

ERA24FA110

OPERATIONAL FACTORS

Attachment 2 - Cabin Attendant Interview Transcript with Addendum

August 22, 2024

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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BOMBARDIER PLANE FATALLY

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COLLIDES WITH VEHICLE ON

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INTERSTATE 75 IN NAPLES, FLORIDA

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ON FEBRUARY 9, 2024

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Interview of: SYDNEY ANN BOSMANS, Cabin Attendant
Hop-A-Jet Airlines

via telephone

Tuesday,
February 20, 2024

APPEARANCES:

BILL BRAMBLE, Human Performance Investigator
National Transportation Safety Board

CAPTAIN ROCKY STONE, Operational Factors Investigator
National Transportation Safety Board

AMANDA TAYLOR, Survival Factors Investigator
National Transportation Safety Board

MICHAEL TORRENT, Safety Inspector
Federal Aviation Administration

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I N T E R V I E W

MR. BRAMBLE: My name is Bill Bramble, and I'm a human performance investigator with the NTSB. Captain Rocky Stone and Ms. Amanda Taylor and I are investigating operations, human performance, and survival factors in this accident, NTSB investigation number ERA24FA110 involving a Hop-A-Jet charter flight on February 9th, 2024.

The NTSB is an independent federal agency charged with determining the probable cause of transportation accidents and promoting transportation safety. The NTSB is not part of the Department of Transportation or the FAA, and it has no regulatory or enforcement powers.

I would now like to have Rocky, Amanda, and our FAA group member introduce themselves. Rocky?

CAPT STONE: Hey, Sydney. I'm Rocky Stone. I'm an operational factors investigator with the NTSB, and I'm basically looking at what happened forward of the cockpit door and, you know, what went wrong, you know, what we need to change so that it doesn't happen again.

MR. BRAMBLE: And Amanda?

MS. TAYLOR: And I'm Amanda Taylor. I'm one of our survival factors investigators, so I'm looking at overall survivability, seatbelts, restraints, evacuation, all that jazz.

MR. BRAMBLE: And Mike?

MR. TORRENT: Hey, good afternoon. I'm Mike Torrent. I'm an

1 FAA safety inspector here at the South Florida FSDO, which is the
2 geographic area your company is based in. I am participating in
3 this investigation on the safety side, so nothing -- no
4 information that comes out of this will be used for any kind of
5 enforcement. We have just the same common goals, just trying to
6 find out what happened and what we can improve for the future.

7 MR. BRAMBLE: Okay. Thanks, Mike.

8 And, Ms. Bosmans, is that how you pronounce your last name?

9 MS. BOSMANS: Yes, Sydney Bosmans, yup.

10 MR. BRAMBLE: Okay. Is there anybody on the call right now
11 that you object to being present?

12 MS. BOSMANS: No, just me.

13 MR. BRAMBLE: Okay.

14 MS. BOSMANS: You just get me.

15 MR. BRAMBLE: Okay. And today we'll be using a digital
16 recorder. After the interview, we'll send that recording out for
17 transcription, and the party members will have an opportunity to
18 review that transcription, correct it for typographical errors.
19 We'll also provide you with a copy of the transcript if you wish
20 to review it.

21 MS. BOSMANS: I would like that, yeah.

22 MR. BRAMBLE: Okay. We'll make sure we get that to you.

23 Rocky, do you have an e-mail for Sydney?

24 CAPT STONE: I do. I have Sydney's e-mail.

25 MR. BRAMBLE: Okay, good.

1 All right, once again, the purpose of an NTSB investigation
2 is to determine probable cause and prevent recurrence. Our role
3 is not to assign blame to the crew or anyone else. We're here
4 simply for you to share your experiences and observations and the
5 goal of learning what happened and preventing future accidents.

6 Having said that, however, we cannot offer confidentiality,
7 and the transcript of this interview will eventually be accessible
8 to the public in the NTSB's public docket system probably about
9 6 months from now. So I just wanted to give you a heads up that
10 it's not a confidential interview.

11 MS. BOSMANS: Okay. All right.

12 MR. BRAMBLE: Each of the group members will have a chance to
13 ask questions, and we'll ask them one at a time. Everyone's been
14 instructed not to interrupt the person who's asking the questions.
15 And then there'll be an opportunity for each group member to ask
16 follow-up questions after each person's had a turn.

17 MS. BOSMANS: Okay.

18 MR. BRAMBLE: Please answer all the questions to the best of
19 your recollection. If you don't understand the question, just
20 please ask us to explain. Or if you realize you misstated
21 something or you want to correct something, please go ahead and do
22 so. Also, if you wish to volunteer any information that we
23 haven't asked about, please feel free to speak up.

24 We always -- we're required to offer everyone that we
25 interview a representative of their choosing. Is there anyone

1 that you wanted to have with you as a representative, or are you
2 choosing to not --

3 MS. BOSMANS: No. No, not for today. I'm on the same page
4 as you all. I want to help you in any way that I can and
5 hopefully prevent something like this from happening again. So
6 anything I can do to help, I'm on the same team. And, yeah, I'm
7 going to get legal representation just because this is a big deal
8 and I probably should have that, but not for this call.

9 MR. BRAMBLE: Okay. All right. Thank you.

10 Does anyone on the call have any questions?

11 (No response.)

12 MR. BRAMBLE: All right. If everyone's ready, we'll go ahead
13 and begin with the interview then.

14 INTERVIEW OF SYDNEY ANN BOSMANS

15 BY MR. BRAMBLE:

16 Q. Sydney, what's your full legal name?

17 A. Sydney Ann Bosmans.

18 Q. Is that Ann with an E or no?

19 A. No E.

20 Q. Okay. And what's your age?

21 A. Twenty-seven.

22 Q. Okay. And are you currently injured?

23 A. Yeah. You just can't see it.

24 Q. Okay. Psychological?

25 A. Do you want me to state? Well, definitely psychological. I

1 have a concussion. I'm having some neck issues. I actually
2 haven't been able to get checked out by an orthopedic yet, so
3 still waiting to see, to check everything --

4 Q. Okay.

5 A. -- but just a lot of cuts and bruises, obviously, the mental
6 toll, and then concussion. I need to go see somebody for my neck
7 because something that you all may not know, I was actually in a
8 really bad car accident last April, and I was out of work for
9 8 months, so I had just returned to work like a month before this
10 happened, or a couple months. So I was already having issues.
11 So, like, I had to get three wrist surgeries from that, and so I
12 already went and saw my wrist surgeon and -- because my wrist is
13 tender because it was still healing. But, yeah, that's the most
14 that I know right now because I still need to talk with some other
15 doctors, and then obviously, the smoke inhalation.

16 Q. Yeah.

17 A. But I just had a little bit of a cough. I think they got
18 most of that out at the hospital --

19 Q. Okay.

20 A. -- because they had me on oxygen for 2½ hours, and then we
21 did a nebulizer, so it definitely doesn't feel like it did on that
22 day.

23 Q. Okay.

24 A. But that's just some of the stuff, yeah.

25 Q. If it does turn out that you have any bone fractures, please

1 let us know. We'd like to --

2 A. Okay.

3 Q. -- note that from an injury standpoint.

4 A. Okay.

5 Q. And thanks for telling us about the concussion and the neck
6 and the other issues.

7 Are you currently on any painkillers?

8 A. No. I'm very holistic, so I kind of don't really do medicine
9 unless I'm in excruciating pain.

10 Q. Okay. And your employer at the time of the accident was
11 Hop-A-Jet; is that correct?

12 A. Correct. I mean, we -- it's kind of weird because, yes, they
13 are my employer, but we're all treated like contractors, so I am
14 able to do other flights with other companies. And because I'm
15 pretty loyal to Hop-A-Jet, you know, I try to work around their
16 schedule if I do get asked to do something else, so -- but yes,
17 they are technically my main employer. Yeah.

18 Q. Okay. And what do they call your current position?

19 A. I don't know what they call it, but the correct term would be
20 a corporate cabin attendant because you can't call yourself a
21 flight attendant unless you have the FAA card, which we don't
22 have, so --

23 Q. Okay. And what was your date of hire with -- or what
24 was -- when did you begin working with Hop-A-Jet?

25 A. Like, I feel like I actually can remember this. I think it

1 was August 31st of -- I want to say 2021. It would be -- like, I
2 could pull up my LinkedIn and check it and figure that out for
3 you, if you want, really quick.

4 Q. No, month and year is good.

5 A. Okay. Yeah, I think it was -- here, I can look this up
6 really quick. Yeah, it was -- they hired me on August -- I just
7 know that because it was a really big deal for me at the time, but
8 August 31st, 2021, and then I didn't have my first flight --
9 actually, my first flight was on September 11th, 2021, which is
10 interesting, but --

11 Q. Okay. And who do you report to there?

12 A. I would report to David Donovan, the chief pilot, or
13 Farrah Donovan (ph.), who is the lead flight attendant. They are
14 married.

15 Q. Okay. Okay, and what is your base for the company?

16 A. FXE, so Fort Lauderdale Executive Airport.

17 Q. Okay. And do you reside in Fort Lauderdale?

18 A. I just moved to Jupiter in December.

19 Q. Okay. You live in Jupiter.

20 In what airplanes have you worked on at Hop-A-Jet, what
21 types?

22 A. At Hop-A-Jet, it would just be their Challengers, so the
23 Challenger 300, Challenger 604, 605, 650.

24 Q. Okay. And what other organizations were you employed by at
25 the time of the accident?

1 A. I feel like I shouldn't -- I was doing some trips for some
2 other people who -- I mean, they're confidential.

3 Q. Okay. And any other nonaviation employment, like, in the
4 72 hours before the accident? I mean, were you working as a --

5 A. No.

6 Q. -- dialysis nurse or anything --

7 A. No. No.

8 Q. Okay. And can you give me a brief overview of your aviation
9 background and how you came into this line of work?

10 A. Well, I'll give you the very short story, which won't make a
11 lot of sense, but basically, COVID -- I got my master's degree. I
12 told my parents I was going to bartend at the beach and travel.
13 That's what I said after that. Was bartending, then I got
14 into -- I was offered a coaching position to coach woman's
15 lacrosse collegiately, so I was the assistant coach at Rhodes
16 College up until COVID happened.

17 And then COVID happened, and I knew it wasn't what I wanted
18 full-time for myself, so I said, oh, I'll just continue my
19 travels, and I'll continue to save money and do what I was doing
20 before. And then, basically, COVID lasted a lot longer, so I
21 never was able to do those things. And I was on a road trip in
22 Florida, and I -- yeah, now I'm already starting to get into more
23 details. Let me shorten it.

24 So I was on a road trip in Florida. It was going to be my
25 last road trip before -- basically, my last summer of bartending

1 because I was like I need to move on with my life. I need to
2 figure something else out. And on that road trip -- I had two
3 other trips cancel, ended up doing a road trip to Florida. While
4 I was in Florida, I decided to spontaneously move to Florida. I
5 found a cottage, and I had nothing to lose, so I moved without a
6 job or anything, moved, found out about corporate flight
7 attending.

8 A couple months in to me moving here, and I thought it would
9 be perfect for me, so I did a bunch of research and basically took
10 another risk and did my training, and I ended up somehow getting a
11 job 2 weeks later, which was crazy. I'm realizing how crazy that
12 is now that I hear how hard it is for people. And, yeah, and
13 Hop-A-Jet were the first people that took a chance on me, so I'm
14 really grateful for that.

15 And that's how I got involved in the industry, and so I
16 started flying and then absolutely fell in love with the career
17 and was like, oh my gosh, I actually found something that I see
18 myself doing the rest of my life. So that's how I got into it.
19 Didn't know anybody or anything, just kind of fell into it.

20 Q. So that was in August of 2021 was your first aviation-related
21 job?

22 A. Yes.

23 Q. Okay. And are you a private pilot by chance?

24 A. No, but that would be cool.

25 Q. Okay. We always that just because we need to collect that

1 information if that is the case.

2 Okay, and just for the record, you were an occupant on the
3 airplane, the Hop-A-Jet airplane that was involved in an accident
4 on February 9th, 2024; is that correct?

5 A. I'm listed as a cabin server, no safety functions. That's
6 how I'm listed on the trip sheet.

7 Q. Okay. All right. And the flight, can you tell me the flight
8 origination and destination airports?

9 A. We started at FXE, and then we went to Ohio State, so
10 Columbus, Ohio, and then we were supposed to drop off the young
11 couple in Naples, and then we were supposed to head back to FXE.

12 Q. Okay. And how many passengers did you have?

13 A. Two.

14 Q. Okay. And it was two pilots as well?

15 A. Yes.

16 Q. And the names of the pilots?

17 A. Ian Hofmann and Ed Murphy.

18 Q. All right. This is the open-ended portion of the interview,
19 so can you describe, including times if possible, what happened
20 from the time that you arrived for work for this trip and the time
21 that you arrived at the hospital after the accident? And I know
22 it's very emotional, so if you need a break, that's fine, and
23 if -- it can also be -- sometimes people really speed up when
24 they're recalling events like this as well, so just be mindful
25 that we're -- kind of take notes and so forth.

