

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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SIKORSKY S76B HELICOPTER N72EX

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CRASH NEAR CALABASAS, CALIFORNIA,

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ON JANUARY 26, 2020

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Interview of: JOSHUA BAGGE, Safety officer
 Island Express Helicopters

Island Express Helicopters
 Long Beach, California

Thursday,
 January 30, 2020

APPEARANCES:

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I N T E R V I E W

(2:03 p.m.)

DR. SILVA: You're on the record at 2:03.

DR. SEVILLIAN: All right. Good afternoon, Josh.

MR. BAGGE: Good afternoon.

DR. SEVILLIAN: My name is Dajuan Sevillian. I'm a human performance investigator for the NTSB. Thanks for coming to talk with us today.

MR. BAGGE: Thank you, sir.

DR. SEVILLIAN: So what you're seeing around the table is part of our party system. We have the FAA, like I said before, which has come in -- that's just the safety side, not the enforcement -- and several NTSB investigators, but we'll go around the room in a moment for discussion. And we have a company representative as well.

So the first thing I will say is that the NTSB mission, in general, is to improve safety, provide recommendations for safer transportation. That's what we're here for. We're here for safety only. And you're the expert. We want to hear from you, and your contribution to the case that we're working here is going to help us a lot.

How we run the interviews is we'll have two rounds. I'll start off the round, and we'll go around the room and everyone will have their questions.

MR. BAGGE: Okay.

1 DR. SEVILLIAN: And then the same thing with the second
2 round.

3 All of our conversations will be recorded and will be
4 available on the public docket in the future. You're allowed one
5 representative for the interview. And for the record, who would
6 you like to be your representative?

7 MR. BAGGE: Don here.

8 DR. SEVILLIAN: Say it again?

9 MR. BAGGE: Don.

10 DR. SEVILLIAN: Don. So, with that being said, when we are
11 going through the interviews, if there's anytime that you need to
12 take a break, we have all that put into the time frame, so don't
13 hesitate to say I need a break.

14 MR. BAGGE: Okay.

15 DR. SEVILLIAN: If there anything -- if there's any questions
16 that you need clarification, let us know. And if there's anything
17 that you don't know, just tell us if you don't know.

18 MR. BAGGE: Okay.

19 DR. SEVILLIAN: Okay? I'd like to go around the room. So
20 we'll start off with Fabian.

21 MR. SALAZAR: Hello.

22 MR. BAGGE: Hello.

23 MR. SALAZAR: Fabian Salazar, operations.

24 MR. DALTON: Garret Dalton, director of operations, Island
25 Express, and I'm here because I've got in-depth knowledge of the

1 company and the aircraft.

2 DR. SILVA: I'm Sathya Silva, human performance at the NTSB.

3 DR. SEVILLIAN: All right, and any questions before we get
4 started?

5 MR. BAGGE: No.

6 INTERVIEW OF JOSHUA BAGGE

7 BY DR. SEVILLIAN:

8 Q. Okay. So, for the record, could you please provide the
9 saying and spelling of your full name?

10 A. It's Josh. I go by Josh; it's Joshua Bagge, and last name is
11 spelled B-a-g-g-e.

12 Q. Okay.

13 A. And first name J-o-s-h-u-a.

14 Q. Okay. And what's your role at the company?

15 A. I'm the safety officer.

16 Q. And as safety officer, what are your duties, things that
17 you --

18 A. As safety officer, my duties is to watch the overall safety
19 of the company, what I see on the ground, with the SMS program,
20 monitoring that, and communicating with the pilots in safety
21 meetings.

22 Q. Okay. Could you give us a brief biographical sketch of your
23 flight background?

24 A. Yes, I'm also -- I'm a pilot, commercial pilot, instrument
25 and CFI, flight instructor. 2007 I did -- 2008 I got my

1 commercial rating and 2009 my instrument; I want to say my CFI
2 around that time. And that's -- and I'm all helicopter time.

3 Q. Do you have any background in the S-76?

4 A. I have, off of my head, maybe 30 hours. That's just -- I'm
5 not 100 percent sure on those hours, but maybe around that time.

6 Q. Okay. So, in the organizational chart, who do you report to?

7 A. I report to the director of operations, the chief pilot, and
8 the president.

9 Q. Okay.

10 A. And then all -- and then I -- those are the ones I report to.

11 Q. All right. You mentioned that you are involved with the
12 safety management system here at the company. Could you just give
13 me an overview of the safety management process for the safety
14 management system?

15 A. Could we -- sorry -- break down the question a little bit, a
16 little bit easier for me?

17 Q. Yes. As far as the safety management system, what parts of
18 that system are you managing?

19 A. Oh, okay. I'm managing the risk assessments and incident
20 reports or hazard reports.

21 Q. How often do pilots provide incident reports or hazard
22 reports to you?

23 A. The pilots, not too often I see the incident and hazard
24 reports. Not too often. We do get them, but not too often.

