

DCA24LA034

OPERATIONAL FACTORS/HUMAN PERFORMANCE

Attachment 3

FAA Personnel Interview Transcripts

November 14, 2024

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UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: *

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MINOR DAMAGE TO BOEING 717-200 *

AT THE KAHULUI AIRPORT IN MAUI, * Accident No.: DCA24LA034

HAWAII ON NOVEMBER 30, 2023 *

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Interview of: DAVID KRAMER, Principal Operations Inspector
(POI)

for Hawaiian Airlines
Federal Aviation Administration

Honolulu, Hawaii

Friday,
February 23, 2024

APPEARANCES:

SHAWN ETCHER, Operational Factors Investigator
National Transportation Safety Board

BILL BRAMBLE, Ph.D., Human Performance Investigator
National Transportation Safety Board

ROCKY STONE, Operational Factors Investigator
National Transportation Safety Board

ALAN POEPOE
Air Line Pilots Association (ALPA)

RYAN T. IWASAKI
Boeing

KATHLEEN E. BANASZAK, Attorney
Office of General Counsel
Federal Aviation Administration

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I N T E R V I E W

(10:23 a.m.)

MR. ETCHER: All right. Good morning. It is Friday, February 23rd. It's 1023 local time. My name is Shawn Etcher. I'm an operational factors investigator. All that means is I just look at everything forward of the cockpit door, how it all interacts with the pilots. We're here for the event that occurred in Maui back in November. And I will ask you a lot of questions because I just want to learn.

MR. KRAMER: Okay.

MR. ETCHER: You're here to educate me, think of it that way. But thankfully -- I'm not the sharpest tool in the shed, perhaps, so I got a lot of great experts here with me. I'm going to have them introduce themselves and their role as well so you kind of know who we all are. And we will start with Rocky.

MR. STONE: Well, I'm the dull tip of the sword. But I'm Rocky Stone. I'm an ops investigator for the NTSB.

MR. KRAMER: Thank you.

DR. BRAMBLE: I'm Bill Bramble. I'm a human performance investigator with NTSB.

MR. IWASAKI: Good morning. Ryan Iwasaki. I'm a pilot with Boeing based in Seattle.

MR. POEPOE: Alan Poepoe. I'm a 717 captain with Hawaiian Airlines, here as part of the ALPA accident investigation team.

MR. ETCHER: So that's everybody that's on the ops and human

1 performance group that will be interviewing you and talking with
2 you today. You're going to educate us.

3 MR. KRAMER: Okay.

4 MR. ETCHER: Nobody else will be here. But you do have the
5 right -- anytime you talk to any of us, you do have the right to
6 have a representative present. Would you like one?

7 MR. KRAMER: Yes.

8 MR. ETCHER: And, Ms. Katie, would you be so kind?

9 MS. BANASZAK: Yes. Katie Banaszak. I'm an attorney with
10 the FAA.

11 MR. ETCHER: Thank you very much.

12 Is there anybody here you don't want here? If you say me,
13 that's great; I'll just go hit the --

14 (Laughter)

15 MR. KRAMER: No, I'd like you to stay.

16 MR. ETCHER: Are you good with everybody?

17 MR. KRAMER: I'm good.

18 MR. ETCHER: All right. Excellent.

19 As part of our process we do record these interviews. We
20 have that recording sent out to be transcribed. We get the
21 transcript back and we as a group review it and we only correct
22 typos. So we will not change anything you say, just misspelled
23 words. They get -- recertify it, and then transcript itself will
24 become part of our public record, the recording will not. So you
25 don't have to worry about hearing yourself on the news at night;

1 don't worry about that.

2 But I'm going to ask, because assume your counsel would
3 probably like a copy of that transcript?

4 MS. BANASZAK: Yes, I would.

5 MR. ETCHER: Thank you very much. And so she'll review it
6 and if there's something you need to amend to it -- we can't
7 change the transcript itself, but Katie knows you can write up an
8 amendment and we attach it right to that transcript, so it would
9 also become part of the public docket. Is that okay?

10 MR. KRAMER: That is okay.

11 MR. ETCHER: Let me rephrase that. Is it okay if we record
12 and transcribe?

13 MR. KRAMER: Yes, it is.

14 MR. ETCHER: Excellent. Thank you.

15 Just like everything in the government, there's always these
16 little rules, if you like, but I have a few. During this
17 education that you're going to give me, if you need a break, just
18 say so. If you need a -- whether it's to go to the restroom,
19 confer with counsel, just say so, we'll hit pause. It's not a
20 problem.

21 I ask a lot of questions. In my brain they sound like really
22 good questions, but in my mouth it does not come out the same. So
23 if you ever get kind of like "What is he asking?" just ask for
24 clarification. I assure you, you give me an answer I don't
25 understand, I'm going to ask for clarification. All right? So

1 it's kind of a two-way street.

2 MR. KRAMER: Okay.

3 MR. ETCHER: And if you don't know an answer -- it's not a
4 check ride, I don't know works just fine. We just want to
5 learn -- we love dealing with facts, but sometimes you might have
6 an opinion or we might ask for your opinion, and it's okay. Just,
7 if it is your opinion, just say your opinion. So when I read
8 through this later on, I'm not like, oh, is that fact or opinion?
9 As long as you say it's your opinion, I will know. Is that clear?

10 MR. KRAMER: That is clear.

11 MR. ETCHER: All righty. So with that, we will start.

12 INTERVIEW OF DAVID KRAMER

13 BY MR. ETCHER:

14 Q. I always start with the toughest questions first. Get them
15 all over with, right?

16 A. Exactly.

17 Q. Can you state your full name and spell your last?

18 A. David Michael Kramer, K-r-a-m-e-r.

19 Q. Excellent. And what is your job title?

20 A. My job title is principal operations inspector, POI, for
21 Hawaiian Airlines at the Honolulu CMO.

22 Q. Okay. And is your employer the FAA, just for the record?

23 A. My employer is the FAA.

24 Q. Okay. I just wanted to make sure we understood, so I
25 appreciate that.

1 So kind of in a nutshell, tell me what does a POI do? And
2 maybe a nutshell's not good, but, you know, in your words; how's
3 that?

4 A. In my words, my job is to have oversight for Hawaiian
5 Airlines on anything operational, which would include pilots,
6 flight attendants, dispatch, ramp -- pilots, flight attendants,
7 dispatch, and ramp.

8 Q. Okay.

9 A. Yes.

10 Q. All righty. And by ramp do you mean ramp control or do you
11 mean ground personnel, bag handlers, pushback people?

12 A. People that service the aircraft on the ground would be the
13 ramp people I would service -- or have oversight of.

14 Q. All righty. And we'll get into that here in just a little
15 bit. Do you have any airman certificates and ratings?

16 A. Yes, I do.

17 Q. And what are those?

18 A. Ready?

19 Q. What you can remember.

20 A. Well, I do have an ATP with type ratings for single, multi-
21 engine land. I do have the small UAS, drone 1. I do have a CFI,
22 CFII, MEI. Do you need descriptions more than that?

23 Q. Nope. That's good.

24 A. Okay.

25 Q. And do you have any type ratings?

1 A. Yes, I do. I have type ratings in the Dash-8 or -- Dash-8,
2 Embraer 135/145, and the Embraer 170 through 190.

3 Q. Okay. Do you have any type ratings in any of Hawaiian's
4 aircraft?

5 A. No, I do not.

6 Q. Okay. So, in your opinion -- I want to ask for your opinion.

7 A. Um-hum.

8 Q. Does that hinder you doing your job?

9 A. Not at all.

10 Q. How so? That's such a terrible question. My apologies. You
11 said that really quickly. Why do you not think it hinders you at
12 all?

13 A. Because with my experience here at the FAA I have done
14 oversight and inspections, investigations of multiple different
15 airplanes, of large wide bodies, narrow bodies, smaller
16 turboprops. I have a very wide experience base here at the FAA.
17 I've worked a lot on Airbus 320s at my -- or not at -- at previous
18 assignments here at the FAA for 320s and 737s, DC-9 series, and
19 I'm able to bring that over to here. Previous internships I've
20 also worked as an experience base along with my experience at
21 industry before I came to the FAA was from schooling, airline
22 jobs, I was able to bring into here.

23 So pilot experience from one aircraft to another, some things
24 are common from one to the next, and that applies to all of
25 Hawaiian airplanes fleets. Also, they have four different types

1 of airplanes here at Hawaiian Airlines, so when I oversee that, I
2 also bring in other experts to provide additional information to
3 me of like APMs on the different fleets, aircrew program managers.
4 Also, all the manuals either get accepted or approved come through
5 my desk. So I review those and have knowledge base on all the
6 different airplanes because some are all the fleets and some are
7 fleet specific. We're testing them out right now just doing their
8 newest airplane that they're trying to get certified and brought
9 on, so getting very detailed into that one. So having a type
10 rating in one airplane when I have oversight of four, it doesn't
11 hinder me at all.

12 Q. Okay. Have you ever asked for a type rating or it just
13 something you're like, not even ask for one?

14 A. The previous POI spot I had before this one, I did ask, but
15 switched position so it didn't happen. This one, hopefully when
16 things calm down a bit, I am looking to get one of the type
17 ratings.

18 Q. Are you looking for a specific type rating or just any of the
19 four would be great?

20 A. There's a specific one I was looking for. It would be for
21 the Airbus 330.

22 Q. Okay. Perfect. No worries. So this is probably the
23 absolute toughest question. Ballpark, how much total time do you
24 have?

25 A. About 8,000 total time.

1 Q. Okay. See, they're all easy now. That was the toughest one
2 for most, so it's all good.

3 Now I know you said a little bit about previous work, but can
4 you kind of give me just a nice CliffsNotes version, if you will
5 of your aviation history?

6 A. Okay. Well, I'll start with the FAA part, so -- current and
7 work backwards. So currently I'm the POI for Hawaiian Airlines.
8 Before that, I was the POI for Asia Pacific Airlines, and before
9 that, very short, the POI for Airbahn(ph.), which was in
10 certification. They never became an airline.

11 Before that I was working as a geographic inspector at the
12 Pacific CMO. And there, I did a lot of things. I volunteered for
13 extra. I was part of ASAP for different carriers. I was
14 geographic. I was, or still am, an OJT instructor. I worked on a
15 lot of stations inspections, deice inspections, enroutes. I did a
16 lot of investigations. During the period of Covid there were a
17 lot more enforcements on the cabin side and I did a lot of those
18 for investigations plus the enforcement side of that.

19 I've been at the FAA for 8 years now. And before that, I was
20 recruited to the FAA by my previous chief pilot at a 125 carrier.
21 She was at the FAA FSDO side and I came the air carrier side. A
22 lot more of my experience and comfort is with air carrier versus
23 GA. That chief pilot was at a 125 carrier at Sacramento, which is
24 where I live. I was there for, I'm going to guess, 5 or 6 years.
25 I was a captain on the Embraer 145 on Part 125.

1 Before that, I worked for J-Air, which is not a domestic
2 carrier, in Japan, on Embraer 170. Before that, I was a captain
3 at Mesa Airlines on a Embraer 145 and the Dash-8. I was there a
4 while. And that one, I got hired in 2001, in September 2001.
5 Yes.

6 MR. STONE: Early September.

7 MR. KRAMER: I was in ground school watching on the TV when
8 it happened. So I was furloughed as the second-most junior person
9 at Mesa. Before that, I was at CommuteAir flying the Beech 1900,
10 which doesn't require a type rating, but I did fly that for a year
11 as just an FO. And before that I was a flight instructor at
12 Embry-Riddle in Daytona Beach, where I used my CFI, II, and MEI to
13 teach airplanes, and plus I also taught ground schools for the
14 instrument flight school. And before that, I was a student at
15 Embry-Riddle in Prescott, and did I teach the meteorology lab that
16 went along with the course for that one. And when I was just a
17 private pilot, learned on my own.

18 Q. Okay. Perfect. Well, thank you for that CliffsNotes
19 version. That was great.

20 A. I don't know if that was CliffsNotes or too long.

21 Q. No, no, it helped me understand your experience and it's
22 definitely a wide range. You weren't just, you know, I'm here at
23 the FAA, I've been here for 50 years. So I appreciate that.

24 A. And even for the wide body stuff while I was in college, I
25 did the internship for Northwest Airlines on the DC-10. So I have

1 many different airplanes, that's why I answered that other
2 question about the type rating.

3 Q. That makes sense and I appreciate that, giving us all that
4 information. Let's just go back just a little bit. I believe you
5 said you live somewhere other than on island?

6 A. Correct.

7 Q. Okay. How does that -- let me rephrase that. Does that
8 hinder you from being a POI with Hawaiian?

9 A. No, it doesn't. The Pacific CMO helped to prepare me for
10 this. So the Pacific CMO is a virtual office. There is no office
11 you walk into at that CMO, so everything I did was virtual. I did
12 ASAP virtually, all the assignments. And then some things do
13 require physical presence. So occasionally I went out to ASAP
14 meetings in person at the air carrier. To do enroute station
15 inspections, physically I have to go to these places, and I would
16 travel literally all across the United States to go do these.

17 So coming here to Hawaiian Airlines being remote located in
18 Sacramento, manual reviews and meetings I can do virtually, but I
19 do come here, like I am today, to physically do things that need
20 to be done. Plus, I want to have a hands on and actually see some
21 parts of the air carrier -- airline, so make sure I have some
22 firsthand knowledge. So when I come out to Hawaii, I'll take a
23 not direct route to see different aircraft, different stations.
24 Most of it's planned so that I can talk to who I need to instead
25 of a surprise one, but I'll let the local inspectors do the

1 surprise visits. But I'm out here as much as I can and the office
2 is good with that. I haven't had -- if I say I need to be here
3 and -- they make sure I can be there. So I'm very happy with the
4 management here working with me on things like that. So I'm here
5 as much as I can be.

6 Q. So, probably every month's different, but just an
7 approximation, how often are you on island?

8 A. It works out to about once a month, sometimes more, sometimes
9 less, depends on projects. Like there is a project here at
10 Hawaiian right now, that's why I'm here 2 weeks, which is a little
11 bit longer than usual. Normally it's 5, maybe 6 days at a time.
12 Just the two projects worked in, and to stay over the weekend
13 because of the overtime that I'm putting in, it worked out better.
14 Five to 6 days is typical of a trip out here. It really depends
15 on the job load. My job is -- some of it's routine, but others is
16 for projects. So that's why it's hard to give an exact, but about
17 once a month.

18 Q. Okay. So, and you mentioned overtime, that's why you're here
19 for 2 weeks because whatever. Is it hard to get overtime to do
20 your job? If you need to come out is that hard to get?

21 A. Oh, no. Some things just take longer to do and to get it
22 done. And it's not technically overtime, it's comp time. And I
23 know there's different brackets you put it in for HR reasons, but
24 it's comp time, not overtime. So that'd be a correction to that
25 statement. And no, comp time as needed, I haven't had any

1 pushback from management to get comp time to get the job done.

2 Q. So I know you said something about you don't always take the
3 most direct route here so you can see other airplanes, other
4 stations. Is that just on Hawaiian or do you jump on other air
5 carriers, too?

6 A. Well, as an inspector, I can jump on any carrier, but as the
7 POI, it's in my best interest to look at Hawaiian Airlines. My
8 Plan A when I'm coming here for a project is to ride on Hawaiian
9 Airlines. So I'll take either the Airbus 321, right now it goes
10 to Maui, the 717 to Honolulu. I have done it coming this way or
11 going back. And then there is a nonstop from Honolulu to
12 Sacramento on the Airbus 330. So I'll mix it up and see all three
13 airplanes with two stations, or I guess three. My backup Plan B
14 is -- to be here for a project, if they cancel for weather,
15 maintenance, or any other reason, is to get on Southwest. But I
16 haven't had to do that yet.

17 Q. So you have jump-seated in -- I don't want to say regularly,
18 but as part of your duties on all three types that Hawaiian has?

19 A. Correct.

20 Q. So let's talk a little bit about the 717, and I'm glad you
21 mentioned that you fly through Maui. I assume in Maui you pick up
22 the 717 to come to Honolulu; is that correct?

23 A. Correct. It's either in or out.

24 Q. Right. Okay. So when you jump seat on the 717, is there
25 any -- I don't want to say issues. That's always such a bad term

1 to me. But is there any challenges you've seen observing from the
2 jump seat, whether it's visibility out the windows, whether it's
3 dealing with ramp personnel or air traffic control or anything?

4 Have you ever seen anything like that?

5 A. Personally, yes.

6 Q. Okay. What kind of challenges?

7 A. Usually it's easier to see when I'm at the station, not in
8 the flight deck, because you get a wider view of things and you
9 can see more flights, so more chances to see something. So that's
10 usually when I would see. And I would take a note, enter it in
11 SAS, and at the end of observations debrief either the captain, if
12 it was in the flight deck, or the station master. So I always let
13 the airline know what I saw.

14 Q. So have you had to deal with that at Maui?

15 A. I did, yes.

16 Q. Okay. Kind of give me, without maybe specifics or maybe you
17 can give me specifics, just generally what are some of things that
18 you see there of concern with you with dealing with the ramp?

19 A. In Maui, in particular -- my last trip through there was
20 February 5th. So on that day, I saw they didn't follow their
21 procedures for chocking ground service equipment. So I took some
22 pictures. I'm writing up the data now. And it will be reviewed,
23 presented to the airline with fixes to it, but that happens later
24 in the process. Right now it's just data collection. So my data
25 collection says they did not chock their ground service equipment

1 the way they should.

2 At the end of the visit -- I'm not hard to notice. I'm -- I
3 was wearing my enroute outfit, so I have a tie on and the high
4 reflectivity vest, so I'm very easy to spot on the ramp. Hawaiian
5 station manager saw that, knew I was there. Plus the radio calls
6 probably went out -- Hawaiian Airlines can answer that better,
7 but -- that I'm there. At the end of the visit, I told the
8 station manager on this flight at this time at this gate -- well,
9 I get tail numbers not flight numbers. This tail number at this
10 gate, this is what I saw. And sometimes I had a picture,
11 sometimes I didn't. But here's one with servicing the aircraft,
12 they didn't chock it. So I took a picture. The person came up,
13 said, hey, you know, oh -- they chocked it, which then got
14 compliance, but they weren't doing it before I mentioned it, so
15 that's why I brought it up to the station manager. I've also
16 previous times told Hawaiian Airlines headquarters personnel also.

