

ERA25MA171

OPERATIONS

Group Chair's Factual Report - ATTACHMENT 7

EMAIL TO PILOTS Q&A

April 15-16, 2025

EMAIL SENT TO CURRENT AND PAST PILOTS (15) REQUESTING INFORMATION ON APRIL 15, 2025, AND A FOLLOW UP EMAIL ON APRIL 16, 2025, WITH A REDUCED LIST OF QUESTIONS. ¹ THERE WERE 6 RESPONSES.

From: Aaron McCarter [REDACTED]
Sent: Tuesday, April 15, 2025 02:44 PM
Subject: NTSB Investigation Questions

My name is Aaron McCarter, Aviation Accident Investigator with the NTSB. I am acting as the operations group chairman for this unfortunate accident involving NYH, N216MH and your friend and coworker Sean. I know this is an extremely difficult time for all of you, several of whom have moved onto other operators and companies but were intimately involved with NYH either currently or in the past.

I am requesting that each of you pilots take the time to answer most, if not all, questions you see below. Our ultimate job is to determine the cause of this accident and keep this from occurring again. We have begun a detailed examination of the vehicle wreckage which is one part of a much more complex holistic process. We are looking at airworthiness, operations, maintenance, procedures, policy and historical accidents involving other operations and aircraft. Please get your responses back to me no later than Monday, April 21st, 2025.

Thank you so much for your assistance and helping us with the investigation.

Operations Group Questions

1. Time total and type, general breakdown, license ratings etc. (Not super detailed.)
2. How long have you worked for NYH and in what capacity?
3. Air tour/sightseeing experience with other operators?
4. Specific training details. Training received by NYHC, prescribed altitudes, frequency. Describe your typical training program for new pilots.
5. Published Routes for NYHC. What are NYH routes altitudes, airspeeds, limitations?
6. What type of pilot experience are you looking for?
7. What is normal staffing for NYHC? Pilots, mechanics, admin.
8. Legal minimums of FAA requirements for the Hudson Routes and your company minimums.
9. Did you fly with Sean? Please describe his flying skills, attitude, and personality.

¹ Responses are not grammatically or spelling corrected.

10. Have you flown N216MH? Any Issues? Can you describe any irregularity or individual helicopter problems that were unique to 216 as opposed to other helicopters in your fleet.
11. How are issues or concerns brought up in the company? (if used, have you exercised it?) Can you describe any.?
12. Is there reporting system anonymous or otherwise? How does someone report any safety or operational concerns?
13. How many hours a day do you/pilot typically fly for NYH?
14. Do you fly for other operators/ Jobs?
15. What is your typical schedule? What time do you wake up and report to work? What time is your first flight typically and what time do you stop flying?
16. What are the company weather minimums to operate tours? Where is this documented?
17. Do you have personal minimums for weather? And what are your personal minimums?
18. Have you had any concerns about the operations at NYHC? What are your concerns?
19. Have you been pressured to fly when conditions were outside of personal or company minimums?
20. Who is your primary contact/interface with at NYHC?
21. How do you and have your written squawks about the aircraft up? Where are these kept? And what kind of irregularities can/do you report?
22. How do you feel about maintenance of the aircraft at NYHC. What's your opinion of the quality and performance of maintenance? Any concerns?
23. Has anyone at Downtown Skyport KJRB ever expressed any concerns about the operation of the helicopters, specifically 216MH.
24. Describe the specific procedures going into KJRB and K65NJ (Kearny st)?
25. Does NYHC have an SMS program?
26. Can you describe the turnover of pilots and mechanics at NYHC?

Anything else you want to share with us that we did not address?