1 A. Try to breathe.

2 Q. Yeah. Okay. So, yeah, just this is your chance to kind of
3 tell us your story of how the day went and what happened.

4 A. Okay. Well, I ended up getting to work an hour early, before
5 I was supposed to be there, so that meant I was there probably 2½
6 hours before we were actually leaving, just because I'm still
7 trying to gauge the traffic from coming from Jupiter. So, yeah, I
8 got there super early. You know, just the typical day, did all my
9 stuff, set up the plane. I actually had everything set up before
10 the pilots even got there.

11 And then they got there, and I just went up to Ed, and I was
12 like, hey, do you mind if I go get some Starbucks? Like, I
13 finished all my stuff. And he said, yep, go do your thing. And
14 did that, came back. And what's also weird, I didn't realize this
15 at the time, but I actually had left my keys in the car and left
16 my car unlocked, which I never do that. So I don't know why I did
17 that on that day.

18 But, yeah, and then it was just a typical day, and I remember
19 we were on the plane, and Ian was talking to his wife about
20 getting a jacket because it was going to be cold in Ohio and even
21 though we were only going to be there for a second and --

22 Yeah, so then we took off to Ohio, and I mean, there really
23 wasn't a lot of social interaction that day between me and the
24 pilots. I feel like we were kind of just all business, and I was
25 just kind of keeping to myself, and it was just kind of one of

1 those very chill days, and we were waiting for the passengers.

2 I was in the back -- you know, our whole motto in our
3 industry is hurry up and wait, because you'll hurry up really
4 quickly and then you'll wait for hours sometimes, so we're just
5 waiting, and I was reading my book. Ed was inside waiting for the
6 passengers, and then Ian was in the front, just like playing on
7 his phone or something.

8 And, yeah, and then they got there, and I always knew -- I
9 knew that the day was going to be pretty easy just because it was
10 only two passengers. We didn't have any food that I had to take
11 care of. So I knew -- I had a feeling they were probably not even
12 really going to need me, and they were the chilliest passengers
13 I've ever had. They -- you know, got them some waters, and they
14 really didn't need anything else. They brought their own food.
15 They cleaned up after -- they didn't ask me for anything.

16 I actually felt embarrassed even going back there because I
17 felt like I was bothering them, you know, and I -- so it's just
18 like -- it's hard. It makes it -- it's honestly harder for me
19 when the passengers don't want anything because it's a lot harder
20 for me to gauge, okay, are you sure you don't really want
21 anything, because you might and you don't even know it and --

22 But, yeah, just a typical flight and didn't talk to the
23 pilots much during that flight. I think, actually, the only thing
24 I said to them was I was talking about how easy the passengers
25 were and how I felt kind of weird even going back there. And then

1 Ian was just like -- well, I feel like I don't even want to put
2 this out there on public record, what he said, but he basically
3 said that -- he said, well, it must be nice to get paid to do
4 nothing. That's what he said to me. So, you know, obviously that
5 rubbed me the wrong way, and it's funny because I actually sent a
6 message to my boyfriend after that, venting about the situation.
7 I'm not going to say what I wrote in that, but one of the things I
8 did write was, "And not to mention I am here for safety." That's
9 in writing that I sent to him. That was about an hour before the
10 engines went out.

11 But, yeah, and then we were coming into Naples, and I got the
12 cabin all prepped and ready, you know, the sound curtain, make
13 sure all the doors are closed, you know, nothing's laying around,
14 whatever. And then was sitting in the jump seat, which, you know,
15 if you're familiar with the Challenger, the jump seat pulls out of
16 the galley, and it folds open, and, you know, I can literally
17 touch the pilots in front of me.

18 And so, yeah, we were going to land in about 5 minutes, and
19 I, you know, I'm not on a headset, so this was me just paying
20 attention and listening. They weren't talking to me or anything.
21 I just heard -- I, you know, when you sit in the cockpit enough,
22 you kind of notice when certain buttons go off, and you're like,
23 okay, okay, that one's not that serious, like I think we're good.

24 So I saw a couple things go off, and then, you know, some red
25 writing come up on the screen. I'm like, okay, and then I

1 hear -- and then Ed says -- I don't know what Ian was doing, but
2 basically, Ed was like, we're in an emergency, like, basically
3 telling him to, like, kind of get serious, I guess. I don't know
4 exactly what was going on there, but I just heard him say we're in
5 an emergency, like, get yourself together, kind of thing.

6 And I'm kind of like, okay, now I'm really listening. And
7 then I hear -- I don't know if this was before or after, because I
8 forgot about this. I did hear Ed -- or Ian go like, oh, I see
9 there's a pond over there, and I was just like, what, you know?
10 And then I see on the screen -- because now like my heart's
11 starting to race, and I'm really feeling like something's wrong,
12 and I was hoping that you all could clarify this for me.

13 So, you know, on the Challenger screen, there's -- it's like
14 a square of circles, so you have two circles next to each other,
15 and to me, I'm assuming that represents one engine, and then below
16 it there's two more circles, and that represents the other engine?
17 I don't know if that's correct. I'm assuming. I mean, can anyone
18 speak on that?

19 Q. Usually, it's two columns, and there's -- each column
20 represents an engine, and there's more than one dial for each
21 engine that goes down in a vertical column on a --

22 A. Okay.

23 Q. Yeah, I haven't double-checked on the Challenger's engine
24 display, but that's typically what you'll see in sort of
25 conventional cockpits.

1 A. Okay. So I saw -- that's interesting that you're saying
2 they're vertically attached, because I actually saw them being
3 horizontally attached, because I saw one of them horizontally, it
4 turned red. The circles, the outline of the circle turned red,
5 and I saw the arrow, I saw the arrows go down. And to me, I
6 thought that meant we lost one engine. I don't know. At the
7 time, that's what I thought it meant. Maybe it meant we lost
8 both. I'm not sure.

9 I took it as, oh, we just lost an engine, and I'm thinking
10 like, okay, this isn't good, but we have the other one, so I know
11 we're going to have to make an emergency landing, but we're about
12 to be at the airport anyway, and then I hear him say, we just lost
13 both engines, and it was something -- it was either that or both
14 engines just failed, something along those lines.

15 And I knew exactly what that meant, and I knew that we were
16 going down, and I -- you know, of course, my heart is like racing.
17 Like, this is all in very split seconds when I'm describing this,
18 like, and I just kind of got it together, and I leaned forward
19 just very calmly, and I said, should I prepare the cabin? It was
20 either should I prepare the cabin, or should I secure the cabin,
21 something along those lines. And Ian ignored me, and Ed just said
22 something like brace for impact, and then that was it, and then
23 they turned around, and I wasn't really existing. And, you know,
24 and I want to give them grace in that because they obviously had a
25 lot of things to figure out in a very short amount of time.

1 So I'm here, and I'm like, okay, so my training -- so I did
2 my flight attendant, my recurrent flight attendant safety training
3 with Aircare International FACTS, and so now my training is
4 kicking in, and we're trained to sit in a specific seat, which is
5 the left forward cabin aft-facing seat. And, you know, that's
6 just because, you know, you can look out the window, you can
7 assess the situation because it's right by the door behind you,
8 and, you know, of course, the momentum when you hit, you're at
9 least going to be bracing like this.

10 So I hesitated, and I'm like, do I stay in the jump seat, or
11 do I get out? And I know I have to get up, so I made the decision
12 to get up, and I do think that decision was really crucial in us
13 surviving because I know I wouldn't have survived the impact if I
14 was in that jump seat. And so I got out of the jump seat. I go
15 to close it for some reason, and I can't get it shut, and so I'm
16 just like, fuck it, you know.

17 And so I go to the back, and now the passengers, they kind of
18 can pick up that something's wrong because they see me frantically
19 come to the back. So I sit down, put my seatbelt on. You know,
20 Audra is to the left of me, and then Aaron is sitting in front of
21 her facing forward. And I just looked at them, and I said, you
22 need to put your seatbelt on, and we need to get in the brace
23 positions, and he was like, are you fucking serious, are you
24 fucking serious? And I was like, I'm serious, and I said, you
25 need to -- I looked at him, and I said, you need to grab your

1 ankles, I need you to put your head down. And I said, and you are
2 going to put your hands by your side by your thighs and put your
3 head back, and we're going to have to brace. And I was like, we
4 can't panic right now.

5 And I knew that we were going to be -- you know, I knew at
6 any point we were going to be hitting something. I didn't know
7 what it was going to be because I didn't look out the window or
8 anything like that. And one of the last things I remember Ed
9 saying was he was -- it was like he had made his decision, like he
10 was like, I'm landing here, I'm doing it, like this is where I'm
11 going.

12 And so I knew that, like, we were about to hit, so I was just
13 saying, you know, brace, brace, brace. And so we're bracing, and
14 then we hit. And the best way to describe it is just like a
15 slow-motion movie. I mean, really it was like time was just so
16 slowed down for all of this. It was just -- shit was just flying
17 everywhere. And, I mean, I kind of wish I opened my eyes for it,
18 but I didn't, so I don't even know what was happening. I just
19 remember seeing my hair kind of flying in front of my face and
20 just sitting there in the brace position and thinking, you know, I
21 really hope nothing hits me. And, you know -- because I didn't
22 even realize we had like turned around and all that until I saw
23 videos of it.

24 But so, yeah, so we hit, and then shit's flying, and then we
25 come to a stop and, you know, unbuckle the seatbelts. And, of

1 course, it's just like a horror movie. And it's exactly
2 everything that I learned about in training, just how quickly that
3 cabin fills with smoke and how quickly these flames are like
4 going. And, I mean, it was just the whole cabin was just ripped
5 apart, and all I see are just neon flames, and there's just smoke
6 filling pretty quickly.

7 And I knew from my training, you know, if I don't get us out,
8 that the smoke's just going to kill us alone. So I get up, and I
9 forgot to even say this to Don before, but, you know, my
10 actual -- for a split second, I did think, do I go get a fire
11 extinguisher? And then, you know, quickly was like, that's not
12 even a thing.

13 And so I went to the front, you know, the forward door, and I
14 can't really recall everything that I saw in the cockpit. I
15 wasn't really focused on it, right? Like, you know, shit was
16 everywhere, and I was just kind of like trying to get in there to
17 see if I could grab that handle, you know, and lift it and push
18 the door out. And, like, I thought I grabbed it, and I tried to
19 lift it, and I couldn't, like nothing would move.

20 And so then I get up, and I didn't know exactly what the
21 passengers were doing at this time. And I see that the -- what
22 would you call it? Whatever is over the -- I'm having a brain
23 fart. But whatever's over the overwing exit, you know, you rip
24 that panel off, yeah, the panel, so that was already ripped off.
25 So I don't know if the passenger ripped that off and tried to get

1 the overwing exit, but so I go over there, I'm grabbing it, trying
2 to get it, can't get it.

3 And, actually, in hindsight, I'm super happy that I couldn't
4 get that open because the flames were actually coming up on that
5 side, and it probably would have been a lot worse if I got that
6 door open. So I'm really happy that I didn't get that open.

7 And then, of course, my last option now is the baggage door
8 and -- so, basically, I turn, and I'm heading to the baggage door,
9 and then Audra's there, and she's like, can you help him, can you
10 please help him, like, please help him? And he is kind of leaning
11 out the baggage door, so I'm assuming that he was actually trying
12 to get out that way already. And I don't know if he would have
13 known how to, like, open the door or anything, but he was back
14 there.

15 So I went back there, and I was like, get out of my way, and
16 went back there. You know, it's pitch black, so can't see
17 anything. And the whole time, I mean, I'm just thinking about the
18 smoke, really, because it's -- we're really breathing in smoke
19 now. And, yeah, so I grabbed the door, and I, you know, turned
20 the lever, and I'm trying to pull it because, you know, if you're
21 familiar with that baggage door, you turn the lever, and it's
22 basically on like a wheelie, like a rack almost, so it would come
23 up and in and just go up.

24 And so, like, I get it, and I can't get it. And then I'm
25 starting to realize, okay, I don't know if this door is a mixture

1 of stuck and blocked, but it's like definitely blocked, and I
2 finally realized that. And so I was like, do we have a
3 flashlight, do we have a flashlight? Does someone have a phone?
4 And they're like, we don't have a light, we don't have a light.
5 And I was like, okay, I just need you to help me, like, get this
6 stuff.

7 So I'm handing Aaron stuff, and I'm assuming he was handing
8 Audra the stuff as well. I'm not positive, but he was right
9 behind me, and it's a pretty small baggage compartment on this
10 plane. So I'm handing him stuff, and you know -- and then I'm
11 still trying the door, and I can't get the door. It's just not
12 going.