17 I have seen overall improvement with this, but it's still an
18 issue but it is improving. And other things I've found in the
19 past have been improving, too, but that's more systemwide, not
20 specific to Maui.

21 Q. Okay. So since you noticed they didn't chock it correctly,
22 have you been back there since then?

23 A. February 5th was my last one. That was pretty recent.

24 Q. Okay. Yeah. So were they complying at that point, chocking
25 everything, or is that when you found the chocks?

1 A. When I found the chocks, they then chocked it. I told the
2 manager, and headquarters will be briefed later. It's just the
3 order of things.

4 Q. Okay. Have you had the chance to observe any of Hawaiian's
5 outstations at night or early, early morning? How about dark
6 conditions?

7 A. I have not been out there during dark conditions.

8 Q. Do you have anybody in your chain of command that has?

9 A. I don't recall any of the observations were at night, but I
10 would have to check my databases for that.

11 Q. Okay. And since we're talking chain of command here, do you
12 have any assistants or anybody that works with you on the Hawaiian
13 certificate?

14 A. There is an assistant POI. And then the rest of the CMT, we
15 work together, so I would -- the CMT.

16 Q. Okay. All right. That's fine. How's your interaction with
17 the CMT?

18 A. The CMT, it's good. We just did a big group event. We had
19 meetings between all specialties. This one was a tabletop we just
20 did, and we had everyone involved. We had maintenance, we had
21 ramp -- well, I mean, not ramp. We had maintenance, we had
22 dispatch, inflight, pilots, and I brought in some extra questions
23 for the gate and ramp. So as much as possible was covered to get
24 a very big overview of how they service this new aircraft.

25 Q. Okay. And your assistant --

1 A. Yes.

2 Q. -- how do you work with them? Is it a good working
3 relationship? Do you communicate well? Kind of help me
4 understand your two's interaction.

5 A. Okay. So the APOI, normally I would talk with her every day
6 that she's working. You know, sometimes I get ill, she gets ill,
7 but on working days we talk every day, emails -- Teams is actually
8 the best way we communicate. We keep up that way. At the moment
9 she is in training, so because she's in training I'm not
10 disturbing her. I want her to get the best possible education
11 without distracting her in any way possible. So while she's in
12 training, I'm not disturbing. Once she's done training, we're
13 going to talk every day. Before she went to training, we talked
14 every day. Just training, do not disturb.

15 Q. So while she's in training, do you have another -- did they
16 give you a temporary assistant to help or is it all on you?

17 A. It is all on me.

18 Q. Okay. Has that increased your workload a lot, some, not a
19 bit?

20 A. Yes, it has increased because I'm out an assistant.

21 Q. Right. But -- and that was probably a very bad question,
22 too, so my apologies. Your workload increased. In your opinion,
23 how much did it increase? Is it like double, triple, or just, ah,
24 it definitely takes a little bit more timing, but not --

25 A. Definitely takes more time, but it's only a 4 to 5 week

1 assignment that she's gone. Some things can wait, some things
2 can't. So the things that can wait just get delayed. I
3 prioritize which ones are which.

4 Q. And you're able to get, I'll say, what needs to be done done?

5 A. Yes.

6 Q. Okay. All right. So let's go back a little bit, back to
7 Maui, because that's where the event occurred. We're kind of
8 focused on that right now.

9 A. Okay.

10 Q. At least I am, so my apologies, my brain runs weird
11 sometimes. So you're in Maui, you saw the chock, did you tell the
12 station manager about that while you were there or you just report
13 it to SAS and then on over to headquarters?

14 A. I told the station manager that day in person.

15 Q. And how was that received?

16 A. Very well. They took notes. And I don't know what they did
17 after that, but they wrote down notes and took it out with them.
18 And they said, I agree, we're working on that. They took notes.

19 Q. Okay. Yeah, and that's all you know, right? So I appreciate
20 that.

21 A. Yeah.

22 Q. So now typically you get in a 717 out there or going out
23 there, whichever. When you're sitting in the jump seat on the
24 17 -- I know you've got a lot of other airplane time, flying
25 experience -- how do you feel the visibility is out those windows?

1 A. Well, standard answer is, you know -- or it's certified so I
2 know it meets all regulations. It's -- I don't know if that's --
3 I can't say it's not a -- it's noncertified and not a good
4 airplane, but --

5 Q. No, I'm not talking certified. I'm like if you're sitting
6 there, is it easy for you to see out? Is it -- the windows from
7 the jump seat, are they big enough that you can see the ramp and
8 stuff? In your opinion, do you have hindrances?

9 A. In my opinion, I have had a good view.

10 Q. Okay. And the times you have flown on the 717 were the
11 windows clean?

12 A. Yes.

13 Q. Okay. Have you ever seen them clean the windows?

14 A. No, the aircraft I've seen are usually on quick turns and/or
15 didn't require or requested by the pilots, so --

16 Q. Okay. All right.

17 A. -- I have not observed that.

18 Q. Okay. So have you observed a pushback from the jump seat out
19 of Maui?

20 A. Yes.

21 Q. All right. So we'll talk about that for just a little bit.
22 Kind of walk me through from your observation what you can
23 remember. What did you see? How did it look? Was it all in
24 compliance? Was there issues? Just kind of walk me through that.
25 I want to be a little fly on your shoulder, if you will.

1 A. Okay. I tell Hawaiian Airlines everything I see, so this is
2 not a surprise to anything at Hawaiian Airlines. So from the
3 cockpit side on the pushback, I'll give you that point of view.
4 So things that I've seen that were not correct was they have
5 pushed back faster than what's stated in the manual. They have
6 missed callouts from the pilot's side on starting the engines
7 that's not matching their manual.

8 I brought this all up to Hawaiian Airlines in the past. My
9 last few observations, they are now complying with this. So this
10 is something that's been corrected. So callouts are now getting
11 the correct callouts. The pushback speeds are now the correct
12 pushback speeds of all the ones I've observed. So I see that as
13 improvement from those findings I've reported to Hawaiian
14 Airlines.

15 Q. Okay. And that's good to hear that there's some great
16 improvement. When you pushback and they disconnect the towbar
17 from the airplane, is it easy to see the tug that pushed you back
18 or is that -- from the jump seat, I know you're not sitting in the
19 left seat, so --

20 A. Yeah. So the -- of course the captain would -- the PIC in
21 the left seat would have a much better view than me because they
22 can look closer down out the window. From the jump seat, I don't
23 recall if I could see it on the nose when they're pushing. And it
24 depends where they park on the side, sometimes I can, sometimes I
25 can't. But I don't have a specific recollection of looking for

1 that.

2 Q. Okay. All right. When you can see them off to the side, and
3 I know perception's always -- everybody's a little different on
4 perception. Can you give me a ballpark how far away that tug
5 looks from the airplane?

6 A. When it's off to the side and I can see it, usually you see
7 half of it from my jump seat through the window. So it cuts off
8 about the close half of it, so I see half a tug. When I can see
9 half a tug, I would guess that tug is about, guessing estimate,
10 opinion --

11 Q. Opinion.

12 A. -- 10 feet away? Guess. Opinion.

13 Q. Okay. No, that's what I asked for in a roundabout way. So I
14 appreciate that. Since you also deal with the ramp operations,
15 kind of oversee that as well, is that what the manual -- is that
16 where they're supposed to park per the manual or is there any
17 guidance on it?

18 A. Yes. Their manual, not our guidance, but their manual,
19 Hawaiian Airlines manual does state that the tug has to be off to
20 the side in view of the captain or the PIC on the left side, so
21 the left pilot, so they can see.

22 Q. So if the wind switched one day and they backed up so the tug
23 to be on -- I assume, on the terminal side, typically, but that
24 puts it on the right side, how far away do they have to be so the
25 captain can look?

1 A. I don't remember the answer to that.

2 Q. Okay. And that's okay. I don't know works fine.

3 A. Yeah.

4 Q. I just --

5 A. I don't know.

6 Q. Yeah. Have you ever seen them have to park on the right side
7 that you can recall?

8 A. Yeah. Sometimes the winds would call for that. So I'm not
9 sure -- I don't know. That would be my answer on the manual
10 reference, but it would be in view of the pilot.

11 Q. Okay. So the pilot, so --

12 A. I'm not going to have a --

13 Q. And that's okay.

14 A. -- factual answer on that one. I would need to look it up.

15 Q. Okay. No, I appreciate the honesty there. It's all good.
16 It's not a check ride. You're just teaching me. I'm trying to --
17 like I said, I want to be that fly on your shoulder. I want to
18 see what you're seeing so it gives me that better picture of
19 anything that can and might be incorrect or could be fixed or
20 whatever, because let's face it, none of us wants that event to
21 ever happen to anybody else again.

22 A. Yes.

23 Q. And that's what we're here to do. So it's all good.

24 Back to the pushback, they're off to your -- they pushback
25 when they're off to the left side and they park.

1 A. Okay.

2 Q. Do you see a -- because I'm weird, I call it the lollipop,
3 but the yellow beacon on the top of the tug, do you ever see that
4 blinking?

5 A. Well, my observations have been in day so it wouldn't be
6 noticeable to me. It did not draw my attention. I have no
7 specific recollection if it was or wasn't on.

8 Q. Does Hawaiian manual, does it require to be on or off?

9 A. I don't know.

10 Q. Okay. All right. I don't know is just fine. It's all good.
11 All righty. So they push back, you're sitting on the jump seat --
12 again, I want to be that fly right there on your shoulder --
13 what's the crew do? Is there anything they're required to do?
14 Like when the tractor or the tug, however you want to call it, is
15 away, is there anything they've got to look for on the ground to
16 see that everything's good?

17 A. Sorry. To clarify the question, then, are you talking
18 about --

19 Q. That was a really poor, choppy question. I am so sorry. So
20 you pushback, the tug disconnects, they pull to the left.

21 A. Okay.

22 Q. Is there anything the crew is looking for from the ramp
23 personnel to know that they're free and clear, ready to go, the
24 plane can taxi now?

25 A. The plane can taxi. Well, they're supposed to look to make

1 sure that there's no aircraft there and they're also supposed to
2 get a view of the nose steering bypass pin.

3 Q. Okay.

4 A. It's got a red flag on it.

5 Q. So, and I know you've been there most of the time during the
6 day, so it's okay, we'll take that. When they show the bypass
7 pin, can you see it from the jump seat? Have you even paid
8 attention? Let me rephrase that.

9 A. Yes. And I can see it.

10 Q. Pretty clear?

11 A. Well, it's attached to a big red flag and I see the big red
12 flag.

13 Q. Okay. Thank you. All right. Perfect. Do the crew -- I
14 know it's on the left side in the example I gave you.

15 A. Okay.

16 Q. So it's on the left side, they gave the pin, I assume the
17 captain acknowledges it, and does the captain say anything to the
18 FO that you can recall?

19 A. So things vary a little bit when they're starting engines.
20 So they might be in the process of starting an engine or they
21 might then start an engine, so things change a little bit
22 depending on sequence of events. So if they need to start an
23 engine, they would work on that. So the tug and all that pulled
24 away, you're talking about?

25 Q. Well, tug can pull away. Can they pull away without getting

1 verification from the crew with the pin? First of all, let me ask
2 that. Do you know?

3 A. I believe, my opinion, I believe reading the manual, it
4 should be the tug pulls away, they show the pin, and that's the
5 last step for the ramp and they clear the area.

6 Q. Okay. So the -- I'm visualizing it in my brain and I want to
7 make sure I have it right, because if I visualize it wrong, that
8 does me no good. So the tractor drives away, towbar attached
9 somewhere to that tractor. And then one of the wing walkers, I
10 assume, shows the pin?

11 A. Yes.

12 Q. And then that person walks away?

13 A. Yes.

14 Q. Okay.

15 A. Or sometimes -- it depends on the airport, they also ride in
16 with the tug and they leave.

17 Q. Does Maui, do you recall?

18 A. I don't have a -- like I can't answer that. Sorry.

19 Q. And I know if you thought you were going to be asked these
20 questions, you'd have been taking copious notes. I understand.

21 It's all good. It's I'm just trying to live with you, if you
22 will, be a fly.

23 A. And there's different stations operate slightly different
24 also, so --

25 Q. Is there no standard procedures between stations or is it a

1 general standard and then --

2 A. There's a standard and then it gets modified. Sometimes it's
3 a requirement from the airport says do this, so then they comply
4 with airport directions. And that's where the differences come
5 in.

6 Q. Okay.

7 A. Because I did ask that question, too.

8 Q. Okay. Oh, so you were anticipating us coming and talking to
9 you?

10 (Laughter)

11 A. No. I asked that question before this event happened, long,
12 long time ago, and that was the answer I got.

13 Q. Okay. All righty. So they got the pin, the captain gives
14 them the salute, the shaka, whatever, the thumbs up, whatever
15 symbol they give that they acknowledge them. Is there any
16 challenge and response between the pilots? Like the captain
17 saying I see the pin and the flag, and the FO says okay, or is
18 there anything like that that you can recall?

19 A. There's a checklist item for that. So on the checklist --
20 I'm not exactly sure what the words say, but there is a checklist
21 item for the 717 crew to accomplish that.

22 Q. Okay. Is it just the 717 or is that also throughout the
23 fleet?

24 A. That question there -- okay, so they're changing the way
25 they're flying these aircraft for all the fleets and they're going

1 to OEM style. And the OEM style has it in the expanded procedures
2 but not on a written-out normal procedures checklist. So it
3 depends which day you ask. As they're switching from the Hawaiian
4 style to the OEM style, that answer could change because the
5 Hawaiian style checklist, that's going away on the other aircraft.
6 It was on there. But OEM is from the manufacturers, it's not on
7 there, but in the expanded procedures. So I know that's not a way
8 to answer that question, but overall, OEM -- since you have Boeing
9 here, and if you had your Airbus counterpart it would be the same,
10 they're going to OEM styles.

11 Q. Okay. Is that -- I'll ask for an opinion. Is that, in your
12 opinion, confusing to the crew?

13 A. In my opinion, it should not be because they're trained on
14 the new procedures.

15 Q. Okay. I just -- that's why I ask. I just want to make sure
16 because you've got that nice bird's-eye view that I don't even
17 have. So I like to learn all I can, so -- okay. Perfect.

18 So the crew's challenge and response, do they always -- is
19 that -- I mean, that is a challenge and response typed checklist
20 item; do you know?

21 A. It would really help if I could see the checklist.

22 Q. I know. I'm sorry. I don't have one. But it's okay if you
23 don't know. I can look it up later.

24 A. There's a question, there's an answer about that on the
25 checklist.

1 Q. Okay. That's a good answer.

2 A. The exact words, ALPA there could answer more, but --

3 Q. What you said clears it up for me great, so I appreciate
4 that.

5 You're sitting on the jump seat, pin, salute, ramp's clear.
6 Is that what the salute means, that -- you know, when they show
7 the pin and the salute, that means everybody's clear and the crew
8 can begin taxiing when they get ATC clearance; is that -- do I
9 understand that correct?

10 A. Yes.

11 Q. Okay. When a crew gets ATC clearance to taxi, like at
12 Maui -- stay there for a minute -- do the crews just -- is there
13 anything they have to do? Like do they turn on lights? Do they
14 just power up and start taxiing out? Do they look left, look
15 right? Kind of help me understand what you're seeing from your
16 perspective in the jump seat.

17 A. Okay. So the jump seat, they're going to turn on any lights
18 that are needed, so daytime/nighttime operation. I've observed
19 daytime ones. They'll turn on the appropriate lights for that.
20 Standard pilots everywhere for all airplanes clear left, clear
21 right, and they also have a clearance from ATC and that's taxi
22 instructions.

23 Q. So they turn on lights as appropriate. Before they begin
24 moving, do they flash any lights, like turn them on and off, back
25 off relatively quickly to let everybody, hey, I'm going to be

1 moving here shortly?

2 A. I believe not on the 717.

3 Q. Okay. All right. And I know you've been there in the
4 daytime, so I get that it's a different perspective at night, so
5 all good. I meant to ask this earlier. How long have you been on
6 the Hawaiian certificate?

7 A. I've been on the Hawaiian certificate since July of 2023.

8 Q. So I'm really bad at math. I'm going to say about 8 months,
9 give or take?

10 A. Sorry --

11 Q. I know this is hard question. I know, but --

12 UNIDENTIFIED SPEAKER: (Indiscernible) fingers.

13 (Laughter)

14 MR. KRAMER: Yeah. I'm going to use my fingers here.

15 BY MR. ETCHER:

16 Q. Just don't use your toes, that's all I'm asking.

17 A. So this would be my eighth month.

18 Q. Okay. Whew, lucky guess. All right. So you've been on it 8
19 months. Prior to that, the previous POI, the one you came in and
20 took over from, replaced, or however you guys call it, did they
21 give you a briefing?

22 A. I have spoken to that person on the phone when I was
23 interested in the position, but there was a gap when he left there
24 to when I took on. So there was a gap in POI. There was an
25 acting POI in the meantime, which is the APOI, and I talk to her

1 every day, so --

2 Q. Okay. Before you, I think -- and forgive me, don't ever let
3 me put words in anybody's mouth. But I think you said before, you
4 took the job, applied for it, or however you said it.

5 A. Um-hum.

6 Q. Is being a POI, is that -- do you have to bid for it, do you
7 have to apply for it, or is that just, hey, you drew the short
8 straw, here you go, you're a POI for this carrier?

9 A. No. You have to ask to be it.

10 Q. Okay.

11 A. So I asked, or I asked to be the POI for Asia Pacific
12 Airlines and that's how I came to the Honolulu CMO. While I was
13 working on that certificate, they did ask would I like, and I
14 could say yes or no. And I did take my time in saying yes, but I
15 did say yes and I wasn't made to go.

16 Q. Okay. So just for clarification on the record, you took your
17 time. Was there a lot you had to consider, like, ooh, this is
18 a -- I don't want to say a bad airline, but is it -- was it
19 something with the airline that made you consider or just a
20 personal --

21 A. It was completely personal because I don't like to be
22 impulsive. I always like to do research and check and think about
23 it and ask around. So any question, I would not say yes to right
24 off the bat. I would -- let me look it up. So I looked it up.
25 That's why I called the previous POI. And the carrier I was at,

1 was a lot simpler, but -- on that day it was a lot simpler. So
2 that's why I had to choose, because the pay would be the same, so
3 would I take something more complex for the same pay is my thought
4 process.