25 Q. Okay. And as far as the safety management system, could you

1 describe the health of the system in terms of how often people use
2 the system? Is it anything that could be done to make things
3 better for the system, to your knowledge?

4 A. On the pilots, the pilots fill out their risk assessment
5 before the beginning of the day, before they fly.

6 Q. And are there any times where pilots do not feel the risk
7 assessments out?

8 A. There has been times, and we've got on to it and we've had --
9 we've brought it to everyone's attention, you must fill out the
10 risk assessments before you fly.

11 Q. So how do you typically -- you indicated that you hold safety
12 meetings.

13 A. Yes.

14 Q. And who's involved with those safety meetings?

15 A. Director of operations, chief pilot, and the pilots that are
16 able to be on the phone for the conference call. And then I write
17 up the minutes and then the ones that weren't available, we hang
18 the meeting notes and they read them.

19 Q. And how often do you have these meetings?

20 A. We are holding them once a month.

21 Q. Good turnout --

22 A. Yes.

23 Q. -- for the meetings?

24 A. Yes.

25 Q. As far as any other tools or hazard assessments -- you talked

1 about the risk analysis tool, are there any other methods that
2 personnel can report hazards?

3 A. On the PRISM site?

4 Q. Yes.

5 A. You could write it under the notes section on the risk
6 assessment. And you could write in the notes section of -- or
7 they have to submit an incident or hazard report. Or you could
8 fill it out manually and they could bring it to me.

9 DR. SEVILLIAN: That's all the questions I have for right
10 now.

11 Fabian?

12 MR. SALAZAR: I'll be right with you.

13 BY MR. SALAZAR:

14 Q. Josh, like Dejuan said, thanks for coming in.

15 A. Thank you.

16 Q. The GOM has got six duties for the flight safety officer.
17 Are you familiar with those in there?

18 A. I would have to --

19 Q. I'm not going to ask you to recite them.

20 A. Okay. I --

21 Q. Do you need -- are you -- do you need --

22 A. Off the top of my head right now, I would have to look them
23 up in the manual.

24 Q. Okay. These are kind of -- these questions are real close to
25 Dujuan's, so I won't double down on you and ask you the same

1 question. You said you have safety meetings once a month --

2 A. Yes.

3 Q. -- and you post the minutes. And when people come in to
4 either talk to you or they write in a hazard, what's your process
5 for dealing with that hazard?

6 A. My process with the hazard, how I approach it is, I speak to
7 my director of operations, chief pilot or the president, if
8 needed. And they will help me as assess the situation and help me
9 fix the hazard problem or reduce the risk.

10 Q. Okay. And when you have your safety meetings, do you post
11 the minutes as well? You said that, right?

12 A. Yes.

13 Q. Very good. Do you get yourself involved with any OSHA
14 compliance stuff for the hangar and the shops as well?

15 A. I have everyone do ladder OSHA training, and on PRISM there's
16 a couple study guides on some OSHA stuff, hearing protection and
17 stuff like that, and I go over this with everyone.

18 Q. Speaking of hearing protection, do you have a hearing
19 protection program or do you offer hearing -- or earplug?

20 A. Yes, we have earplugs in the hangar, and they're out for
21 everybody, and the same with our other location downtown.

22 Q. Okay. Do you do fire extinguisher training once a year?

23 A. The fire extinguisher training is -- the ground crew, they do
24 theirs, their training. And I'm not sure about the maintenance --

25 Q. Okay.

1 A. -- department.

2 Q. All right. Let's talk about flying duties. You flew the
3 S-76 and the 350? Are you checked out on both aircrafts?

4 A. Currently, I'm not current, but I'm, at the time, an AStar
5 and the Sikorsky.

6 Q. Is it -- is that time from this company?

7 A. Yes.

8 Q. Okay. What training did you take from Island Express to get
9 up to the flying stage? Did they train you to fly the aircraft or
10 did you come already qualified?

11 A. They trained me to -- for the model.

12 Q. Okay.

13 A. Yes.

14 Q. All right. So what type of ground training tasks did they
15 take you through?

16 A. Well, we do -- we have a program, the CTS-YS, that lists all
17 of our learning subjects that we have to do. And then -- but
18 through the company, I've learned weather, decision making, good
19 decision making, airspace, emergency procedures, the flight
20 manual, weight and balance.