13 And, you know, I don't know if this was divine presence, I
14 don't know if this was physics. Like, I'm not sure, but
15 basically, I heard like a bang on the door, and the door is
16 like -- it's super close to my face where I'm at. And I truly
17 thought in that moment that there was another person on the other
18 side of the door, like, I thought someone was out there, like,
19 trying to bang in the door for me because I saw it move.

20 And, yeah, obviously, there was no one there, but at the
21 time, like, that's what I truly believed, and it kind of gave me
22 that, like, extra, like, okay, I know I can get this door open
23 because I saw it move, and I saw like a crack in the door, and so
24 I just, like, continued to grab stuff and then just basically,
25 like, struck the door, and then finally it came open.

1 And then I hop out, and flames are coming underneath my butt
2 as I'm hopping out. And then I turn around, and I'm thinking
3 he's, you know, he's going to be right there because he was right
4 behind me. And I guess he had -- I don't want to say they went
5 back to grab some things, but it appears that they went back to
6 grab some things because he had his backpack, and apparently, she
7 had thrown out her purse. So I guess they were grabbing those
8 items. And then, finally -- because I'm saying, I'm like, where
9 are you? And then he jumps out, and then he helps her out. And
10 then I was like, guys, we need to stay together, and we need to
11 get away from the aircraft.

12 And then, you know, that's when -- I don't know if you want
13 to hear the rest, but I don't even remember seeing, you know,
14 Bruce Almighty at the chili cookoff, you know, recording us on his
15 phone. Don't remember seeing him, but you know, he was recording
16 us, and then we went past him, and we're just hugging each other,
17 and, you know, and then Audra and I, we keep hugging each other.
18 And she looks at me, and she's like, Sydney, I just need you to
19 know that I found out that I was pregnant this morning, and that
20 happened like that day. And that just gives me the chills. But,
21 you know, so she says that and -- just crazy, so -- yeah, and
22 we -- I'm just like we need to stay together, and we need to get
23 away from the plane.

24 And so then that woman who, you know, actually I found out
25 illegally recorded us and sold it to the media and all that, just

1 found that out a couple days ago, this Good Samaritan who I
2 thought was a good Samaritan, she came up to us, which is all over
3 the news, and she was like, I was an ex-paramedic, and I -- and
4 she's like, you know, you guys need to come with me, like, we can
5 get in my car, and you can -- I heard that -- she's literally
6 screaming at us to get in her car. And I just said, okay, you
7 know, we'll get in your car, because we all knew that we had to
8 get away, and this person is an ex-paramedic, and they seem
9 trustworthy. And so we got in her, we got in her car, and she was
10 calling 911.

11 Didn't know the whole time I was being recorded, and neither
12 did the passengers, but she just told us, you know, she couldn't
13 take us too far because we had to be by the scene. And so she
14 called 911, and then we stopped, and the passengers -- I found out
15 later that the passengers actually noticed that she was recording
16 us, and that is actually why they got out of the car. At the
17 time, they were like, we can't sit still, we have to get out of
18 the car. I realize now it's because they saw what was going on
19 because they were in the back seat. I was in the front seat, so I
20 wasn't looking at her phone or anything.

21 And then I got out of the car, and it was really like the
22 most bizarre thing because we're all out of the car, and we're
23 just like can't believe it, and I knew -- I mean, I knew how
24 insane it was that we were out, that we got out, and that we were
25 intact, and it was just weird because everyone is in traffic on

1 the road, and we're over here, and people had no idea that we had
2 even gotten out of that plane. You know, we probably just looked
3 like people that had gotten out of their cars or something like
4 that.

5 And, you know, the whole time, I'm just like, okay, where
6 are -- where is -- where are the EMTs, like where -- and then I
7 remember where finally a cop came over, so we were with a cop, and
8 then we're walking over towards where everyone is. And then I
9 remember seeing the truck, which at the time I did not register
10 that we had hit that truck. I, actually, in my mind I was looking
11 at it and the guy sitting on the ground, and I was like, oh my
12 God, there was an accident that they were like tending to, and we
13 just happened to land like right there? And like, what, you know?
14 And then later I realized, oh my God, we hit this truck, and
15 that's why it was like -- I mean, I don't even know how that
16 person is okay.

17 But, yeah, and then, finally, I'm telling, I'm like, hey, we
18 were in, we were in the plane, you know, and I don't really think
19 they believed us at first. And then, finally, like the EMTs come
20 over, and I'm like, yeah, we were in the plane and, you know, we
21 inhaled a lot of smoke because that's -- I was -- that was just,
22 like, my biggest concern even when we got out of the plane. It
23 was like, we just had inhaled so much smoke, because like in
24 hindsight, I wish I had said like, cover your mouth or something,
25 because I was thinking it the whole time, but I just never

1 vocalized it like, and I guess because obviously I was doing
2 commands and all that but -- yeah.

3 And then we get in the -- we got in the ambulance, and then
4 they had us on oxygen. They took us to the hospital, and then
5 that's when, you know, I was on oxygen for 2½ hours. I already
6 said that, like, yeah, did the nebulizer. They checked me out.

7 The only thing I really knew at the time was like my nose and
8 my teeth hurt, like, almost like when you get whacked in the face
9 and it hurts really bad, but you know that it's going to go away.
10 I mean, it didn't go away. I did get my nose checked out and all
11 that. It's still like a little bit sore. And I realized even
12 after, like, my head was tender up here, so maybe I did get hit in
13 the face with something. I'm not really positive because I don't
14 remember getting hit in the face.

15 But, yeah, I just told them all that and then had a bunch of
16 detectives come in, and I thought that it was mandatory that I was
17 supposed to talk to them. I guess it wasn't. I didn't know that
18 at the time, but -- so I talk to all of them and, yeah, and then
19 the passengers came in with Aaron's parents, and we all just
20 hugged each other, and they said thank you, and we exchanged
21 information, and then yeah. And then I was finally released that
22 night, and my boyfriend came and picked me up, and we went to a
23 nearby hotel but -- so yeah.

24 Q. You were released --

25 A. That's the story.

1 Q. -- same day?

2 A. What?

3 Q. Did you stay overnight, or you were released same day?

4 A. I was released the same day, probably around 8 o'clock, I
5 think.

6 Q. Okay.

7 A. Oh. Oh, yeah, and you wanted times because -- sorry, I
8 forgot about that. I don't really have the times right, but if
9 you do have the exact time of when we hit the ground, because my
10 mom told me that we apparently had hit the ground at 3:19, and I
11 don't know how accurate that is, but if that is accurate, my mom,
12 when I had actually contacted them, I contacted my mom at 3:24,
13 which is kind of crazy to think about that, if we touched down at
14 3:19 and I was on the phone with her at 3:24. That just shows you
15 how much time had slowed down.

16 Q. Um-hum.

17 A. So, yeah, that's like the only time I can really give because
18 I wasn't looking at the time or anything when all this happened
19 and then, obviously, was not thinking about the time when I had to
20 react and --

21 Q. Okay.

22 A. -- do everything.

23 Q. Is there anything else that you can recall that seems
24 significant that you want to share with us before we start asking
25 specific questions?

1 A. Not anything that's like super relevant. I mean, like, I
2 definitely know that the passengers told me that they had a bad
3 feeling when we took off, so that was interesting, and just a
4 couple other things that happened the day before that were very
5 interesting, and then that happened. But I don't know if it
6 would -- I don't think any of that is going to help, you know,
7 just like some premonition stuff, but I don't think any of that's
8 going to help, you know, your side of it.

9 Q. Okay. You mentioned that you heard Ed saying something that
10 indicated he knew where he was going to land. Can you recall
11 specifically what he said?

12 A. I just remember him saying something along the lines of like,
13 I'm doing it, this is where I'm landing, I'm landing here, like it
14 was like he had made that decision. And I just knew when he said
15 that, that we were probably about to hit something.

16 Q. Okay. And had you received training on how to open the
17 baggage door from the inside?

18 A. That is the funny thing. It's -- that's another part of the
19 piece of the change that has to happen. I actually -- we're
20 not -- we don't get trained to open the baggage door. I actually
21 just knew how to do that because I'm just like that and I wanted
22 to know, and so I would kind of do it as a favor to the pilots,
23 like, you know, one less thing they had to do. Like, sometimes
24 I'll help with the luggage back there, and I'll close the door for
25 them, or I'll open it for them, and if I have time, like, grab the

1 luggage out. So that's just why I knew how to do that. I just
2 asked one day and then just knew from there.

3 Q. Okay. All right. At some point during one of our follow-up
4 rounds, I may try to pull up a diagram of the engine instruments
5 for a Challenger 600 to maybe see if that helps you explain to us
6 what you saw there.

7 A. Okay.

8 Q. Or if anybody else has the chance to do that while we're
9 continuing here, that'd be great, if you want to pull one up that
10 you could share with us a little bit later.

11 But just for the record on this interview, which pilot was
12 seated in which cockpit seat?

13 A. Ed Murphy was in the left seat, and Ian Hofmann was in the
14 right seat.

15 Q. Okay. And was Ed considered the pilot in command?

16 A. That's correct.

17 Q. Okay. And which pilot was the pilot flying for each of the
18 legs that day?

19 A. I think it was Ed the whole time. I mean, sometimes they'll
20 let the SIC do an empty leg, but I don't think Ian flew at all
21 that day. I'm sure he was probably going to fly the leg back if
22 we had made it, but, yeah, I think it was Ed the whole time. I'm
23 not positive, but I'm pretty sure.

24 Q. Okay. Do you recall if there were any maintenance write-ups
25 or deferred maintenance items on the airplane?

1 A. Well, yeah, I know that the plane was in maintenance the day
2 before, and then there was definitely one for like a broken window
3 shade in the back. I might be getting this aircraft mixed up with
4 another one, but I feel like the air show in the aft part of the
5 cabin was -- had a deferred sticker on it, but I could be mixing
6 that up with a different aircraft. I just know that one of them
7 has that.

8 Q. What's the air show?

9 A. The air show, it's basically a map, so it'll -- it's like a
10 TV, so the TV -- there will be an air show in the front of the
11 cabin, in the forward cabin, and then there's one in the aft of
12 the cabin, and it'll just show you the map of where we're at, and
13 depending on the setting, it'll have the stats like our speed and
14 the time and --

15 Q. Okay.

16 A. -- whatever. Yeah.

17 Q. All right. And did the crew get fuel loaded on the airplane
18 at any point during the day?

19 A. Yeah. I mean, we definitely got fuel at FXE before we even
20 took off, and then I'm pretty sure we got fuel in Ohio as well.

21 Q. Okay. I don't imagine you know how much they loaded on.
22 That's probably not something you talk --

23 A. I wouldn't remember.

24 Q. Okay.

25 A. Even if they said it out loud, yeah.

1 Q. All right. Did the pilots discuss their fuel burn or express
2 any concerns about fuel quantity at any time during the trip?

3 A. Not to me.

4 Q. Okay.

5 A. But, you know, I'm -- I wasn't -- I'm not on a headset or
6 anything, so I wasn't really -- the, you know, probably the only
7 really forms of communication were like, hey, do you guys need
8 anything or, you know, obviously that little conversation that I
9 was like venting about how the passengers didn't need me or
10 whatever, but, yeah, that's like it, because I was kind of -- I
11 was just keeping to myself. I mean, I actually -- I was reading a
12 book, like, majority of the flight because I just didn't have much
13 else to do but --

14 Q. And did the pilots seem to be getting along before the
15 emergency started?

16 A. Yes. I mean, I don't think they were like BFFs, but yeah,
17 they got along.

18 Q. And how well did they seem to know each other?

19 A. I mean, to my knowledge, they don't know each other that well
20 because Ian -- I don't know exactly when Ian started working there
21 because, you know, I was out due to my car accident. So he had
22 started like by the time I got back to work, and so I don't even
23 know how long Ian was really there. I mean, he definitely wasn't
24 there for a full year, and we kind of switch crews around, so I
25 don't know how often they had fun with each other or anything like

1 that. So I feel like, yeah, they didn't really know each other
2 very well at all.

3 Q. What were the dates you were out again?

4 A. For my car accident?

5 Q. Uh-huh.

6 A. I -- well, my car accident was on April 8th of last year, so
7 April 8th, 2023, and then -- well, I was out up until that
8 September, and I think I flew for 2 weeks at the end of September.
9 And then I found out that I had to get another surgery, so I was
10 out for another 2 months, and then I was cleared -- Thanksgiving
11 week I was cleared, and then I don't think I actually flew until
12 that last week of Thanksgiving -- or, sorry, that last week of
13 November.

14 Q. Okay. And, generally speaking, what was the nature of your
15 injuries?

16 A. I had a TBI, so a mild traumatic brain injury/concussion. I
17 had a herniated disc in my neck from that. I'm like -- there were
18 other things, and I'm just, like, having a brain fart thinking
19 about all that.