Aaron McCarter
National Transportation Safety Board

Aviation Accident Investigator

From: [REDACTED]
Sent: Wednesday, April 16, 2025 11:29:15 AM
To: Aaron Mccarter [REDACTED]
Subject: Re: NTSB Investigation Questions

1. 1346 Total Time Helicopter
1279 PIC
1170 Turbine
Commercial and CFI Helicopter, Instrument Helicopter Class 2 Medical
2. I was employed at NYH from 11/23 through 03/25, on a 10 day on and 10 day off scheduled rotation as a Line Pilot.
3. I have no tour or sightseeing operations experience beyond NYH.
4. New hires all received initial FAA Part 135 training (Ground and flight) followed by a 135 checkride. New pilots would then receive ground and flight training for tour rides as well as 135 charter operations with Blade. This would involve ride alongs with senior line pilots or the chief pilot along with extensive ground instruction. New pilots also completed CTS training before initial 135 formal training. NYH employed a designated training captain for the 135 initial and recurrent training. If the training captain was unavailable it would be given by the Chief Pilot or DO. The highest safe altitude was encouraged at all times. There are many many noise abatement complaints in the area in general that kept us as high as ATC would allow beyond normal "safe" altitude requirements. Training was very thorough, new pilots were never asked or told to do something they didn't feel qualified or properly trained for, NYH had a detailed training manual, and flights to new airports or locations would involve an experienced line pilot accompanying a new pilot after ground instruction There were also many resources offered for training and area familiarization to all pilots. The aircraft specific training was also very thorough and complete with many resources, ground instruction, and in depth flight instruction to include all emergency procedures.
5. Routes for NYH included most published helicopter routes on the chart along with any cross country charter route destination for example a flight from KJRB to KPHL. Tour routes on the Hudson river whether flown from 65NJ or JRB were the standard LOA routes - "A or B tour at 1500' AGL". The "Castle" and "Bridge" routes were most used for access to or from Kearny or to or from the Hudson River all flown at highest allowable altitude from ATC. While flying within the Hudson River Exclusion it was encouraged to fly enroute at 900' - 1000' except for landing and takeoff. All aircraft limitations were strictly adhered too by all pilots and enforced by management.
6. I am always wanting to become a more knowledgable, safe, and well rounded pilot at any job I hold.

7. Normal staffing at NYH seemed to be 8-10 pilots, 4-5 pilots on each shift or something close to that to include the chief pilot on one shift. While employed there was Jason the DO, Mike the President, Keith the DOM, Octave the CP and a few administrative office workers for tour booking and accounting as far as I knew. There was roughly 8-10 ground worker personnel for tours between both locations 65NJ and JRB. NYH had 3 mechanics until 12/24 when one passed away. They resumed operations with 2 line mechanics working under the DOM. NYH also employed an Aviation Safety Officer, Tristen, who managed the SMS.
8. FAR 91.119, 91.155, 91.157, 135.203, 135.205, 135.207 include the legal minimums and were all adhered too strictly. It was always encouraged to fly the highest altitude practical and available. Company GOM 135 weather mins along with more strict mins per new SMSM system were also followed. The exact numbers for all of these can easily be referenced.
9. I did fly with Sean, I did a few ride alongs with him on tours from JRB to make sure he was comfortable and proficient. He did well and I rode with him for a few days sharing tips and was there for him to ask questions as they may have come up while he got proficient. It is always a big learning curve for new pilots in the NY area with how busy and complex the flying can be some days. Under direction from the chief pilot, it was my best judgement that Sean was safe and proficient to begin solo tour operations. Sean was very safe, slow and methodical in his flying always making sure things were done right and focused on flying well. He was eager and excited to start flying on his own and when he did he was confident but humble.
10. Yes, 216 always seemed to develop a bigger vibration at flight idle than the other ships. I recall seeing it shake more than what I would consider normal. I verbally mentioned this to the mechanics.
11. When there was an issue one could call or message the DO, lead mechanic or chief pilot. If there was a safety concern it could be reported through the company SMS program with a form to be reviewed by the safety officer. The mechanics were always receptive to what we said and would look into or fix issues as they came up. I recall reporting an exterior a/c navigation light inoperative and they fixed it that evening.
12. Yes the reporting system was anonymous, it was done through the company's safety/concern report form on a google form as part of the SMSM.
13. Flight time was busier in the summer, maybe averaging 3-4 hrs per day. In the winter, it was slower maybe averaging 1.5 hrs per day.
14. Yes I have taken new employment as of 04/25.
15. A typical day would involve either dutying in at 0600 or 0800 followed by dutying out no later than 14hrs per FAR 135. I would wake up approximately an hour and a half prior to start time. The first flight of the day could be anywhere between 0710 -1000 and end anywhere from 1700-1900. It was schedule dependent sometimes later and sometimes earlier never to exceed duty.
16. In the GOM the minimums are an 800' ceiling and 3sm vis. When the SMSM was published it included new, more restrictive minimums that became company SOP.