21 Q. All right. Did you take your training flights and check
22 rides with both Garret and Ara?

23 A. Yes, I have, with Garret. Ara, I've received a Sikorsky
24 check ride.

25 Q. Okay.

1 A. And I -- yes, and then previous director of operations for my
2 check rides before Ara was around.

3 Q. Okay, prior to Ara?

4 A. Yes.

5 Q. All right. Your check rides -- ride or rides with Ara.
6 What's it like flying with Ara? What's his demeanor like?

7 A. Demeanor? Sorry.

8 Q. His habit patterns, like his personality.

9 A. Ara was --

10 DR. SEVILLIAN: So we could take a break.

11 DR. SILVA: Um-hum.

12 MR. SALAZAR: All right.

13 DR. SILVA: Absolutely. Can you pass the tissues? Okay.

14 MR. SWAIM: I think he was his best friend.

15 DR. SILVA: Okay.

16 MR. SWAIM: Do you want to take a second?

17 DR. SEVILLIAN: Off the record.

18 DR. SILVA: Yeah. Take a second.

19 DR. SEVILLIAN: We're going to take a second.

20 DR. SILVA: We'll go off the record at 2:15.

21 (Off the record at 2:15 p.m.)

22 (On the record at 2:17 p.m.)

23 DR. SILVA: And we're on the record at 2:17.

24 BY MR. SALAZAR:

25 Q. Do you want to tell me how the check ride -- how this check

1 ride went?

2 A. Yeah, Ara was very, very professional. He had all his
3 experience in that LA airspace. His knowledge was -- I can't
4 explain his knowledge. He just helped me so much with
5 understanding everything about this area, with towers and
6 communications and rules and flight paths, and what to look for in
7 emergency procedures, how to handle them and what to do in
8 stressful situations, and what to do in weather situations when
9 you're over the ocean and you have no visual reference. He's
10 taught me amazing things that I could share with other pilots.

11 Q. All right. Let's talk about the -- let's go back to safety,
12 okay? People come to you, as the safety officer, with safety
13 concerns, but who do you go to?

14 A. I work directly with the director of operations and chief
15 pilot.

16 Q. Okay.

17 A. And, if needed, to the president. But I -- the team here is
18 -- they're very open and I use everybody's knowledge to help me.

19 Q. Okay. What does a pilot do or what do you guys do when you
20 fill out a risk assessment and you find that the value is
21 elevated?

22 A. If the value's elevated, I'll receive a notification. The
23 director of operations will get a notification. And this is
24 something we discuss, and the chief pilot or director operations
25 needs to discuss with the pilot on the situation.

1 Q. After you had that discussion, is there any interaction with
2 the risk assessment to where it reduces that value down several --

3 A. I -- oh, sorry.

4 Q. Go ahead.

5 A. No, go ahead. Sorry, sorry.

6 Q. Okay. So after you fill out your risk assessment, it's
7 elevated, you go and talk to the director of operations, you
8 communicate on ways to reduce that risk. Do you go back into the
9 risk assessment and type in the changes, and does that value come
10 down?

11 A. Well, there is a way with the system, how we designed the
12 questions, they could go in and click on, for example, "I've spoke
13 to director of operations," and that that will help lower the
14 score.

15 Q. Okay. All right. Let's get -- let's talk about that AS350.
16 Has it been a while since you've flown it?

17 A. Yes, a little.

18 Q. A year, a couple of months?

19 A. I'm not sure right now.

20 Q. Okay. Tell us about the 350 helicopter. Did you like it?
21 What are your thoughts?

22 A. It's an awesome aircraft. Very, very great, safe aircraft.

23 Q. Any quirks?

24 A. Flies nice.

25 Q. Anything that you didn't like about it?

1 A. Tail rotor's amazing. The visibility's amazing.

2 Q. Which one did you learn how to fly first, the 350 or the
3 Sikorsky?

4 A. The 350.

5 Q. Okay. So when you got into the Sikorsky, were there any
6 issues with everything wanting to go the opposite direction?

7 A. It's very overwhelming.

8 Q. Yeah?

9 A. Very, very overwhelming. Lot of instruments. They're all
10 the same, but just a lot of double of everything. It's just a lot
11 in the cabin and to process.

12 Q. Flying-wise, did you find it as easy to fly as the 350? Just
13 stick and rudder?

14 A. No. No, because there are certain procedures -- your speed,
15 when to slow down. It's very easy to get ahead of the aircraft,
16 so you need to be 10 steps ahead of the aircraft. But --

17 Q. Then you got to remember to put the gear down.

18 A. Wheels down, follow your checklist. And Ara was very good
19 about that --

20 Q. Yeah?

21 A. -- was reminding me to do my --

22 Q. How many times in the checklist -- I'm just curious at this
23 point. How many times in the checklist does it remind you to
24 check that the gear's down? More than once?

25 A. Yes. I'm not -- I can't remember off the top of my mind, but

1 I do know you do your checks before landing. You have your --
2 certain checks you do, that you run your hand down and then --

3 Q. That's your last --

4 A. Yeah.

5 Q. -- that's your last landing check before you touch down?

6 A. Twice. You know --

7 Q. Yeah? Very good.

8 A. Twice.

9 Q. All right. Do you -- have you taken part in any charter
10 flights?

11 A. Yes. Yes.

12 Q. Okay.

13 A. Flying them?

14 Q. Yes.

15 A. Yes.

16 Q. Okay. Did you receive any special training prior to going on
17 the charter flights other than learning how to -- learning to fly
18 the S-76?

