

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: PEDRO "PETER" RUIZ, General Manager
 Island Express Helicopters

Island Express Helicopters
 Long Beach, California

Friday,
 January 31, 2020

APPEARANCES:

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National Transportation Safety Board

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I N T E R V I E W

(10:35 a.m.)

DR. SILVA: We're on the record at 10:35.

DR. SEVILLIAN: Thank you. My name is Dujuan Sevillian. I'm a human performance investigator for the NTSB. Thanks for coming in.

MR. RUIZ: (Indiscernible).

DR. SEVILLIAN: So, the NTSB is an organization that is here for safety. We make recommendations to prevent future incidents and accidents. We have FAA here, but the FAA is only for safety and not enforcement.

We're going to record the conversation today, but the transcript -- there's going to be a transcript that's going to be part of the public document.

MR. RUIZ: Okay.

DR. SEVILLIAN: We cannot operate in confidentiality or -- from that standpoint. We will have two rounds of interview questions.

MR. RUIZ: Okay.

DR. SEVILLIAN: And at any time during the interview you want to take a break, let us know. Any time during the interview if you have, you know -- want us to clarify a question, that's fine.

MR. RUIZ: Okay.

DR. SEVILLIAN: If you don't know a question, that's fine as well. You are allowed a -- one representative of your choosing.

1 Who would represent -- who do you want to represent you today?

2 MR. RUIZ: Don?

3 MR. SWAIM: Yes, sir.

4 DR. SEVILLIAN: And the other thing is, is that we have a
5 company representative as well, all right? So what I'm going to
6 do is, I'm going to go around the room so you can meet the
7 personnel.

8 MR. RUIZ: Okay.

9 DR. SEVILLIAN: I just want to say that this is -- the people
10 that you're going to be interviewing with are a result of the NTSB
11 party system. And so, we utilize parties to help us gather data
12 and communicate that data.

13 MR. RUIZ: Okay.

14 DR. SEVILLIAN: Okay?

15 MR. RUIZ: Okay.

16 DR. SEVILLIAN: All right. So we will start with Fabian.

17 MR. SALAZAR: Fabian Salazar, NTSB. I'm investigating
18 operations.

19 MR. RUIZ: Okay.

20 MR. RIGSBY: Matt Rigsby with the FAA's Office of Accident
21 Investigation.

22 MR. RUIZ: Okay.

23 DR. SILVA: Sathya Silva, human performance at the NTSB.

24 DR. SEVILLIAN: Okay. Is there any other questions you have
25 or --

1 DR. SILVA: Do you want to go to Garret?

2 DR. SEVILLIAN: Oh, sorry.

3 MR. DALTON: I'm Garret. You know who I am.

4 MR. RUIZ: Okay.

5 MR. DALTON: I'm here to -- because I've got the best
6 knowledge of the operations of the company and the aircraft.

7 DR. SEVILLIAN: Any questions before we get started?

8 MR. RUIZ: No.

9 INTERVIEW OF PEDRO "PETER" RUIZ

10 BY DR. SEVILLIAN:

11 Q. Okay. So, for the record, could you please state your name
12 with -- last name and first, with spelling?

13 A. Yes. First name's Pedro, P-E-D-R-O, last name is Ruiz,
14 R-U-I-Z as in zebra.

15 Q. And what is your title?

16 A. General manager.

17 Q. Okay. Can you explain your roles and responsibilities as
18 general manager?

19 A. Let's see here. I do the, like, hiring/firings of pretty
20 much all ground personnel, the ramp agents. I also do training
21 with them. And then we -- and I pretty much day-to-day operations
22 out of our Queen Mary location, our heliport. Pretty much
23 greeting customers. Everything from weighing them in, safety
24 briefings, pretty much supervising everything. Getting the
25 aircraft back and forth from Catalina. So --

1 Q. Could you give us a brief background, aviation background
2 sketch?

3 A. You know, I started with the company back in March of 1999,
4 like, a year out of high school. So, I mean, this is what I've
5 been doing. So just what I know from working for the company, I
6 mean, that's what I've done.

7 Q. So how long with the company, Island Express?

8 A. Just over 20 years with the company.

9 Q. And you mentioned earlier that you handle training with ramp
10 agents.

11 A. Yes.

12 Q. What sorts of training are you --

13 A. We have a ramp agent training program that we do and it
14 breaks it down in sections, like customer -- everything from
15 collecting payment from the customer; passenger check-in, which
16 includes greeting, weighing them in, showing them a safety
17 briefing; flight manifests; flight following; recognizing
18 hazardous materials; fire extinguisher training; emergency
19 response. Pretty much -- I don't have the manual in front of me,
20 so that's --

21 Q. That's fine.

22 A. So, yeah.

23 Q. How many flight followers do you -- does the company have?

24 A. So it's who -- it's either, it's me or it's Angel. So it's
25 two of us that pretty much are the -- it's like the -- we call it

1 the front desk. So you're pretty much at the front desk and -- so
2 two of us. But all the ramp agents are trained for flight
3 following.

4 Q. And what type of training is that? Is it computer-based
5 training, is it local training --

6 A. Verbal. Verbal. We use -- Spidertracks is one of the tools
7 that we use for flight following, and we also use a system called
8 All Pro, but it's -- I don't know if you guys are familiar with
9 it. It's like all-in-one program where -- everything from
10 checking people in, collecting payment, doing manifests, it's all
11 in All Pro. So it's pretty much those two tools: All Pro and
12 Spidertracks.

13 Q. Any proficiency tests that the flight followers take?

14 A. Proficiency tests for flight following? We do -- no, not for
15 flight following.

16 Q. Okay. As far as day-to-day, do you have client interactions
17 by any chance?

18 A. Yes.

19 Q. How does that look? Can you tell me a little bit about that?

20 A. Yeah. I mean, we do a -- it's a -- we offer a daily service
21 to Catalina Island, so it's -- we're pretty much the face
22 of -- when people walk in, they see us. We check them in, we
23 greet them, offer them coffee. Everything from -- you know, once
24 we finish checking them in and doing the weigh-in and the
25 briefings and -- so it's personal; it's face-to-face.

1 Q. And you worked there for 20 years. How would you categorize
2 or -- the culture at Island Express?

3 A. Family orientated. Really close. It's a good culture.
4 Like, I love it.

5 Q. So who do you report to in the organizational chart?

6 A. Above me would be Garret.

7 Q. Okay. And do you have interaction with Garret in the course
8 of business?

9 A. Yes.

10 Q. What sorts of things are you interacting with Garret with?

11 A. Day to day, questions. Sometimes I'll call for -- let's say
12 we get a -- we give quotes, someone wants to go somewhere, and so
13 I'll pretty much consult with him on, you know, we have X amount
14 of people that want to go to this location. So things that I
15 wouldn't necessarily know in regards to if we could do the flight
16 and then -- you know, so we would quote it accurately.