17. Yes, my personal weather minimums if I need to use them are a 1000' ceiling and 5sm of visibility for local flights and a 1200' ceiling with 8sm of visibility for cross country flights.
18. Yes the biggest of which was financial. Several indicators of this would have been the credit card, of which no pilot was ever issued one, you had to land at a facility that had it on file or you could verbally give a number, declining very frequently at different airports for landing fees. Another was when a mechanic stated he had to purchase either tools or a part for the completion of maintenance on his personal card. Yet another was when the 407 got sent back to PHI. From my perspective along with the other pilots it seemed to have been a successful few months of operation however when it was unexpectedly sent back to PHI we asked questions. The office interaction with passengers was also in question. I recall times when they would refuse to offer a refund to a family or customer or be rather harsh with the enforcement of "late fees" when arriving for a flight. The culture around the company felt of poor financial health.
19. Pilots to my knowledge and myself included were never pressured to fly. We were questioned about why we would have made a decision but not pressured or threatened to fly.
20. My primary contact and correspondence was with the DO Jason Costello or the Chief Pilot Octave Kuhn.
21. I did not write any squawks. They would have been verbally given to a mechanic. They are written in the a/c daily maintenance sheet records along with the proper action taken and any work performed on the a/c. I would report anything broken, inoperative, or anything that feels abnormal while in operation.
22. I believe the work done was of the utmost care and quality, the mechanics took pride and personal investment in each a/c. They also completed daily inspections after the a/c flew each day. I always felt safe and confident in the work that was done. The only concern I had was when I was told from them that they would occasionally be met with adversity involving financial issues from upper management. I do not recall anything more specific or detailed in this regard however beyond what was answered in question 18.
23. Not to my knowledge.
24. Into JRB - Inbound call to heliport for landing spot and coordination, inbound call on company frequency for next flight information, pre landing checks completed, land Into 65NJ - Clearance into Bravo airspace of handoff to EWR TAC on 1 of 3 routes, "Bridge, Castle or 280 from the west", Landing assured call to EWR, 2 checkin calls with 65NJ heliport for coordination and landing spot, land, send flight following dispatch landing message
25. Yes NYH had an SMS program recently created by safety officer Tristen Bell and outlined in the SMSM that he wrote.
26. There was no mechanic turnover while I was there except the passing of lead mechanic Harry Groff in December. The pilot turnover was quite frequent however. In this past year it seemed to be better with some pilots, myself included staying for 12 months or longer. Before hand, the turnover may have been 6-12 months.

On Wed, Apr 16, 2025, at 3:23 PM Aaron Mccarter [REDACTED] wrote:
To those of you who have taken the opportunity and [REDACTED] ons I thank
you. Based on our current findings, I have reduced the list of questions substantially.
Thank you all for your help. For those of you who responded, there is no need to respond
again. The investigation is proceeding very well. Aaron

1. Time total and type, general breakdown, license ratings etc. (Not super detailed.)
2. How long have you/did you work for NYH and in what capacity?
3. Describe the typical training program for new pilots.
4. Published Routes for NYHC. What are NYH routes altitudes, airspeeds, limitations?
5. What is normal staffing for NYHC? Pilots, mechanics, admin?
6. Did you fly with Sean? And please describe his flying skills, attitude, and personality.
7. Have you flown N216MH? Any Issues? Can you describe any irregularity or individual helicopter problems that were unique to 216 as opposed to other helicopters in your fleet.
8. Do you have any concerns or positive feedback about the operations at NYHC?
9. Have you been pressured to fly when helicopter or wx conditions were outside of personal or company minimums?
10. How do you report daily squawks/mx irregularities? Are they addressed to your satisfaction?
11. How do you feel about maintenance, upkeep, and condition of the helicopters?
12. Has anyone at Downtown Skyport KJRB ever expressed or reported any concerns about 216MH? And what was the issue?