5 Q. Okay.

6 A. I thought about it for I think 3 days or maybe a little bit
7 less than that before I gave my response of yes.

8 Q. Okay. Perfect. I'll let my mind chew on all that for a
9 little bit, so we'll go to a little different topic, manuals.

10 A. Manuals.

11 Q. You approve them all. Or let me rephrase that. You approve
12 certain ones. Is there any -- do you approve flight op manuals?

13 A. The FOM is an accepted manual with an approved chapter.

14 Q. Okay. Do you approve ground service manuals?

15 A. Ground service is an accepted manual.

16 Q. Okay. So what does that mean, accepted manual?

17 A. Okay. So this is usually confusing and everyone's wrapping
18 their heads around it. So an accepted manual is a manual
19 submitted from the airline on how they want to do something, and
20 it in there's some guidance from the FAA on which ones go which.
21 Like a MEL manual it says will be approved. Other manuals like
22 how they want to have uniforms set up, the FAA, we don't care
23 about uniforms as long as they're wearing something.

24 Q. That's a good education. I appreciate that.

25 A. So accepted manuals sort of fall into that category. So how

1 do they want to do inflight stuff, how do they want to do the FOM
2 accepted chapters, how do they want to do something -- so the FAA
3 gives the airlines flexibility on how they want to operate their
4 airline. Those would be in the accepted categories. The approved
5 ones are sort of like regulatory manual, like the MEL, minimum
6 equipment list manual. Those have to be approved.

7 Q. So, all right, that actually helped.

8 A. Okay.

9 Q. You explained it well because I could actually comprehend it,
10 so I appreciate that.

11 A. That's a tricky one, that's why I went, okay --

12 Q. No, I greatly appreciate that. And I know those aren't the
13 only manuals you have. You have dispatch manuals you have to look
14 at?

15 A. I got dispatch, pilot, inflight, enroute.

16 Q. Okay. So I know there's the accepted and the approved
17 manuals, but do you have to know both of those, the accepted and
18 the approved versions?

19 A. Yes.

20 Q. Okay. How well do those manuals sync up with each other?
21 Like if there's something in the cabin service that involves ramp
22 and pilots, do they all sync, kind of talk the same thing, or is
23 there an issue with --

24 A. Well, the answer is they should sync. Hawaiian Airlines has
25 tried to comply with that. There's an interface feature that's

1 supposed to list a topic, if you change something in this, it'll
2 interface with these other spots. So the person writing the
3 manual from Hawaiian Airlines will know I need to contact the
4 process owner or another department because it says these other
5 two are going to be affected if I change something in this
6 chapter. And that's how it should work.

7 Q. Okay. So it should work; does it?

8 A. There's people doing it and there's always going to be a
9 person mistake. It's just people. So occasionally it does
10 happen. By doing these reviews, by not just myself but by the CMT
11 team and even we bring in headquarters sometimes on different
12 projects, so -- not this project, the one before, we had AFS-200,
13 300, and 400 help out, and because more eyes, you get to find
14 stuff. Some interfaces were found and then corrected.

15 Q. So you found some interface issues and they corrected it.
16 Was it -- how did they respond to that? I know they corrected it,
17 but did they correct it -- I don't want to say happily, but was it
18 an easy correction or did you guys have to, no, here's where
19 you're wrong and, you know -- did you guys have to get gruffer
20 with them or was it accepted that, oh, yeah, those are -- we'll
21 fix those right away?

22 A. Oh, no, they definitely were very appreciative of these finds
23 and fixed it as best as they could, as quick as they could. This
24 one was a very complex fix, so as quick as they could was what
25 they did. Because it did involve -- different branches of

1 headquarters was getting involved in it, different specialties
2 from the airline had to be involved. That one was about the APU.
3 I don't know -- it doesn't affect the 717 though. It affects all
4 the other fleets, so -- they don't go ETOPS, so it doesn't affect
5 the 717.

6 Q. Okay.

7 A. But that was a big one that was found and they were very
8 happy to work with us on it, got it corrected as soon as possible.
9 The manuals went out in -- multiple manuals, because there was
10 interfaces, and the tabletops we just had literally yesterday.
11 Which the question not yesterday but the day before I presented
12 this, and we even had an added tabletop before that which was
13 presented also, two different fleets of airplanes, two different
14 pilots. They did use the same dispatcher, so -- he volunteered
15 twice.

16 (Laughter)

17 I know, I had the same reaction. But the two different sets
18 of pilots on two different fleets all answered the question
19 correctly. So that validated that the change was made, the
20 information got to the pilots, the pilots understood and were able
21 to answer questions about it. So I looked at interfaces that way.

22 Q. Okay. One last question and then I'll pass it off because
23 you've got to be tired of talking to me. I told you, you would at
24 some point, I promised you would. But you said the pilots knew,
25 they understood the questions you asked and they understood the

1 procedure in whatever. Have you ever had it when they haven't,
2 like it's been confusing?

3 A. I don't think I've come across that scenario.

4 Q. Okay. Taking as long as you did think to on it, that was
5 telling me a lot, so I do appreciate that.

6 A. Okay.

7 MR. ETCHER: I'll let my brain chew on this for a little bit,
8 but before I pass to Bill, do you need a break? Anybody need a
9 break?

10 MR. KRAMER: No, I'm okay.

11 MR. ETCHER: You're good? Everybody good? All right.

12 So with that, Bill, do you have any questions, sir?

13 DR. BRAMBLE: Sure.

14 BY DR. BRAMBLE:

15 Q. All right. David, your APOI, what's her name?

16 A. Cindy Sakai.

17 Q. How do you spell that?

18 A. I don't remember her middle name.

19 Q. Can you spell the last name?

20 A. S-a-k-a-i.

21 Q. And do you have any employees that report directly to you?

22 A. I'm not management so nobody reports to me that way.

23 Q. Okay. Do you have any other assistants?

24 A. No.

25 Q. And your direct report is who?

1 A. John Loomis, frontline manager.

2 Q. And were you involved in participating in or something to
3 oversee the Hawaiian Airlines CAVOK process involving manual
4 updates and revision?

5 A. With my start date, I came on at the very, very end of that,
6 so it was just finishing up.

7 Q. And have you noticed any impacts of that on their operation,
8 either positive or negative?

9 A. I wouldn't know beforehand, so I can't say.

10 Q. Do you know if there were any significant changes to ground
11 operations as a result of that project?

12 A. I came on at the end so I don't know what changed. I only
13 know what happened since I've been here.

14 Q. Okay. The pushback tugs or tractors, are they required to
15 have a rotating amber beacon light installed?

16 A. I would have to look that up in the manual. I don't know.

17 Q. And I don't actually know the answer to that. I know that
18 certain vehicles are required to have them at certain times at
19 certain airports, but I don't know what the rules are. I know
20 that Hawaiian Airlines told us that it's a policy that they have
21 and they have them on vehicles use them. So you wouldn't know
22 when that is supposed to be operating?

23 A. I haven't inspected a tug looking for an on/off switch or if
24 it's just connected to the ignition. I would have to check for
25 you.

1 Q. All right. Do you know how the pushback escort person is
2 supposed to display the pin and salute the crew?

3 A. Yes. They hold it up in view of the pilot and then they get
4 a response from the captain or the pilot they're showing, and then
5 they leave.

6 Q. Okay. And you were holding your both hands above your
7 head --

8 A. I'm holding both hands above my head with a gap to show the
9 red flag is stretched so they can see a red flag. It's a -- I
10 don't know if you can say how big that -- but it's about that big.

11 Q. And do you know if that is performed any differently at
12 night? Like do they have to illuminate the pin somehow or the
13 flag or --

14 A. No, that's not operated differently.

15 Q. Is there any issue with the crew seeing the pin at night?

16 A. I was not notified of any crews having trouble seeing it at
17 night. That was not brought to my attention.

18 Q. And no one's complained to us of that, it's just that when we
19 were out there we noticed it was a little bit difficult to see if,
20 you know, it was dark unless it had like a light on it or
21 something.

22 A. No, that has not come across my desk.

23 Q. Okay. Another thing that we've wrestled with is it sort of
24 seems like the procedure is that when the ground crew gets the
25 salute and shows the pin, they're supposed -- they're signaling

1 the flight crew that the airplane is clear, but a lot of times the
2 tug is within 10, 20 feet of the airplane, and so then how does
3 the crew know when they're really clear, is one of the things we
4 were wondering. And so in meeting with Hawaiian one of the things
5 they mentioned was they might be trying to reinforce their
6 training in a way that better reflects a diagram in their manual,
7 but it doesn't really explain but kind of shows that the tug
8 should be moved and the salute should be given from an area 45
9 degrees forward of the cockpit that's about as far laterally away
10 from the airplane as the wingtip. Have you ever seen any ground
11 service crew move that far out to give a salute for them when
12 you're jump seating?

13 A. I didn't pay attention to that from when -- where the tug was
14 when they got the view of the gear pin. Sorry, I can't -- have a
15 specific recollection of that.

16 Q. I mean, this is a pretty micro-level kind of observation, so
17 unless you had reason to look for it, you probably wouldn't,
18 but --

19 A. Nothing looked wrong at the time, so it didn't draw my
20 attention.

21 Q. Yeah. Okay. So one other thing that came to our attention
22 was that the pushback procedure for the A-321 and the A-330
23 involves one of the wing walkers transitioning between a signal
24 person with the X -- holding the two wands up as an X above their
25 head --

1 A. Correct.

2 Q. -- at a distance from the cockpit until everyone else has
3 cleared the perimeter of the airplane. And I was just wondering,
4 were you aware of that procedural difference?

5 A. Yes.

6 Q. Okay. Because they don't have that in place for the 717.

7 A. I did ask about that.

8 Q. What did they say?

9 A. Because of this event, you know, I asked more about it. So
10 after the event, they were told by a different branch of the FAA
11 inspector not from my office to change the way they do things.
12 And then they did it for a week of putting a 717 with someone out
13 there. And when I went back out there, I saw that they weren't
14 doing it and I asked about it, because someone even brought it up
15 to my attention that was on the ramp. I don't remember
16 specifically who. But I asked about it, and they said someone
17 from the FAA said you should do this, so that was the FAA telling
18 the airline how to do a procedure on 1/19 or so. But the airline
19 said, no, we shouldn't have the FAA tell us how to do it, we need
20 to run it through SMS, which is their Part 5 process. And they
21 then ran it through their process, and at the -- when they ran it,
22 said it's best to keep it the way it was and not make the change.
23 So it only lasted a week of doing it an X with the 717, just
24 because the FAA told them what to do out there. And that did not
25 come from the CMO.

1 Q. Okay.

2 A. But they did a SRM. So it's a, sorry, safety risk -- what's
3 the M part?

4 Q. SRA.

5 A. SRA. SRA for the Part 5 on the SMS process, safety
6 management system. And not changing was the result of -- the
7 answer they got.

8 Q. Okay. Do you have any idea why they decided it was not a
9 good idea?

10 A. I didn't request that report. My focus was somewhere else at
11 the time then. But I took their answer because they did the
12 SMS -- SRA about it.

13 Q. All right. Are you aware that Hawaiian transitioned from
14 having line service push back the aircraft and having ramp agents
15 do it a year or 2 ago?

16 A. Yes.

17 Q. Any concerns about that change?

18 A. Yes. So I'll keep answering the question, you know, forward
19 then. Yes, I was concerned about that because in Maui when I came
20 first on, that was one of the first stations I observed. I was
21 just curious to see another station so I asked what's the busiest
22 one? Maui. So that's where I went. This is like after I took
23 the job in July.

24 In Maui, I saw pushback speeds were faster than stated, which
25 is a normal walking speed, I believe is what it says in the

1 manual, and I brought that up to station personnel. I did not
2 like their answer and I brought it up to management, and I've been
3 on them about it. So now, when I went back February 5th to follow
4 up on it, they are now pushing back at normal walking speed. And
5 that was before they -- you know, because I flew in from
6 Sacramento, they didn't know I was there just yet, and I watched
7 out the window. Without knowing I was there, they were complying
8 and doing it correctly. So that was something they did wrong but
9 now they are in compliance, so that's one of the improvements that
10 I see we have here at the office improved. I know that's bad
11 wording, but --

12 Q. We heard something about hotline complaints involving
13 Hawaiian ramp operations and just wondering if you had any
14 knowledge about that or can tell us a little bit about it?

15 A. I get a general -- I want to know everything that's going on
16 at the carrier, so I try to ask around, find out what's going on.
17 That is not something that I investigate, so I'm not directly
18 involved in that. That is assigned out by management to other
19 inspectors.

20 Q. I see.

21 A. But I know that there's some type of complaint out there but
22 I have no idea what the specifics are.

23 Q. Okay. How do you interface with Hawaiian's safety
24 department? I'm sort of curious how -- like what the role of the
25 FAA is in overseeing their SMS and how you interface with their

1 different safety folks. If you could just kind of give us a
2 sketch of that?

3 A. Okay. Well, so there's two different ways to answer that.
4 One of them is like scheduled. Like this quarter I have an
5 assignment assigned to me to look at this. So not this trip but
6 my previous trip out here, I asked to go over some of their SMS
7 questions, and I looked at SRAs and SAs, which is safety analysis.
8 It's a circle chart. You've probably all seen it many times. But
9 I was specifically looking on that on a scheduled basis to review
10 some SRAs and SAs.

11 Other times when they want to do something new and I have a
12 feeling that I want to know some more about it, I put in a request
13 for the SRA or SA about this topic, and then they would provide it
14 to me. So I either have the scheduled or the on-demand for test,
15 job aide, or whatever I want. So they just put in a request for -
16 - I always get deviation and exemption, but -- deviation, and I
17 wanted more information on it so I requested the SRA to go with
18 that. So that's an on-demand request. Did that answer your
19 question?

20 Q. Yeah. And who are the safety folks that you would typically
21 interact with when you call to ask about safety and/or visit to
22 talk about the things you brought up?

23 A. So my first ask would be to the person requesting something
24 from me. Like they want that deviation, I would go right back to
25 that person and say can you please provide the SRA for it? That's

1 that scenario. But the other scenario was -- on my last trip I
2 had a request to go over SRMs with them or SMS questions for them,
3 and they then sent in the assistant to the director of safety
4 because medically he was not available, but I didn't push. But
5 his assistant was Terry Hill, and he's knowledgeable. I've worked
6 with him other times. And please provide a brief of the meeting,
7 because I went down to headquarters, and we'll talk about an SRA
8 about ramp operations, SA about training records. So we went over
9 SRAs and SAs knowing that this is what we're going to talk about
10 today. It was a scheduled request, not a -- due to a test. And
11 that comes, I think -- well, I have to check my SAS assignments,
12 but every other quarter for the scheduled ones.

13 Q. Do you interact much with Bennet --

14 A. Walsh.

15 Q. -- Walsh or Adrian Manuma?

16 A. I do -- well, Bennet Walsh was the director of safety that
17 was medically out on that last one. Terry Hill's the assistant.
18 And before that there was this Hans. I don't know his full name,
19 but Hans --

20 MR. Poepoe: Sholley?

21 MR. KRAMER: He just retired. I mean, they liked the guy.
22 They gave him a cake and everything when he left. I saw that. He
23 wasn't escorted out the door, they gave him a cake.

24 So Hans, really nice guy. He did a lot of improvements.
25 Because when I first came over -- it is a little overwhelming

1 learning all the new names and there's a lot of names over there.
2 I love name tags. It helps. And the ones that says visitor. So
3 when I was over there, I met Hans, and he was the pilot side for
4 SRMs and also for ASAP. So I was looking at improving ASAP for
5 the pilot group. And when I was working with Hans, getting
6 feedback -- so part of the SA Section 6 -- or Section 9,
7 Promotions, I was big on that because if people don't know that
8 they're getting their voices heard and feedback of what happens,
9 they might stop and I want to continue the promotion because
10 Hawaiian was fixing things, just let people know what you fixed.
11 So part of the promotion side of SMS. I did push that and it has
12 improved. They're doing more town halls, some presentations,
13 they're doing printing stuff in their crew room. It's over by
14 Alpha 20 or -- yeah. And I see improvement with the promotion of
15 SMS, and part of it was with Hans. So that has improved ASAP.

16 Q. Do you remember Hans' last name? It's okay if you don't.

17 A. No, I don't. I'm sorry. And he is no longer at Hawaiian.

18 Q. Okay. And who's the current safety person for the flight ops
19 side?

20 A. For ASAP for pilots, it's a lady. I'm guessing, opinion, I
21 think it's Corrina, Katrina, something like that. You enter, you
22 go all the way down on the right, and then another right is where
23 her desk is.

24 Q. Okay.

25 A. I, so I don't -- the name. I ask people where I need to talk

1 to and they point me in the right direction when I go to
2 headquarters.

3 Q. We had very limited meetings with the safety folks over
4 there. We just met with Adrian, had a brief conversation standing
5 in the hallway, so that's the reason I'm asking these questions.
6 I'm just trying to flesh out who the -- kind of like who your main
7 contacts are and what they do, you know.

8 A. And I did talk to her about ASAP stuff my last trip in the
9 beginning of February one. So I had topics to talk about ASAP
10 with her, so I did talk to her. I'm just sorry, I don't remember
11 her name. I remember she was wearing a white outfit that day.

12 Q. That was -- I'm sorry, what month was that?

13 A. February of 2024.

14 Q. Okay. All right. So in terms of overseeing their SMS,
15 what's your role as POI? Is it just to make sure that they have
16 one in place, that it's following the guidance and functioning
17 effectively? I mean --

18 A. No, there's much more than that. That is -- so just to get
19 it -- to be compliant is to get it on the book and then you check
20 the box, but that is not the purpose of SMS. That is one of the
21 things I like, SMS. I was -- okay.

22 Q. Just sort of like in a nutshell, sort of what's the POI's
23 role in making sure a carrier's doing that work? I mean, is it --
24 are you supposed to make sure they have it in place and it's
25 functioning or -- I mean, or are you supposed to participate in

1 its operation?