19 A. I never did any -- I never was PIC for charter flights in the
20 Sikorsky.

21 Q. Okay. And in the AStar?

22 A. In the AStar when I was current.

23 Q. Okay

24 A. A few years ago, I would do charters, and if I was
25 unfamiliar, chief pilot or director of operations would run

1 everything with me and -- to help me out with the flight.

2 Q. All right. While you were doing any missions, whether it be
3 charter or whatever, did you ever feel any pressure to get the
4 mission flown regardless of --

5 A. Absolutely --

6 Q. -- the weather?

7 A. Absolutely not. Absolutely not. No pressure.

8 Q. Okay. Have you had to request Special VFR clearance to do
9 some of your missions?

10 A. I've had to request Special VFR out of Long Beach Airport
11 before, to get to the Queen Mary.

12 Q. Okay. You're CFI?

13 A. Yes.

14 Q. Are you instrument rated?

15 A. Yes.

16 Q. Okay. Do you -- have you done any instrument training,
17 whether it be basic instruments or real IFR flying with the Island
18 Express Helicopters?

19 A. No real IFR flying. We're VFR -- we're a VFR company. I have
20 practiced ILS approaches with Ara, a few ILSes and, you know,
21 unusual attitude and a GPS approach, maybe. That's top of my
22 head. I --

23 Q. Okay. Were you wearing foggles or any type of vision --

24 A. The foggles. Foggles.

25 Q. Okay.

1 MR. SALAZAR: That's all I have right now, thank you.

2 DR. SEVILLIAN: Okay. Okay, thank you, Fabian. Sathya?

3 DR. SILVA: Okay.

4 BY DR. SILVA:

5 Q. How much total time do you have?

6 A. 15- -- a little over 1500, I want to say.

7 Q. Okay. I might have missed this when you mentioned this
8 earlier, but how long have you been with the company?

9 A. 2011, and 2012 is when I had my 135 check ride.

10 Q. Okay.

11 A. 2011, I think. I -- off my head, to --

12 Q. So that was -- was that the first job that you got after the
13 CFI?

14 A. Yes. Yes.

15 Q. Okay. Professional flying?

16 A. Yes.

17 Q. And did you get hired on as a line pilot?

18 A. Yes.

19 Q. Okay.

20 A. Yes.

21 Q. When did you transition over to the S-76?

22 A. It took some -- not till maybe a few years ago --

23 Q. A few years?

24 A. -- with Ara.

25 Q. And he did your training for the S-76?

1 A. In -- yes, yes.

2 Q. The former DO did the --

3 A. No, no.

4 Q. Oh, he did your training?

5 A. Training, yes, with Ara.

6 Q. All right. Okay.

7 A. And we have a -- and I have some training through a company

8 too.

9 Q. Okay. So you mentioned that you had a couple of supervisors.

10 Were all of those direct supervisors or who would you say you

11 directly report to?

12 A. Directly go to is the director of operations.

13 Q. Okay. Okay. Now, we've talked a little bit about your roles

14 and responsibilities, but can you describe essentially a day in

15 the life for you? When you come to work, what are you looking at,

16 what are you working on?

17 A. Okay. I'm -- so I come to work, I'm involved with the SMS.

18 So I come and, being around, looking out on the ramp for hazards

19 or incidents, watching the pilots, making sure everyone's just

20 being safe. The mechanic's using the ladders the proper way. At

21 Queensway, make sure the rampers are loading the passengers

22 correctly, and watching out and reminding everybody. That's my

23 duties and that's my every day, when I come to work.

24 Q. Can you give us some examples of any safety of flight issues

25 you may have observed?

1 A. Safety of flight issues? Current, at the moment, I can't
2 think of any.

3 Q. Okay. How many safety reports do you get in per, let's say,
4 a month?

5 A. Safety reports for like a incident or --

6 Q. In general, yeah. Whether it comes through your reporting
7 system or whether it gets reported to you, how many issues are you
8 working?

9 A. Some -- maybe one.

10 Q. One?

11 A. If. Sometimes none.

12 Q. Okay.

13 A. In a month --

14 Q. Okay. Did -- have you had any relating to safety of flight?
15 Any safety issues come up?

16 A. I can't recall right now of safety of flight. I would have
17 to check. I can't remember off my mind right now.

18 Q. And can you just run through an example, whatever you can
19 remember, of a safety issue that you found out about, and run
20 through the SMS process, how that was handled and mitigated?

21 A. A safety issue? I want to, off my head, I want to say the
22 steps for passengers. Walk -- we use steps for passengers to
23 climb into the aircraft. I want to say the steps slipped outside.
24 I had to get corrective action and find new steps that worked
25 better for the passengers. That's the example that comes across

1 my mind that was written up.