From: [REDACTED]
Sent: S [REDACTED]
To: Aaron Mccarter [REDACTED]
Subject: Re: NTSB Investigation Questions

[CAUTION] This email originated from outside of the organization. Do not click any links or open attachments unless you recognize the sender and know the content is safe.

Dear Mr. McCarter,

Although I do not believe I have any information that can help with the investigation, I answered the questions to the best of my ability. I also request that any of these responses are not associated with me [REDACTED] Thank you

1. I have just over 1500 hours, all in rotorcraft. I have a commercial license with an instrument rating. Also, I have a certified flight instructor license with instrument rating.
2. I worked full time at NYH for 1 year. February 2024 to February 2025.
3. Received 135 training with chief pilot. Go to kldj for patterns, approaches, emergency procedures. Also go to Hudson exclusion and fly practice approaches to kjrb and kjra. You would then get the 135 checkride from the Director of Operations. After, we get trained on the tours by pilots within the company until signed off to fly solo.
4. NYH followed approved FAA routes, airspeeds, and associated altitudes that were assigned from the tower and dependant on weather.
5. There was approximately 10 pilots, 2-3 mechanics, and approximately 15 admin which includes ground loaders.
6. If you are referring to Seankese Johnson which was the individual piloting N216MH then the answer is no. I was no longer with the company when he started the job at NYH. We did attend the same flight school where there were a few interactions and he seemed like a really kind and motivated individual.
7. Yes I have flown N216MH but I do not recall any issues or “unique” problems associated with this aircraft.
8. I cannot recall having concerns about the operations but was shocked to learn about the 407 getting repossessed which questioned the financial stability.
9. I do not recall feeling pressured to fly outside of my personal minimums.
10. You squawk irregularities in the aircraft mx/status log. Yes, any issues were always corrected to my knowledge.

11. I believe the maintenance was the best aspect of that company. The maintenance team was amazing and If there was any issue they worked hard to get whatever it was addressed. I cannot recall a time where I questioned the condition of the helicopters.

12. Not to my knowledge

From: [REDACTED]
Sent: Friday, April 18, 2025 9:15 PM
To: Aaron Mccarter [REDACTED]
Subject: Re: NTSB Investigation Questions

[CAUTION] This email originated from outside of the organization. Do not click any links or open attachments unless you recognize the sender and know the content is safe.

Hey Aaron,

Forgive the slower reply. Processing all of this has been its own challenge.

Answers below.

1. ~750 hours total, all helicopter, 50 hrs in the 206, the rest is split R44/R22. I have commercial, instrument, & CFI

2. I started March 1st this year. So barely over a month. Pilot.

3. I'm not sure about typical as I've only been here so briefly. My training was with Sean (we were new hires at the same time). We did five days with the chief pilot. It included both flight and ground training covering the 206L4, several hours of practice flights in pattern at KLDJ, the routes and tours we would fly, practice approaches at JRB/JRA, Company GOM, and EPs.

After the five days we shadowed the pilots who had been there, flying with them with dual controls in performing parts of the tour at a time until we were comfortable doing the whole thing. Then solo flying the tours.

The charter side of the business was reserved for pilots who had been there a few months and they would receive more training to prepare for that and of course a 135 check ride performed by ex-DO Jason Costello. It was too soon for me to start charters so I never got that training, same with Sean.

4. We used the bridge route out for Kearny which was performed on tower with KEWR. We flew at or below 300' until we hit the east side of the interstate bridge. Sometimes EWR

would allow us to climb to 800' after that bridge, sometimes not. Once we hit the Hudson River and EWR checked us out we would switch to the exclusion frequency and make self reporting calls at many locations (Bayonne Piers, Statue, South Tip, etc) as we flew into JRB.

We flew tours mostly on tower with KEWR and KLGA. Assigned altitude was 1500'. The towers knew our flight paths (A or B tour) as we would declare the tour type when we contacted them.

We could fly the tours within the Hudson Exclusion where altitude was at the discretion of the pilot below 1300', however, company practice was no less than 800' until descending into JRB for landing.