17 Q. Do you ever get involved with whether -- can the flight go
18 because of weather, is the weather good?

19 A. So from -- let's say from the heliport, where I'm at, let's
20 say, for example. We're pretty much like an assistant or like a
21 tool for them, I'd say, when they call in and ask. Especially
22 when weather conditions are questionable, they could call and ask.
23 And I'm like, okay, so we could only give them so much information
24 that we can see. So there are certain points that we look at.
25 Like Freeman Island, which is one of those oil platform islands

1 located just in the harbor, so that gives them like a distance of,
2 you know, how far it is, or the breakwall that's just beyond that.
3 So, can we see this? Can we see that? Can we see the top of the
4 cranes? Are the cranes in the clouds? And then from there, we'll
5 call our Catalina office; they open a little later. We're open at
6 7; they're open at 7:30.

7 MR. SWAIM: Slow down.

8 MR. RUIZ: Sorry.

9 (Laughter; simultaneous speaking.)

10 MR. RUIZ: Yeah. If you need me to slow down, just let me
11 know, and I will.

12 MR. SALAZAR: Have another donut.

13 MR. RUIZ: Sorry. It's been, you know -- it's been hard.

14 Let's see. So, yeah, we'll call the Catalina office as well
15 and, same thing, they'll see if they can see Long Point, which
16 is -- it's a part of Catalina that sticks out the most and it's a
17 good 5 miles, I think, from the helipad. So, you know, we help
18 the pilot with what we see and -- you know, and if they're able to
19 come out and do a -- we'll do a weather check. And if it's good,
20 it's good; if it's not, we wait. I mean, we operate offshore and
21 we deal with these kind of, you know, weather conditions.

22 BY DR. SEVILLIAN:

23 Q. How often do you see -- you used the term questionable
24 weather conditions. In the course of a month, how often do you
25 see that kind of --

1 A. Especially here in SoCal, you get the infamous June gloom, so
2 we get a lot of fog days in those times. Not all the time, but, I
3 mean, there is some seasons where you get more fog than, like, in
4 the wintertime where it's just generally always cool. Yeah.

5 Q. How familiar are you with the safety management process here
6 at the company?

7 A. The SMS programs?

8 Q. SMS.

9 A. Yeah. Pretty familiarized with it. You know, everyone has
10 their own specific, like, a checklist that you click. So, yeah,
11 I'm pretty familiar with it.

12 Q. And so, in terms of -- so the checklist, you're familiar with
13 the flight risk analysis tool?

14 A. Tool? Is that -- I think -- no, I'm not.

15 Q. Okay. All right. So the -- in terms of the questionable
16 weather, how would you communicate that -- who would you
17 communicate that with?

18 A. Directly with the pilot. If I come in and it's foggy, we
19 communicate, especially if he's going to, you know, fly in. So
20 typically a phone call. Either I call or they call first. Either
21 way, we communicate just to see how the weather conditions -- it
22 could be totally different from the airport to where it is in the
23 harbor.

24 Q. And how is that interaction with the pilots as far as when
25 you talk to them about weather --

1 A. Yeah.

2 Q. -- and the situation?

3 A. Good, good. We'll keep each other informed with
4 improvements. We'll touch base, like, I'd say every hour and see
5 if anything's gotten any better. So, communication's good.

6 DR. SEVILLIAN: Okay. That's the questions I have for right
7 now.

8 Fabian?

9 MR. SALAZAR: Yes, just one second. I got to write this
10 down.

11 MR. RUIZ: Okay.

12 BY MR. SALAZAR:

13 Q. Okay. Okay, Peter, we've -- just going through this, we've
14 talked about your company history. You hired on in '99. You do
15 hiring and firing of personnel and training.

16 A. Yes.

17 Q. With regards to training, do you do any type of training with
18 the pilots?

19 A. With the pilots? Directly, no. They do help with when we
20 do -- because there's a section on our training manual for
21 being -- getting familiarized with two different aircrafts that we
22 operate. So I'll walk them around, I'll show them the aircraft
23 and how to work the doors and load and unload customers from them
24 because they're a little -- both aircrafts are very different.
25 And, yeah -- Garret and Ara would also help with, you know,

1 bringing -- you know, when the new guys come in and get them also
2 familiarized, you know, on their side of it. Yeah.

3 Q. But as far as when Island Express hires a new pilot, other
4 than general walking around the aircraft if they're unfamiliar, is
5 there any training responsibilities that you have to get them
6 prepared to start flying their missions?

7 A. Oh, no.

8 Q. Okay.

9 A. No.

10 Q. Okay.

11 A. No. I only -- directly just with the ramp.

12 Q. Very good. As far as the ramp training guys go, once you've
13 trained them and they're showing pretty good proficiency, do you
14 have any requirement to give them any type of recurrency training
15 in like the next year or the next year?

16 A. Yeah. We go over -- we do that initial training and then we
17 do a recurrent training, and it's done yearly.

18 Q. Okay. Do you provide any type of fire extinguisher training?

19 A. Yes. I show them how to operate a fire extinguisher.

20 Q. Okay. Now is that the aircraft's fire extinguisher or just a
21 fire extinguisher on the ramp?

22 A. On the ramp, yeah.

23 Q. Oh, okay.

24 A. We have ones that we wheel out and then the hand ones and --

25 Q. When the pilots are going through their startup for the

1 mission when they're at Queens Island -- is it's Queens Island?
2 Queens Road? Way.

3 A. Queensway. They call it Queensway. Yeah.

4 Q. Yeah. Trying to get hip with the vernacular. Do you guys
5 provide a fireguard for your engine starts?

6 A. A fireguard for the engine starts?

7 Q. Does somebody stand outside the aircraft when the pilots --

8 A. No. No.

9 Q. Okay.

10 A. No. Yeah -- no, we don't.

11 Q. Okay. Do you do any type of training like OSHA training?

12 A. No. The only training would be -- I've done HUET training.

13 Q. Okay.

14 A. Yeah. I've done that sometimes.

15 Q. We talked about your daily interactions with the director of
16 operations. Do you have daily interactions with the director of
17 maintenance?