2 Q. Okay. How quickly was that mitigated? How long did that
3 process take?

4 A. That one took a little while because I had to really search
5 for some custom steps that worked for our skids and over the
6 floats and didn't hit the bottom of the aircraft. So it took them
7 -- it took some time.

8 Q. How are they working now?

9 A. Great.

10 Q. Do you follow up on that and check, or how does that -- do
11 you get the feedback?

12 A. Actually, I have a brand-new set in the hangar here to -- I
13 purchased more because they're working out.

14 Q. Okay. Does the company have fatigue policies?

15 A. There is fatigue questions on the risk assessments.

16 Q. Okay. Okay, so if -- how are those essentially manifested
17 into the fatigue -- into the risk assessment? So, if I'm tired,
18 too tired to take a flight, how does that --

19 MR. DALTON: Here's a copy of the risk assessment, if you
20 need to look at it.

21 DR. SILVA: Yeah.

22 MR. BAGGE: Oh, okay. Okay, thanks. Sorry --

23 DR. SILVA: No, that's really good.

24 MR. BAGGE: Thank you.

25 MR. DALTON: And it's both sides.

1 MR. BAGGE: So, it's going to be under personnel: I am
2 fatigued and I'm not safe to fly.

3 DR. SILVA:

4 Q. Oh, I see.

5 A. And that was an important question that needed to be there.
6 If they're feeling it, they need to click that.

7 Q. Okay. So what happens if they click it?

8 A. We will get -- I will get notified and the director of
9 operations will get notified, and that person is not allowed to
10 fly.

11 Q. Okay. No matter what?

12 A. Yeah.

13 Q. No matter what the number is?

14 A. He's not allowed to fly.

15 Q. Okay. So what does the number mean here?

16 A. So, off my head, I want to say we set up this section for
17 anything higher over -- I'd have to go and look, but it's -- I'd
18 have to look how the process, how we --

19 Q. Okay.

20 A. -- built, it's --

21 Q. So essentially I'm hearing there's logic within each section?

22 A. Yes, it's -- which I've had help with. Director of
23 operations helped me with the number format, and also the chief
24 pilot helped along with the scoring. And it's an art to figure
25 out how to create the right number and --

1 Q. Can you describe that a little bit more? I'm curious about
2 the process. How do you get those numbers? You can give an
3 example if you want if that's easier.

4 A. I kind of just went off the examples I've seen. And previous
5 before it came in as safety officer, there was numbers there. And
6 we went off numbers from previous, before I was safety officer.
7 And -- yeah.

8 Q. So starting with that number, it sounds like you've revised
9 this product. So what -- when would you decide to revise these,
10 the risk assessment? What would trigger that?

11 A. Like -- I'm sorry, like change questions or --

12 Q. Change questions, change weights.

13 A. Well, this one we just currently -- I currently worked pretty
14 hard on. I was trying to create something for the pilots that
15 really made it challenging to lift off and depart and fly if there
16 was a weather or -- I wanted to make it more -- I wanted there to
17 be more communication and more people talking about, example, what
18 type of weather is out there or fatigue or if they're sick. I
19 wanted the pilot to have a couple of people to help assess the big
20 picture and make it safer for them.

21 Q. Do you know when this version came out?

22 A. We just -- this is -- this one's pretty new. This one's
23 pretty new.

24 Q. Like a month, 2 months, kind of thing or --

25 A. Maybe 2 months. I'm not --

1 Q. That's okay. I'm just trying to get a feel for how long
2 you've been using this. And you mentioned that you get an email
3 every time one's -- is that where you get an email every time a
4 risk assessment comes through or only --

5 A. If it's into the yellow or the red, yes.

6 Q. How often have you seen risk assessments come through that
7 are yellow or red?

8 A. Currently, with this new setup, not -- I can't recall. I got
9 to go -- I'd have to go back and look. Sorry.

10 Q. Okay. So it seems like -- the sheet says if it's above 45 of
11 the total score, it'll go into the yellow; is that right? On the
12 bottom of the last page I thought I saw that. The 45 on that
13 page?

14 UNIDENTIFIED SPEAKER: Yeah, so it's over here.

15 DR. SILVA: When it gets elevated.

16 UNIDENTIFIED SPEAKER: Yeah, down there.

17 MR. BAGGE: That's -- I would have to -- right now I'd have
18 to --

19 BY DR. SILVA:

20 Q. Okay. So that's fine. Again, it's what you recall. I just
21 want to be clear. So it sounds like in certain sections there are
22 criteria as well. Like, for example, with the personnel section,
23 you have Criterion 2. Or is it just a total score that you're
24 looking at for elevating?

25 So you mentioned there's like the not fit to fly.

1 A. Yeah, if I'm not -- I'm fatigued and not safe to fly.

2 Q. Okay, so that would automatically go to a red; is that how
3 the system works? Or do I have to get, what is that, 13 minus --
4 45 minus 13 -- 32 more points in order for it to go to red or
5 yellow?