Airspeed limitations were mostly by the weight of pax and aircraft performance/power available. Obviously we did not exceed V_{NE} of 130. Generally at cruise power of 70-75% torque N216MH was only capable of a speed of ~90-100kts

5. Again I'm not sure what normal was as I was so new. During my time there we had 3 pilots per shift. A chief pilot. A DO. A safety manager. Two mechanics. And admin of various positions.

6. I flew with Sean during our first 5 days of training. He was diligent, inquisitive, curious, and dedicated. He was very supportive and a team player. We often quizzed each other on the info we were learning about the 206L4 to help each other retain new info (his idea). We did this during down time and as we preflight the aircraft. He was calm and patient. He was a cautious pilot. If he didn't like it, or felt uncomfortable, he would not force anything. Learning and safety were his primary concerns every flight I was in with him. He was especially skilled at confined area pick up/sit downs from his previous Agriculture flight experience landing and picking up from the trailer that carried the heli.

7. I did fly N216MH. In fact I flew it the day before the accident. It was the primary tour ship with 227MH and 232MH being used also for charter/blade flights as they were generally faster ships.

I didn't have any issues with the ship. The only thing noticeable to me about it as compared to other ships was that when you were on the ground with engine on and throttle at flight idle it was slightly bumpier to sit in.

The tail felt visibly wigglier than the other ships in the same scenario when viewed from the outside. However, coming from Robinson ships previously it didn't seem like anything I hadn't seen before.

8. My feedback would only be about our mechanic Eric Huebscher. And that is just to say that he was great. He and his assistant Will post-flighted our aircraft almost every single

night after we brought them into the hangar. If they performed any maintenance of any kind, (even like cockpit fire extinguisher inspections) a note was left in the maintenance log for the corresponding aircraft that we pilots saw everyday before preflighting.

9. No

10. Daily squawks are made in WhatsApp group messages with our safety manager Tristan. I never had anything to report. But other pilots always said Mx issues were handled well. We also had an SMS within our pilots Google drive which allowed us to make any formal safety reports either anonymously or with our names, up to us.

11. Good

12. No one from JRB has ever expressed any issues about 216MH to me.

Let me know if you need anything else,

[REDACTED]

Hi Aaron

Thank you for reaching out. I appreciate your inquiry; however, I must respectfully decline to provide any detailed information regarding this matter. As the investigation in question does not involve me directly, I am neither in a position to speak on it nor believe it relevant to share any unrelated details. I trust you understand the importance of maintaining the integrity and confidentiality of such processes.

Certainly wishing you all the very best as you sort through this extremely tragic mishap.
Best Regards,

[REDACTED]

From: [REDACTED]
Sent: Tuesday, April 15, 2025 10:15 PM
To: Aaron McCarter [REDACTED]
Subject: Re: NTSB Investigation Questions

[CAUTION] This email originated from outside of the organization. Do not click any links or open attachments unless you recognize the sender and know the content is safe.

Aaron,

I took a lot of time this evening and reviewed the questions that you sent me and have determined that I do not have any information that I think would be pertinent to your investigation. I immediately thought of the NTSB after the accident occurred and hoped that your investigation could unravel the mystery of this horrific accident. I have searched my mind time and time again, but come to the same conclusion each time. If I had any pertinent knowledge or plausible speculation as to what happened, I would have reached out immediately to report it. I sincerely hope that the examination of the wreckage reveals irrefutable evidence to you and your colleagues as to what transpired.

In parting, there is one subject that I would like to address, and that would be the top notch nature of our maintenance team. As a personal aside; I would never have stayed at the company if I thought that the mechanical state of the helicopters were poor. I can't say enough about how meticulous and dedicated both Eric and Will are when it comes to AD compliance, daily inspections, all phases, and replacement of life limited parts. I sincerely hope that your investigation finds some root cause unrelated to their excellent work and passion for safety.

Very respectfully,

[REDACTED]

From: [REDACTED]

Sent: Tuesday, April 15, 2025 10:01 PM

To: Aaron Mccarter [REDACTED]

Subject: Re: NTSB Investigation Questions

[CAUTION] This email originated from outside of the organization. Do not click any links or open attachments unless you recognize the sender and know the content is safe.

Aaron,

Your correspondence has been received.

I do not wish to make a statement at this time.