2 A. So I don't know how much from other carrier in my past I'm
3 supposed to bring into that, so how -- I want to know if I should
4 answer that. I'm looking to see, do I answer from a previous
5 carrier on how I handled that or just here?

6 MS. BANASZAK: Well, I guess the question is to you like how
7 much -- like what are you looking at? Are you looking at
8 specifically what happened with Hawaiian or are you looking at an
9 overall global picture?

10 DR. BRAMBLE: I think I'm asking a global picture, yeah.

11 BY DR. BRAMBLE:

12 Q. Sort of what's your take on the role of a POI in doing
13 oversight on SMS at a 121 carrier?

14 A. I have enforcements because I'm enforcing noncompliance with
15 Section 5. So it's not -- or legal has taken it. They're working
16 on the enforcing part of it, so don't know how much they can give
17 you on that part because it's not fully closed yet. But I have an
18 enforcement against a carrier, not Hawaiian, for SM -- SRAs, SAs,
19 promotion, and process measures. So it was like 5 -- 5.9, 5.7,
20 5.5. It's bad when you learn the reg numbers, but that way.

21 But I do have enforcements about it because that carrier was
22 not complying at all with it. When I asked them have you done any
23 audits and they said, no, we haven't done any operational audits,
24 that's process measures for SMS. Have you let the pilots know
25 changes you're making? So they weren't promoting, so that's why

1 enforcement of that. And since you're not doing any process
2 measures they didn't know anything was wrong, so all the
3 observations that we had from within our office, plus outside
4 headquarters came in and presented stuff, means there's no SAs for
5 continuous -- I think that's 5.7 on the reg area. They weren't
6 doing actual analyzing the current trends and data, so it's 5.5
7 for the regulations. It was a big EIR, and my understanding is
8 the second one being enforced on Part 5. So --

9 Q. Second one anywhere?

10 A. From the FAA. You'll have to ask legal how many they
11 enforced on it, but I believe I was the second one come to up with
12 a Part 5 enforcement going that way. So it's new. I take it
13 seriously. And you can read up all about -- you know, on that
14 part, but my role is active with SMS.

15 Q. Okay. Great. What's your impression of the quality of
16 Hawaiian's SMS?

17 A. Well, always improving. I mean, that's the purpose of it is
18 to always improve. Just like when I work, at the end of it, I ask
19 for positive -- or constructive feedback, not -- yeah, so
20 constructive feedback so I can improve myself to do a better job.
21 Even when I was a pilot I would ask that, in training events, and
22 even now as a GO inspector of ASAP, POI, I always look for
23 feedback at the end of it so I can improve it because I don't want
24 to make the same mistake twice. So I always look for improvement.
25 Same thing with SMS, it's designed to always improve.

1 So since I started in July, just a short -- it is a short
2 time, I have noticed improvement in their SMS procedures and
3 quality of it.

4 Q. Okay. And how about the ground safety side of the SMS? How
5 involved are you in taking a look at that so far, recognizing
6 that's it's only been 8 months, but --

7 A. So I could ask about the SRA where someone from a different
8 branch of the FAA told them to do something different. That one I
9 did ask about. It's not exactly SMS but another voluntary safety
10 program that goes -- connects into that is ASAP. So as of New
11 Year's, the ground personnel are now part of ASAP on that. So
12 that's a new feature adding into it.

13 Q. Do you communicate -- do you have like regular meetings with
14 each of the different kinds of safety managers? Like they have
15 one for, you know, the pilots and they have one for inflight and
16 they have one for ground and -- I mean, do you sometimes get
17 together in meetings with all of those safety managers or meet
18 with them separately or --

19 A. So I do schedule every -- well, after every quarter. So the
20 quarter ends and then it's the month after that is when I schedule
21 it. And it's mostly to go over sort of -- well, let me back up.
22 There's a little bit more to that story.

23 Q. And let me just scope this a little bit, what you said. I'm
24 just trying to get a sense if that's too low level for you, like
25 if you only deal with like the next level up or if you will

1 regularly meet with the different safety managers?

2 A. I request on demand to request those lower level ones, not
3 regularly scheduled the lower safety managers you're talking
4 about. It's on demand. So that -- on demand I put out -- I tell
5 Hawaiian in advance every quarter who I want to meet with at that
6 meeting and they've provided someone at all of them. And the
7 office here was trying to promote safety from within and they
8 brought in a different FAA person and he did a nice presentation.
9 It was a 2-day event. And I took from it a working -- you know,
10 you were asking about the CMT working together. So I took his
11 suggestion and when we're working with, hard word, analyzing
12 [verbatim] the data from every quarter, we do it as a group now
13 instead of just the POI. So by doing that, to get more input, and
14 the person that wrote it up, we can follow up with questions, get
15 a little bit more detail about it. And from that -- I do have
16 final say, but we get input on it and what we want to do about it.
17 So it's more of a group event with I got the extra 1 percent vote.

18 So from that, following it, we now make a PowerPoint
19 presentation. So instead of just sending a letter to the carrier
20 of that, we then make this meeting and we present it via
21 PowerPoint of all the findings we've seen previous quarter. And
22 ramp has been on that list along with other topics. And that's
23 where I would request the ramp safety person or ops or inflight or
24 whichever one's relevant for that quarter. It's new because it's
25 only -- this is my third quarter, so we've only done it twice.

1 I've gotten good feedback from the CMT. Everyone likes it
2 because it makes their voices heard, involved. I like it from the
3 CMOs I've been at. I now know more, so if something was wrong
4 with cabin, now the pilots know -- or pilot inspectors know about
5 it so they could ask. So we're bringing -- let's just use a hard
6 word, synergies, you know, all working together on that way. But
7 the FAA side here has been good feedback on it. We've seen
8 improvement with it.

9 Then we present it to the airline, and the airline, I
10 have -- you know, self-improvement, what did you guys think about
11 this? Is this good? Is this bad? How can we adjust it? Because
12 we just did one, we just did a second one, it's new. I've gotten
13 nothing but good feedback from the airline saying they like this,
14 they want to hear about what we see so that they can fix it,
15 because we might have saw it and they didn't. Now they know about
16 it and they can fix it, because you can't fix something you don't
17 know. So that's why the airline likes it -- these presentations
18 and fixing it. I've gone on about that pushback speed. They know
19 about that, they're fixing that now. And then I go out and verify
20 it and I see improvement that way.

21 So I'm getting the feedback, closing the loop, that things
22 are noticed, communicated to the carrier, they deal with it, and
23 then we can follow up and it's been fixed. It's not instant,
24 but -- you know, but I'm seeing positive trends. And I always
25 want to see positive, things getting better.

1 Q. Okay. So you have been in meetings with Adrian Manuma, the
2 ground safety manager?

3 A. I don't remember names, but I requested AO. I know that AO
4 for Honolulu has been at the last meeting.

5 Q. Okay.

6 A. I don't remember names.

7 Q. All right. I guess this is my last question. Any particular
8 safety concerns in general with Hawaiian that are on your mind
9 right now and that stand out or do you feel like things are going
10 pretty well or --

11 A. I definitely see things improving and, if there's something
12 that I notice, I start working on it. So I've been trying to tell
13 you anything I know. Because I am from the FAA and I'm here to
14 help. (Laughter)

15 Q. Yeah. I mean, occasionally somebody will say, yeah, they
16 have a terrible problem with X or Y, you know, but it sounds like
17 there is nothing like that that's rising to the fore in terms of a
18 glaring issue that is a struggle?

19 A. No.

20 Q. No.

21 A. And any issues that I saw months ago, they're improving. So
22 maybe if they're not completely perfect now, but I've seen
23 improvement and that's what I want to see is improvement.

24 Q. Okay. Okay. All right. That's great.

25 DR. BRAMBLE: All right. Thanks. Appreciate it.

1 MR. KRAMER: Okay.

2 MR. ETCHER: Thanks, Bill.

3 Before we continue on, how about we take a 5-minute break.
4 You have been talking for about an hour and 30 minutes educating
5 me and my brain needs a little pause for just about 5 minutes. So
6 that way you can go get you some water or coffee, whatever, use
7 the gentlemen's room, whatever you need. I think everybody could
8 use a little quick stretch. So with that, let's go -- pause the
9 record at 11:42 local.

10 (Off the record at 11:42 a.m.)

11 (On the record at 11:53 a.m.)

12 MR. ETCHER: All right. Back on the record at 11:53 local.

13 Thank you so much so far for all you've given. I'm going to
14 pass it over to Rocky because he probably has some really good
15 questions for you, so I'll let him take it away.

16 MR. STONE: Yes.

17 BY MR. STONE:

18 Q. And thank you again. It's been -- I've learned a lot. It's
19 very helpful. I do have a couple questions. What is your
20 relationship with the APMs that work here? You know, I mean,
21 are -- I mean, I thought that they worked for you but obviously
22 they don't or --

23 A. No. I am not management.

24 Q. Okay.

25 A. So I can't assign work to anybody. I identify risk and then

1 I put in a request and management will assign the work.

2 Q. Okay. So the APMs are -- obviously they're in a different
3 chain from your --

4 A. That's a -- they're in like an odd category because they
5 report up to the POI but the POI doesn't tell them what to do. So
6 it's --

7 Q. Ah. Oh, okay. So you --

8 A. -- really special, APMs.

9 Q. Okay. So you don't tell them what to do, but you identify
10 issues and they can take initiative to look at them or --

11 A. Yes. So I put in a request saying here's a risk or here's
12 something I noticed. I put that in and management will assign it.
13 They do have regular duties that they just do on their own, no one
14 has to tell them to do, that's just normally scheduled routine
15 stuff for them.

16 Q. Okay.

17 A. And I guess management -- well, they're management, they can
18 tell them whatever they want.

19 Q. Okay. That's good enough. Do you participate in the event
20 review committee?

21 A. ERCs?

22 Q. ERC process or --

23 A. I have in the past at other carriers. As a principal, I want
24 to stay out of that on purpose. I do that on design. I don't
25 want to be a part of that because if it comes down to enforcements

1 or it gets rejected and stuff, I can then do the enforcement on it
2 and I don't want to have the appearance of not being objective or
3 anything. I am a fan of these volunteer programs, of ASAP, SMS,
4 and I want to protect them so I stay out of them on purpose. I
5 have been an ERC member previously when it was appropriate at a
6 previous carrier.

7 Q. Okay. So you don't participate in it, but do you at least --
8 I mean, do you get the output for -- I mean, if the ERC identifies
9 an issue, I mean, does that eventually go to you or could it go to
10 you if it needed to?

11 A. Well, trends should be reported to me.

12 Q. Okay. But so, for instance, in the -- I'm sure that this
13 event that we are investigating had an ERC, but you were -- you
14 didn't participate and you probably didn't see the outcome of it.
15 Or is that, is that a true statement?

16 A. I did not get involved in the investigation of this event. I
17 normally don't get involved in ERCs unless something gets brought
18 to my attention, which was the reason why I spoke to -- I don't
19 remember her name from the previous question, but --

20 Q. Right.

21 A. -- she replaced Hans.

22 Q. Right.

23 A. That lady. There was some -- an inspector brought up an ASAP
24 concern and then I went to the Hawaiian Airlines person that does
25 ASAP for pilots to get it resolved, which it did get resolved

1 nicely. But I don't get in the ERC stuff. That is between the
2 FAA ERC person on a memo that can vote, the company person, and a
3 union rep or, if there's no union rep, that category of --

4 Q. Right.

5 A. -- ALPA has a seat.

6 Q. Okay. So I guess my question comes down to -- and it's
7 probably more on the ASAP side, and you talk a little bit about
8 noncompliance and how it gets identified. Can you kind of walk us
9 through if an issue is identified and, you know, it's identified
10 that there's noncompliance taking place, how does it corrected?
11 What are the -- what's the process?

12 A. Are you talking about ASAP?

13 Q. Yeah, it's --

14 A. ASAP. Okay. So for ASAP, a pilot -- let's just use the
15 pilot one. So I'm going to just do a generic scenario and walk
16 you through the process. So a pilot was told to turn left and
17 they turned right. They did not follow ATC instructions, that is
18 a pilot deviation. They violated a reg. I'm not sure of it's a
19 reg number, but it's a reg.

20 Q. Right.

21 A. The pilot either knows they did it right then or they'll get
22 notified later you violated something. They will then submit an
23 ASAP report. So if they did it at the time, they turned left --
24 right, oh, I should have turned left. They fill in the form
25 because they are voluntarily reporting this information. Also,

1 ATC knows this violation, they'll file it, it'll come to the
2 office and management will have another inspector investigate
3 whether -- that part, that's management, another inspector. ASAP
4 will then get their report. It will be de-identified by the ASAP
5 manager, the lady that I don't remember the name. She'll
6 de-identify it and then work it into the ERC meetings. So they'll
7 come up with event number 1 and they'll have the details of like
8 where and when, what type of airplane. They will not know crew
9 names. And if the person said, well, John Doe did this, like no,
10 they cross that out also. It shouldn't -- even if they reference
11 another person, it won't be in there.

12 ASAP reports are automatically accepted unless they're
13 rejected by some defining characteristics like alcohol,
14 intentional falsification, drugs, things like that, or timeliness,
15 and the ERC will vote to kick it out. But they're automatically
16 accepted now.

17 The ERC will review the written report. They'll talk about
18 it amongst themselves. If they want, they can request more
19 information. They could think some more about it. The
20 information roads to ASAP go in, so they can request and get
21 information. They should not send it out. So if I want to know
22 what's going in there, I know better, I should not be asking for
23 it because I don't want them to send it to me. I want to protect
24 the program, keep it going. Because if it loses trust, it's not
25 going to work well.

1 Q. Right.

2 A. So information goes to ASAP. The ERC deliberates, they come
3 up with whatever they want to decide to do for this pilot, counsel
4 him, send him off for training. I'm sorry I'm using him as -- any
5 pilot. They'll send him off for training. The pilot has to be
6 willing and able to do whatever the ERC suggests. If they're not,
7 it gets rejected. Let's just say the pilot's willing and able to
8 their recommendation, it gets closed out, and the pilot -- or the
9 inspector that was investigating the other one, they'll get notice
10 that it was closed out due to training or due to counseling, and
11 then that inspector will close out their report.

12 And if there's trends, like so many people are turning left
13 instead of right, the ERC -- FAA ERC person should let the
14 principals know. And the maintenance ones, there's -- trends
15 should be brought up so that we can then deal with a trend like
16 that.

17 Q. So, and it should work the same for a ground ASAP report; is
18 that correct?

19 A. Yes. All ASAPs work that way.

20 Q. Okay. So I guess, so for -- if it's not going, if there's
21 not -- if trends aren't identified through ASAP, I guess they
22 could be identified through audits. I mean, are there any other
23 mechanisms for identifying trends that are -- or noncompliance,
24 you know, areas -- okay, let me try and rephrase this. Yeah, so
25 what other mechanisms are there to identify noncompliance other

1 than ASAP?

2 A. Well, ASAP does work into SMS, which is towards the airline.
3 So the airline, that's one of their inputs is ASAP. Is that what
4 you're asking about?

5 Q. Well, I'm asking, okay, what other methods are there to
6 identify that there has been noncompliance if it hasn't been
7 identified as a trend through ASAP? So, I mean -- so I brought up
8 earlier audits, obviously. I mean, are there any other things
9 that I don't know about that would --

10 A. So the airline will do audits. Another input is ASAP if
11 there is one. FOQA. There's other volunteer programs, direct
12 observation from the airline from their audits, direct observation
13 from the FAA when we go out to do observations.

14 Q. Okay.

15 A. If people go out and do observation and they see something,
16 as an inspector from the FAA, they'll record it in SAS and then at
17 the quarter, I described that triple-A, we all get together to see
18 these trends. Like, oh, we have five of these about ramp or we
19 have five of these about people turning left instead of right.
20 Then we'll identify it that way. But that's a different input.

21 Q. Yeah. Okay, well, let --

22 A. Is that what you're looking for?

23 Q. -- let me ask for this particular incident, I mean, or this
24 particular procedure, the pushback procedure. You know, the one
25 thing that we heard yesterday is that, you know, that when the

1 serviceman displays the flag and the pin it means the airplane is
2 clear and it's ready -- it should be ready to taxi at that point.
3 And yet, when we go out and look, I mean, in my one jump seat
4 flight, which -- yeah, but luckily I have Alan to talk to, so I
5 kind of -- I'm not totally alone on this. But, you know, they're
6 not pulling the tractor out of the way. The airplane is not clear
7 when they're displaying the flag. So how does that noncompliance
8 get identified?

9 A. Well, someone has to see it --

10 Q. Right.

11 A. -- and then report it.

12 Q. Okay.

13 A. So I can't deal with anything if I don't know --

14 Q. Yeah. I -- you don't know what you don't know. That's a
15 good answer actually. Yeah. So we've been debating internally
16 about how to close the feedback loop. It appears that there's a
17 procedure and it's like hardly ever being complied with from what
18 we can tell, but nobody's reported it. Maybe that's because
19 there's intentional noncompliance all the time and it's come to
20 the point that that's the normal way to do it. I don't know. I
21 mean, that's --

22 A. Anything I see, I try to fix.

23 Q. Yeah. Oh, and I appreciate -- I can tell from talking to you
24 that you have a very good attitude that way. But I'm just trying
25 to identify why this feedback loop of -- that the SMS is supposed

1 to fit into, it doesn't seem to be working for this one particular
2 issue.

3 A. Okay. Well, that goes back to that diagram we've seen so
4 much about SRAs and SAs.

5 Q. Right.

6 A. So you have a problem, you then present this to fix it. And
7 then you come back later with SA: Did the fix, fix the problem or
8 did it make it worse?

9 Q. Right.

10 A. And then if it fixed it, okay, let's come back and check it
11 again later. Or if it didn't fix it, come up with another
12 solution.

13 Q. Right.

14 A. And at Hawaiian, with gate agents, we had a problem. They
15 presented a fix to it. We came back and did the fix, fix it? No,
16 it didn't. So we tried a different fix. And that second fix
17 actually fixed the problem, so that's where that whole loop comes
18 in, as an example, that worked that way, where -- yeah, they tried
19 fixing it; it didn't work because I got another report. Give me a
20 different fix. And then they tried a different one and it worked.
21 And that's how it's supposed to go.