6 A. I'd have to bring out the the system to help answer the
7 questions here. Sorry.

8 Q. Okay. That's okay. Is that -- is this described anywhere in
9 the GOM or safety manual, the criteria for the risk assessments?

10 A. I don't recall right now.

11 Q. Okay. Okay, so you mentioned that you have -- you check to
12 see if people are filling out the risk assessments. Is that a
13 fair statement?

14 A. As best I can.

15 Q. Okay.

16 A. As best I can.

17 Q. And how do you audit that, essentially?

18 A. I would -- to audit that, I'd have to go into my computer and
19 check to see if the pilot has filled out the report.

20 Q. Do you -- are you really looking for if there is a risk
21 assessment for each flight, or do you go any deeper in terms of
22 was it filled out properly? Are there any types of oversight in
23 terms of filling it out?

24 A. We were -- there again, we were letting the pilots know they
25 had to do it before their daily, before their first flight --

1 Q. Okay.

2 A. -- to fill it out.

3 Q. Why weren't pilots doing it, when you did find the ones that
4 weren't?

5 A. I'm not sure.

6 Q. Okay. That's fine.

7 A. I'm not sure.

8 Q. Let's see. Have there been any safety meetings related to --
9 or, sorry -- within the safety meetings, anything related to
10 weather awareness or --

11 A. I do have notes on -- like that I wrote up, and it's
12 important of the decision making and, you know, the no-go
13 decisions and if you don't feel comfortable with the flight, do
14 not go. We've discussed that at safety meetings.

15 DR. SILVA: Okay. Okay, that's all I had. I'll pass it back
16 over.

17 DR. SEVILLIAN: Thank you, Sathya.

18 Garret?

19 MR. DALTON: I just have one or two questions.

20 BY MR. DALTON:

21 Q. In the CTS training for the pilots, do you know if there's a
22 section there for fire training?

23 A. Okay, let me go back. It's been a little while since I've
24 had to do my CT -- there is. It's the Pulse -- yes. Yes, there
25 is.

1 Q. Okay.

2 A. Yes, there is, in CTS.

3 Q. The ground and flight training that you did in the Sikorsky,
4 was that all in-house or did we use any outsource?

5 A. We've used an outsource for the training, also.

6 Q. Okay. With PRISM, as safety manager, did PRISM provide you
7 with any safety manager training?

8 A. I've -- speaking to PRISM a couple of times on the phone and
9 had a conference meeting with PRISM, and they've helped me with
10 questions that I've had and helped me understand the system
11 better. I've had a couple on the phone call, because they're not
12 located close by here.

13 Q. So with the training that you received from PRISM, it was
14 about how the computer -- where the sections are in the computer,
15 how they work?

16 A. Yeah. Yeah, and in understanding the system and --

17 Q. Okay. And then, when it came to changing or formulating
18 questions or coming up with scores, did they provide some
19 assistance?

20 A. Yes, they helped me -- they've helped me with wording and in
21 assistance on how to kind of score and ideas that could help me.

22 Q. Okay. When a hazard report is filed, do you assign somebody
23 with an action to try to mitigate the risk or try to avoid the
24 hazard happening again?

25 A. I'm sorry. One more time?

1 Q. So somebody submits a hazard report.

2 A. Yeah.

3 Q. You see the hazard report, the steps that you brought up, for
4 example. Do you, as safety manager, assign somebody to help
5 mitigate that risk?

6 A. Yes. Yes.

7 Q. Okay. And then do you follow it to make sure that action has
8 been --

9 A. Yes.

10 Q. -- taken care of and it's closed out?

11 A. Yes, yes. I'm also involved with helping out with -- to
12 reduce that risk.

13 Q. Okay, great. With the risk assessment that the pilot fills
14 out, if he fills out comments, do you get a notification? For
15 example, I have to do three flights today.

16 A. I --

17 Q. There's something in the comments?

18 A. Yes. Yeah, I should receive the comments.

19 MR. DALTON: Okay. That's all I have.

20 DR. SEVILLIAN: Thank you, Garret.

21 I'll go ahead and start the second round of questioning.

22 MR. DALTON: Do you want to take a break --

23 DR. SEVILLIAN: Do you want to take a break?

24 DR. SILVA: Yeah.

25 MR. BAGGE: I'm okay.

1 DR. SEVILLIAN: Okay.

2 BY DR. SEVILLIAN:

3 Q. When was the start of the safety management system? Do you
4 know, the time frame, year, that's -- for the company?

5 A. When I came in, it was -- so 2012. They were using, I think,
6 another company. So when I came in, there was another vendor they
7 were using, and I'm not sure when we switched over to the new
8 vendor.

9 Q. And PRISM is the --

10 A. PRISM.

11 Q. -- new vendor? Okay. What's your interaction with the FAA
12 as director of safety? Or how do you interact with the FAA?