20 Q. But those were the --

21 A. Oh, I had three surgeries on my wrist, so I'm like, this is
22 where I'm, you know, I'm having a brain fart. But, yeah, there's
23 a lot going on in my mind right now, but, yeah, three surgeries on
24 my wrist, the head, the neck. And, of course, they're going to do
25 landscaping as we're having this meeting. Sorry.

1 Q. It's okay. We can't hear them.

2 A. And, yeah, those were like the biggest parts it. And then
3 just really, really sore and -- oh, oh, I forgot about this. I
4 had a mason jar in my right hand, so that mason jar shattered in
5 that hand, so I actually didn't have either of my hands after the
6 crash. So, like, my mom had to fly down, and she was bathing me,
7 feeding me, everything for a little bit there, so, yeah, not a
8 great time.

9 Q. Okay. Back to the pilots, do you know if they flew together
10 regularly, or you sound like you weren't really sure?

11 A. I'm not positive, just because we switch around crews, so,
12 you know, you might get a new pilot each time or -- it's all the
13 same group, but yeah, I don't know. That -- I'm sure -- I'm
14 pretty sure they had flown together before at Hop-A-Jet. I just
15 don't know how often.

16 Q. Okay. How big is the base there? Are there lots of pilots
17 and cabin attendants, or is it fairly small?

18 A. I would consider it small. I mean, we probably -- I don't
19 know exactly how many flight attendants there are now. I want to
20 say there's probably -- I mean, hold on, if I can go through this
21 in my head really quick. There's me -- want to say there's like
22 six or seven flight attendants maybe, but not positive on that.
23 And then pilot-wise, I don't know how many pilots there are. I
24 mean, it's not a whole -- because they only -- they do charter and
25 91s, so the only planes that they have flight attendants on are

1 the three Challenger planes and then sometimes a couple 91s that
2 they manage will do charter, and we'll get on those, but it's
3 really just like these three planes, so, yeah, I'm not exactly
4 sure how many. I could figure that out if I -- you know.

5 Q. And we can ask the company as well.

6 A. Yeah.

7 Q. The personalities of the pilots, if you had to describe them
8 in a nutshell, do you have a sense of that?

9 A. You want me to describe them or --

10 Q. Yeah.

11 A. Yes, I have a sense of it.

12 Q. Okay. How would you describe them to someone who hadn't met
13 them before in terms of their personalities?

14 A. I don't know how to answer this question because I know that
15 this is going to be public, so I just don't want to say anything
16 that's going to upset anyone.

17 Q. Okay.

18 A. I mean, I think they all mean well at the end of the day.
19 They all obviously know what they're doing for the most part. I
20 know that they all, you know, they're not going to -- I know that
21 they're all trained in whatever requirements is supposed to be
22 trained in. Yeah, I think there is -- there was good ones, and
23 there was maybe ones that, you know, I didn't think they were the
24 greatest person ever, you know, so --

25 Q. I mean, the two on this particular flight.

- 1 A. Oh, the two on this particular flight? Oh, okay.
- 2 Q. Just in terms of like --
- 3 A. Like, oh God --
- 4 Q. -- were they -- I mean --
- 5 A. Okay.
- 6 Q. -- are they extroverted, introverted? Were they pretty
- 7 agreeable?
- 8 A. Oh, I would say they're -- well, I mean Ed's kind of like a
- 9 lone ranger and just kind of keeps to himself a lot of the time, I
- 10 would say. And Ian is definitely like a sweetheart at his core
- 11 and just like -- yeah, I don't know if this is the right word,
- 12 like, maybe a little -- see, I don't know because this is going to
- 13 be like -- I don't know. I would say, like, for me personally, I
- 14 would say maybe a little bit aloof, but like not when it comes to
- 15 flying but maybe just in general, like maybe a little bit.
- 16 Q. Okay.
- 17 A. But no, I mean, they were both super passionate about flying.
- 18 I know that for sure. I mean, the only reason that Ian was even
- 19 with Hop-A-Jet was -- you know, he was supposed to retire. He
- 20 flew commercial, and he was just there because he couldn't give it
- 21 up, like he just loved flying so much, so -- I'd say they're both
- 22 probably more on the quiet side, but I also -- I don't know Ian
- 23 that well. And, I mean, I've known Ed for almost, you know, about
- 24 2½ years, and I would say we have like a mutual care for one
- 25 another, but even then, I feel like I don't even know Ed that well

1 when I really, really think about it.

2 Q. Okay. But they were getting along well that day of the
3 accident?

4 A. Yeah. I mean, I -- yeah, they were getting along fine. You
5 know, Ed made a little comment when we had gotten to OSU and just
6 kind of said, I'm not going to say the person's name, but he just
7 said, oh, I miss such and such, which was an old SIC, so, you
8 know, you can infer what he was trying to say by that.

9 Q. Um-hum.

10 A. But do I think they were getting along the whole day? Yeah,
11 I do. I think Ed was just kind of throwing some shade out there
12 when he said that, you know.

13 Q. Okay. All right. And you mentioned in your interview
14 something about, with the police, that there was -- it seemed like
15 the CRM maybe wasn't great. Do you have any additional comments
16 on that?

17 A. Yeah. I know. I feel bad that I said that now that I
18 realize it was, like, all going to be out in the public. Yeah.
19 No, I mean, I do think the CRM wasn't great. It just wasn't. I
20 mean, I -- you know, they didn't talk to me, and I am supposed to
21 be a part of the crew. I -- you know, no one would have known
22 what was even going on if I wasn't just paying attention. And
23 even the passengers, they would have never known what was going on
24 if I didn't get up and, like, go talk to them. They would have
25 never known. And even when we were bracing, it's not like

1 anything was being yelled back to us or anything like that and --

2 No. I mean, yes, it wasn't the proper protocol. It wasn't
3 the perfect protocol, right, but I do want to give the pilots
4 grace in that because this all happened very fast out of nowhere,
5 and they did not have a lot of time to react. And like I truly
6 believe that they did the best that they possibly could in the
7 time that they were given. You know, they did what they were
8 capable of, and do I wish --

9 You know, in the future, I think we can change that.
10 Obviously, there needs to be some sort of communication, even if
11 it's just one word, right? There needs to be something going on
12 there.

13 But, yeah, no, I didn't appreciate just kind of being left
14 out of the whole thing, but, you know, I feel -- I don't want to
15 be selfish when I say that because it wasn't just about me. They
16 were trying to figure out where they were going to land this
17 plane. They were going to -- you know, they didn't have a lot of
18 time, so they were busy.

19 And so if they just happened to miss me or whatever, like,
20 you know, I can forgive them for that, like, but yes, of course,
21 if we're going to sit down and say, you know, should there be
22 certain protocols in place where the crew is communicating, then
23 like, yes, they -- we should have been communicating better, and I
24 basically just felt like I was being completely ignored is the
25 best way to put it. And I was just kind of like on my own,

1 essentially.

2 It was just like, well, brace for impact. And, okay, we're,
3 you know, we're not talking to you anymore, like. And then I had
4 to sit there and I had to decide, okay, Sydney, what are you going
5 to do right now? Because you know that you should get up, and you
6 know you shouldn't be in the seat. And, you know, I'm just glad
7 that I followed my intuition and my training.

8 Q. Okay. Did the pilots appear to be alert and rested
9 throughout the day?

10 A. Yeah, I would say so. I wasn't really paying much attention
11 to them.

12 Q. Did they mention anything about their sleep or activities in
13 the last day or two?

14 A. No, because I just didn't talk. I was just like -- I don't
15 know, it was just one of those days. I just was in my book, and I
16 didn't really -- we just weren't really talking to each other. We
17 were -- it was just like strictly professional the whole day.

18 Q. And so I assume neither of them mentioned any illnesses or
19 health concerns either?

20 A. No.

21 Q. All right.

22 A. And I mean they've never mentioned anything like that in the
23 past, so I don't think anything was going on there.

24 Q. And you probably would have mentioned this if it had
25 happened, but just to confirm, were there any engine or mechanical

1 problems during the flight to Columbus?

2 A. Not to my knowledge.

3 Q. Were you aware of any previous mechanical problems with this
4 airplane?

5 A. Well, see, I know that -- well, see, I don't know if I'm
6 mixing this up with another airplane. That's the thing. So I
7 don't want to say this is, like, exactly accurate. I feel like
8 we've probably had, like, some flaps fail a couple times. I
9 don't -- but I'm also not exactly sure if it was, like, this
10 plane.

11 I do know that this plane had like some issues with, like,
12 the fueling, like, I know they had to do fueling a certain way
13 because it would -- there was a couple of times when they actually
14 had a fuel leak out of, like, one of the wings or something. But
15 I'm probably not describing that lingo correctly. I just -- like,
16 that's what I remember. Like, there's something with that plane
17 where you have to be really, really careful when you're fueling.

18 No, but I can't think of anything. Just those two.

19 Q. Okay. When was the last time before that day when you had
20 flown on this plane?

21 A. I was like -- I can actually tell you if I look at my e-mail.
22 Well, you know, I definitely -- let me just look up charter in my
23 e-mail.

24 I do know that this was my first flight of the month, so I
25 hadn't flown at all in February yet, even though it was the first

1 week. So it was my first flight of the month. And let me see,
2 oh, I actually was on this plane before. Okay, so I was on that
3 plane -- I had a 5-day trip on that plane at the end of January,
4 from January 23rd to the 27th.

5 Q. Okay.

6 A. Yeah.

7 Q. And you don't recall any -- well, let me ask that different
8 way. Do you recall any mechanical issues during that trip on this
9 plane?

10 A. Not that I can remember. No.

11 Q. Okay. Do you know what altitude you were at when this
12 emergency began?

13 A. I mean, we were definitely below 3,000 feet, but I wasn't,
14 like, looking at that when everything had happened all of a
15 sudden, just because it's like off to the side over here, so
16 you're going to have to, like, look over there to see it.

17 I'm not exactly sure. I mean, I know -- like, it was,
18 like -- I knew we were, like, lined up. We were, like, in the
19 line to land at Naples Airport. So I knew we were pretty -- well,
20 pretty low compared to how high you could actually be, right,
21 like, you know, in the 1,000 to 3,000 range, you know, probably
22 maybe in the 2,000 range, but that's also -- I'm just speculating.
23 I actually don't know.

24 Q. Um-hum. Do you remember seeing the air speed or the -- or
25 remember if they had set the flaps to any particular setting?

1 A. Oh.

2 Q. And it's fine if you don't. I just --

3 A. Well, I have -- I just -- I have a feeling they just would
4 have had to have, like, done that initial degree, like, on the
5 flaps or whatever, just because of, like, where we were because,
6 like, I know we were, like, lining up, like, we were -- I mean, I
7 can't say exactly, but I just have a feeling probably one of the
8 flaps, like, whatever that first degree is, you know, where it's
9 like -- I don't know, it's like flaps at 30, flaps at 40 or
10 whatever, you know, they say --

11 Q. Whatever the first flap setting is when --

12 A. Yeah, yeah. I feel like probably, but then, but then again,
13 I'm not sure.

14 Q. Okay. And anything unusual happen with the airplane before
15 the onset of this event, this emergency?

16 A. No. I mean, I never would have saw this coming.

17 Q. Okay. Did the pilots seem busy in the minutes before this
18 emergency started?

19 A. I don't know if I would say busy. I mean, but -- because,
20 you know, there's only so much you can do up there. No, I mean it
21 was just kind of, like, I just saw a couple buttons. You know, I
22 hear a couple buttons go off, and I see a couple things in red
23 coming up, and then I hear Ed kind of, you know, like I said
24 earlier, how he looked at Ian, and he was like, we're in an
25 emergency, like, you know. And that's when I just started, like,

1 really paying attention.

2 Q. Okay.

3 A. And were the pilots wearing headsets, their headsets with hot
4 mics at the time?

5 A. Yes, they were.

6 Q. Okay. And you were not wearing one; is that correct?

7 A. Nope.

8 Q. Okay. But you could hear the pilots talking over the engine
9 noise?

10 A. Yeah. I could just hear them talking to one another. Yeah.
11 That's why I, like, when -- like, the good example, like, how I
12 couldn't hear everything that was going on. Like, when he did
13 look at Ian and was like, hey, we're in an emergency, like, I have
14 no clue what Ian was even saying for him to even say that to him
15 because I couldn't hear it.

16 Q. Do you remember hearing them say anything to air traffic
17 control or on the radio?

18 A. I really don't. I mean, I knew that they were probably
19 talking to them, but, no, I don't. I just remember him, like,
20 yeah, just saying like, hey, we're in an emergency. And then
21 that's when I just started really listening to what they were
22 saying and then -- I don't remember them ever -- obviously, they
23 were saying something to air traffic control, but I don't -- like,
24 I just don't remember them doing that when I was up there.