22 Q. Okay. Okay. That's -- those are very good explanations,
23 so -- has -- I'm changing the subject a little bit.

24 A. Okay.

25 Q. Has there ever been an emphasis item on the pushback

1 procedures here? I'm talking prior to this accident even, during
2 your -- I mean, that would have only been your 4-month point,
3 but --

4 A. Yes, the pushback speed.

5 Q. Oh, okay.

6 A. That was me.

7 Q. Yeah. Okay. And that was why it was an emphasis item for --
8 and actually you probably went out and did, on every spot check
9 you would look for compliance on that particular issue?

10 A. Yeah. And that wasn't the only place I went to. I've been
11 to Honolulu -- well, Honolulu, Maui, and Kona, so far.

12 Q. Okay.

13 A. I'm going to go to all of them and other spots, too, and -- I
14 want to get out there and see stuff.

15 MR. STONE: Okay. I think that's all, that's all that I
16 have. Again, thank you very much for all this information. It's
17 very good.

18 MR. KRAMER: You're welcome.

19 MR. ETCHER: Thanks, Rocky.

20 Ryan, any questions, sir?

21 MR. IWASAKI: Yeah.

22 BY MR. IWASAKI:

23 Q. I just have a few concerning training. So for my education,
24 as a POI are you involved or oversee training as well with respect
25 to pilots, dispatching, and ramp agents?

- 1 A. Pilots, dispatch, inflight, ramp agent, cabin.
- 2 Q. So have you sat in at any of the new hire pilot training
3 process or recurrent or have done sim evaluations?
- 4 A. Pilot? I have not sat in on that, but there's other
5 inspectors here at the office that go and do that.
- 6 Q. Okay, but you don't?
- 7 A. So, yes.
- 8 Q. Okay.
- 9 A. That's how I get my information.
- 10 Q. Okay. And with respect to ramp agents, have they sat in any
11 of those ramp agent academic courses or the hands-on training
12 portion of the course?
- 13 A. That's a two-part question. It's a no and a yes. So the
14 first part of that question you asked, have they gone to the, you
15 know, like classroom or -- that part --
- 16 Q. For new hire ramp agents or --
- 17 A. For new hire, the answer would be no since I've been the POI.
- 18 Q. Okay.
- 19 A. The second part of that question you asked about on-the-job
20 training, hands on. Yes, there has been inspectors that went out
21 to three or four stations and they did watch the on-the-job
22 training.
- 23 Q. Okay.
- 24 A. So that's how it was a two-part question.
- 25 Q. Sorry about that. I'm new at this. Were they able to

1 provide feedback to Hawaiian Airlines' trainers and how is that
2 followed -- how was that loop closed?

3 A. So, I can't speak for them, but for me there was a SAS DCT,
4 which is a Data Collection Tool, DCT. And their assignment was to
5 go to -- I don't remember the airports, but they were here in
6 Hawaii, the state of Hawaii, and they watched on-the-job training
7 for ramp. And they reported back in their Data Collection Tools
8 that everything was positive. So I had no negative findings, so
9 nothing to dig deeper on and it got closed out. I don't know what
10 feedback they did to the carrier, but I usually only say the
11 negative stuff to the carrier.

12 Q. So if there was a negative comment or feedback, how does it
13 go back to the trainers at Hawaiian? Or SAS, what does that stand
14 for?

15 A. SAS. System --

16 MR. STONE: Safety Action System.

17 MR. KRAMER: Yeah, it's where we -- it's our database where
18 we get assignments. I put my request in for risk and then
19 management will send someone out with questions to do.

20 BY MR. IWASAKI:

21 Q. Oh, okay.

22 A. And they have different topics. Like the one I -- you're
23 talking about was the topic of ramp on-the-job training, and I
24 specifically said on-the-job training. I didn't have them go --
25 or I didn't request -- I don't assign -- I didn't request them to

1 look at classrooms and that stuff. It was requested to look at
2 on-the-job training. And they get it, they fill it in. So it's
3 linked to each inspector that goes. It will use a common data
4 field, but it said date, the location, the type of airplane, pilot
5 certificate numbers. So there's stuff to fill in. It's in the
6 databases to look up.

7 But everything came back negative. If there was -- or came
8 back positive, came back positive. If there was a negative, there
9 is a box that says inspector action taken and they then write what
10 did they do. So if you see something bad, you have to say what
11 did you do about it, you just don't say nothing. They told the
12 POI, they told the PIC, they told the director of ops, you know,
13 whatever it is they did they will put in there. But since they
14 did nothing -- or they saw nothing wrong, they'll put nothing
15 down.

16 Q. And so if there's a negative comment or something that needs
17 to be rectified or corrected, is there a suspense date?

18 A. A what?

19 Q. Is there like a due date that Hawaiian would have to change,
20 correct, or answer to what was going on?

21 A. So that's not how the DCT works. The due date on the DCT is
22 for the inspector to do the assignment. So they're supposed to do
23 it by either the end of the quarter or you could put something
24 faster in there like you have 1 month to do this, and then that's
25 for the inspector due date.

1 Q. Not for the airline?

2 A. Not for the airline.

3 Q. Okay.

4 A. If something was wrong and it got analyzed [verbatim]
5 and -- I know that word -- and then we send out -- we, the office,
6 sends out a letter to Hawaiian Airlines to fix something, we could
7 put a due date on it that way. But it didn't show me anything
8 negative, so I wouldn't say anything to the airline.

9 Q. Sure. Okay.

10 MR. IWASAKI: Okay. That's all I have. Thank you.

11 MR. KRAMER: Okay.

12 MR. ETCHER: Thanks, Ryan.

13 Alan?

14 MR. POEPOE: I have no questions.

15 MR. ETCHER: All righty. Whew, you made it through round
16 two -- oh, round one. Sorry. I was thinking, I'm like, those
17 were a lot of questions had to be round two (Laughter)

18 MR. STONE: I thought we were done.

19 MR. ETCHER: Yeah, you thought, there you go.

20 You made it through round one, you doing okay?

21 MR. KRAMER: I'm here to help.

22 MR. ETCHER: Oh, you're the FAA, of course. Round two's
23 always quicker. I don't have that many questions. I usually tell
24 people I only have like 130 more questions. It's been a while --

25 MR. KRAMER: That's it?

1 MR. ETCHER: -- but I don't even have that. You've been very
2 helpful, so thank you so much. But I just have a few, just little
3 blank spots that as my brain was turning on I just wanted to
4 clarify a little bit and some follow-on from some of these folks.

5 BY MR. ETCHER:

6 Q. ASAP. I know they have ASAP for pilots -- or, sorry, or it
7 that SSAP or --

8 MR. POEPOE: We call it ASAP for pilots.

9 MR. KRAMER: That's just the name of it. It really is ASAP.

10 BY MR. ETCHER:

11 Q. It's ASAP. Everybody -- every airline, I swear, has a
12 different name for it. But yeah, ASAP for pilots, cabin crew,
13 dispatch? Who do you have ASAP for?

14 A. Today?

15 Q. Today.

16 A. Pilots, flight attendants, ramp, dispatch, and you'll have to
17 ask the mechanic guys, that side, but I believe there's something
18 over there.

19 Q. Okay. And on November 30th -- I know you had only been here
20 just a few months, but on November 30th, did you have all those
21 then?

22 A. No.

23 Q. Which one did you have? Or which ones?

24 A. On that November date there was only pilots, flight
25 attendant, and dispatch, and probably maintenance, but I don't

1 know.

2 Q. Okay. So I know you're not involved with the ERC, all that,
3 I totally understand that. Do you get -- do you know how many
4 ASAP reports they get in a period of time? Are you aware of any
5 of those numbers?

6 A. So if I want to dig in or have a reason to dig in and look at
7 it, the inspector that's on the ERC, they fill in an activity in
8 SAS and there's a field they're supposed to put in of how many
9 reports they reviewed at that meeting. So I could look at that if
10 I wanted to answer that question.

11 Q. So I assume you don't typically look?

12 A. I don't typically look that up.

13 Q. All right. How often do they meet; do you know?

14 A. They're supposed -- to be an ASAP, they're supposed to set up
15 when they'll meet. If there's no reports filed, they should put
16 an activity saying zero for the number reviewed to show that they
17 at least were going to do one. Depends on the airline. The
18 bigger, the more reports you get versus the small ones. So it's
19 customizable, but there should be a routine, whether it's weekly,
20 monthly, quarterly. It depends on the airline. I don't get
21 involved, but I heard, opinion, that's it's on Mondays, once a
22 week. But you would have to ask the ERC member.

23 Q. I just -- I wasn't sure. Just thought I'd ask. So they
24 produce a newsletter, right?

25 A. Um-hum.

1 Q. Do you ever look at those?

2 A. Not typically. I have in the past when I'm following up on a
3 particular item, but usually it's when I have a specific want to
4 follow up.

5 Q. Okay. So we talked about the -- I'm totally going to mess it
6 up -- GSIP, that's the ground ASAP?

7 A. Ground ASAP, yes.

8 Q. Yeah, we spoke about -- okay, whew. Don't make me have to
9 look at these acronyms. So I know that's fairly new. Have they
10 met; do you know? The ERC, that is.

11 A. I'm not sure.

12 Q. And I know it's new, so it --

13 A. It just started New Year's.

14 Q. So not even 2 months old, it's still in its infancy, so I get
15 it. Okay. And I believe -- forgive me, don't -- again, like I
16 said, never let me put words in your mouth, but when we were
17 talking you said unless it's one of the big items, ASAP reports
18 are accepted, and there's a list of big items in that whole thing
19 and I understand that. Is that correct?

20 A. That is correct. It's boilerplate, every airline's exactly
21 the same.

22 Q. So I understand there's also sole source, which the pilots
23 provide voluntarily and then there's the non-sole source.

24 A. Correct.

25 Q. And the non-sole source, like your example, ATC, they report

1 that non- --

2 A. Non-sole source.

3 Q. Okay. And that's always accepted as long as it doesn't hit
4 those big items, that you can recall; do you know?

5 A. So this gets confusing for a lot of the people I've been
6 talking to and I try to educate them on it. When I was at the PAC
7 CMO, I was on the ASAP when they changed all this, so I got
8 briefed. It used to be, the ERC would vote to accept it or not,
9 used to be. They changed the MOU for all airlines and now it's
10 they submit it, it's accepted, then the ERC will review it, and if
11 it's for some of those reasons, they will say rejected or not
12 accepted, whatever word they want to use, it gets taken out of the
13 program.

14 Q. And that's why I just wanted to make sure I got it on the
15 record to just understand that there was a new change and, you
16 know, a lot of people --

17 A. Headquarters FAA, someone, not me, changed the MOU for all
18 airlines. It's boilerplate.

19 Q. Okay. No, perfect. I just -- I wanted to make sure that
20 that's why.

21 A. Yeah.

22 Q. So I appreciate that. Do you as a POI do any check rides or
23 line checks? I know you do jump seat observation rides, but do
24 you ever do any line checks or check rides?

25 A. I have done two for Hawaiian. Yes.

1 Q. I want to ask for your opinion, give it if you wish. How do
2 you feel the experience level -- we'll use that word -- experience
3 level of Hawaiian pilots is when you see them on a check ride?

4 A. I saw two flights, and I was actually observing the check
5 airman, not the pilot. So the check airman was evaluating the
6 pilot and I was evaluating the check airman. Those are the two I
7 observed.

8 Q. Okay.

9 A. An opinion question -- that's really hard.

10 Q. I know you had a small snapshot. I understand that.

11 A. The opinion of the two check airmen I observed, that's who I
12 was evaluating, one was good, one was great.

13 Q. Okay. That says it right there, so I appreciate that
14 honesty.

15 A. Okay.

16 Q. Ground training for ground personnel -- I should just say
17 training for ground personnel, have you worked with their training
18 plan, their training layout, what they expect?

19 A. So when I looked at the risk of ground training -- and this
20 was before the event, so I was looking at before the event. I put
21 in a request in SAS to have management put inspectors to it and it
22 was for reviewing training records and observing OJT. So that's
23 the research I did for that. And I did not go do that, other
24 inspectors did that.

25 Q. Okay. The feedback they -- did they give you feedback?

1 A. Yeah. They have to answer the questions. So the DCTs, Data
2 Collection Tools, were all positive. Everything was we call
3 green, because it's either green plus sign or red minus sign, and
4 then they have to provide why. But I had no negative feedback.

5 Q. And I know when they put it into the SAS, DCT -- and let's
6 face it, every time we talk to the FAA we get all these new
7 acronyms, it's awesome. But --

8 A. I'm trying to give you DCT, Data Collection Tool, trying to
9 say it that way.

10 Q. No, and I get that, but it's easier to say DCT, so I
11 appreciate it. I know they put stuff in there but sometimes -- I
12 know I would, I'll be honest, if there were something I'm like,
13 well, I don't want to really put it in the DCT, I just want to
14 explain it, maybe I can explain it better verbally than in DCT.
15 Does that ever happen with your CMT?

16 A. Well, whenever they find something, I'm like, well, put it in
17 SAS and then I could do something with it, you know, when we get
18 together at the end of the quarter. So I direct anybody that
19 tries to do that, put it in SAS so it's recorded.

20 Q. All right. Do you ever get any Alaska -- or Alaska, that was
21 my next question. But do you ever get Hawaiian pilots reaching
22 out to you and calling you, or ground personnel or anything like
23 that, direct?

24 A. No. And the only number I give out is my work cell, not my
25 personal cell. And no, I have not had any direct requests from a

1 line person.

2 Q. Okay. All right. Now I'm -- my next question was about the
3 Alaska merger, the pending merger, if you want to call it pending.
4 I know there's a whole lot of hoops it's got to go through.

5 A. Okay.

6 Q. With that out there in the public, did that increase your
7 guys' surveillance, decrease it, increase your workload? You
8 know, there's a lot of questions there, so I can break them down
9 if you want.

10 A. Okay. So really, we're waiting for things to move along so
11 we can kick things off on that. Because the last thing was I
12 believe last week-ish, the Hawaiian Airlines shareholders had a
13 vote to do it or not. So if they voted not to do it, we did
14 stuff, you know, without a reason to. So the next big step was
15 the Hawaiian Airlines shareholders to vote. I heard they passed,
16 so it's moving to the next step. I've waited till I get my
17 assignment on it, so I don't have any direct work related to the
18 merger. I know I will eventually, but not today.

19 Q. Okay. Fair enough answer. So, all right. Perfect.

20 Do you know what the turnover rate is with the pilots here?
21 Are you -- do they give you any kind of a, you know, matrix, like,
22 oh, we lost half our fleet, you know, pilots last night, you know?

23 A. So for pilots it's not as high as some of the other places
24 just because it's a bit more of a niche out here, where people
25 that want to come to Hawaiian Airlines, want to be in Hawaii. So

1 particularly on the 717 it's mostly day trips -- they got some
2 overnight stuff, but mostly day trips. So, I mean, the pilot
3 background I have and talking to pilots, it's a long commute if
4 you're going to be on a 717 living in Texas. So most of the
5 people want to be here. They want the style or quality of life.
6 So that does help with their turnover rates for pilots.

7 Q. Okay. How about for ground personnel? Do you know about
8 that? Do you know if there's any --

9 A. I do know about that, and I know it is exactly like every
10 other carrier as I talk to the other offices, and it is identical
11 to all of them, of a high turnover rate. So it's not a Hawaiian
12 Airlines thing, it's a job title thing, maybe, but it's a high
13 turnover rate for everybody, every carrier.

14 Q. So it's good that you talk to other inspectors and all that,
15 that's great. So I'll ask your opinion. With that high turnover
16 rate, does that give you guys -- does that increase risk? Does
17 that give you guys any changes, you know, considering the high
18 turnover rate of ground personnel, does that give you guys any
19 concern, changes, extra work, whatever?

20 A. Well, I identify the risk, which then puts out more work.
21 So, I guess I would make more work from whatever topic. But it is
22 a safety concern. Part of those things I described to you earlier
23 are not new hire problems, it's experience problems. So that
24 doesn't contribute to those issues. It presents all different
25 ones, but -- I do, did identify it as a risk. We have some

1 scheduled surveillance. I wanted more due to the risk in what I
2 was seeing, and then have increased it more since I've been here.
3 So it went -- it's on its third increase since -- I'm only here
4 three quarters, so that's as much as I've done it so far. And
5 going on the trend, I'll analyze [verbatim] it at the end of the
6 quarter to either keep it at the same level, increase it, or
7 decrease it.

8 Q. Okay. Okay. The last question I have -- see, I told you
9 round two is always quicker. The last question I have is how were
10 you notified of the event in Maui on November 30th?

11 A. I got a voicemail because I was actually in class so I turned
12 my phone off, so I don't have to buy donuts. So I was in class,
13 so my phone was off, and I had multiple voicemails. The first one
14 I heard was from the assistant POI, but I did have a voicemail
15 from the DO also. So he did notify within the amount of time,
16 just he couldn't get ahold of me because I'm in class. He
17 contacted, I believe, management and the APOI. He made other
18 contacts to make the notification because he couldn't get ahold of
19 me. But yeah, it was voicemail, and that made an interesting
20 break from my class. I was in Oklahoma City in class.

21 Q. Okay. All righty. And I know I lied, but I've --

22 A. You can have two more if you like.

23 Q. Ooh, two more? Don't make me work on that. Are they
24 usually -- are they, that was terrible. Is Hawaiian usually
25 pretty quick to report events? I know they've had others.

1 A. Since I've been POI, since that event -- I mean, they were on
2 time on that one. I was just -- my phone was off. But since
3 then, there was another event. They notified me before the plane
4 landed. It still had an hour to go to land and I was notified.
5 So they're quick.

6 Q. Well, you said I could have two, so I'll -- I come up with a
7 question just so you can have that --

8 A. You can always have two more.

9 Q. Ooh. So what is on time reporting to you guys?

10 A. Oh. I know management knows that answer really well.

11 Q. You shouldn't have gave me two questions. (Laughter)

12 A. So I don't remember the exact number, but management's been
13 happy. I mean, they notified them quick. This one the plane was
14 still airborne. I don't know the exact number of hours.

15 Q. All right. No worries. It's a management question, so I'll
16 let you off on that one, how's that?

17 A. Okay.

18 MR. ETCHER: All right. Well, that's all I have. I
19 appreciate the time, but let me make sure Bill doesn't have any
20 more.