18 A. We do a -- mainly weekly meetings that we do, like a company
19 meeting. And we interact with seeing what's coming up. You know,
20 he'll give us updates on forecasts on what -- you know, when the
21 aircrafts are coming in for maintenance, which aircrafts are
22 pretty much are in for service. And so, it's -- I mean, yeah,
23 that would be it right there.

24 Q. So you're usually out at Queensway?

25 A. Correct.

1 Q. Okay. So the -- if the aircraft comes in and he's having a
2 maintenance challenge and he's not going to take off because
3 there's a maintenance issue, do you have any interaction with him
4 at that time, with the director of maintenance?

5 A. I can, yes. So if, let's say, like you said, if there's a
6 maintenance issue --

7 Q. There's something going on.

8 A. Yeah. So, we'll -- you know, generally, you know, obviously
9 shut the aircraft down. And then either myself or the pilot would
10 call the director of maintenance and then go from there.

11 Q. All right. On to the director of safety. Do you have any
12 daily interaction with the director of safety?

13 A. Yes.

14 Q. All right.

15 A. Yes.

16 Q. Share with us a little bit of that.

17 A. We do like quarterly, like, meetings with the ground crew and
18 bring up points, you know, just -- it could be any ground crew
19 that have, like, any kind of concerns or if they see something or
20 ways that we can do things better. We do promote that. But I
21 talk to the safety officer pretty much daily. And then even more
22 these last couple months, I've been here helping a little bit
23 more.

24 Q. Okay.

25 A. But, yeah, we have pretty much daily interaction.

1 Q. Okay. Do you coordinate on a daily basis with the vice
2 president?

3 A. Yeah, pretty -- yeah, daily or every other day maybe. Yeah,
4 we're all in contact.

5 Q. Okay. What are the business interactions you have with the
6 vice president? How do you --

7 A. Communicate?

8 Q. Oh, just -- I'm curious about what you guys, business-wise
9 work on.

10 A. Yeah. So I do help with a lot of things. So sometimes she
11 calls and like, hey, Pete. Like recently, I've been helping with
12 doing some of the work here in the hangar, like run ethernet
13 cables and just things that she might need and if I can help her
14 with and, you know, I'll help her with.

15 Q. Okay.

16 A. But we have pretty good communication and get along pretty
17 good.

18 Q. On the charter flights, other than the welcoming -- I think
19 you've answered this question. I had some questions about how you
20 interact with the charter flight customers and I think you
21 answered all of those.

22 A. Okay.

23 Q. All right. Working with Ara, were you and Ara close friends?

24 A. I would say yes.

25 Q. Okay. Tell us about Ara and yours working relationship.

1 A. Working relationship? Great working relationship. Got along
2 good. Very positive person to work with.

3 Q. Okay. Ever took you out on flights? Like a --

4 A. If we go sometimes to pick people up, I would go on the
5 flight to, you know -- if they would require a ramp agent to go.
6 But just to take me up on a flight, I mean, no. But just only for
7 business.

8 Q. Okay. So there were times when you actually had -- in
9 support of the business, you went out on flights when a ramp agent
10 was needed?

11 A. Yeah. We'll send, you know, ground crew to maybe help assist
12 with loading a, you know, an aircraft.

13 Q. Okay.

14 A. Maybe greeting the customers, giving them, you know, a verbal
15 briefing. Yes.

16 Q. Tell us about Ara's -- tell me the conversations you had with
17 Ara about the people -- you don't have to mention the people by
18 name, but the clients that he flew. Tell us about his stories.
19 Or did he ever talk to you about his flights?

20 A. Actually, story-wise, no. There was a -- he pretty much
21 handled that flight personally, so I never got to go on any of
22 these flights, or --

23 Q. Yeah? Was he -- did he like to talk about them? Did he
24 share his adventures by flying (indiscernible)?

25 A. Sometimes he'll show like a picture that he took with

1 someone, you know, things like that. Yeah, some pictures.

2 Q. Did he ever tell you about the things that he had to do as a
3 pilot to make the customer happy as far as the times he had to fly
4 with them?

5 A. No. Nothing out of -- no, just that, you know, he'd do his
6 flights and -- yeah. But nothing that he would have to do.

7 Q. Did he ever tell you about the time he had to go out and stay
8 out and late and -- to make a customer happy, and come back late,
9 and the challenge that he had to go through to get back?

10 A. No. I know sometimes he'll go and have to spend like
11 Thanksgiving -- yeah, I don't know, on the ramp, you know, waiting
12 for a customer to, you know -- or during like Christmas and -- you
13 know, things of that nature.

14 MR. SALAZAR: Okay. That's all I have. Thanks.

15 MR. RUIZ: Okay.

16 MR. SALAZAR: Thanks, Peter.

17 MR. RUIZ: You're welcome.

18 DR. SEVILLIAN: Thanks, Fabian.

19 Matt?

20 BY MR. RIGSBY:

21 Q. Yeah. Peter, do you hold -- for the record, are you a pilot?

22 A. I'm not.

23 Q. Mechanic?

24 A. No.

25 Q. Certified dispatcher?

1 A. No.

2 Q. Okay. Have you ever seen the FAA office that's responsible
3 for Island Express? Have they visited your facility there on
4 Queensway?

5 A. Yes. I've had some interactions with base inspections and --

6 Q. Okay.

7 A. Yes.

8 Q. Okay. Was it positive? Negative?

9 A. Always positive.

10 Q. Okay. Do you guys have cameras out there at Queensway?

11 A. Yes, we do.

12 Q. Do they look -- I mean, is it something that the pilot could
13 log on and --

14 A. No.

15 Q. -- look for himself? Okay. It's just for general
16 surveillance?

17 A. It's for -- yes.

18 Q. Okay. Do you guys -- when you're loading passengers, do
19 you -- are you or the ramp agent, are they the ones that make sure
20 the passenger is secured in the aircraft? Do you check seatbelts
21 and type of thing?