25 Q. Um-hum.

1 A. Like, I feel like -- I mean, I don't even know. That's why
2 I'm curious some of the -- like, the order of events, because I'm,
3 like, if I did see that and it was one engine, was it like, oh, we
4 lost one engine or we were about to lose an engine and they had
5 said like, hey, we need to make an emergency landing? Or was it
6 like, oh, it was just two engines at once? And then -- yeah, I
7 don't -- I just don't know.

8 Q. Okay. When Ed said we're in an emergency right now, both
9 engines have failed, was he talking to -- are you confident he was
10 talking to Ian, or could he have been talking to air traffic
11 control?

12 A. That's quite possible. You know, I'm not sure. I mean,
13 either way, he was talking to kind of both of them because Ian's
14 on the same headset, and Ian can see everything that's going on,
15 too. So, yeah, probably, when he's -- actually, yeah, that would
16 make sense, right? If he said we just lost both engines, maybe he
17 was saying that to ATC, like, I'm not positive.

18 Q. Okay. And the "in an emergency" or "we're in an emergency,"
19 I mean, is that also possible that he was saying that to air
20 traffic control or telling Ian to tell air traffic control that,
21 or could you really tell?

22 A. To me, it seemed like he was saying that to Ian.

23 Q. Okay.

24 A. It seemed like, it seemed like almost -- well, I'm just
25 inferring this, right? I'm inferring that, you know, something

1 popped up, right, because there was already stuff on the screen,
2 and it was indicating there was some type of emergency, and then,
3 you know, Ian was doing whatever he was doing, and Ed was leaning
4 over to say, hey, let's take this serious -- like, I don't want to
5 say he wasn't taking it seriously because I don't know what he was
6 actually referring to when he said it to Ian, but it just appeared
7 to me like he was saying, hey, man, like, because he leaned over
8 to Ian, like, we're in an emergency, like.

9 Q. Um-hum. It seemed like he was really trying to emphasize
10 that to Ian?

11 A. Right. Yeah. Like, hey, like this is not funny. Like, this
12 is, like -- yeah.

13 Q. Okay. So you mentioned in your previous interview with the
14 police and also during this one so far, a couple of times, things
15 about a couple of buttons that started coming up and hearing
16 things and seeing things. Can you describe a little more what you
17 mean by the buttons?

18 A. Yeah, I guess when I say buttons, I just mean -- it'll be
19 like a ding when there's a warning or something like -- it's
20 happened before. Yeah, like if flaps have failed, like, it'll be
21 a ding. You'll hear it, you'll hear the ding, and then that's
22 what I, that's what I mean when I say buttons is like you just
23 hear the ding go off.

24 Q. Okay.

25 A. And then you'll see something pop up on that dashboard, you

1 know, probably in red or whatever color it's in, red or yellow
2 maybe. I'm not positive, but definitely saw red. There was
3 writing in red that I saw first, and I was trying to like figure
4 out exactly what it said, but I couldn't see it that well, so I
5 don't know exactly what it said, and then -- but it was just when
6 I saw those two circles next to each other turn red, and then I
7 saw the arrow go down, that was when I was like, oh, shit, well, I
8 know that that represents an engine or something in that capacity,
9 so I knew that something had failed related to the engine when I
10 saw that.

11 Q. Okay. Did you happen to notice what any of the writing said?

12 A. No, because I was confused. Like, I wasn't -- I knew that
13 something was wrong, but I couldn't figure out what it was, like,
14 in those first few seconds, and then, like, once I saw the circles
15 and then right after that, he was like, both engines failed. And
16 then that's when I was, like, oh, shit.

17 Q. So getting back to the circles, what's your best recollection
18 of the arrangement of the circles in the order in which they
19 seemed to change?

20 A. Well, to me it was -- it's the square of circles, so two
21 circles here and two circles here. And the two lower circles are
22 the ones that turned red, at least like -- you know, obviously,
23 I'm like, is anything I'm saying exactly accurate? I don't know
24 because it was in such a short amount of time, but the two, I'm
25 pretty sure it was the bottom two circles that were horizontally

1 next to each other, they both turned red, and then I just watched
2 the arrow inside the circle, that line, go down, which to me that
3 indicated it was failing.

4 Q. And they -- did they seem to go down first one and then the
5 other, or do they go down together?

6 A. I saw them go down together. Oh. Here we go. Yeah. Okay.

7 Q. Yeah, now we're talking. Is this --

8 A. I was like -- yeah.

9 Q. Okay.

10 A. Okay. Yeah. So that's funny. I didn't even realize there
11 were three there, but yeah, I guess there are three there. But,
12 yeah, it was the bottom two.

13 Q. Okay.

14 A. And then, you know, I just saw -- there wasn't writing like
15 this. It was more like -- it was just like two -- like, see how
16 the top there, the red writing, it was like two lines like that,
17 but they were a little bit longer.

18 Q. Okay.

19 A. And that's like -- that was the only writing that I saw. And
20 then I saw the writing first, and then that's when I saw the,
21 yeah, these bottom two circles. And then you see that arrow. You
22 know, normally, that arrow's over here, so --

23 Q. Um-hum. It started to move around the perimeter of the
24 circle?

25 A. Yeah.

1 Q. Kind of winding down? Okay.

2 Okay. All right. Did you notice any unusual sounds or hear
3 a change in engine noise?

4 A. No. I mean, like, I imagine it probably got quiet, but I
5 probably -- I just feel like at that point, I was just like -- you
6 know, I knew that we lost both engines, and I just knew that we
7 were about to hit something.

8 Q. Okay.

9 A. But it was probably, it was probably quiet.

10 Q. Okay. I just feel like in that moment, like, my focus was
11 just, like, me, the passengers, and just bracing for whatever we
12 were going to hit.

13 Q. And did you notice any unusual vibrations or smells or see
14 any evidence of fire or smoke? This is before you hit the ground.

15 A. No.

16 Q. Okay. Did the pilots say how the engines failed?

17 A. I wish they did, honestly. No, because I don't think they
18 knew why.

19 Q. All right. All right. Do you know if the autothrottles were
20 on or whether the pilots were operating the thrust levers?

21 A. Shit. I'm like, can we put that picture back up here, if
22 possible?

23 Q. Sure.

24 A. Or a picture of that.

25 MR. BRAMBLE: Rocky, if you've got it.

1 MS. BOSMANS: And then can you say that question again?

2 BY MR. BRAMBLE:

3 Q. Do you know if the autothrottles were on, like, were the
4 thrust levers moving by themselves?

5 A. Yeah. I was going to -- yeah, can we -- do you have a
6 picture of where the -- because I know, like, where the thrust
7 reversers are and stuff. Can -- is it possible to get a picture
8 of that, like, just to have a visual?

9 MR. BRAMBLE: Do you have that handy, Rocky? Or you want me
10 to pull up -- I have one that's sort of big cockpit photo
11 somewhere in here.

12 CAPT STONE: It'll take me a few minutes. I don't want to
13 have you guys watch me scroll through.

14 MR. BRAMBLE: Okay. All right, so -- but you --

15 MS. BOSMANS: Yeah. Sorry.

16 BY MR. BRAMBLE:

17 Q. But you recall the thrust levers, like, in the --

18 A. Right. I know what you're talking about. Yeah. I know what
19 you're talking about because I've seen them. They'll move on
20 their own and all that, so I know what you're talking about.

21 Q. Do you think they were engaged --

22 A. I'm just like --

23 Q. -- just right before the engines failed, or no?

24 A. I just -- I'm not -- I don't want to say yes or no because
25 I'm just really not sure.

1 Q. That's fine. Yeah. Don't know is a --

2 A. Yeah. Yeah. Yeah.

3 Q. So after the engines failed, did you see -- or right before
4 the engines failed, did you see the pilots reaching around the
5 thrust levers or in the vicinity of the thrust levers?

6 A. Let me just, let me just, like, try to, like, remember,
7 because I just got to, like, think back. I'm trying to think.
8 Yeah, I mean, I feel like they were definitely -- they were
9 definitely reaching around. It wasn't like they were being, like,
10 frantic and reaching around, you know, but they definitely had
11 their hands on other things. Like, I feel like they did, but it
12 wasn't like they were doing anything that crazy.

13 Q. This is right before the engines failed, we're talking about?

14 A. Yeah. I mean, I remember they were doing something, but
15 don't know exactly what they were doing, and I feel like -- I
16 mean, once he said the engines went out, I wasn't really paying
17 that much, like, attention to them anymore, you know. It was more
18 like, okay, I need to react now.

19 Q. Um-hum.

20 A. Yeah, I'm like because if -- are you saying were they
21 touching anything down here, or in the upper part of the deck or
22 whatever?

23 MR. BRAMBLE: Rocky, do you have that photo that I showed you
24 on Teams? It's kind of like more of a jump seat view. If you
25 could share that one, that would be great.

1 Okay, he's -- while he's doing that, do you --

2 MS. BOSMANS: Yeah.

3 BY MR. BRAMBLE:

4 Q. Do you know if the autopilot was on when the engines failed
5 or had -- or if that was off?

6 A. Shit. You know, I mean, I feel like it was probably on, just
7 because it is on for a lot of the time.

8 Q. But you're not sure?

9 A. I'm not sure.

10 Q. Okay. Do you know if the crew was running any checklists
11 right before the engine failed? Like, were they -- did anybody
12 have like a checklist out and they were like --

13 A. Yeah. Oh, you mean like how when they get out like a binder
14 and they're going through the checklists? I don't remember that.

15 Q. Okay.

16 A. Yeah, no.

17 Okay. Yeah.

18 Q. That look familiar?

19 A. Yeah, yeah.

20 Q. Okay, so --

21 A. Okay. Yeah.

22 Q. -- if you can look at this image of the cockpit from sort of
23 the jump seat perspective. Do you recall if anybody had
24 their -- was sort of reaching around those thrust levers?

25 A. Well --

1 Q. In a way where their arm might be in the vicinity of those
2 two little red levers below the white thrust lever?

3 A. Right. I'm not positive. Like, I definitely know he was
4 touching stuff that's not in this photo, you know, that upper deck
5 part with all the buttons? I mean, he was definitely doing
6 something up there. No, I don't know what he was doing down by
7 the thrust --

8 Q. Okay.

9 A. -- things or whatever.

10 Q. All right. So reaching --

11 A. Yeah.

12 Q. -- for the thrust levers right before the engine failed is
13 not something that we're sure about.

14 A. I'm not positive.

15 Q. Okay.

16 A. Because I feel like in that moment, I was really looking at
17 just those screens and seeing everything pop up. That's kind of
18 what I was focusing on because I was trying to, like, read what it
19 said and try to figure out what it said when I saw those
20 two sentence -- like, whatever two lines come up, so --

21 Q. Do you remember if there was anything resting on that center
22 pedestal behind the thrust levers, like a lunchbox or binders or
23 anything like that?

24 A. No. No. Yeah, I mean I've seen it where they've, you know,
25 something's happened and they've gotten the binder out and they've

1 gone through it, but I don't think they had time in this instance.

2 Q. Okay. And, but right before the engines failed, do you
3 recall there being items sitting on the center pedestal behind the
4 thrust levers?

5 A. No. No.

6 Q. Okay. All right. And I think you just answered this
7 question, but you don't recall the crew running any checklists
8 after the engines failed because it seemed like they didn't have
9 time; is that right?

10 A. Yeah. I don't think so.

11 Q. Okay. All right. Did they don oxygen masks?

12 A. No.

13 Q. Okay. And do you remember them moving any switches or
14 pressing any buttons?

15 A. I mean, they were definitely, like, pressing a couple
16 buttons, but I don't know which ones they were. Like, I just
17 can't remember well enough.

18 Q. Okay. All right. Yeah, these are -- it's understandable
19 considering that you were making plans for what to do about
20 securing the cabin, yeah.

21 A. Yeah.

22 Q. Okay. After you left the cockpit, did it sound like the
23 pilots were arguing about where to land?

24 A. I mean, well, I wouldn't say, like, arguing. I mean, I
25 definitely think they were probably going back and forth a little

1 bit, just because like, when I said earlier about how, like, I
2 remember when Ian was like, there's a pond over there, whatever,
3 so -- like, when he said that, and I remember Ed was like, I'm not
4 landing over there. And so, you know, I don't think they were
5 arguing, but I also -- I'm not positive because as soon as I left,
6 you know, I was facing the back of the plane, so I wasn't even
7 facing the cockpit anymore.

8 Q. Um-hum. That's why I'm curious to know, you know, because me
9 and the passengers have been keeping in touch. I'm curious for
10 all of us to share our different perspectives because, Aaron, you
11 know, he had a view of the cockpit. I don't know if he was
12 actually looking up there. You know, he was probably looking at
13 the love of his life in front of him, but --

14 Yeah, I -- he probably saw -- you know, maybe he saw
15 something up there, but I don't really remember hearing much, but
16 that's probably because like as soon as I came back, I started
17 talking to the passengers, and then it was like, kind of like,
18 okay, we went through the brace positions, I know we're going to
19 hit any second, and we're sitting here, we're waiting. You know,
20 I'm saying, brace, a couple times, and then it was just like I
21 just heard him -- I heard Ed saying like, you know, this is what
22 I'm doing, I'm landing here, kind of thing. And he had made his
23 choice.