21 DR. BRAMBLE: I do not. Well, actually I have just one.

22 MR. KRAMER: You want two?

23 DR. BRAMBLE: No, just one.

24 BY DR. BRAMBLE:

25 Q. Can you just tell me what type of inspectors serve on the

1 ERC?

2 A. What --

3 Q. You know, I think you mentioned that --

4 A. Please clarify the question.

5 Q. I think you mentioned that you don't serve on the ERCs
6 because you want to be objective with your enforcement, but
7 somebody from the FAA attends ERC meetings; is that right?

8 A. Correct. There's three members: an FAA person, a union
9 person, and a company person.

10 Q. And so who are the FAA people that -- you know, what would
11 their job title be that typically serve on those or attend those
12 meetings?

13 A. It should not be a PI or the API. And that's for all the
14 different specialties. Management chooses who they want and they
15 make this memo and they put it on there. So they make the choice.
16 I don't choose who goes on that ERC.

17 Q. And is it typically not somebody that's part of the CMT for
18 the carrier or --

19 A. That doesn't matter.

20 Q. Oh, so it may or may not be?

21 A. Yeah. You could be on the CMT, you could not be on the CMT.
22 That doesn't matter.

23 Q. Okay. All right.

24 DR. BRAMBLE: All right. That's all I got.

25 MR. ETCHER: Thanks, Bill.

1 Rocky?

2 MR. STONE: I don't have anything else. Thank you.

3 MR. KRAMER: Okay. You're welcome.

4 MR. ETCHER: Thanks, Rocky.

5 Ryan?

6 MR. IWASAKI: I don't have any. Thank you.

7 MR. ETCHER: And Alan?

8 MR. POEPOE: (No audible response.)

9 MR. ETCHER: You got off easy on round two.

10 MR. KRAMER: Hey, I thought I was here the longest?

11 MR. ETCHER: Well, you were, but you still got off easy.

12 Well, again, I appreciate you educating me. I'm glad you're
13 letting us record because you've given me so much I know the
14 info's pouring out of my brain, it won't retain, so I'm glad I can
15 at least read it later.

16 MR. KRAMER: I hope it's good.

17 MR. ETCHER: You've educated me. I'm content. So thank you.
18 I always last -- one last question.

19 BY MR. ETCHER:

20 Q. You're a POI, you see a lot of things a lot of us don't. If
21 you were king for the day, is there anything you can think of
22 like, man, could they just -- you know, can we address this, and
23 what is this?

24 Okay. So maybe that's the toughest question. I don't know.

25 A. Well, it sounds like not a good question because anything I

1 want to address I make sure I address it so I don't leave anything
2 not worked on at least in some form. Because if I want it
3 analyzed or reported or looked at, I do it. So I'd --

4 Q. Okay.

5 A. -- leave it at that.

6 Q. Hey, that's okay. I always -- sometimes people like in your
7 position and others, it's like you see things that maybe we don't
8 and it's like anything we can do to prevent this from happening
9 anywhere else, I think is a win for all. And so I always like to
10 just make sure, you know, if there's something that you can think
11 of that needs to be fixed?

12 A. I have no requests like that.

13 Q. Okay. No worries.

14 MR. ETCHER: With that, we can call this concluded at 12:31
15 local. And I, again, I appreciate it so much, all your education
16 you've given me.

17 (Whereupon, at 12:31 p.m., the interview was concluded.)
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CERTIFICATE

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

IN THE MATTER OF: MINOR DAMAGE TO BOEING 717-200
 AT THE KAHULUI AIRPORT IN MAUI,
 HAWAII ON NOVEMBER 30, 2023
 Interview of David Kramer

ACCIDENT NO.: DCA24LA034

PLACE: Honolulu, Hawaii

DATE: February 22, 2024

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



Kay Maurer
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

* * * * *

Investigation of:

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MINOR DAMAGE TO BOEING 717-200 *

AT THE KAHULUI AIRPORT IN MAUI, * Accident No.: DCA24LA034

HAWAII ON NOVEMBER 30, 2023 *

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Interview of: JOHN LOOMIS, Frontline Manager

Federal Aviation Administration

Maui, Hawaii

Friday,
February 23, 2024

APPEARANCES:

SHAWN ETCHER, Operational Factors Investigator
National Transportation Safety Board

BILL BRAMBLE, Ph.D., Human Performance Investigator
National Transportation Safety Board

ROCKY STONE, Operational Factors Investigator
National Transportation Safety Board

ALAN POEPOE
Air Line Pilots Association (ALPA)

RYAN T. IWASAKI
Boeing

KATHLEEN E. BANASZAK, Attorney
Office of General Counsel
Federal Aviation Administration
(On behalf of Mr. Loomis)

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I N T E R V I E W

(8:45 a.m.)

MR. ETCHER: All right. Well, good morning. It is Friday, February 23rd. It's 8:45 local time. My name is Shawn Etcher. I'm an operational factors investigator with the NTSB. That means that I just look forward, at everything forward of the cockpit door and how it interacts with the crew. You're here because you guys provide oversight for the airline so we kind of want to understand your guys' role with the airline as well. So it helps us also.

Thank goodness. I'm kind of slow, so I have a lot of smart people with me that know a lot more than I do. I'm going to have them introduce themselves here in just a moment, and we will start with Rocky.

MR. STONE: He should -- he can start somewhere else because I don't know more than he does. But anyway, I'm Rocky Stone, and I'm an ops investigator also for the NTSB. Thank you.

MR. ETCHER: And Alan?

MR. POEPOE: Alan Poepoe. I'm Hawaiian Airlines captain on a 717. I'm here as part of the ALPA accident investigation team.

DR. BRAMBLE: I'm Bill Bramble, and I'm a human performance investigator with NTSB, based in D.C.

MR. IWASAKI: Good morning. Ryan Iwasaki. I'm a Boeing pilot based in Seattle.

MR. ETCHER: So that's everybody that's going to be talking

1 to you right now. There's one more guy that may show up, but he
2 didn't sound like he was going to be able to, that's why we're
3 just going to get started. If he does, we'll have him introduce
4 himself as well.

5 As part of our regulations, you are entitled to a
6 representative of your choosing. Do you wish to have somebody
7 here with you?

8 MR. LOOMIS: She's already here.

9 MR. ETCHER: All righty. Katie, would you be so kind for the
10 recording --

11 MS. BANASZAK: Yes, Katie Banaszak. I am an attorney for the
12 FAA.

13 MR. ETCHER: Thank you very much.

14 As part of our process also we do record these interviews and
15 we send that recording out to be transcribed. That transcript
16 itself, when it comes back to us we'll correct any typos only, we
17 never change what you say, and then we recertify it to make sure
18 it's correct. Then we upload that into our docket. The
19 transcript will become part of our public docket when this case
20 enters closure, the audio recording will not. So you don't have
21 to worry about hearing your voice on the 10 o'clock news or
22 something. I know you were hoping for it, but, sorry, I have to
23 let you down on that.

24 Is it okay with you if we record and transcribe it?

25 MR. LOOMIS: Yes, sir.

1 MR. ETCHER: All righty.

2 MS. BANASZAK: We would like to review the transcript of it
3 before that becomes public.

4 MR. ETCHER: Is there a mirror or something behind me,
5 because that was my question I was just going to ask. So thank
6 you very much for that. We will make sure you get a copy to
7 review and add addendum to it. And if there is something
8 incorrect in that -- we can't change the transcript, but you can
9 write an addendum and we will attach it right to it, so it'll
10 become part of the it as well.

11 All righty. Just like you guys, I have a few rules I always
12 like to start with as well. I have a tendency to think these
13 really great questions in my head but it's not connected to my
14 mouth, so it may come out a little bit confusing. If you're
15 confused with something we ask, just ask for clarification. You
16 can also, if you don't know an answer, I don't know works great.

17 If you need a break to use the restroom, to confer with
18 counsel, just say so, we'll hit pause, we'll even leave the room
19 if we need, whatever you need as well. And I don't know is a
20 perfectly acceptable answer, so if you don't want to answer, just
21 say I don't know. It's all good.

22 Any questions before we get started?

23 MR. LOOMIS: No, sir.

24 INTERVIEW OF JOHN LOOMIS, JR.

25 BY MR. ETCHER:

1 Q. All righty. I always start with the toughest ones first.

2 Can you please state your name and spell your last name?

3 A. Full name is Robert John Loomis, Jr., L-o-o-m-i-s.

4 Q. Thank you very much. And do you want me to call you Sir or
5 John or Sir John?

6 A. Actually I'm a Scottish Lord and I got a Ph.D., so you can
7 call me the Reverend Doctor John or just John.

8 Q. Okay. We'll go with just John, because if you give me too
9 words, I'll feel confused. All righty. Perfect. We'll do that
10 then.

11 John, what is your title here?

12 A. Frontline manager.

13 Q. And you are employed with?

14 A. The Federal Aviation Administration.

15 Q. All righty. How long have you been a frontline manager?

16 A. Frontline manager since '17, I believe. I may be off a year
17 one way or another. I started out in Little Rock and then I've
18 been in Hawaii for, on island, just right at a year, and I started
19 December -- a year ago December working from Little Rock, and then
20 I moved out to the island at the end of March.

21 Q. So, just for the record, December of 2022?

22 A. Yes.

23 Q. Okay. I just wanted to make sure since December's just a few
24 months ago, so -- all righty. Perfect. And kind of walk me
25 through what is the job role of a frontline manager?

1 A. Basically I direct employees and manage schedules, manage
2 with all the PIs, and make sure that the work gets assigned, any
3 additional out-of-scope, you know, other-than-normal surveillance
4 gets assigned. Then I get all the admin work, you know, time and
5 attendance, LDR, leave, you know, all the admin kind of stuff. So
6 basically I just observe, direct, and monitor.

7 Q. Okay. So, and for the record, a PI is?

8 A. Principal inspector.

9 Q. Thank you very much. So how many PIs do you have?

10 A. Okay. We have --

11 Q. Under you.

12 A. Under me I have one principal ops inspector, one principal
13 maintenance inspector, and one principal avionics inspector.
14 Downline from them, they all have assistants. Right now the
15 assistant principal ops is open. I'm searching, if anybody needs
16 a job, I mean, you know, please let me know. I'm looking for ops
17 guys. Sorry. I had to get my advert in there.

18 And then we have some APMs, which are their aircrew program
19 managers. We had one for each fleet. I had one retire a month
20 or -- right at about a month ago. So the 717 APM retired -- or
21 actually he was an assistant APM, retired. Right now, so we've
22 taken the active -- the assistant POI, so Lisa Guy (ph.), and
23 she's in training right now to become a 717 qualified and she's
24 going to take on those duties until that bid gets filled.

25 Q. And so it sounds like you have quite a few underneath you.

- 1 A. I think 16.
- 2 Q. Okay. Is that -- how many certificates do you manage as
3 well?
- 4 A. One.
- 5 Q. Just one. And which one is that?
- 6 A. The Hawaiian Airlines.
- 7 Q. All righty. And have you managed it the whole time you've
8 been here?
- 9 A. No. I started in July -- I think July, first of July last
10 year.
- 11 Q. All right. When you started the first of July, did the
12 outgoing frontline give you kind of a briefing on what to expect
13 or did you just have learn it as you went?
- 14 A. I got a bit of a briefing. I had been in the office for a
15 while so I already had a good idea of where we were at and which
16 way it was going.
- 17 Q. Okay. All righty. So we'll kind of delve in a little bit to
18 your Hawaiian certificate. I know you've been on it for just a
19 little over a year now. Right?
- 20 A. Not quite a year.
- 21 Q. Not quite a year.
- 22 A. More like 6 months.
- 23 Q. Okay. Are all your PIs on that certificate, are they on
24 island or are they elsewhere throughout the US?
- 25 A. No. My POI lives in California, near Sacramento. The

1 assistant, Cindy (ph.), lives here on island. The principal
2 maintenance inspector is here on island, and the principal
3 avionics is here on island.

4 Q. Okay. So maybe your opinion, maybe it's more fact, I don't
5 know, how much of a challenge is that to manage a Hawaiian
6 certificate with one of your principals not down the hall from
7 you?

8 A. You know, it's not as horrible as it would sound, with Teams,
9 telephones, videoconferencing. Most of the work that he does is
10 manual reviews, making sure things happen. The APMs for each
11 airplane are really the main interface with the airline. So it's
12 kind of like a pyramid or chain of command. So it's not as bad as
13 I was expecting it might be. And our POI actually does pretty
14 good at that. It's all about communications.

15 Q. So I know we're going to ask the POI the same question, but
16 as his manager

17 A. Yeah.

18 Q. How does he get to -- how do you see him doing his job from
19 there? I mean, does he do line checks, check rides, anything like
20 that? Does he do jump seats, any observations?

21 A. He does a lot of jump seats, because every time he comes out
22 here we have him jump seat on Hawaiian. And he comes out -- not
23 every week, but pretty much about once a month, I think he's
24 averaged, but that's a guess. Don't quote me on the once a month.
25 Okay. Like for now, he came out, he's going to be on island 2

1 weeks and he's here now. He does it real good because, again, the
2 major interface and major surveillance is by the APMs and the
3 assistant APMs.

4 Q. Okay. So how does he -- as a manager, I'm sure you oversee
5 everything. How does he manage the APMs remotely? How does he
6 make sure Hawaiian -- how do you expect him to do it?

7 A. Well, in the way we're doing it. We discuss every time we
8 can, and we have weekly meetings, at least one, usually two a
9 week, one with just the principal inspectors and one with the
10 whole team, okay, every week. We discuss issues, problems, what's
11 happening. We work through SAS setting up safety risk, doing our
12 analysis, looking at risk and problems that we hear about. And as
13 soon as we find out we got a problem, it's discussed, debated,
14 analyzed, figured, plotted, and we change whatever directions we
15 need to change or add whatever we need to add to it, as soon as we
16 figure it out.

17 Q. All right. Now I know you said that, you know, you
18 guesstimate, and that's okay, that he's here about once a month.
19 But you just said he's here now for 2 weeks. Is there an issue
20 he's working here or is just the standard?

21 A. No. This week we've been doing tabletops adding a new
22 Boeing, in Boeing. So he spent 2 days over there doing tabletop
23 exercises. Do I need to explain those or -- okay. So, you know,
24 he comes in 1 day; we do 2 days of tabletops. Next week we're
25 doing ditching and mini evac drills. So it's cheaper, better, and

1 easier to keep him over the weekend. You know, I'll bet you that
2 you all don't ever have budget issues though, right, at the NTSB?
3 Q. Under the advice my attorney, I'm not going to answer that
4 question.

5 (Laughter)

6 A. Okay. So, you know, we have never yet -- I'm going to say
7 this on the record because I want everybody to know this. We have
8 never yet told somebody they couldn't come when we needed them, in
9 my whole time I've been here, and I'm really kind of proud of
10 that. We've worked some creative ways, but nobody has been told
11 no for overtime, comp time, or travel since I've been here.

12 Q. Okay. Well, that's good hear. That was going to be my next
13 question. Like I said, you should have just started talking.
14 You've got all my questions.

15 A. I've told you I've been here a few times.

16 Q. And so it's good that you guys never turn anybody down to
17 come here, but from your perspective as a manager, I know maybe
18 above chews on you a little bit with all the overtime. Is that
19 ever a problem?

20 A. No. I have never once been told no, never once by my upper
21 management.

22 Q. Okay.

23 A. I've been asked a couple times are you sure, but I've never
24 been turned down or slowed down. It's never slowed anything down.
25 I mean, the management up above, including my division manager,

1 has never slowed me down in giving money, funds, time, speed,
2 distance.

3 Q. Okay. All right. So, and I know you said your POI, he comes
4 over -- jump seats over.

5 A. Yeah.

6 Q. Just for the record, does he jump seat on a Boeing 717?

7 A. He has. Usually his plan is I'm going to say leave San
8 Francisco -- I may be wrong, okay -- and he comes over to like
9 Maui or Kona, and then he gets on the 717 to come here. And the
10 same way, he really tries -- I don't say we make it every time,
11 but he really tries to do a 717 to like Maui or Kona or Hilo, and
12 then -- because the interislands are all 717. Well, not all, 90
13 percent -- you know better than I do.

14 MR. POEPOE: That's the norm, but they do the 321 once in a
15 while --

16 MR. LOOMIS: 320 --

17 MR. POEPOE: -- and a 330 if there's issues (indiscernible).

18 MR. LOOMIS: Yeah. Okay. So, but most of the time it's a
19 717 interisland, so -- yeah.

20 BY MR. ETCHER:

21 Q. All righty. So since you've been on the certificate for
22 Hawaiian has there been any issues or concerns that have raised to
23 your level that needs to be addressed, whether it was with a
24 Hawaiian -- any parts of them over there, whether it's flight,
25 ground, dispatch?

1 A. We've had a few hotline complaints we worked through, we've
2 delved into. We worked them outside the HALA certificate. We had
3 more than one certificate in the HALA. So we've been pretty well
4 working them outside the HALA certificate and nobody could ever
5 say we worried about it.

6 Every issue I've had raised to me -- I did have some problems
7 with an inspector that's now retired not raising issues until
8 after it was too late to, you know -- he was very slow in telling
9 me. But as soon as we found out about them, and the last -- I
10 guess since November was the first time we heard about issues on
11 the ramp, and that was like our first hotline complaint. And I
12 may be off a month or two, okay, and I'm going to explain. I had
13 a stroke 3 weeks ago and I had one at Christmas, okay? Dates are
14 kind of blending in my head, okay. Sorry guys. But if I don't
15 get the right month or date, I'm -- that's what I'm letting you
16 all know, I'm having a few problems keeping dates straight, okay?

17 Q. No problem.

18 A. Okay. But I got -- I think I got the facts pretty good.
19 Okay. So the first time we heard about it, we went out to HALA
20 islands and increased our surveillance, increased the risk factor,
21 did a risk assessment. Then we heard more about it. Okay. We
22 increased. We've been -- and since December, we have tripled our
23 surveillance from where we had doubled it. Okay. And every
24 island has been visited at least twice since December, I think.
25 I'd have to look to verify and make sure. I think every island

1 has been a couple times. All our inspectors, including the
2 geographic unit that goes out and anybody that rides on a 717, we
3 tell them watch the gate, watch the ramps, watch the procedures,
4 check the training. And I know we have tripled our endeavor in
5 the last 4 months. Okay. And that included before what happened
6 over in Maui. We had already doubled before then, maybe tripled
7 before then.