22 A. Yes.

23 Q. Okay. And you show them how to get out if they have to?

24 A. Yes.

25 Q. Okay.

1 A. Yeah, definitely. The safety video that we show all
2 the -- before even walking them out, is pretty instructional.
3 Yes. But if anyone needs any assistance, obviously, sometimes
4 seatbelts are --

5 Q. Sure.

6 A. -- very strange for some people, you know?

7 Q. Sure.

8 A. So we're there to assist them.

9 Q. And do they -- do you provide the passengers with the
10 personal floatation devices?

11 A. Yes.

12 Q. Are they over the shoulder or around the waist?

13 A. It's a fanny pack.

14 Q. Fanny pack? Okay. Do you guys -- are you familiar with the
15 term hot load and unload?

16 A. Yes.

17 Q. Do you guys do that?

18 A. Yes, we do.

19 Q. Okay. And does somebody escort the passengers out when
20 they're hot loading and unloading?

21 A. No. When we're -- no hot loading, yes. Yeah, we're --
22 they're under escort, yes.

23 Q. Okay. Do you guys do -- for general passenger flights, do
24 you guys do doors-off flights or doors-on flights?

25 A. For just general? Doors on.

1 Q. Okay.

2 A. Yeah.

3 Q. Have you ever done doors off?

4 A. For photo flights.

5 Q. And since you've been here since March of 1999, has it been
6 the same owner throughout the entire time?

7 A. No.

8 Q. Okay. How many owners have been -- have you been through
9 here?

10 A. One change.

11 Q. One change?

12 A. Yes.

13 MR. RIGSBY: Okay. Okay. I'm done.

14 DR. SEVILLIAN: Thanks, Matt.

15 Sathya?

16 DR. SILVA: No questions at this time.

17 DR. SEVILLIAN: Garret?

18 BY MR. DALTON:

19 Q. Peter, I just have one or two. You were talking about the
20 SMS and somebody asked about the pilot risk assessment. Does your
21 ground crew do risk assessments?

22 A. We do the risk -- yeah. Risk assessment, yes.

23 Q. Okay. And how often do you do those?

24 A. Daily.

25 Q. And does all the ground crew members do them?

1 A. Everyone has their login and, yeah, everyone is instructed to
2 do so.

3 Q. Okay. And training, we talked about training.

4 A. Yes.

5 Q. And specifically, with the aircraft, when you're training
6 ramp agents, who -- does somebody beside yourself assist with
7 training specifically on the aircraft for ground crew members?

8 A. It's me.

9 Q. Okay.

10 A. It's me.

11 Q. All right. What about the chief pilot or DO?

12 A. Well, with the aircraft, like I said, like, you know, you've
13 helped with --

14 Q. Okay.

15 A. -- you know, and Ara's helped with bringing out ramp agents
16 to show them around the aircraft as well.

17 Q. Okay. And then let's say the ramp agent's trained and now
18 he's on the job and he had a question about the aircraft, how
19 would that be handled? If he had a question about the aircraft --

20 A. Yes, yes. He would either tell myself or, if I'm not there,
21 it would be Angel.

22 Q. Okay.

23 A. Also, all the ground crew as the -- they all have headsets,
24 so they're able to communicate, you know, what the pilots are if
25 he's -- and I've talked to them. If they see something --

1 especially when you're new, I mean, things aren't as familiar.
2 But after, you know, seeing certain things and -- wait, that's not
3 supposed to be there, that's not supposed to be there. Then, you
4 know, tell the pilot like, hey, this -- and so --

5 Q. And would you say the communication's handled in a positive
6 way?

7 A. Positive way. Yes, yes.

8 Q. That's all I have. Oh, sorry, one last question. Somebody
9 asked a question about have you flown with Ara. And would you
10 ever fly with Ara when you do -- when we do the flights to the oil
11 rigs?

12 A. Yes.

13 Q. Do you want to expand on that; how that flight went, your
14 interaction with him, how he is as a pilot?

15 A. Yeah. Very professional. If -- yeah, very personable. I
16 mean, he knew a lot of the guys that worked at the oil rigs. But
17 always on time, never in a rush, very responsible. Yeah.

18 Q. Okay. And then would you, on occasion, do the oil rig
19 flights with other pilots?

20 A. Yes.

21 Q. And where would you rate Ara in relation to his piloting
22 skills, decision making?

23 A. One out of 10, I mean 10.

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

25 DR. SEVILLIAN: Thank you, Garret.

1 So, we're going around for our second round of questions.

2 MR. DALTON: I'm going to stop and turn the air on.

3 (Conversation/comments about the air conditioning and
4 unrelated matters.)

5 DR. SEVILLIAN: Okay. So let's start our second round of
6 questions.

7 MR. RUIZ: Okay.

8 BY DR. SEVILLIAN:

9 Q. You mentioned earlier -- Garret was talking about the flights
10 to the oil rigs that you would fly with Ara.

11 A. Yes.

12 Q. Do you -- can you recall the weather at -- you know, when you
13 were on the flight with him?

14 A. No. I mean, the last time I flew with him it was clear.
15 Yeah, it was good weather.

16 Q. Good weather?

17 A. Yeah.

18 Q. Okay. And in terms of the flight following, do they conduct
19 risk assessments?

20 A. Yes.

21 Q. What sorts of risk assessments do they -- how's that process
22 look?

23 A. In the -- like the questions when we log in, it'll ask, let's
24 say, your rest period, like if you got X amount of sleep, how long
25 is your day going to be, are you sick, do you have, you know,

1 simple things like water, food, clothing for the environment,
2 wearing your life jacket on the ramp, do the -- are you wearing
3 your headsets to communicate with the pilot if you're outside on
4 the ramp. Weather conditions as well is on there. Yeah, that's
5 all I could recall.

6 Q. Do you ever have an opportunity to review any of the risk
7 assessments?

8 A. To review them? No.

9 Q. Okay. Has anyone ever come to you about any issues with
10 using the risk assessment tool?

11 A. Sometimes their logins, if they forget their password or
12 their login, then I would reach out to our -- Josh, who's in
13 charge of the program, and make sure we got the correct username
14 and password.

15 DR. SEVILLIAN: All right. That's the questions I have for
16 right now.

17 Fabian?

18 MR. SALAZAR: Just a few.

19 BY MR. SALAZAR:

20 Q. With regard to the charter flights with you assisting the
21 people getting into the aircraft, do you have any of those
22 responsibilities on the high-level VIP charter flights?

23 A. Okay. So those -- okay. For those charters, no. I'm not in
24 communication with the people calling them in.

25 Q. Right. And those flights take place at a different airport

1 anyway, don't they?

2 A. Yes. That's --

3 Q. Yeah.

4 A. Yes.

5 Q. All right. And talking about weather and assisting the
6 pilots in determining the weather, you talked about looking at the
7 various landmarks that are out in the harbor and --

8 A. Yes.

9 Q. -- determining your visibility based off your ability to see
10 those. I did the same thing in the army where I was at.

11 A. Okay.

12 Q. Is any of that documented in the GOM or any other document
13 that you guys have?

14 A. Yeah. In our -- in the ramp training manual there's a
15 section, and it uses those as examples.

16 Q. Okay.

17 A. So that's what -- that's how I train the ground guys to look
18 at certain landmarks and things so that -- you know, because we're
19 pretty much a like a tool, an assistance, you know, for the pilots
20 to -- yeah.

