 2022: 1300 EDT

Location: virtual, audio only

Interviewer: Sabrina Woods, Ph.D.

Michael R. Jensen is the father of Christopher Jensen. He has 30 years of flying experience, has flown Part 91 and 135 operations, and currently flies for a private company. He described Chris as a person everyone liked, who was kind to the elderly, was very into sports, that he was sharp and loved going to church. He said when his son was 4-5 years old, he took him on a flight and Chris loved it. His son wasn't able to start flying until later, however. Mr. Jensen said Chris was always looking for opportunities and saving his money to get his certificate and ratings. When he was hired by Cirrus, his son took it as a temporary job because he wanted to fly for a major airline. Before flying, Chris did odd jobs to build money for his certificate.

Mr. Jensen said his son loved instrument flying and flying IFR, and that he was very good at it. He said the pay at Cirrus was good and Chris enjoyed the camaraderie. He said Chris loved the aircraft and knew it well. He never complained about the company and never told [his father] about any external pressures the company might have placed on him. Mr. Jensen said his son did not fly outside of Cirrus.

He said when he flew with his son; Chris did everything by the book. He was very talkative and would communicate what he was going to do next. He was very methodical in all his procedures. He said Chris used a lot of acronyms. Chris would "take it to the next level." He had his flows memorized and would back it up with the checklist. Chris would constantly go over them with he and his wife (Chris' Wife). They would talk for hours about flying. Mr. Jensen said Chris knew everything well.

He said in general, Chris was loving life, was feeling great and going to the gym. He said Chris did not take any prescription, OTC or illicit drugs; he drank maybe 1-2 alcoholic beverages a week, drank caffeine, but was unsure about tobacco use. Before Chris got the job at Cirrus, They had no debt outside typical school loans. Since working for Cirrus, things were good to the point he was concerned his son was going to make a career out of it. He really wanted his son to go to a Part 121 carrier. He said Chris was goal oriented. To his knowledge, Chris had never been disciplined for his performance. At least once he received a monetary bonus from a customer for a job well done. He said Chris felt like he had finally made it.

Mr. Jensen said the last time he saw Chris was when the latter had gone to Seattle for a big family get together on July 4. Chris' wife had moved back to Seattle in June. She had had a promotion when he got the Cirrus job, so they had to separate. This did cause some tension and he believed his son and daughter-in-law briefly discussed divorce, but that things had gotten better and the several weeks prior to the accident were good. When he went to Chris' apartment, he could tell it was temporary. His son was looking at possibly transferring to Cirrus in Washington, which was encouraged by one of his Supervisors.

Mr. Jensen said he and his son were close and communicated with one another often. Chris was also in constant contact with his mother and his wife. The last time he spoke to his son before the accident was a week prior, although they would text. The morning of the accident Chris text [Mr. Jensen] his flights. Mr. Jensen would typically track his son on either FlightAware or Flight24 and listen in on LIVE ATC. He said he didn't think Chris was originally scheduled to fly that day. After the accident, Cirrus explained why he was, however Mr. Jensen could not remember the reason. The day of the accident, Mr. Jensen was also flying and before he left, Chris text his flightpath. He said Chris was strict about always texting him where he was going, and Mr. Jensen and Chris would talk about the flight. Chris' text from Knoxville did not say when he intended to be back. Mr. Jensen said he could tell his son was excited.

After the accident, he said the Chief Pilot, Mr. Robert Haig, called to tell him about it. Cirrus was very helpful in sending a corporate jet to pick up he and his daughter-in-law. He said they were very supportive throughout the entire process. When he arrived at Cirrus, he talked to other employees and heard that the customer Chris was working with was struggling to the point of needing extra work. He believed that was why [Chris and the customer] were going back to [the customer's] home to get him set up with a Texas based CSIP. He had also talked to other Cirrus owners in and around the Seattle area to get ideas on what could have happened but has received no further correspondence from Cirrus since the week after the Memorial Service.

Interview concluded at 1427 EDT