8 Q. So this hotline complaint came in before the event?

9 A. We've had --

10 Q. Give or take?

11 A. I'm going to say we've had four hotline events, all from
12 anonymous. The way they're written, I think they're all the same
13 guy, but they're all anonymous, and that's just something I feel.
14 Okay. And they're all about taxi -- not taxi speeds -- pushback
15 speeds and ground agents, okay, basically. And I'm sure you all
16 are going to get these and look at them, so you'll know if I
17 messed up. But mostly it's all about the ground handling, okay,
18 and that's one of the reasons why we increased the surveillance
19 with all the bases to see these problems.

20 Q. So since you've increased the surveillance --

21 A. Yeah.

22 Q. -- have your folks that went out to surveil, have they come
23 back with any changes that have been made, any improvements, any
24 more challenges that they're finding?

25 A. We're not finding many issues, to be honest with you. Okay.

1 The issues we're finding have all been minor. I think the only
2 one that kind of was weird was they said they were talking on the
3 cell phones and we found out they're cell phones for the --
4 they're company cell phones they use instead of walkie-talkies.
5 So it made sense, right? So that wasn't an issue. I guess if
6 they had big antennas on them it would make the pilots feel
7 better. But, you know, they didn't know if they were talking --
8 who they were talking to. But we did find out they use like a
9 cell phone instead.

10 Q. Okay.

11 A. The speeds have slowed down from what we were hearing about.
12 This all started -- and you probably remember the date, I don't.
13 We had a 717 push back into the fence, took out a wingtip. That's
14 when we first started increasing and working and figuring.

15 Do you remember when that was?

16 MR. POEPOE: I can't give you the date, but I'd say about a
17 year and a half to 2 years ago.

18 MR. LOOMIS: No, it wasn't that far back. It was last summer
19 or spring.

20 MR. POEPOE: Oh, it could be -- spring is, yeah, I
21 (indiscernible).

22 MR. LOOMIS: Yeah. Okay. That's when we really started
23 increasing and looking and plotting and figuring. Okay.

24 BY MR. ETCHER:

25 Q. When your inspectors go out and do their surveillance, is it

1 daytime, nighttime, all the above?

2 A. It could be anytime.

3 Q. What have they been doing?

4 A. Mostly we go out on either the early morning flight and stay
5 until the afternoon flight. I have one inspector over at Maui
6 that was doing the 737 Max re-inspections, so in his downtime he
7 was watching out the window. Okay. And he was there till dark
8 every night. So it's not a given time, it's really not. But I
9 would probably guess most of them are during daylight hours.

10 Q. Okay. We're going to go to -- just jump to Maui. Let's be
11 specific to the incident itself.

12 A. Okay.

13 Q. Has there anything that's come from the surveillance there
14 that has raised concern to you or that has been brought to your
15 attention?

16 A. I haven't heard anything from anybody. Okay. I know FAA
17 investigators were out. Your investigators were out. I have not
18 heard anything period, other -- well, I did hear that the tug
19 driver wasn't really -- the first report we got was they were
20 using the Jaws of Life and they're going critical care and the
21 helicopter is standing by. And then I heard that it was cuts and
22 abrasions more than anything else. That's pretty much all I've
23 heard about any of it.

24 Q. Okay. Since we're talking about the event right now, how did
25 you first find out about it?

1 A. I got a notification, and I can't remember from whence, but I
2 did get a notification of the accident. I think it was from
3 Hawaiian, within minutes of it happening, if I remember right.
4 And then we kind of huddled -- because it was right after noon, if
5 I remember right, when it happened. We got our group together and
6 stood by because we were told it's an air carrier accident, it was
7 an accident, not an incident or an occurrence, and the go-team was
8 on their way, NTSB was on the way, and just stand by for further
9 instructions. So that's what we did.

10 Q. All right. Now I know you said Hawaiian notified you. Did
11 you notify your POI? Or I should say all your principals?

12 A. Yes. And the manager.

13 Q. What manager? The APM?

14 A. No. The office manager.

15 Q. Oh, okay.

16 A. My boss.

17 Q. Your boss. All right.

18 A. My boss.

19 Q. And I should have asked from the get-go, what is your chain,
20 so now we know. Thank you. All right. And I know you guys stood
21 by and everything, but at what point after that event did you guys
22 over to Maui, or did you, (indiscernible)?

23 A. We did not. We were told not to, so we did not.

24 Q. So during your last 3 months of increased surveillance, I'm
25 going to assume, but please correct me, that you guys have been to

1 Maui?

2 A. A few times. Yes.

3 Q. Can you define a few? I know the first day you called out,
4 but --

5 A. No, I can't.

6 Q. Okay. "I don't know" is just fine.

7 A. I can't give you a dead number. I could if you want me to go
8 get my computer and do some digging, but not off my head.

9 Q. Okay. So, and I know you said your inspectors have not
10 brought anything to you.

11 A. No.

12 Q. Do you expect them to bring things to you if there -- even if
13 it was a minor issue, or do you expect them to deal with it?

14 A. No. The way the FAA system's set up, everything's reported
15 in SAS. Okay. We have all the reports from all the inspectors.
16 They're reviewed by the principal inspectors, and we do -- they
17 call triple-A analysis of everything. And we sit and build our
18 safety margins of that and set up our inspection schedules off of
19 that and our surveillance schedules off of that.

20 Q. Okay. I should have asked this a little earlier. Are you
21 type rated in any aircraft that Hawaiian has?

22 A. No. I'm a mechanic by trade. I've got all my pilot's
23 licenses. I'm a parachute rigger. I'm an IA. I've been a
24 mechanic since '78. I've been working on airplanes since '72.
25 Started flying in '72. Lost my medical when I turned 40;

1 diabetic. It happens, okay. But no, I never got a type rating,
2 but I've flown -- I bet you I've flown everything you can come up
3 with.

4 Q. Don't make my brain work hard here.

5 A. My first paid flying job was in a de Havilland Heron.

6 MR. POEPOE: I think they have them out here.

7 BY MR. ETCHER:

8 Q. Wow. All right, with that. So do you ever go jump seat on
9 any Hawaiian aircraft?

10 A. I have not on Hawaiian. In the past, when I was in 230
11 branch and CharterQuest -- I don't know if you've all heard of
12 them, which -- I was the second guy hired. I did 4 years when
13 they first started. And I would bet I've done well over 200
14 aircrafts in my whole life.

15 Q. Okay.

16 A. I would bet. I'd probably lose, but I would bet. That's a
17 round number.

18 Q. That's a big number. It's good to be round. So -- all
19 right. Perfect. I know your duties, you've got a lot of stuff
20 you do as frontline manager, it sounds like. But do you ever get
21 to go over and interact with the folks at Hawaiian at all?

22 A. Yes. I interact with Hawaiian's management and their
23 director of regulatory compliance almost daily.

24 Q. Now the folks you interact with, are they mostly dealing with
25 pilots, mechanics --

1 A. Upper management.

2 Q. Oh, so you're dealing with all upper management.

3 A. Upper management. Okay. Not normally with pilots,
4 mechanics. I'm dealing with their director of ops, director of
5 regulatory compliance, director of maintenance.

6 Q. How is -- I'll take your opinion here if nothing else.

7 A. Okay.

8 Q. How is your interaction with them? Do you guys -- I don't
9 want to say get along, but at least play nice in the sandbox, if
10 you will?

11 A. Yes. I really started something they've never had before
12 because in the past it's not always been good, but I have a, I
13 think, excellent rapport with the director of ops and director of
14 regulatory compliance. They call me at 3 o'clock in the morning
15 sometimes and say we're having another little issue here. And I
16 don't mind calling them and say, I'm having a little issue here,
17 let's work through this. Okay. And it's not on the surveillance
18 level. It's not on the daily operation level. It's on the really
19 high end level. Okay.

20 So if they're having a personality dispute with one of my
21 inspectors, which has nothing to do with anything, I know about it
22 probably before anybody else in theirs does. Same thing, we're
23 having a dispute and it's really just a little thing, we can talk
24 about it and work through it and come up -- we've started having
25 more meetings. I've got the principals meeting with the -- on a

1 scheduled basis now. We've opened a lot of communications in the
2 last 6 months. We even have a meeting with the training
3 department every Friday, with all the APMs, to discuss what's
4 happening in the training department. Just not regulatory issues,
5 scheduling, equipment, that kind of thing. So we've, in the last
6 6 months, really gone from okay communications to really good open
7 communications.

8 Q. Okay. So since you've been the frontline manager, and you
9 brought it up --

10 A. Yeah.

11 Q. -- disputes, personality conflicts; it happens.

12 A. Yeah.

13 Q. How often have you had to deal with that?

14 A. Actually, we haven't had any big any things, really and
15 truly. The little nittly things. They've been easy. I mean, you
16 know, it was like scheduling inspectors for a 4 o'clock in the
17 morning sim. Okay. My inspectors didn't like that. They would
18 kind of argue about it. I called over and talked to Kele, the
19 director of training they have. We come to a great understanding.
20 He's blocked every -- first Tuesday of every month from 8 to noon,
21 for FAA first come -- first choice. Okay. So when my guys have
22 to go to do their currency now, they don't have to take that
23 midnight block or the 2 o'clock -- you know the block. I can see
24 by the look in your face, you all had that. Okay. But that just
25 took us discussing the problem and what the issue was and working

1 through that. And that was probably the worst issue we've had
2 for, you know, personalities and everybody. Because I had one
3 inspector said, no, I'm just not doing it. Well, that wasn't a
4 good answer. But we fixed it, and we could find some common
5 ground and we -- so far with HALA, I've always been able to find
6 common ground with the things I have to get involved in.

7 Q. I think my last little group of questions, and then I'll --
8 because you've got to be tired of talking to me, I'll let you talk
9 to really smart people.

10 A. I see you got a full bottle of water.

11 Q. Let me clarify that's water. Because that's good, I don't
12 want you to say I have a full bottle here.

13 A. Aquafina.

14 Q. All righty.

15 A. For the record, Aquafina.

16 (Laughter)

17 Q. So let's talk about the training.

18 A. Yes.

19 Q. Every Friday, you said you guys -- or every Thursday you
20 interact with them?

21 A. Friday.

22 Q. Friday. Today basically?

23 A. Yes, an hour meeting.

24 Q. Okay. Is that with just flight training or do you also
25 interact with dispatch training and ground training?

1 A. That's just flight because that's the only scheduled
2 training, okay, that my inspectors have to have. Okay. The
3 dispatch training is when they change stuff. I have a dispatch
4 inspector that monitors their training and I think it's -- I'm
5 going to mess this up. The DCT is once a year. I may be wrong,
6 it may be twice a year. We have a DCT, and DCT is compliance --
7 data collection tool. Give me a second, I'll come up with the
8 right name for this. Okay. And that's our data collection tool,
9 which is like a checklist. I don't know if you all -- you all
10 don't love SAS, do you?

11 Q. (Indiscernible).

12 A. Oh, you're so lucky.

13 Q. I hear that from every inspector I talk to.

14 A. Okay. But the data collection tool is our scheduled
15 inspections. Okay. And if we're having issues, we increase
16 the -- we can increase them. We can change when they're due. We
17 can bring them forward as much as we need to, and we do.

18 Q. So who oversees ground training then?

19 A. Ground training for which group? For maintenance, ops?

20 Q. I'm sorry. Ramp personnel.

21 A. Ramp personnel.

22 Q. The pushback crew, kind of all, you know, people driving on
23 the ramps, pushing everybody, basically. Do you guys have any
24 oversight over them?

25 A. We do. They've also set up their own ASAP program. Chad is

1 our ASAP coordinator. Is it Chad? I think it's Chad is our ASAP
2 coordinator for the ramp people. And we have increased and gone
3 through their training, and we are watching more than we did
4 because the DCTs got moved up and we can -- work on that. Because
5 their ground training turnover, like in any airline anywhere, they
6 have more turnover than any other department. And when I had my
7 own FBO, I couldn't even get health insurance for my ground people
8 because they turned over so fast my insurance agency wouldn't let
9 me put them on the program.

10 Q. So with that in mind, is that a problem, the high rate
11 turnover and getting them all trained and --

12 A. That's an opinion that I don't have.

13 Q. I'll take -- okay. I was going to say, I'll take opinion if
14 you have it its up to you.

15 A. You know, I don't think I need my opinion on that. How's
16 that for an honest answer? If you demand it, and she nods, I'll
17 give it to you.

18 Q. Well, we'll go a different direction. How's that?

19 A. Okay.

20 Q. So I know you have a ground ERC person.

21 A. Yeah.

22 Q. But who is actually assigned, you know, to look over the
23 ground training procedures, the ground service manuals? Who does
24 that sort of thing?

25 A. We do that in our office. The assistant APM or, I'm sorry,

1 the assistant PMI, (indiscernible) or my assistant principal
2 maintenance inspector has been doing it. Our cabin safety people
3 were doing it. I have no idea how they got started, that's I went
4 to the maintenance guy, because basically it's fueling and
5 chocking and -- so I moved it to the maintenance people 6 months
6 ago, it worked better. Okay.

7 Q. So you moved it from cabin service to the maintenance folks.

8 A. Yeah.

9 Q. Is that a -- why did you make that move?

10 A. Okay. So mostly with the ground people it's chocking,
11 loading cargo, loading baggage, fueling aircraft, servicing the
12 aircraft, okay, moving the aircraft. My experience over all -- my
13 couple of years in aviation, 90 percent of the time, that's a
14 maintenance guy unless you got somebody else handling it. Okay.
15 I've carried a lot of bags, pumped a lot of gas, thrown a lot of
16 chocks in my life. And really, it's usually a maintenance guy.
17 You ain't going to get a pilot out there in the rain pumping gas
18 and loading baggage. I don't care what airline you got. The ALPA
19 guy's laughing at that. But you ain't going to get a pilot out
20 there doing that stuff. It ain't going to happen. But you're
21 going to have mechanics out there if you ain't got nobody else,
22 and we're the ones that know how to fuel airplanes, service
23 airplanes, okay, because that's part of our wherewithal. So
24 that's why I moved it to maintenance.

25 Q. So is it totally your call to move it to maintenance or is

1 there a process to get it moved from cabin service over to
2 maintenance?

3 A. So it was my call.

4 Q. Okay. All right. Perfect.

5 MR. ETCHER: I told you I know you're getting tired of
6 talking with me.

7 MR. LOOMIS: No, I'm --

8 MR. ETCHER: And it'll give my -- sort of a chance to drink
9 more coffee here. But I know Bill always has fantastic questions,
10 so I'm going to pass it to Bill for the time being.

11 Bill, do you have anything?

12 DR. BRAMBLE: Why is the expectation so high?

13 MR. ETCHER: Oh, I do.

14 BY DR. BRAMBLE:

15 Q. All right, just a few things. Who is your current office
16 manager?

17 A. Tiffany. I told you all guys I was losing names in my head.

18 Q. That's all right. I know who --

19 A. She's going to yell at me for that. It's going to be in the
20 record, too, that I can't remember her name, right?

21 Q. I just didn't know if she was still the office manager.

22 A. Yeah. Tiffany.

23 Q. How much were you involved in Hawaiian Airlines CAVOK
24 process?

25 A. I got in at the last -- let's see, I came in July. So I got

1 in at the last, what, 2 or 3 months of it. Right now we still
2 have like 25 manuals in review today. None of them are overdue.

3 Q. How did that process impact your operations, positive or
4 negative?

5 A. I don't know. You'd have to ask them that question, to be
6 honest with you, how it impacted them. That's a question for
7 HALA.

8 Q. Okay. The hotline complaint submission, were they all
9 specific to Hawaiian?

10 A. Yes.

11 Q. Okay.

12 A. The ones I saw.

13 Q. And were they specific to one island or more than one?

14 A. More than one.

15 Q. You mentioned that they were all about pushback speeds and
16 ground dangers. What were they -- do you have any more details on
17 the ground dangers?

18 A. Stuff in the circle of safety, like I said, using cell phones
19 while they were pushing airplanes, which we -- most of this we did
20 not substantiate. Okay. That kind of thing. It was, you know,
21 hoses that weren't where they were supposed to be, tugs not where
22 they were supposed to be, baggage carts -- because we've had a
23 couple of baggage carts hit airplanes, and we got a baggage
24 loader -- I don't know if he raised the loader into the door or
25 lowered the door into the loader, but he did -- the door got

1 damaged by the baggage loader. You know --

2 Q. Anything about ground crews giving the salute before they had
3 actually cleared the circle of safety or --

4 A. I heard a bit about it off of the Maui one. Somebody was
5 saying something, but I really didn't -- it was people that didn't
6 know, so I didn't pay too much attention to it. So, no, I don't
7 know. I know David's been on the flight decks, and when you ask
8 him, he'll be able to answer that question much, much better than
9 I can.

10 Q. And have you gotten a similar volume of hotline ground
11 complaints about other 121 airlines?

12 A. I only get them about one airline. Okay. I have HALA, okay,
13 so I -- when we get hotline complaints, there's 35, 40, 440?
14 Anyhow, the office in D.C., the office in D.C., and they filter
15 them to me. But HALA, I get HALA's. Southwest, somebody at
16 Southwest gets Southwest, okay, American -- okay. So the only
17 ones I see are the ones that I'm -- I should be assigned to work.

18 Q. All right. Do you have any particular concerns about
19 Hawaiian in terms of safety at the moment or do you feel pretty
20 confident about that?

21 A. I think they're working real hard at finding the issues that
22 we've gone through over their time, and they found most of the
23 issues on their own. So I don't think they're -- how do you say
24 this right? I'm trying to say it politically correct also. No,
25 I'm not worried about them. Okay.

1 Q. All right.

2 A. And any worries I have are addressed.

3 DR. BRAMBLE: Okay. That's all I've got. Thank you.

4 MR. LOOMIS: You bet.

5 MR. ETCHER: Thanks, Bill.

6 Rocky?

7 BY MR. STONE:

8 Q. So when the 717 hit the fence during pushback was that --
9 were you here then or was that --

10 A. Yes.

11 Q. -- before your time? Okay. Do you have any more details
12 about -- or do you remember any more about --

13 A. Not really. I remember it was on a pushback. They pushed it
14 back too far. They took a wingtip on the chain link fence, I'm
15 thinking.