21 Q. All right. Just one second. That may be it. I got to go
22 through this one more time.

23 A. Okay.

24 Q. Your flight out to the oil rigs, was it just a seat was
25 available so you went out on it or was there was a specific duty

1 you were performing?

2 A. Duty performing. So pretty much being a HLO. So helping the
3 oil rig workers onto the helicopter -- on and off. Getting
4 the -- we had a sheet with the body weights, and so we'll
5 see, like make sure the flight is underweight.

6 Q. Okay.

7 A. Yeah.

8 Q. I get it. So, if you're going to go pick up oil rig workers,
9 you need to be there so that you can perform your job on the oil
10 rig because you certainly don't have anybody on that rig. So, you
11 do your job there --

12 A. Correct.

13 Q. -- and you come back with them.

14 A. Yes. Yeah.

15 Q. I get it. I understand.

16 MR. DALTON: Can I ask a question that might help?

17 MR. SALAZAR: Yeah.

18 MR. DALTON: I can expand on that a little bit.

19 BY MR. DALTON:

20 Q. So, as a HLO, you go with the pilot to the onshore site.

21 A. Yes.

22 Q. And then when they transport people to and from the rigs, do
23 you load the passengers?

24 A. Correct.

25 Q. And then you go on the flight with the passengers?

1 A. With them as well.

2 Q. And then you offload them?

3 A. And I offload them.

4 Q. Okay.

5 A. So I stay in -- stay with the aircraft.

6 MR. SALAZAR: One last question. Thanks for clarifying that.

7 BY MR. SALAZAR:

8 Q. Have you or anybody in the company, as far as you know,

9 participated in dunker training or Underwater Egress Training?

10 A. Yes.

11 Q. Okay.

12 A. The pilots? You're referring to HUET training?

13 Q. Um-hum.

14 A. Yes. So ground crew-wise, just me and Angel.

15 Q. Where'd you go do that at?

16 A. It was McMillan Offshore Survival.

17 Q. Yeah.

18 A. Yeah. It was from McMillan.

19 Q. Okay. Is that where the pilots do their training as well?

20 MR. DALTON: Correct.

21 MR. SALAZAR: All right. That's it. Thank you.

22 MR. RUIZ: Okay.

23 MR. SALAZAR: Thanks.

24 DR. SEVILLIAN: Thanks, Fabian.

25 Matt?

1 MR. RIGSBY: Just a couple.

2 BY MR. RIGSBY:

3 Q. As a flight follower, were you on duty the day of the
4 accident?

5 A. No.

6 Q. Okay. But somebody was?

7 A. Yes.

8 Q. Okay. As part of your duty as a flight follower, I know you
9 all have Spidertracks. Kind of go through some of your duties
10 with that.

11 A. Yeah. So when the aircraft -- let's say it comes in for
12 let's say our first flight, we'll determine whether -- a pilot
13 comes in, and once we do -- you know, pretty much get the manifest
14 and make -- get everyone briefed, get them on the aircraft. Once
15 the aircraft goes out to Catalina, we'll call the ground crew
16 that's on Catalina, say, hey, aircraft, give them the tail number,
17 is off to you. So pretty much have 15 minutes -- 15-minute
18 flight, pretty much, across the channel.

19 And then -- yeah. Then, you know, once it lands -- I mean,
20 and we're also on radio contact, so -- well, we're on radio and
21 we're also on Spidertracks.

22 Q. Okay. How often are the pilots supposed to check in with
23 you?

24 A. So when they first depart, let's say, Queensway, the next
25 place they'll call is the breakwall, which is just right when you

1 exit the harbor, and then mid-channel. So from mid-channel, the
2 pilot will call Catalina, like, helicopter mid-channel to you, and
3 then the ramp agent on that side copies.

4 Q. All right.

5 A. If for some reason the pilot doesn't hear the ground crew,
6 then the pilot will call us, and then we'll get on the phone and
7 make sure -- maybe they're checking someone in or missed the radio
8 call. So we're constantly, you know --

9 Q. Okay.

10 A. Yeah.

11 Q. What do you do if the aircraft disappears off Spidertracks?

12 A. Off Spidertracks? Well, you get the emergency folder first
13 and it's in sequence on what to do. So, call the base that it's
14 heading to, see if the aircraft's landed. Figure out what time
15 the aircraft departed. So we literally have 15 minutes and we
16 know it's going to get across in 15 minutes. So if the aircraft
17 calls mid-channel, at least we know, okay, from mid-channel to
18 Catalina. So it narrows everything down. So at that point, if 7
19 minutes pass and the aircraft hasn't landed, then I would call in
20 search and rescue.

21 Q. Do you do flight following for not just going offshore but
22 the other area, the charter flights in the area?

23 A. For charters? Yes.

24 Q. Okay.

25 MR. RIGSBY: Okay. I'm done.

1 DR. SEVILLIAN: Thanks, Matt.

2 Sathya?

3 BY DR. SILVA:

4 Q. So, on those lines, can you describe the flight -- the
5 training that you provide flight followers?

6 A. The training, I show them how to use -- how Spidertracks
7 works. We'll pretty much show them -- because all the aircrafts
8 are registered in there so, you know, you have all the tail
9 numbers. So, you know, I'll show them like if you click it, when
10 it's active, when it's not active. So when it's green, it's
11 active. When it's off, then the aircraft's maybe shut down
12 somewhere.

13 I'll show them, like -- you know, it'll show like speed,
14 altitude, are the two things that -- and it also shows a
15 coordinate, like a GPS coordinate. Yeah, and then so I'll sit
16 with them and then I'll, you know -- let's say from the
17 flight -- you know, going from Catalina and back and forth, so
18 I'll sit with them and, you know, kind of show them how it works
19 and the radio calls along -- behind it. You know, so -- and then
20 how to call out flights. Yeah.

21 Q. So, if your flight follower is following a flight, are
22 they -- do they have other duties as well that they're
23 multitasking or how does that work?

24 A. Yes. Yes. So, like I said, from the Queen Mary port, you
25 know, we're checking customers in and, you know, doing this

1 and -- but, you know, we got our All Pro, which is for the
2 customer where we check them in and we also have our Spidertracks,
3 so we have both windows up.