24 Q. Okay. All right. I have quite a number of additional
25 questions, but Rocky and I actually have a hard stop in about 20

1 minutes, so I think I'm going to give the other folks a chance to
2 ask some questions, if they'd like. If we do run out of time,
3 might you be available for another follow-up interview just to
4 close out a few additional questions?

5 A. Yeah, that's fine.

6 Q. All right. I appreciate that. Rocky and I are actually on
7 travel investigating another accident right now.

8 A. Oh. That's not good.

9 Q. Yeah.

10 MR. BRAMBLE: All right, so Rocky, do you have any questions
11 you'd like to ask right now?

12 CAPT STONE: Well, Bill, you've done just almost all of them.

13 BY CAPT STONE:

14 Q. I do have a couple questions for clarification. Is -- when
15 you are a cabin attendant, are you generally in the jump seat for
16 every takeoff and landing? Or is it just this flight with these
17 passengers being --

18 A. With this company, yes.

19 Q. Okay.

20 A. I mean, unless it's an empty leg. You're going to -- you
21 know, you're not going to go sit in the jump seat. You're going
22 to go sit in one of the nicer seats.

23 Q. Okay.

24 A. But, yeah, with this particular company.

25 Q. Okay. And then where were the pilots -- and I know this

1 probably -- this picture isn't big enough, but where would they
2 put their gear? Is it on the outboard side of each seat or --

3 A. Oh, yeah, yeah. They put all their stuff on the outside, and
4 then there's a cupholder in the front up there where they both
5 have --

6 Q. How about --

7 A. -- whatever in there.

8 Q. Did either of them eat on either of the legs that you had
9 seen? Or did they bring food with them or --

10 A. I feel like Ed definitely brought some snacks and was eating,
11 yeah, because I feel like I got some trash down there. I'm not
12 sure if Ian had eaten. I mean, they definitely were -- you know,
13 Ian definitely had his coffee. I know that.

14 Q. Okay.

15 A. But, yeah, I definitely remember Ed was eating, but not -- I
16 don't know if Ian -- he may have.

17 Q. Okay. And then I think this is probably my last question,
18 and that's so you talked about or Bill asked a lot of questions
19 about reaching and what the pilots were doing with their hands and
20 things like that. And I guess -- and you may not remember, but do
21 you remember, did Ed have his hand on the yoke, his -- you know,
22 it would be --

23 A. Oh, yeah. His --

24 Q. And then --

25 A. Yeah, I feel like he did have his hands on the yoke, yeah.

1 Q. Okay. And then his right hand would probably have been on
2 the throttles maybe, on the top of the little like -- I'm pointing
3 at the throttles, those of you that can see me doing that but --

4 A. Right. I know I'm looking at him. Yeah.

5 Q. So he probably had his hands resting there. Okay.

6 A. Probably. I mean, you know, and I don't know exactly what
7 they were doing right before we landed because I was in the back.

8 Q. Right.

9 A. So -- yeah.

10 Q. But that would have been the normal place for the pilot
11 flying to have -- be resting his hands, you know, especially as
12 you're getting low down there.

13 A. Yeah. I mean, I definitely -- I feel like he definitely had
14 his one hand on the yoke before and then -- yeah, I'm just not
15 positive where his other hand was.

16 Q. Okay. Now -- and now I'm going to take you back to just a
17 little bit before the excitement happened, and again, these
18 details may be lost to your memory, but whatever you can remember
19 would be great.

20 A. Okay. Sorry, there's (indiscernible) right outside the
21 window, just like (indiscernible) but it's like the windows right
22 in front of me, and the person is right there.

23 Q. Okay.

24 A. And the windows are open. Sorry, what were you saying?

25 Q. Okay. So I'm trying to -- if you recall before the emergency

1 happened, so I'm talking about it during the end of descent.

2 Again, you may have been reading your book, whatever, but do you
3 recall were they exchanging, you know, commands back and forth,
4 like flaps 20, flaps 30, or speed brake out or -- were they
5 talking about things like that or -- and, again, this is before
6 the bad stuff started happening.

7 A. Right. Well, that's what I mean. It's like, I feel like, I
8 feel like he had to have -- they obviously were going through all
9 the things when you're approaching to -- you know, when you're
10 descending and you're in the line and you're -- we were only a
11 couple minutes out. So, like, I definitely feel like -- yeah, I
12 mean, they were definitely going through that, and like, I'm sure
13 he, you know, was like flaps 20 or whatever he said. Like, I just
14 have a feeling. I'm just not like a 100 percent.

15 Q. Okay.

16 CAPT STONE: Okay. I think that's really all that I have,
17 Bill.

18 MR. BRAMBLE: Okay. And, Mike, do you have an additional
19 question?

20 MR. TORRENT: Yeah. I just got a couple quick ones.

21 BY MR. TORRENT:

22 Q. You mentioned something about preparing the sound curtains
23 prior to getting in that seat. What exactly was that or
24 what -- can you just briefly talk about that?

25 A. Yeah. So when we're getting ready to land, usually I try to

1 get most of this done before 10,000 feet, but sometimes, you know,
2 if it's a crazy flight, you might still be up and putting things
3 away, but basically just to secure the cabin before you land, so
4 you'll open -- there's a sound curtain that's in front of the
5 forward door. So you'll open that curtain for a taxi, takeoff,
6 and landing, so open that curtain. And then you'll have the door
7 from the galley to the cabin, that separation door, the privacy
8 door I guess we can call it, and you'll open that door. And then,
9 you know, you'll collect any trash, make sure they're not holding
10 any glass items. You know, I'll make sure that the bathroom door
11 is securely shut, things like that, so just everything's kind of
12 in its place.

13 And, you know, then I make sure the passengers don't need
14 anything before we're landing, and you know, I tell them that
15 we're landing and all that and, you know, they're ready for it.
16 And then normally they'll play a safety briefing that just goes
17 over landing, the landing part of it.

18 And then, yeah, and then once I do all that, I just go and I
19 sit in my seat, and they kind of know, I guess, without me saying
20 it, when I sit in that seat, it means, okay, the cabin's secure,
21 you know, everything is good back here.

22 Q. Okay. So once you did that portion and you move into your
23 seat, how long were you in that seat before the emergency
24 occurred?

25 A. Well, I was definitely in that seat, so if you look at the

1 flight route, that would probably be helpful, because I definitely
2 was in that seat when we were still over the gulf and we were
3 coming in, you know, and we kind of, like, came around. So
4 I -- yeah, I think I sat down in the seat when we were about 4,000
5 feet because I was like -- I was kind of trying to do it at the
6 last minute. Like, I was trying to keep the door kind of closed
7 until sort of the last minute, just because I didn't want to
8 disturb the passengers, because it gets really loud when you open
9 that sound curtain. So I kind of waited a little bit longer, but
10 yeah, so I think I sat in that seat around 4,000, and we were just
11 about to head inland.

12 Q. Okay. Okay. That's all I have. Thank you.

13 A. Thank you.

14 MR. BRAMBLE: All right. Great. And Amanda and I have been
15 messaging back and forth here about the -- how we may need to do a
16 follow-up with you about some of the survival factors things.

17 But, Amanda, is there anything that you'd like to ask in the
18 time that we have now?

19 MS. TAYLOR: I did.

20 BY MS. TAYLOR:

21 Q. So the safety briefing, do you give that, or is that
22 projected on the, what you call it, the air -- the entertainment
23 streams that are on the front of the --

24 A. Yeah. It's more just a voiceover, so --

25 Q. Okay.

1 A. -- depending on the type of Challenger or -- I mean, even the
2 same models might have a different layout. Some of them you'll
3 have to -- like, I'll press it from the galley, but most of the
4 time the pilots will press the brief. It's kind of like a part of
5 the checklist, I would say.

6 Q. And then did you show them how to buckle and unbuckle and do
7 actions --

8 A. No. So they -- that's kind of like -- the best way to put it
9 is that's just the big difference, the big difference between
10 flying commercial and private is we're not going to sit up there
11 and do the whole thing in front of you. This is -- you know, you
12 pay big bucks for this, and basically, you know, you're just going
13 to get the brief, and then I have had passengers be, like, joking
14 with me, oh, can you show us how to do this or whatever, and I'll
15 show them, you know, but you kind of assume everyone knows how to
16 buckle a seatbelt and open a seatbelt.

17 But, yeah, it's literally just the voiceover briefing, and
18 then if they request a briefing from me, I can do that. You know,
19 we trained to do that. But, yeah, most of the time I have my
20 robot friend doing that for me.

21 Q. Okay. And do you -- is there a safety card, a briefing card
22 or something --

23 A. Oh, yeah.

24 Q. -- or two?

25 A. Yeah. So there's safety cards at all the seats. And

1 I -- and that is in the briefing I believe as well.

2 Q. Okay. Do you happen to notice if they picked up the safety
3 briefing cards and took a look at them?

4 A. I don't think so. Most people don't.

5 Q. Yeah. Yeah, that I understand.

6 A. I know, I know. They should, but they don't.

7 Q. Inside that safety briefing card, do you happen to know off
8 the top of your head what it details out as far as information?

9 A. Yeah. I mean, basically it's going to detail out where
10 everything is on the plane, so where all the emergency equipment
11 is, where all the exits are, where your life jackets are. It's
12 going to just go over all of that essentially.

13 Q. Okay. And like emergency exit operation, that type stuff?

14 A. I mean, I don't know if it actually says like this is how you
15 open -- I mean, I know in the briefing, I think it says, you know,
16 you lift the lever and you push out, but also, I'm, like, not even
17 positive that the actual briefing says that.

18 Q. Okay.

19 A. Like, because it might just go over the exits, not actually
20 how to get out of the exits. So I'm kind of thinking, even in
21 that -- because all the cards are different, but I feel like,
22 yeah, I don't think it would have given instructions on how to
23 actually open the doors or, like, get the overwing exit. I'm not
24 positive on that.

25 Q. Okay. Fair enough. And then as far as the brace for impact

1 position that you told them to do, did they know --

2 A. No.

3 Q. Did you tell them --

4 A. That -- well, that might be in the safety briefing card also,
5 now that we're talking more about it. That also might be in
6 there, the brace positions that you would get in. But, no, I
7 just -- I went over it with them, so that was, you know, one of
8 the first things I said when I went back there, and I just
9 demonstrated it. So, you know, I said you're going to grab your
10 ankles. I grabbed my ankles. I put my head down. I said you're
11 going to do this. And then I pointed at her, and I demonstrated
12 how you do that.

13 Yeah, and in our -- like, in my training, if we had enough
14 time, if there was enough time for me to, like, fully brief them,
15 a part of my training is us, you know, getting an ABP, like an
16 able-bodied person, and I would actually demonstrate to them if we
17 had time. You know, this is how you're going to open the door, if
18 I need any help, or like, this is how you do it, and I would
19 demonstrate that to them, and then, you know, go over everything
20 else. But I just didn't have time.

21 Q. Okay. Fair enough. And then what type of seatbelts were in
22 the passenger seats?

23 A. So we have the lap belt, and then also you do have the single
24 shoulder that would go over. However, we were all in lap belts
25 because there was just not enough time to grab the -- I wasn't

1 even thinking about the shoulder belt, honestly.

2 Q. When you --

3 A. I just wanted to make sure --

4 Q. Sorry, go ahead.

5 A. No, you're good. I just wanted to make sure that we at least
6 had our, you know, our lap belts on. Most of the time, people
7 don't even use the shoulder ones.

8 Q. So when you secure the cabin for landing, you don't ask
9 everybody to -- or do you go through and -- what do you do to
10 secure for landing as far as the passengers go?

11 A. Like, in terms of seatbelts?

12 Q. Yeah, seatbelts and --

13 A. I mean, I'll just observe them. I -- so that's a tricky
14 thing about private is, you know, I'm there to enforce, but I
15 really can't tell you what to do because, you know, you're paying,
16 like, someone's salary to be on this trip, right? So I'm not
17 going to just, like, tell them what to do. I can advise them on
18 what to do.

19 Like, you know, for adults, it's more just I'm observing, and
20 I'm making sure everything's out of the way, and it's really up to
21 them to put their seatbelt on, because I just -- you know, I'm
22 assuming that you're an adult, you know how to put your seatbelt
23 on.

24 If it's children, I actually will take more of an initiative
25 and kind of tell them what to do. So, you know, I'll make sure if

1 they -- if it's children large enough for a seatbelt, I will make
2 sure that child is in their seatbelt, and sometimes I'll even do
3 it for them. And, you know, for instance, or if we have a lap
4 child, I'll make sure I say, hey, you know, you do not put the lap
5 child inside of the seatbelt. The child is going to be on the
6 outside of you, and you're going to be holding the child.