13 A. I've never had a meeting with the FAA on the PRISM.

14 Q. Well, so not on the PRISM, but just in general, do you
15 interact with the FAA as director of safety?

16 A. I personally haven't.

17 Q. Okay. So do you ever see any inspectors come by, principal
18 operations inspectors?

19 A. Oh, yes. Yes.

20 Q. Okay. And do they ever talk with you about safety management
21 systems?

22 A. I don't recall.

23 Q. Okay.

24 A. I don't recall any.

25 Q. If you describe the safety culture here at the company, how

1 would you describe it?

2 A. Everybody is -- I feel that they're on board for safety.
3 Everybody here is 100 percent safety.

4 Q. And would you -- is that -- and what's the reason behind
5 that?

6 A. It's very -- I don't know the word. Everybody backs up
7 everybody. So if I have a safety concern, our director of
8 operations, chief pilot, base manager will all back me up, or vice
9 versa. Safety is our priority, and that's our number one
10 priority. So safety comes first. And that's what I -- as safety
11 officer, it's not --

12 Q. And then the safety meetings that you have, are there any
13 things that come up in the safety meetings that you feel could
14 lead to a change in policies or procedures that you may have? Has
15 it ever happened? Like --

16 A. Yes, yes. Sorry, one more -- can you, can you --

17 Q. Yeah. Go ahead.

18 A. Sorry, I --

19 Q. No, I was going to ask you, is there -- do you have an
20 example of a situation?

21 A. One more time for the question now.

22 Q. Oh.

23 A. I'm sorry. It kind of --

24 Q. Oh, no, that's fine. The question was, has there ever been a
25 time in a safety meeting --

1 A. Okay.

2 Q. -- where, you know, something came up in a meeting and it led
3 to a policy or a procedure change from the company side?

4 A. Yes. I want to -- let's use a purse in the front seat of the
5 AStar helicopter or a purse from someone. We came up with the
6 policy no purses allowed in the front seat because it could grab
7 the fuel control throttle and shut off the engine. That's a
8 policy we put in place, and we're very strict on it.

9 Q. And what was the reaction from the employees about that one?

10 A. Everybody's on board.

11 DR. SEVILLIAN: Okay. All right. That's all the questions I
12 had for right now.

13 Fabian?

14 MR. SALAZAR: Just one.

15 BY MR. SALAZAR:

16 Q. Getting back to the emails, Josh, that you receive when risk
17 assessments are submitted, and they turn yellow or red.

18 A. Um-hum.

19 Q. You don't get an email when they turn green?

20 A. No, no. Only if it's --

21 Q. But can you get on -- if a pilot has done his risk assessment
22 at home and it's green, can you get onto the computer to see that
23 he's done a risk assessment and that it's green?

24 A. I won't -- I've never been notified it was green. I would
25 have to just open up my computer and look. I don't know if the

1 system has that. I've never --

2 MR. SWAIM: I mean, where the system emails you and says --

3 MR. BAGGE: Like the pilot filled it out or -- I'm not sure
4 if the system has that. I'm not sure.

5 BY MR. SALAZAR:

6 Q. Okay. All right. I think it'd be pretty cool.

7 A. So you'd know every time.

8 Q. If it did come up green, you'd know that it's at least been
9 done, and you know it's green.

10 A. Yes, yes.

11 MR. SALAZAR: All right. Josh, thanks for --

12 MR. BAGGE: Thank you.

13 MR. SALAZAR: That's all I have.

14 DR. SEVILLIAN: Thanks, Fabian.

15 Sathya?

16 DR. SILVA: Um-hum.

17 BY DR. SILVA:

18 Q. It is just you in the safety, doing safety? Do you have
19 anyone working for you?

20 A. I participate in it, and director of operation participates
21 in it, and chief pilot participated in it, and president
22 participates, everybody participate in the safety.

23 Q. Do you have anyone -- okay. Do you have anyone that would
24 report to you that like helps you with your tasks or is it -- are
25 you the safety department?

1 A. Helps me with my task would be the director of operations and
2 chief pilot. I work very, very close with them. Very close.

3 Q. Okay. How is that working relationship?

4 A. It's amazing. Before a safety meeting, I go to them and we
5 all talk and we figure out what we're going to talk about before a
6 meeting. And each one of us has maybe something good to discuss
7 or the pilots, too.

8 Q. Have there -- has there ever been a case where it was
9 challenging to work through something? Maybe you saw a safety
10 concern and there was pushback or anything along those lines?

11 A. Not that I recall right now. I'd have to check. Nothing I
12 recall right now. Sorry.

13 Q. Do you feel like you're supported by your management?

14 A. Absolutely.

15 Q. Do you feel like you're heard by your management?

16 A. Absolutely.

17 Q. This reporting system, is it anonymous for safety reports?

18 A. Anonymous?

19 Q. So whoever is reporting an issue through the system --

20 A. Yes, yes, yes.

21 Q. -- do you know who that is?

22 A. No, they don't have to put their name.

23 Q. Okay. Are there any incentives or anything for reporting to
24 get -- to get more reports or to -- are there any policies that
25 the company has to motivate people to report safety issues?