4 Q. Okay.

5 A. So, yeah, we're doing a little bit of both.

6 Q. Okay.

7 A. Yes.

8 Q. So you mentioned that you and Angel are the only two that
9 really flight follow.

10 A. Yeah. I mean -- yeah. If it's not me, it's him pretty much.
11 If I'm off, he's on, vice-a-versa.

12 Q. Is there a reason why everyone's trained but only you two
13 are --

14 A. I mean, no. Everyone does it, but we take control because
15 we're at the front desk. And so --

16 Q. Okay. So you two are primarily working front desk --

17 A. Correct.

18 Q. -- and that's why --

19 A. Correct.

20 Q. -- you're usually doing it?

21 A. Correct.

22 Q. Okay. So the other rampers are in other locations.

23 A. Yeah. Well, they're -- no, they're there, but they're more
24 of, you know, walking out the customers, loading, fueling the
25 aircrafts. So they're more on the bringing customers out, guiding

1 them and loading them and offloading them. So, me and Angel -- if
2 I'm there or Angel's there, then we're on the desk and we're --

3 Q. Okay. I see.

4 A. -- you know, having the customer interaction, flight
5 following.

6 Q. Okay. Is there any type of -- like once you get trained, do
7 you get any type of training -- additional training as --

8 A. Additional? No. Like I said, we do the -- like, the
9 initial training. And then, yearly, we kind of go over things.

10 Q. Okay.

11 A. Yeah. Recently, we just redid our -- kind of went over,
12 like, the emergency procedures. We try and stay on top of that.

13 Q. So, in terms of the training, how long does that typically
14 take?

15 A. A day to go through everything.

16 Q. Is there any type of, like, on-the-job observation or
17 anything, or is it really just you've got the knowledge, now go?

18 A. Yeah. Well, I mean, we'll keep an eye on each other and make
19 sure everyone's doing something right. If someone sees that
20 someone's maybe not doing what they're supposed to, like we kind
21 of work with each other and bring it up. Yes.

22 Q. How often would you see an aircraft go off of Spidertracks?
23 Is that something that happens often?

24 A. It does happen sometimes.

25 Q. Okay.

1 A. Actually, recently -- and I text -- so we had a -- I don't
2 know what happened, but the aircraft was on Catalina and it
3 started and it came. And I noticed that -- but, you know, the
4 ground crew called it off, but the aircraft showed that it was
5 still --

6 Q. Oh, okay.

7 A. -- on site. And it actually got to Long Beach, fueled it up,
8 and then, you know, went to Long Beach Airport. But we're on
9 communication with the pilot. And I did text Ara. I said, hey,
10 just so you know, you know, the aircraft might show that it's
11 here, but it's actually at Long Beach Airport.

12 Q. Okay.

13 A. So, once in a while, that happens. I mean --

14 Q. So like once a month or --

15 A. Yeah. I mean, it's typically working, but sometimes I don't
16 know what causes that, but --

17 Q. Okay. How did you find out about the accident?

18 A. I got -- there was a missed call on my phone, but I was
19 sleeping. And I got a call from my VP. Well, I texted her,
20 actually. I texted first because I seen her missed call. And it
21 was my day off, so I know sometimes she calls and she's like, oh,
22 he's off; I don't want to bother him.

23 Q. Right.

24 A. And so, I just texted her. I said, hey, just seen your
25 missed call; everything okay? You know, wanted to know if she

1 needs me. And then she called me that they're -- Ara went -- they
2 were looking for Ara.

3 Q. Okay. So at that point was the aircraft missing or did they
4 -- had they found what happened?

5 A. I just heard missing. That's what Whitney told me. I was at
6 home. I didn't have my (indiscernible) --

7 Q. Did you debrief with Angel on what he saw?

8 A. No. I mean, I talked to Whitney and then I was like, okay,
9 let me get together and head down there.

10 Q. Okay.

11 A. And when I got to the heliport, I think -- Angel said he was
12 already in contact with our director of operations and everything
13 was -- we pretty much cancelled the flights for the day. And
14 that, I mean, that's --

15 Q. Okay.

16 A. Yeah.

17 Q. Who made the decision to cancel the flights for the day?

18 A. Director of operations.

19 Q. Okay. You know what the reason was for that?

20 A. For a missing aircraft and --

21 Q. How many people report to you?

22 A. So we have four, including myself. There's three workers
23 that work at the Queensway heliport and three that live on
24 Catalina.

25 Q. Okay. Who do you report to within the structure?

1 A. Within the structure, I report to Garret.

2 Q. Okay. How is your relationship with Garret?

3 A. Good. Yes.

4 Q. Have you had any challenges working with Garret?

5 A. No.

6 Q. Okay.

7 A. No.

8 Q. So, you've been here -- what is it?

9 A. Since '99.

10 Q. '99. Okay.

11 A. Yes.

12 Q. Has the company had any other accidents since your tenure

13 here?

14 A. Yes.

15 Q. Can you describe what that scenario was or the case was and

16 what you recall?

17 A. It was 2008, Memorial Weekend. We had, like, the whole -- it

18 was a flight to Two Harbors.

19 Q. Okay.

20 A. Which is another town. So on Catalina Island, you have

21 Avalon and you have Two Harbors, smaller town. Not a lot -- we

22 don't do too many flights there. Yeah. I checked in the party.

23 We sent over a ramp agent to help with assisting on offloading

24 them, because at Two Harbors it's just a flat field, you know,

25 with nothing around, really.

1 And I was on the radio. At the time, we didn't have
2 Spidertracks. It was all radio communication, pilot common
3 channel. Pilot called final. But final, with these radios
4 it's -- I want to say it's line of sight because once they get
5 really low, we can't get a hold of the pilot when they're
6 descending. So, he called -- so they typically will call final
7 when you go to Two Harbors maybe a couple miles offshore just
8 because if they call final, I'm not going to hear them.

9 Called final and he lost power and just -- we lost the -- our
10 pilot, our ground crew, and some customers. I think we had two
11 survivors.

12 Q. Were there any changes within the company after that accident
13 in response to --

14 A. Things have gotten better with tracking.

15 Q. Okay.

16 A. I mean, the -- I view Spidertracks as a great tool for us so
17 we could actually see. We didn't really have a SMS program.
18 Definitely a lot of -- better changes, I think, yes.

19 Q. Has the company had any other accidents since then --

20 A. No.

21 Q. -- that you're aware of? Okay. So you've been here since
22 '99. What other positions have you held within the company?

23 A. I just started as ground crew, just fueling and loading
24 customers. Then they made the assistant manager. And
25 then -- yeah, then they made me general manager.