7 And, you know, I can advise certain things. And then it gets
8 kind of tricky too because, you know, when you think about child
9 seats or -- I'm just having so many brain farts on this meeting.
10 What are the things that you carry a child? And I'm not a mother
11 yet.

12 Q. Yeah, child seats or carriers.

13 A. Okay.

14 Q. Yeah.

15 A. Right. So with those, it's tricky because really you would
16 think the safest place for them would be in an aft-facing seat
17 because when they land, that baby's momentum would go this way,
18 but the thing is, is the people that manufacture these seats, they
19 only manufacture them for cars, right? So it's always in a
20 forward-facing seat. So, technically, they're only supposed to be
21 in a forward-facing seat. Like, that's when it gets a
22 little -- where I'm kind of like, you know, I'll let them put that
23 where they want to, and I'll just say, you know, it might be
24 better here, but it's up to you.

25 But, yeah, when it's kids, I'm more hands-on, but when it's

1 adults, it's more so I'm just observing, I'm hoping that you know
2 that you're supposed to put your seatbelt on, and you're going to
3 hear it in the briefing when we play that before we land,
4 so -- yeah, I hope that answers your question.

5 Q. Yeah, absolutely. And what kind of restraints did the pilots
6 have?

7 A. They have the lap belts and then the two shoulder belts that
8 go over both their shoulders.

9 Q. And did they have them on the whole time?

10 A. Well, not the whole time, because they normally, once we get
11 up to a certain altitude, they'll take off the shoulders. And
12 then -- but, yeah, I know that they had them on when we were
13 getting ready to land because they -- I feel like they do that,
14 like, long before they do anything. It's like the first thing is
15 put the seatbelts on.

16 Q. Yeah.

17 A. So, yeah.

18 Q. And I have a couple more about the door and some of the
19 getting in and out, but --

20 A. Uh-huh.

21 Q. -- I know they're up against a hard stop. So that's -- that
22 was a couple --

23 A. Okay.

24 MR. BRAMBLE: Unfortunately, we have to, we have to relocate
25 to an airport here in about 4 minutes but --

1 MS. BOSMANS: Okay.

2 MR. BRAMBLE: Rocky, you want to go ahead and stop the
3 interview recording? It is -- it's 9:11 a.m. Hawaii Standard
4 Time, whatever that is wherever the rest of you are.

5 (Whereupon, at 2:11 p.m. CDT, the interview was concluded.)
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CERTIFICATE

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

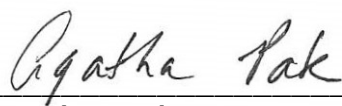
IN THE MATTER OF: BOMBARDIER PLANE FATALLY COLLIDES
 WITH VEHICLE ON INTERSTATE 75
 IN NAPLES, FLORIDA ON FEBRUARY 9, 2024
 Interview of Sydney Ann Bosmans

ACCIDENT NO.: ERA24FA110

PLACE: via WebEx

DATE: February 20, 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.



Agatha Pak
Transcriber

Date: April 30, 2024

Subject: ERA24FA110 - Sydney Bosmans Interview - Rationale for Amended Statement

I am hereby submitting an additional document to supplement the official record. The interview in question took place approximately one and a half weeks post-incident. In light of the traumatic nature of the event, it is important to note that I was experiencing significant mental distress during said interview, which may have impacted my answers.

Despite inquiring about the advisability of having legal representation present, the investigator suggested that I did not need to. Having no background in this process, and not having counsel to advise me, I did not fully understand the implications of this interview and that the information I was sharing would be published and available to the public in its raw form. It is my opinion that the investigators took advantage of the situation I was in.

Furthermore, it is worth mentioning that the line of questioning during the interview appeared to veer off topic from the pertinent details of the case and not in the interest of safety promotion. Nevertheless, in the spirit of transparency, I attempted to provide truthful responses to all inquiries posed. It is crucial to recognize that the interview contains confidential and sensitive HIPAA medical and personal information about myself and other individuals.

In an attempt to be forthcoming and transparent, I truthfully answered every inquiry posed to me. My voice was lost in the chaotic process of the interview, and now I must speak up in hopes of setting the record straight. I was asked for a second interview and I declined, as I wanted to avoid another experience like the first interview. However, in the interest of advancing safety, I am sending the following statement for the investigative record.

SYDNEY ANN BOSMANS

Cabin Attendant

THIS IS AN AMENDED STATEMENT. THE RESPONSES BELOW HAVE BEEN CORRECTED FROM THE ORIGINAL INTERVIEW. THE RESPONSES HAVE BEEN UPDATED TO REFLECT MORE ACCURATE INFORMATION AND TO REDACT SENSITIVE PERSONAL AND MEDICAL INFORMATION.

Page 7, line 8:

Amended statement:

No. No, not for today. I'm on the same page as you all. I want to help you in any way that I can and hopefully prevent something like this from happening again. So anything I can do to help, I'm on the same team. And, yeah, I'm going to get legal representation just because this is a big deal and I probably should have that, but not for this call because one of the NTSB investigators suggested that I did not need one. It was also too stressful for me to find one before this call because I am already under excessive amounts of stress due to the recent traumatic events I have faced. It has only been a week and a half since the crash.

Page 8, line 7-13:

Disregard all car accident and personal health references, it is irrelevant to the investigation.

Page 11, line 10 - Page 12, line 19:

Amended statement:

I spontaneously moved to Florida in January of 2021 and found out about corporate flight attending a couple months into me moving

there. I thought it would be perfect for me, so I did a bunch of research and basically took another risk, did my training, and I ended up somehow getting a job 2 weeks later, which was crazy. I'm realizing how crazy that is now that I hear how hard it is for people.

And Hop-A-Jet was the first company that took a chance on me, so I'm really grateful for that. And that's how I got involved in the industry, and so I started flying and then absolutely fell in love with the career and was like, oh my gosh, I actually found something that I see myself doing the rest of my life. So that's how I got into it. Didn't know anybody or anything, just kind of fell into it.

Page 14, line 18 - Page 17, line 18:

Amended statement:

Then we took off to Ohio, and there really wasn't a lot of social interaction that day between me and the pilots. We landed, set up and were waiting for the passengers. I was in the back -- you know, our whole motto in our industry is hurry up and wait, because you'll rush setting up and then you'll wait for hours sometimes, so we're just waiting, and I was reading my book. Ed was inside waiting for the passengers, and then Ian was in the front cabin, just playing on his phone.

The passengers arrived and I thought that day was going to be pretty easy because it was only two passengers, we didn't have any

food that I had to take care of, preferences or notes stated on the trip sheet. So I had a feeling they were probably not even really going to need me, and they ended up being some of the chilliest passengers I've ever had. They -- you know, I got them some waters, and they didn't want anything else. They didn't ask me for much of anything. I actually felt embarrassed even going back there because I felt like I was bothering them. It's honestly harder for me when the passengers don't want anything because it's more difficult to gauge, okay, are you sure you don't really want anything, because you might and you don't even know it. But, yeah, just a typical flight and didn't talk to the pilots much besides asking them if they needed anything. Then we were coming into Naples, and I had the cabin all prepped and ready; the sound curtain, make sure all the doors are closed, nothing's laying around, advised the passengers we were prepping for landing, etcetera. Then I was sitting in the jump seat, which, you know, if you're familiar with the Challenger, the jump seat pulls out of the galley, and it folds open, and I can literally touch the pilots in front of me.

So, we were going to land in about 5 minutes, I'm not on a headset, so this was me just paying attention and listening.

They weren't talking to me or anything. I heard -- you know, when you sit in the cockpit enough, you kind of notice when certain buttons go off, and can sometimes tell, that one's not that serious

or vice versa. So I saw a couple things go off, and then, some red writing come up on the screen. I'm wondering what the issue is and then Ed said to Ian, we're in an emergency. I didn't know exactly what was going on, but I heard him say we're in an emergency to Ian.

And now I'm really listening. Then I hear -- I am almost positive it was right after that because I forgot about this. I did hear Ian say oh, I see there's a pond over there, and I was just like, what, you know? And then I see on the screen -- because now my heart's starting to race, and I'm really feeling like something's wrong, and I was hoping that you all could clarify this for me.

So, you know, on the Challenger screen, there's -- it's a set of six circles, three rows of twos stacked on top of each other, so you have two circles next to each other, and to me, I'm assuming that each side represents an engine. I don't know if that's correct. I'm assuming. I mean, can anyone speak on that?

Page 18, line 1 - Page 27, line 23:

Amended statement:

Okay. The two bottom circles, the outline of the circles turned red, and I saw the arrows go down. And at the time I thought that meant we lost one engine. I don't know. I took it as, oh, we just lost an engine, and I'm thinking like, okay, this isn't good, but we have the other one, so I know we're going to have to make an

emergency landing, but we're about to be at the airport anyway, and then I hear Ed say, we just lost both engines, and it was something -- it was either that or both engines just failed, something along those lines.

I knew exactly what that meant, and I knew that we were going down, and I -- of course, my heart is racing. This is all in split seconds when I'm describing this, and I just kind of got it together. I leaned forward calmly, and I said, should I prepare the cabin? It was either should I prepare the cabin, or should I secure the cabin, something along those lines. And Ian ignored me, and Ed just said something like brace for impact, and then that was it. Then they turned around, and I wasn't really existing. And I want to give them grace in that because they obviously had a lot of things to figure out in a very short amount of time.

So I'm here, and so my training -- I completed my recurrent flight attendant safety training with Aircare International FACTS, and so now my training is kicking in, and we're trained to sit in a specific seat, which is the left forward cabin aft-facing seat. And that's because you can look out the window and you can assess the situation. The forward door is right behind you, and the momentum when you hit is working in your favor, you're at least going to be bracing like this.

So I hesitated because there was limited communication on what was actually happening and I had to decide between "following orders"

or my intuition, and I'm like, do I stay in the jump seat, or do I get up to brief the passengers and prep the cabin for an emergency landing. I know I have to get up, so I made the decision to get up, and I do think that decision was crucial in us surviving because I know I wouldn't have survived the impact if I was in that jump seat. And so I got out of the jump seat. I go to close it so the galley is secured, and I can't get it shut, and so I'm just like, fuck it, you know because I didn't know how much time I had.

And so I go to the back, and now the passengers, they kind of can pick up that something's wrong because they see me frantically come to the back. So I sit down, put my seatbelt on. You know, Audra is to the left of me, and then Aaron is sitting in front of her facing forward. And I just looked at them, and I said, you need to put your seatbelt on, and we need to get in the brace positions, and he was like, are you fucking serious, are you fucking serious? And I said, I'm serious, and proceeded to demonstrate the proper brace positions. I said to Aaron you need to grab your ankles, I need you to put your head down in your knees. And I said to Audra, you are going to put your hands by your side by your thighs and put your head back, and we're going to have to brace. And I was like, we can't panic right now.

And I knew that we were going to be -- you know, I knew at any point we were going to be hitting something. I didn't know what it was going to be because I didn't look out the window or anything

like that. And one of the last things I remember Ed saying was he was -- it was like he had made his decision, he said something like I'm landing here, I'm doing it, this is where I'm going. And so I knew that we were about to hit, so I was just saying brace, brace, brace.

And so we're bracing, and then we hit. And the best way to describe it is like a slow-motion movie. I mean, really it was like time was so slowed down for all of this. It was just -- shit was just flying everywhere. And, I mean, I kind of wish I opened my eyes for it, but I didn't, so I don't even know what was happening. I just remember seeing my hair kind of flying in front of my face and in the brace position thinking, I really hope nothing hits me. I didn't even realize we hit a sound wall, part of the plane blew up, did an 180 degree turn and all that until I saw videos of it.

So we hit, and then shit's flying, and then we come to a stop and unbuckle our seatbelts. And, of course, it's just like a horror movie. And it's exactly everything that I learned about in training, just how quickly that cabin fills with smoke and how quickly these flames are going. And, I mean, the whole cabin was ripped apart, and all I see are just neon flames, and there's a ton of black smoke filling pretty quickly.

And I knew from my training, you know, if I don't get us out, that the smoke's going to kill us alone. So I get up, for a split second, I did think, do I go get a fire extinguisher? And then, you know, quickly was like, that's not even a thing.

And so I went to the forward door, and I can't really recall everything that I saw in the cockpit. I wasn't really focused on it, right? Shit was everywhere, and I was just kind of trying to get in there to see if I could grab that handle, and lift it and push the door out. I found the handle, and tried to lift it, and I couldn't, nothing would move after multiple attempts.