16 Q. Okay.

17 A. Okay?

18 Q. Do you recall what the corrective actions were or, you know,
19 what went through the process after you investigated that?

20 A. I know we did our normal investigation of the incident. Or I
21 think we made it an occurrence because the damage really wasn't
22 anything substantial. We went through our concurrence. We made
23 sure the airplane got fixed. We made sure it got fixed correctly.
24 HALA added some training, if I remember right, and worked with
25 their ground service people.

1 Q. Training for the ground service?

2 A. For the ground service people.

3 Q. Okay.

4 MR. POEPOE: There are two gates that we taxi into, and
5 pushback from that you kind of have to make a turn and there's a
6 fence right there, so it's a little hard, but it happened before.

7 MR. STONE: Okay.

8 MR. POEPOE: As opposed to the other gates, you simply pull
9 straight out and then turn.

10 MR. STONE: Okay.

11 MR. LOOMIS: I typically don't get into the nuts and bolts.

12 BY MR. STONE:

13 Q. Yeah. Yeah. No, I --

14 A. I sit very high level. My inspectors do all the nuts and
15 bolts stuff.

16 Q. Right. Well, let me, just for my education, so you've got
17 your office manager.

18 A. Yes.

19 Q. Where in the flight standards structure do you fit? Where
20 does your office manager go to?

21 A. Mike Drew's our division manager. Then I'd have to get the
22 chart to keep going up if you want everybody's name.

23 Q. No, not names, but does it go to AFS-200 or --

24 A. It ends up going through 200.

25 Q. Okay.

1 A. From my level, it goes up through my -- now that we have an
2 assistant office manager, to the office manager, to Mike Drew, and
3 then -- I can't remember his name either. Anyhow, it goes right
4 on up from there.

5 Q. The 200 can. Okay.

6 A. Yeah.

7 MR. STONE: That's really -- that's all I have. Thank you
8 for your -- thanks for the conversation.

9 MR. ETCHER: Thanks, Rocky.

10 Ryan?

11 MR. IWASAKI: I don't have any questions.

12 MR. LOOMIS: You don't have any questions? Come on now, I
13 got better things than that.

14 MR. ETCHER: Thanks, Ryan.

15 Alan?

16 BY MR. POEPOE:

17 Q. When you're -- in general, your assistants go out to observe
18 like a pushback --

19 A. Yeah.

20 Q. -- are they referred to the Hawaiian Airlines ground training
21 manual as far as what the actions are supposed to be?

22 A. You guys got more manuals than I can keep up with. Most
23 people have chapters, you have manuals.

24 Q. I know, but --

25 A. I'm sorry. It drives me nuts. Because I think we got the

1 PS, passenger service manual; we got the ground training manual;
2 we've got -- you got to help me. I think there's four or five
3 manuals involved here on the pushback.

4 Q. Yeah, I know (indiscernible).

5 A. And I don't know the nuts and bolts of those, though. That's
6 what my inspectors are for. But I think you'd have the flight ops
7 manual, the flight ops training manual, the ground service manual,
8 passenger service manual --

9 Q. I guess it would be the ground service manual perhaps.

10 A. -- and the ground service manual, all have something in it
11 somewhere. Okay. I've never seen a manual system like this, but
12 it's their system.

13 Q. Get paid by the page, I guess.

14 A. I'm not dissing your system. It's just different than I've
15 seen.

16 Q. Hey, I have to read them, too.

17 A. I know. I just assign inspectors to review them and approve
18 or send them back.

19 Q. Yeah, ground service manual, that could be what I was
20 thinking of.

21 A. Yeah. I think your passenger service manual has parts in
22 there and your --

23 Q. I haven't seen that one, but I have looked through the ground
24 service manual --

25 A. Yeah. And your flight ops manual.

1 Q. Yeah, the ops. Okay. But that's -- the ops manual is maybe
2 from a crew standpoint --

3 A. Yeah.

4 Q. -- micro standpoint of the pushback.

5 A. And I work in the big picture, so everybody has to interface
6 together or it's not going to work.

7 MR. ETCHER: Okay.

8 MR. POEPOE: Thank you.

9 MR. ETCHER: That's all?

10 MR. POEPOE: Yeah.

11 MR. ETCHER: All right. We made it through round 1 of 14
12 rounds.

13 (Laughter)

14 MR. ETCHER: We do two rounds. Second round's always
15 quicker, but before we start, do you need a break?

16 MR. LOOMIS: No. I'm doing okay. You guys doing okay?

17 MR. ETCHER: Everybody okay?

18 MR. LOOMIS: Did you eat all the donuts?

19 MR. ETCHER: Do I look like a donut? Don't answer that.
20 It's on the recording.

21 MR. LOOMIS: I can get in so much trouble.

22 MR. ETCHER: I'll take you right there.

23 (Laughter)

24 MR. ETCHER: All right. Well, with that, we'll start round
25 two. I don't have a lot of questions, but just a few that have

1 come up in my brain.

2 BY MR. ETCHER:

3 Q. Let's talk about the manuals. You said something that kind
4 of reflected -- you know, kind of piqued my interest. You said
5 they have too many manuals or a lot of manuals or something.

6 A. I said they have a manual system I don't understand, and what
7 I -- my opinion is, instead of having chapters like they have a
8 name for each manual. Okay. It's a different system I've seen
9 anybody else use.

10 Q. Okay. So I'm going to assume, but I better ask because, you
11 know, assume doesn't ever work for me. Have you been on other 121
12 certificates?

13 A. Yes.

14 Q. How many?

15 A. I was on Ameristar, was the only 121. I've been on a lot of
16 135 certificates, including 10 or more, including my own.

17 Q. All right. It not while you were on it?

18 A. Not when -- that was before the FAA. Previous life.

19 Q. Okay. All righty. So they have a lot of manuals.

20 A. Yeah.

21 Q. I'll use your term, people have chapters, they have manuals.

22 A. Yeah.

23 Q. I'll ask for an opinion, or maybe you've heard inspectors say
24 anything, is that a -- I understand it works for Hawaiian, but is
25 that a problem? Could you see that being a problem?

1 A. I don't really see it as a problem physically. Logistically
2 I'd hate to be the guy that has to keep up with which -- all the
3 manuals, making sure they're all current over in their in office.
4 It's easy for us because we only have the current ones. But
5 logistically, I could see where they might have to fight a battle.
6 Physically, it works really good for them. They've got this
7 figured out. This is the way they've always done business, so for
8 them it's a norm and for them it works.

9 Q. Okay. Have you ever heard anybody, any of you PIs
10 complaining or bringing it to you that the manuals may not sync up
11 well with each other? Has that ever been an issue that's come to
12 your attention?

13 A. That's been a bit of an issue that we've been finding lately
14 and they're working through that and I'm working with the PIs
15 through that. In the past, it doesn't seem like we've always been
16 100 percent good with interfaces, but we are getting there and
17 we've started noting those a lot especially in the last couple of
18 months.

19 Q. I could ask you to be specific, you know, can you give me
20 details, but let me ask you a broad question --

21 A. Good luck.

22 Q. Since this event, you know, involved the ground and an
23 airplane, how are the manuals synced between the ground service
24 crew and the flight crew; do you know?

25 A. That I really don't know.

- 1 Q. You haven't had any complaints by your PIs on that?
- 2 A. Nobody's told me they had issues with it.
- 3 Q. Okay. All righty.
- 4 A. And I'll be honest, I've never read any of their manuals.
- 5 I've read some bits and pieces here, there, and yonder, but as an
- 6 FLM, I don't read the manuals. I don't know what's really 100
- 7 percent in those. My principals do. They're really -- read every
- 8 inch of them. Okay. But as an FLM, no, I don't read their
- 9 manuals.
- 10 Q. So can I summarize that with you entrust your PIs to do their
- 11 job; is that what you're saying?
- 12 A. Yes. Yes.
- 13 Q. Okay.
- 14 A. I have the utmost faith in my PIs.
- 15 Q. All righty. I know you've mentioned it a few times and I'm
- 16 pretty sure I know why, but you mentioned HALA, I assume H-A-L-A?
- 17 That's their certificate; is that correct --
- 18 A. Yeah. Yeah. Yeah, that's their certificate.
- 19 Q. -- for Hawaiian?
- 20 A. That's their four-digit identifier. And I use HALA just
- 21 because it's short, fast, and my Hawaiian is horrible.
- 22 Q. Better than mine, so --
- 23 A. I doubt it.
- 24 Q. No, I just -- for the record, I just wanted to make sure we
- 25 had that captured.

1 You know, you hear all the time in the industry that, oh,
2 there's a shortage of pilots; oh, it's crazy short. How's
3 Hawaiian's staffing? Have you had any complaints about pilots --

4 A. Their --

5 Q. -- not being qualified and not --

6 A. Their staffing? You know, I have absolutely no idea how
7 their staffing is. Okay. I haven't heard anybody yelling and
8 screaming and hollering. They get mad at me when I offer their
9 pilots jobs during meetings, but -- you know, I could use a few
10 more ops guys and, you know -- you ops guys, you know, come talk
11 to me afterwards.

12 (Laughter)

13 A. But no, I -- staffing, I have no idea. I haven't heard
14 anything even on TV about their staffing. How's that for an
15 honest answer?

16 Q. That's all I ask is honest answers. So that's perfect.

17 I know you interact a lot with Hawaiian upper management and
18 we talked about, you know, you got a good relationship. But how
19 satisfied are you with management doing their job for the airline?

20 A. The people I interface with I think are super dedicated and I
21 haven't got one that doesn't know what he's doing. Okay.

22 Q. That says a lot right there, so I appreciate that. Is there
23 a high turnover rate with management that you are aware of?

24 A. I have -- okay, so I've only been here since July. Ain't
25 none of them changed. How's that for --

1 Q. That told me a little bit there, so I do -- I appreciate
2 that. The last question I have, the last group maybe, everybody's
3 heard that there's a potential merger --

4 A. Oh, yeah.

5 Q. -- taking place. What does that do for you as their
6 certificate holder? Does that cause more anything? Has that
7 caused you guys more anything?

8 A. Yeah, I've been through three of these. Okay. First day as
9 my single certificate 14 PMI, I walked in and said, hi, I'm your
10 new principal maintenance inspector. She said, good, we sold the
11 company yesterday. So I lost my 14 single certificate PMI, which
12 I'm -- you know. Okay. Because you know how good that is. I
13 don't know if you've heard, but that's the gravy job in the
14 agency. One certificate, you're a 14.

15 So really it hasn't affected us any, I don't -- I think the
16 board had to vote and decided to accept the bid. My people asked
17 me what's going to happen, and here's the truth answer, and this
18 is what I give them: It's going to take them a year, the
19 Department of Justice, Department of Congress, all these board of
20 directors and everybody to figure out what's going to happen.
21 Okay. Then somebody's going to sign a piece of paper and
22 everybody's going to say, oh, good, you bought it.

23 Now, we're going to set up a joint team in the FAA, merger
24 team. We got to get everybody together, we got to get everything
25 to happen, so in about 3 years, 2 years, you might see something

1 start changing; 3 to 5 years, everything will be done. But here's
2 what's guaranteed because you're a government employee: You're
3 not going to lose any money and they're not going to move you.
4 Okay. Your job title may change, but you're not going to lose any
5 money and they're not going to move you. And I don't think I've
6 got one employee right now that's really concerned over any of
7 this. Okay. That's on my side. And I've been through this three
8 times.

9 It's going to take 2, 3, 5 years before anything really just
10 starts changing and there's no reason to get upset over any of it
11 because you're not losing money and you're not moving. Your title
12 will change probably, but that's -- the biggest thing will be the
13 name on your business card. And I don't think I got one person
14 concerned, really and truly. And if I do, if -- if there's a
15 person that says anything different tell me, so I can make sure I
16 address those concerns. I'm not asking you to tell me what he
17 said, just tell me I'm not right. Okay? I'm looking -- I'll take
18 some feedback if I'm wrong, but I don't think any of our people
19 are any worried at all.

20 Q. So when the merger was announced, it was kind of around that
21 same time you guys increased surveillance, too. Did that have --
22 did either of those connect together?

23 A. Of course they did. Our guidance in 8900 says when we know
24 something like this is going to happen, we increase the safety
25 risk factor, which will increase surveillance. So as soon as we

1 heard this was happening -- because I remember the Delta Northwest
2 one. Okay. I was a geographic inspector. We found love notes in
3 wheel wells written grease that were -- one time they had the
4 police come out because of the love note we found written in
5 grease. Okay. Not everybody's always going to be happy. I know
6 that. So we increased our surveillance, we've increased the
7 safety risk factor, just in case because, you know, you don't know
8 what other people are thinking.

9 Q. So just to follow up with that a little bit. You increased
10 it, did any of your PIs come back to you and say, hey, you know,
11 we're hearing grumblings about this merger?

12 A. I have -- no. I have not heard a word like that at all. I
13 don't know what -- none of people said anybody's grumbling.
14 There's some concerns over -- in the upper management especially
15 over who's going to be the new -- you know, like there will be one
16 director of ops, we all know that. There will be one director of
17 maintenance, we all know that. And there's been, you know -- but
18 HALA's -- on my side, okay, HALA's got totally different fleets
19 and different routes. There's no real overlap. So my guys know
20 they're not going to drop the wide body fleets. They told us the
21 717s are here for 5 more years. What do we got to worry about?

22 Q. All right. Perfect.

23 MR. ETCHER: You've answered, I think, all my questions, but
24 you never know. No, I think you've answered a lot of my
25 questions, but let me pass it back around. Let me see if Bill has

1 any further questions.

2 BY DR. BRAMBLE:

3 Q. Just one. How do you guys interface with the Hawaiian safety
4 department in like their whole SMS program and all of that?

5 A. I've got five ASAP programs now. I think we're the only
6 airlines with five total ASAP programs. We just hired a full-time
7 ASAP program manager, her job is nothing but ASAP. I think his
8 name's Bennet Walsh over there, he's easy to work with. He's got
9 a young lady works for him, starts with "C." What's her name? I
10 want to say Candice. I know that's not right. She's -- she
11 doesn't slow down, pick up the phone and ask a question to any of
12 my people, and I really appreciate that. And they work with us
13 really well. And I think we got the only ground safety ASAP
14 program going right now. I may be wrong, but I'm thinking HALA's
15 got the only ground ASAP program, which is really hard because
16 there's no certificates involved anywhere. So I think they're
17 being very, very proactive and they're very good at communicating
18 any concerns.

19 Q. In terms of sort of how compartmentalized the carrier's
20 safety program is, I mean, it's kind of like the primary interface
21 point at the event review committee --

22 A. Yes.

23 Q. -- for ASAP and that sort of thing or -- I mean, I just
24 wondered like how siloed is their safety effort compared to you
25 guys or --

1 A. I'm not sure I understand where you're going here because I
2 don't really have any information what happens at HALA, okay,
3 inside information of how they do that so I don't know.

4 Q. But I mean they basically run that pretty independently
5 and -- is that basically how it works? And you guys are kind
6 of -- you might interface in certain ways, like event review
7 committee or something, right, rep or --

8 A. Yeah. We meet all the meetings. I do know their director of
9 safety is very, very involved in all of them and -- is it Cortney
10 works for Bennet?

11 MR. POEPOE: I don't know.

12 MR. LOOMIS: God, I hate it when I just flat lose a name.
13 I'm sorry. I just remember it starts with a "C." She's at every
14 meeting for everybody. So I'm not really understanding your
15 question, but where I'm sitting I don't see siloes. Okay.

16 BY DR. BRAMBLE:

17 Q. I was just trying to get a sense of whether or not you guys
18 sort of, you sort of participate with them in all of their safety
19 department activities --

20 A. Yes.

21 Q. -- or if that's kind of their thing and you guys --

22 A. No. We have ERC members at every meeting. Or we try to.
23 Before I put my foot square in my mouth, we try real hard to.

24 DR. BRAMBLE: All right. That's all I got.

25 MR. LOOMIS: Okay.

1 MR. ETCHER: Thanks, Bill.

2 Rocky?

3 MR. STONE: I don't have any questions. Thanks.

4 MR. LOOMIS: You're easy.

5 MR. STONE: Just trying to be like Hawaiian.

6 MR. LOOMIS: He told me he's the one I'm supposed to be
7 worried about.

8 MR. POEPOE: Yeah, I know.

9 MR. ETCHER: Thanks, Rocky.

10 Ryan?

11 MR. IWASAKI: I guess I'll be easier if I don't have any
12 questions.

13 MR. LOOMIS: Okay.

14 MR. POEPOE: No questions.

15 MR. ETCHER: All right. Well, we asked you a ton of
16 questions. But I know me, I'm always going to miss a question and
17 you're like, why doesn't this guy ask me something about this. Is
18 there anything you can think of that we should have asked and I
19 didn't?

20 MR. LOOMIS: No. I just -- I hope you all realize as an FLM
21 I work very high level. I don't do nuts and bolts. Okay. And,
22 you know, for me to answer anything other than real high level,
23 mostly that's my best guess. Okay. But I do have faith in all my
24 people or I'm not a nice guy. How's that's for a nice way to say
25 that?

1 MR. ETCHER: A nice way to say you're not a nice guy? Hmm.
2 That seems kind of contradictive, but that's okay, we'll -- it
3 sounds good.

4 MR. LOOMIS: No, you know, it's like everybody else. As long
5 as everybody's doing their job and we're not having any issues
6 come up and everything's working wonderfully, I worry, because
7 that's my job, I'm a professional worrier. Okay. So a little
8 here, there, and the other is really good because that means
9 they're actually doing something. But my people are really very
10 good.

11 MR. ETCHER: Well, I appreciate the honesty. With that, we
12 can call this concluded at 9:45 local. Thank you.

13 (Whereupon, at 9:45 a.m., the interview was concluded.)
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CERTIFICATE

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

IN THE MATTER OF: MINOR DAMAGE TO BOEING 717-200
 AT THE KAHULUI AIRPORT IN MAUI,
 HAWAII ON NOVEMBER 30, 2023
 Interview of John Loomis

ACCIDENT NO.: DCA24LA034

PLACE: Maui, Hawaii

DATE: February 23, 2024

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



Kay Ma
Transcriber