1 Q. Do you remember when you made the switch to assistant and
2 then general manager?

3 A. Honestly, I don't.

4 Q. Okay. About how long have you been in this position?

5 A. I want to say -- I would say a good maybe 15 years.

6 Q. Okay. Good. So you have people who report to you. Has
7 anyone reported safety concerns directly to you?

8 A. Safety concerns? Nothing that it stands out.

9 Q. Okay. Have you reported any safety concerns to the company?

10 A. No.

11 Q. Okay. How would you describe the safety program here?

12 A. Good. Definitely good. Yeah. Definitely a lot more
13 proactive than what it used to be. Yes.

14 Q. When did that change, would you say?

15 A. When new ownership took over, I think, in -- I think, 2012
16 was it (indiscernible), and 2013, things started, you know,
17 changing and using different programs.

18 Q. Is there a way for you to report safety issues --

19 A. Yes.

20 Q. -- up the chain? What is that?

21 A. On the SMS program, there's a -- you can pretty much go in
22 there and type any concerns if you're seeing something.

23 Q. Okay.

24 A. You could either put it as anonymous or you actually write --
25 or put your name.

1 Q. Have you ever used that form?

2 A. Myself? No.

3 Q. Do you know people who have used it?

4 A. We've had some, like some entries in there. But who did

5 them, I don't know.

6 Q. So you mentioned the ground risk assessment and described

7 what was in there. What happens if you have an elevated number

8 that comes up?

9 A. Then you -- you're going to get a call. So I know it goes

10 into a alert to, like, let's say, to Josh. And then that's when

11 he would, you know, check in on you, make sure you're okay. Or if

12 you're --

13 Q. Okay.

14 A. -- you know, maybe you shouldn't, you know, be working. So,

15 yeah.

16 Q. So Josh interfaces directly with the --

17 A. Yes.

18 Q. -- person?

19 A. Correct.

20 Q. Okay. Do you have any involvement in that?

21 A. No.

22 Q. Okay. Have you ever seen that happen?

23 A. Myself? No.

24 Q. Okay.

25 A. Myself, no.

1 Q. Not for you?

2 A. Yes.

3 Q. Okay.

4 A. Yeah, no.

5 Q. Any feel for your employees?

6 A. No, no. Everyone's -- I haven't, no.

7 Q. Because, in theory, you would know if they --

8 A. Correct. Yes. If any of my ground crew were -- yeah.

9 Q. Right. Okay.

10 A. Yes.

11 Q. Okay. Okay. So when -- you mentioned that you provide

12 weather information to pilots. Is that -- how often is

13 that -- does that conversation happen?

14 A. When weather is questionable either at the airport or in the

15 harbor, or sometimes the weather's clear and clear on the airport,

16 but Catalina could get fogged in. So -- yeah, I mean, whenever we

17 come in, that's one of the things that we look at first thing is

18 check and -- yeah.

19 Q. And you mentioned that sometimes that call initiates from you

20 and sometimes from the pilot.

21 A. From the pilot, yes.

22 Q. When does it come from the pilot? Have you noticed a trend

23 of when it comes from the pilot versus when you might have to call

24 the pilot?

25 A. I mean, sometimes, actually, you know, you're at the Queen

1 Mary and it's not as foggy, and it's -- but he's fogged in at the
2 airport. So he'll call like, hey, it's foggy. I'll say, oh,
3 really? Like it's actually good here. Yeah. Yeah.

4 Q. So when would you initiate the call?

5 A. If it's foggy on our side of it.

6 Q. Okay. So pretty much anytime that you've got bad weather
7 where you are or --

8 A. Yes.

9 Q. -- at Catalina?

10 A. Definitely. Yeah.

11 Q. Okay. So the pilots will call if they see a concern on their
12 end; is that fair?

13 A. Correct. Yes.

14 Q. Okay.

15 A. That's fair to say, yeah.

16 Q. Okay. And do you ever have pilots calling just to get a feel
17 for what the weather looks like where you are?

18 A. I mean, if they're on duty, yes. Yeah, they'll check and see
19 if, you know -- how the weather is.

20 Q. They'll call you for that?

21 A. They'll call, yes.

22 Q. Okay. Has Ara ever used you as a resource for weather?

23 A. Yes.

24 Q. Okay. Generally -- actually disregard that. Let's see.

25 Have you -- as a flight follower, have you witnessed any cases

1 where a flight has had to turn around mid --

2 A. Yeah. We've had a, you know -- yeah, yeah, actually. We've
3 had flights when we go to -- so, you could be clear in Long Beach
4 at the heliport, Queen Mary. I mean, it could be clear on
5 Catalina. You get 26 miles of -- you know, there's nothing for us
6 to really see. I mean, when the pilot goes on a weather check,
7 it's like, okay, let's deem it good, you know? Then we'll, you
8 know, proceed with flight. And sometimes we come up to actual
9 weather and turn back around and shut down and wait it out. Yes.

10 Q. Is that a common occurrence for those flights?

11 A. Yeah. I mean, if it's not -- yeah, then, you know, come
12 back. Yes.

13 Q. What about for the charter flights? Is that --

14 A. Charter flights?

15 Q. -- have you ever had to -- have you ever worked a diversion
16 or an aborted flight?

17 A. Yeah. We actually just -- we had a charter scheduled
18 recently and we got fogged in on Friday and we had to cancel it
19 because we got fogged in. And actually, the aircraft had to stay
20 overnight at our heliport.

21 Q. Were there -- how about any cases where a flight has taken
22 off and had to change their route, not necessarily route mid-
23 flight but their destination mid-flight?

24 A. Specific ones, I don't specifically.

25 Q. Okay. What do your shifts look like?

1 A. Shifts? So we come in at 7, and it varies because of sunset.
2 We don't fly across the channel after sunset. We stop operations
3 before.

4 Q. Okay.

5 A. So, obviously, in the summer, you know, the days are longer.
6 In the winter, the days are shorter. So usually the flights in
7 the winter, the last one is at 4:20 from Avalon back to Long
8 Beach. In the summers, typically the last one's around 6:30.

9 Q. Okay.

10 A. Even though sometimes, I'd say, in the wintertime, we finish
11 our flights at 4:30 or 4:45. You know, we still have reservations
12 in the same office, so we'll -- you know, we'll stay behind,
13 pretty much, and keep the office open till, like, 6:30.