[REDACTED]

From: [REDACTED]

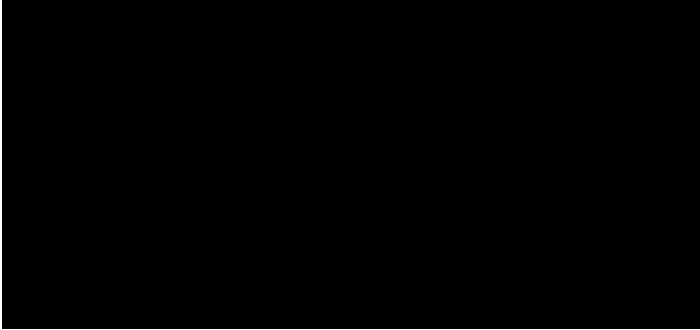
Sent: Friday, April 18, 2025 5:37 PM

To: Aaron Mccarter [REDACTED]

Subject: Investigation of N216MH Crash

[CAUTION] This email originated from outside of the organization. Do not click any links or open attachments unless you recognize the sender and know the content is safe.
Mr. McCarter,

Please see the attached correspondence in response to your inquiry.



Dear Mr. McCarter,

This firm represents [REDACTED], a commercial helicopter pilot who was recently employed by New York Helicopter Charter, Inc. d/b/a New York Helicopter Tours ("NYH"). We are in receipt of your request for responses to specific questions seeking information in connection with the above referenced investigation.

[REDACTED] is providing the below detailed responses on a voluntary basis and requests that any inclusion of her responses in the public docket or otherwise be de-identified as to her individually. All responses are based upon her personal observations and information obtained during her employment with NYH. Nothing contained in this voluntary statement shall be interpreted or construed as an adoptive admission.

1. Time total and type, general breakdown, license ratings, etc.

[REDACTED] has accumulated approximately 1,200 total hours, all of which are in rotorcraft helicopters. She holds commercial and certified flight instructor certificates, with an instrument rating and a certified flight instructor instrument rating.

2. How long have you/did you work for NYH and in what capacity?

[REDACTED] began her employment with NYH on November 11, 2023, and ended on January 22, 2025. She worked as a pilot conducting sightseeing and charter

operations in the Bell 206, and was promoted to Senior Pilot upon the arrival of the Bell 407 in May 2024.

3. Describe your typical training program for new pilots.

During her employment with NYH, [REDACTED] observed that NYH generally complied with FAA prescribed routes, altitudes, and training requirements applicable to its aircraft. After five (5) hours of flight training and five (5) hours of ground training, new hires would typically be sent for their check ride with Jason Costello, the Director of Operations and NYH's Check Airman. After successfully completing their check ride, new pilots would continue to receive tour training out of NYH's Kearny, New Jersey base until approved by a senior pilot and/or the Chief Pilot to fly sightseeing operations by themselves. After accruing some time flying tours out of that location, pilots would then begin training with other pilots at the Downtown Manhattan Heliport (JRB) until they were deemed safe and capable of conducting sightseeing tours out of JRB.

4. Published Routes for NYHC. What are NYH routes altitudes, airspeeds, limitations.

[REDACTED] observed that NYH utilized FAA helicopter routes and the associated altitudes, airspeeds and limitations. Specific routes depended on prevailing winds and the departure heliport. The majority of tours were flown at 1,500' MSL in contact with LaGuardia Tower.

5. What is normal staffing for NYHC? Pilots, mechanics, admin.

During her employment with NYH, [REDACTED] observed that, on average, there were approximately twelve (12) pilots, split across two (2) alternating shifts. There were also two (2) to three (3) mechanics working for NYH.

6. Did you fly with Sean? and please describe his flying skills, attitude and personality.

In responding to this question, [REDACTED] presumes that "Sean" refers to Seankese "Sean" Johnson, the pilot of the accident aircraft. No, she did not fly with Sean as he started his employment with NYH after [REDACTED] left the company. However, she met Sean while working for [REDACTED] and knew him by association as they attended the same flight school. [REDACTED] knew Sean to be kind, outgoing, and passionate about aviation. Based upon her few observations, she concluded that Sean flew similarly to most pilots who were new to the Bell 206 type and the New York area. She observed that Sean's approaches looked like they needed fine tuning, but she concluded that such finesse would come with more time and experience.