Then I head to the overwing exit, and I didn't know exactly what the passengers were doing at this time. And I see the exit panel, was already ripped off. I don't know if the passenger ripped that off and tried to get the overwing exit. I go over there, I'm grabbing it, try to pull it in and can't get it. In hindsight, I'm super happy that I couldn't get that open because the flames were actually coming up on that side, and it probably would have been a lot worse if I got that door open. Normally, procedure states that you would not open a door blocked by flames, but I was trying anything I could to get us out of the aircraft. So I'm really happy that I didn't get that open.

And then, of course, my last option now is the baggage door and -- I turn, and I'm heading to the baggage door, and Audra's near there, and she's frantically saying can you help him, can you please help him, please help him? And Aaron is kind of leaning out the baggage door, so I'm assuming that he was trying to get out that way already. And I don't know if he would have known how to operate the door or anything, but he was back there.

So I went back there, and said to him, get out of my way, and went back inside the baggage compartment. It's now pitch black, so we can't see anything. And the whole time, I'm just thinking about the smoke, really, because it's -- we're really breathing in smoke now.

And so I grabbed the lever on the door, and I was able to turn it. I'm now trying to pull it inward because if you're familiar with that baggage door, you turn the lever, pull in and the door is on tracks so you would pull in and up.

My first few attempts I can't get it. And then I'm starting to realize, okay, this door is blocked and stuck. And so I repeatedly asked, do we have a flashlight? Does someone have a phone? And they're like, we don't have a light, we don't have a light. And I was said, okay, I just need you to help me move this stuff.

So I started handing Aaron stuff and I'm assuming he was handing Audra the stuff as well. After multiple handoffs, I'm still trying the door, and I can't get the door. It's just not going.

I heard a bang on the door, and the door is super close to my face where I'm at. I truly thought in that moment there was another person on the other side of the door. There was no one there I later realized, but at the time, that's what I truly believed. It kind of gave me that, extra, like, okay, I know I can get this door open because I saw it move, and I saw a tiny crack in the door, so I just, continued to grab stuff and then basically shook the door multiple times and then finally it came open.

Then I hop out, and flames are coming underneath my butt as I'm hopping out. And then I turn around, and I'm thinking he's going to be right there because he was right behind me. And I guess he had - I don't want to say they went back to grab some things, but it appears that they went back to grab some things because he had his backpack, and apparently, she had thrown out her purse. So I guess they were grabbing those items. And then, finally -- because I'm thinking, where are you? And then he jumps out, and then he helps her out. And then I said guys, we need to stay together, and we need to get away from the aircraft.

That's when -- I don't know if you want to hear the rest, but I kept saying we need to stay together, and we need to get away from the plane.

We just can't believe it, and I knew how insane it was that we were out, that we got out, and that we were intact, and it was just weird because everyone is in traffic on the road, and we're over here, and people had no idea that we had even gotten out of that plane. You know, we probably just looked like people that had gotten out of their cars or something like that.

And, the whole time, I'm thinking where are the EMTs, and then I remember a cop finally came over, so we were with the cop, and then we're walking over towards where everyone appeared to be.

Then, finally, I'm telling officials hey, we were in the plane and I don't think they believed us at first. And then, finally, the

EMTs came over, and I said we were in the plane and we inhaled a lot of smoke because that was my biggest concern even when we got out of the plane. And then we got in the ambulance, and they put us on oxygen. They took us to the hospital and checked me out. The only thing I really knew at the time was my nose and my teeth hurt, almost like when you get whacked in the face and it hurts really bad, but you know that it's going to go away.

Well it didn't go away. I did get my nose checked out and all that. It's still sore. And I realized after, my head was tender up here, so maybe I did get hit in the face with something. I'm not really positive because I don't remember getting hit in the face.

I told medical personnel all that and then a bunch of detectives came in not long after, multiple times, and I thought that it was mandatory that I was supposed to talk to them. I guess it wasn't. I didn't know that at the time, but -- so I talk to all of them at different times throughout being at the hospital and later the passengers came in with Aaron's parents, and we all hugged each other, they said thank you, and we exchanged contact information. I was released that night. My boyfriend came and picked me up, and we went to a nearby hotel.

Page 29, line 1 - 8:

Disregard.

Amended statement:

Not anything that's super relevant.

Page 29, line 18 - Page 30, line 2:

Amended statement:

That is the funny thing. We don't get trained to open the baggage door. I actually just knew how to do that because I'm like that and I wanted to know, and so I would kind of do it as a favor to the pilots, it was one less thing they had to do. Sometimes I'll help with the luggage back there, and I'll close the door for them, or I'll open it for them, and if I have time I'll grab the luggage out. So that's why I knew how to do that. I just asked one day and then knew from there.

Page 30, line 5 - 13:

Amended statement:

But, you know, I'm not on a headset or anything, so I wasn't really able to hear everything -- mostly the communication that day was do you guys need anything.

Page 32, line 16:

Disregard statement after "Yes."

Page 32, line 19 - Page 33, line 2:

Amended statement:

To my knowledge, they didn't know each other that well because Ian -- I don't know exactly when Ian started working there. He definitely wasn't there for a full year, and we kind of switch crews around, so I don't know how often they had flown with each

other or anything like that. So I feel like they didn't know each other very well.

Page 33, line 3 - Page 34, line 8:

Disregard all car accident and personal health information. It is irrelevant to the investigation.

Page 34, line 11 - 15:

Amended statement:

Like I said, I'm not positive, I'm pretty sure they had flown together before at Hop-A-Jet. I just don't know how often.

Page 35, line 18 - 24:

Disregard.

Page 37, line 4 - 12:

Disregard.

Page 37, line 17 - Page 39, line 7:

Amended statement:

The CRM wasn't great. It just wasn't. I mean, they didn't talk to me, and I am supposed to be a part of the crew. No one would have known what was even going on if I wasn't paying attention. Even the passengers, they would have never known what was going on if I didn't get up and go talk to them. They would have never known. Even when we were bracing, it's not like anything was being yelled back to us. I mean, yes, it wasn't the proper protocol. It wasn't the perfect protocol, right, but I do want to give the pilots grace

in that because this all happened very fast out of nowhere, and they did not have a lot of time to react. And I truly believe that they did the best they possibly could in the time they were given. They did what they were capable of.

I didn't appreciate just kind of being left out of the whole thing, but I don't want to be selfish when I say that because it wasn't just about me. They were trying to figure out where they were going to land the plane. They didn't have a lot of time, so they were busy.

Of course, should there be certain protocols in place where the crew is communicating? Yes, we should have been communicating better, and I basically felt like I was being completely ignored is the best way to put it. And I was just kind of on my own, essentially.

All Ed said after I spoke up was brace for impact and that was it. Then I had to sit there and decide, okay, Sydney, what are you going to do right now? Because you know that you should get up, and you know you shouldn't be in this seat. And, I'm just glad that I followed my intuition and my training.

Page 40, line 5 - 17:

Amended statement:

I think there's been a few flap failures but I can't remember exactly. I do know that this plane had some issues with the fueling. I know they had to do fueling a certain way because it would -- there was a couple of times when they actually had a fuel

leak out of one of the wings or something. There's something with that plane where you have to be careful when you're fueling.

Page 41, line 13 - 23:

Amended statement:

No, but I knew we were pretty low because we were lined up for landing.

Page 42, line 3 - 10:

Amended statement:

Well, I have a feeling they had the initial degree set on the flaps because we were lined up for approach.

Page 42, line 19 - Page 43, line 1:

Amended statement:

I don't know if I would say busy. They were going through the normal landing procedures.

Page 43, line 10 - 15:

Amended statement:

I don't know if I heard every word but I could hear most of what they were saying at the time.

Page 43, line 19 - 25:

Amended statement:

I know they were talking to ATC but I couldn't tell you what was what. All I knew was there was a serious emergency.

Page 44, line 1 - 7:

Disregard.

Page 44, line 12 - 17:

Amended statement:

Ed said to Ian we are in an emergency before the engines went out and he was talking to Ian because he leaned over to him. Before this point, only buttons had gone off and some red lettering had shown up on the screen.

Page 44, line 24 - Page 45, line 8:

Disregard.

Page 45, line 11 - 12:

Amended statement:

Right.

Page 45, line 18 - 23:

Amended statement:

When I said buttons I meant sounds. Alarms or "dings".

Page 46, line 12 - 16:

Amended statement:

No, it was too small for me to clearly read.

Page 46, line 20 - Page 47, line 3:

Amended statement:

It's a set of six circles, three rows of twos stacked on top of each other, so it was the two bottom circles horizontally together that turned red and the arrow went down indicating to me it failed.

Page 49, line 21:

Amended statement:

Can we put that picture back up here, if possible?

Page 49, line 18 - 20:

Disregard.

Page 50, line 6 - 12:

Amended statement:

It wasn't like they were being frantic and reaching around, but they definitely had their hands on other things.

Page 50, line 14 - 18:

Amended statement:

Yeah. I mean, I remember they were doing something, but don't know exactly what they were doing. Once he said the engines went out, I wasn't paying that much attention to them anymore, you know. It was more like, okay, I need to react now.

51 6 - 7:

I feel like it was probably on, just because it is on for a lot of the time.

Page 52, line 3 - 7:

Amended statement:

I'm not positive.

Page 52, line 16 - 20:

Disregard.

Page 52, line 24 - Page 53, line 1:

Amended statement:

No.

Page 53, line 15 - 17:

Amended statement:

I recall them pressing a couple buttons, but I don't know which ones they were. I just can't remember well enough.

Page 53, line 24 - Page 54, line 7:

Amended statement:

I think they were going back and forth a little but not arguing.

Page 54, line 14 - 23:

Disregard.

Page 55, line 20 - 22:

Amended statement:

I mean, unless it's an empty leg.

Page 56, line 10 - 13:

Amended statement:

I think Ed had some snacks and was eating but I can't remember if Ian had brought lunch or not. I know Ian had coffee.

Page 56, line 15 - 16:

Disregard.

Page 58, line 7 - 14:

Amended statement:

I was not reading a book while we were preparing to land. I'm not sure what commands they were exchanging or the positions of the flaps.

Page 58, line 25 - Page 59, line 21:

Amended statement:

Yeah. It's a part of securing the cabin before you land, so you'll open -- there's a sound curtain that's in front of the forward door. So you'll open that curtain for a taxi, takeoff, and landing.

This curtain decreases the volume of outside noises.

Page 59, line 25 - Page 60, line 11:

Amended statement:

I'm not sure. I was sitting there while we were over the gulf.

Page 60, line 24:

Amended statement:

Yeah. It's a recording played over the speakers. Nothing on the air show.

Page 61, line 1 - 5:

Disregard.

61 8 - 20:

No. That's the big difference between flying commercial and private is we're not going to sit up there and do the whole thing in front of you.

This is luxury travel and you will receive the recorded briefing. I have had passengers joking with me, oh, can you show us how to do this or whatever, and I'll show them.

It's just the voiceover briefing, and then if they request a briefing from me, I can do that. We are trained to do that.

Page 62, line 14 - 17:

Amended statement:

Emergency exit locations but I'm not sure about the operation.

Page 62, line 19 - 24:

Disregard.

Page 63, line 4 - 20:

Amended statement:

I went over it with them. That was one of the first things I said when I went back there. I demonstrated appropriate brace positions for each passenger.

Yeah, in my training, if there was enough time for me to, I would get an ABP, an able-bodied person, and I would actually demonstrate the operation of the emergency exit doors. I just didn't have time.

Page 64, line 13 - Page 66, line 4:

Amended statement:

I mean, I'll just observe them. That's the tricky thing about private is I really can't tell you what to do because this is luxury travel.

I can advise them on what to do. For adults, it's more I'm observing, and I'm making sure everything's out of the way, and it's really up to them to put their seatbelt on.

If it's children, I actually will take more of an initiative and kind of tell them what to do. I'll make sure if it's children large enough for a seatbelt, I will make sure that child is in their seatbelt, and sometimes I'll even do it for them. If we have a lap child, I'll make sure I say, you do not put the lap child inside of the seatbelt. The child is going to be on the outside of you, and you're going to be holding the child.

I can advise certain things. And then it gets kind of tricky too because, you know, when you think about child seats or -- or carriers. It's tricky because really you would think the safest place for them would be in an aft-facing seat because when they land, that baby's momentum would go this way, but the thing is, the people that manufacture these seats, they only manufacture them for cars. So it's made for a forward-facing seat. So, technically, they're only supposed to be in a forward-facing seat. I'll let them put that where they want to, and I'll just say, you know, it might be better here, but it's up to you.

IN THE MATTER OF: BOMBARDIER PLANE FATALLY COLLIDES WITH VEHICLE ON
INTERSTATE 75 IN NAPLES, FLORIDA ON FEBRUARY 9,
2024

Interview of Sydney Ann Bosmans

ACCIDENT NO.: ERA24FA110

PLACE: via WebEx

DATE: April 30, 2024

I am hereby submitting an additional document to supplement the
official record.

SYDNEY ANN BOSMANS

Cabin Attendant