14 Q. Oh, okay.

15 A. So that's when we stop taking reservations, pretty much.

16 Q. Okay. So, generally, 7 to 6:30?

17 A. Yeah. I'd say 7 to 6:30 at the --

18 Q. Yeah?

19 A. Yeah, at the very most. Yes.

20 Q. So, you're on shift the whole day? One person is on shift --

21 A. One person. Yes. Either one or the other. Correct.

22 Q. Okay. Any night work or anything? Night shifts at all that
23 you would have to support?

24 A. Sometimes, if the -- so, yeah, we've -- I've flight followed
25 at night before, yes.

1 Q. Okay. Is that not as common? How often would you be doing
2 that?

3 A. Just as -- not as -- whenever we have a charter, here in --
4 not too often. Here and there, yeah, if --

5 Q. Like once a month or --

6 A. Yeah.

7 Q. Is that --

8 A. Yeah, maybe a couple times maybe a month if -- whatever's
9 needed, you know? We would assign like, all right, who's going to
10 flight follow (indiscernible). And so, sometimes the pilots will
11 flight follow each other --

12 Q. Oh, okay.

13 A. -- or if they need, I'll do it. So we kind of work in that
14 way.

15 Q. I see. Okay. Are you able to flight follow from your home
16 or do you have to go into the office for that?

17 A. Yeah. You could -- Spidertracks has a mobile app --

18 Q. Oh, okay.

19 A. -- so you could watch from your phone.

20 Q. Okay. And that's all approved or (indiscernible) --

21 A. I mean, as far as I know --

22 Q. Yeah.

23 A. -- yeah, we can, you know -- the app is there so, yes.

24 Q. Do you -- so do you do flight following from that
25 (indiscernible) --

1 A. From my phone? I have, yes.

2 Q. Okay.

3 A. Yes.

4 Q. Okay. Do you have a feel for how comfortable Ara was flying
5 in the weather that we saw on Sunday?

6 A. A feel for it?

7 Q. Yeah. Like, has he ever talked to you about kind of
8 whether --

9 A. Ara's very professional. I mean, I don't question it because
10 he's a really good pilot. I mean, everything that I've seen from
11 him, he's very professional.

12 Q. What was your interaction like outside of work?

13 A. Really good. Very happy guy. He's very tentative, like,
14 asking -- like if you have kids, he'll ask for kids; how are they
15 doing. He recently asked my son if he has a girlfriend, and he's
16 8 years old. And he's like, oh, he's like, I have three
17 girlfriends. And so --

18 UNIDENTIFIED SPEAKER: He (indiscernible).

19 MR. RUIZ: Yeah. Really good. I've got -- one of our old
20 co-workers, name is Efron (ph.) -- just to paint a picture, he
21 would go to -- Ara would go to Costco and buy him boxes of diapers
22 because a box of -- a small box of diapers on Catalina is like
23 40 bucks, where you could get a big box. And so, I mean, he would
24 go out of his way for a lot of people. Yeah.

25 DR. SILVA: I see.

1 MR. RUIZ: Very genuine, very caring person.

2 DR. SILVA: All right. That's all questions I have. Thank
3 you.

4 MR. RUIZ: Okay.

5 DR. SEVILLIAN: Thanks, Sathya.

6 Garret?

7 MR. DALTON: Yes.

8 BY MR. DALTON:

9 Q. You mentioned recently -- there was a flight cancelled as
10 recently as Friday. And can you recall the flight that I was
11 doing last Friday? The one I did and -- that went to John Wayne
12 Airport --

13 A. Oh.

14 Q. -- Catalina Island.

15 A. Yes. Yes. Actually, the -- and that was around the same
16 time because, I mean, the fog moved in really fast.

17 Q. Okay. So you were flight follower on that flight. Can you
18 just talk us through that particular flight?

19 A. Yeah. So the plan was to go to John Wayne Airport, drop off
20 the group, and then we were actually going to take someone else to
21 drop them off at LAX. But the weather at John Wayne Airport, it
22 moved in really fast, and Garret just cancelled taking the other
23 part of the flight to LAX because the weather conditions had
24 gotten bad. So, he -- we ended up keeping the aircraft. Garret
25 shut the aircraft down over there and we kept it overnight.

1 Q. Can you recall how the passengers got home that night?

2 A. I'm sorry?

3 Q. Can you recall how the passengers got home that night?

4 A. Yeah. You got them an Uber.

5 MR. DALTON: Okay. That's all I got.

6 MR. RUIZ: Yes.

7 MR. DALTON: That's it.

8 DR. SILVA: All right.

9 DR. SEVILLIAN: All right. That concludes the second round.

10 I do have one more question.

11 BY DR. SEVILLIAN:

12 Q. You mentioned earlier that pilots will call if they have a
13 weather -- concerns about the weather. I know you weren't on duty
14 the day of the accident, but was there any conversation you -- can
15 you recall anybody contacting you if Ara called the flight
16 follower about the weather?

17 A. I don't.

18 Q. Okay.

19 A. I don't.

20 Q. All right. And to your knowledge, since the accident --

21 A. Yes.

22 Q. -- has there been any changes in company procedures as far as
23 flight following or any company procedures in general?

24 A. Right now, we're -- we haven't conducted anything or done any
25 flights or -- so everything's on hold. So we haven't changed

1 anything.

2 Q. Okay.

3 A. At the moment.

4 DR. SEVILLIAN: All right. Thank you. Any other questions?
5 Okay.

6 MR. RIGSBY: I just have a -- it's not a questions but, while
7 you're here, I'm going to want to coordinate to go have a look at
8 your operation out there at --

9 MR. RUIZ: Okay.

10 MR. RIGSBY: -- Queensway. I'll sort it through with Garret.

11 MR. RUIZ: Okay.

12 DR. SEVILLIAN: All right. So that concludes our interview.
13 We really appreciate you coming in.

14 MR. RUIZ: Thank you, guys.

15 DR. SEVILLIAN: Is there any other questions that we
16 should've asked you that we didn't?

17 MR. RUIZ: None that come to mind.

18 DR. SEVILLIAN: Is there anyone that you would like us to
19 speak with?

20 MR. RUIZ: No. Not that comes to mind.

21 DR. SEVILLIAN: Okay. Thank you.

22 MR. RUIZ: Okay. Thank you.

23 DR. SEVILLIAN: Off the record.

24 DR. SILVA: Off the record at 11:33.

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

CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: SIKORSKY S76B HELICOPTER N72EX
 CRASH NEAR CALABASAS, CALIFORNIA,
 ON JANUARY 26, 2020
 Interview of Pedro "Peter" Ruiz

ACCIDENT NO.: DCA20MA059

PLACE: Long Beach, California

DATE: January 31, 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.



Danielle C. Morgan
Transcriber