7. Have you flown N216MH? Any issues? Can you describe any irregularity or individual helicopter problems that were unique to 216 as opposed to other helicopters in your fleet.

██████████ flew N216MH, particularly more in the first six months of her employment at NYH, and a few times after that. She has not flown the aircraft recently. She noticed that the radio sound quality was more muffled and poorer compared to the radios in the rest of the fleet. Additionally, N216MH tended to vibrate and shake more on the ground at idle than the other Bell 206 helicopters in NYH's fleet. ██████████ brought the vibration/shaking issue to NYH's mechanics, but after the aircraft passed several track and balance checks, the issue was simply deemed to be an uncomfortable characteristic unique to N216MH. ██████████ observed that the vibrations and shaking ceased when the throttle was fully open and some collective was raised, and she did not notice any issues with vibration or shaking in flight.

In one specific instance, after tail rotor maintenance was performed on N216MH, ██████████ and several other pilots noticed that there was some resistance in the pedals for the first inch of input in both the left and right pedals. This resistance made it more difficult to finesse a set-down from a hover. ██████████ learned that NYH mechanics performed several inspections, but could not identify the cause of the increased friction in the pedals. Ultimately, the entire tail rotor of N216MH was replaced. However, to the best of her knowledge, although the pedal resistance problem was reduced, but it was not fully fixed.

8. Have you had any concerns about the operations at NYHC? What are your concerns?

██████████ did not have any concerns about NYH's operations. She did have concerns about the financial state of NYH that began around October of 2024 when the Bell 407 (N407MR) was repossessed by its lessor. She also had concerns that with the unfortunate passing of NYH's lead mechanic ██████████ in December 2024, NYH CEO Michael Roth would use ██████████ passing as an opportunity to manipulate or influence maintenance in an unsafe manner to continue operations and maximize profits.

9. Have you been pressured to fly when conditions were outside of personal or company minimums?

Yes, ██████████ was pressured to fly outside of minimums by NYH CEO Michael Roth. Specifically, during Christmas week 2023, Mr. Roth became verbally abusive when ██████████ and other pilots declined flights due to poor visibility. However, she did not acquiesce to such pressures, as she did not fly in conditions where she felt that company minimums or FAA minimums or regulations would be exceeded.

10. How do you report daily squawks/mx irregularities? Are they addressed to your satisfaction?

██████████ wrote up squawks during her time at NYH. When necessary, she did so by writing the discrepancy in the aircraft's maintenance and status log, which was kept in the aircraft during flight. The written squawks are typically the discrepancies that need to be fixed before the next flight. In her experience, they were usually addressed to all the pilots' satisfaction.

11. How do you feel about maintenance of the aircraft at NYHC? What's your opinion of the quality and performance of maintenance? Any concerns?

██████████ felt confident in the maintenance performed on NYH's fleet and she had faith in the abilities of both lead mechanics during her employment. However, she did not feel confident in NYH CEO Michael Roth's integrity, not did she believe that he would value safety over profit. ██████████ generally felt safe with the maintenance of NYH's fleet until the lead mechanic at the time, ██████████, passed away in December 2024. Although she fully trusted the ability of NYH's current lead mechanic to maintain the fleet, ██████████ did not trust Mr. Roth to hire a fully qualified mechanic following the death of ██████████. Moreover, she feared that Mr. Roth would use ██████████ passing as an excuse to cut corners on maintenance in order to keep operations moving. In fact, ██████████ observed Mr. Roth attempting, albeit unsuccessfully, to manipulate maintenance and pressure pilots to fly unairworthy or unsafe aircraft in the ██████████. ██████████ also experienced Mr. Roth attempt to discourage her from conducting pre-flight inspections on the tail rotor and servo assemblies.

12. Has anyone at Downtown Skyport KJRB ever expressed any concerns about the operation of the helicopters, specifically 216MH?

██████████ has no knowledge of any concerns about N216MH voiced by persons at JRB.

Please feel free to contact me if you require any additional information.

Yours truly,

██████████