1 A. Just from speaking to everybody, they're -- they -- that's --

2 Q. Okay. So how did you become -- how did you get into your
3 role as safety manager here?

4 A. My role, I became safety officer after I pretty much stopped
5 being a line pilot.

6 Q. What was your reason for --

7 A. My reason was I had some anxiety, panic attack issues, and I
8 grounded myself from flying. And I did the procedures I needed to
9 get my medical back and I did the steps the correct way. And I
10 felt like being a safety officer, with experience from flying and
11 knowledge and decision making, and I felt like I could be a good
12 safety officer and help the pilots and help the ground crew and
13 help everyone become safer. And that's why I wanted to be the
14 safety officer and learn and be there for everybody.

15 Q. Was there someone before you in that position?

16 A. Yes, yes.

17 Q. Okay. Did you essentially replace them or was there any
18 overlap? How did that work?

19 A. Off my head, I want to say they went to another company.

20 Q. So when did you become the safety officer?

21 A. Late 2017, '18. I'm not 100 percent sure on that date there.

22 Q. And have you flown the line since?

23 A. I've had -- I've flown flights since. I don't recall which
24 ones.

25 Q. Okay.

1 A. I'd have to check in my logbook.

2 Q. So, just so I get an idea, how often are you flying? Let's
3 say in the last year, how many flights have you had?

4 A. Not many. Not many.

5 Q. Okay. Like three, four, or higher than that? Lower than
6 that?

7 A. Last year, probably around there. I'm not -- I'd have to
8 look, but not many.

9 Q. Okay. Yeah, I just want to get a feel for what not many
10 means to you.

11 A. Yes. I'm sorry.

12 Q. No, you're good. So given how close you were -- actually,
13 stand by. When you joined -- when you became the safety officer,
14 did you receive any kind of formal training, safety training or
15 attend any classes?

16 A. No classes, just online with --

17 Q. With PRISM?

18 A. -- with the vendor. And help with -- from the director of
19 operations and chief pilot.

20 Q. Okay.

21 A. Everyone's been helping me and coaching me, and learning and
22 reading magazines and reading stuff they have on their side and --

23 Q. Okay. What were you doing before you started flying? Is
24 that something you did straight out of high school?

25 A. Flying professionally or before --

1 Q. Well you started flying, you said, 2008?
2 A. Or before -- so before that?
3 Q. Yeah.
4 A. I raced motocross professionally.
5 Q. Okay.
6 A. And that's what I did for many, many years.
7 Q. Okay. So we understand again, if you need to take a break
8 or --
9 A. No, I'm okay.
10 Q. So, given how close you were with Ara, how comfortable would
11 you say he was flying in the conditions of the day of the
12 accident?
13 A. Very comfortable.
14 Q. Okay.
15 A. Very comfortable. He was very knowledgeable with weather in
16 his experience.
17 Q. Would you -- so would you say that he's encountered
18 situations like that before --
19 A. Absolutely.
20 Q. -- based on your knowledge?
21 A. Absolutely. Absolutely. Absolutely.
22 Q. Okay. Do you recall any anecdotes or anything that he's told
23 you regarding his experiences in that weather, that type of
24 weather?
25 A. He would always make the good decision. And if it wasn't

1 flyable, he wouldn't fly.

2 Q. Do you know of any cases where he's turned around mid-flight?

3 A. Not off my head, that I can think of right now.

4 Q. Okay. That's great.

5 DR. SILVA: All right. I'm good for now.

6 MR. BAGGE: Thanks.

7 DR. SILVA: Okay.

8 DR. SEVILLIAN: Thanks, Sathya.

9 Garret?

10 MR. DALTON: I don't have any further questions.

11 DR. SEVILLIAN: Okay. So that will conclude the interview.

12 Is there anything that we should have asked you that we didn't ask
13 you?

14 MR. BAGGE: Ara was amazing. That's all.

15 DR. SEVILLIAN: And is there anyone that you think -- someone
16 else we should also talk with or -- okay. Thank you for taking
17 time to speak with us today.

18 Off the record.

19 (Whereupon, the interview was concluded.)

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CERTIFICATE

This is to certify that the attached proceeding before the

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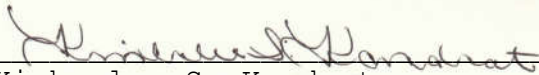
IN THE MATTER OF: SIKORSKY S76B HELICOPTER N72EX
 CRASH NEAR CALABASAS, CALIFORNIA,
 ON JANUARY 26, 2020
 Interview of Joshua Bagge

ACCIDENT NO.: DCA20MA059

PLACE: Long Beach, California

DATE: January 30, 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.



Kimberlee S. Kondrat
Transcriber