



NTSB RECORD OF CONVERSATION

Adam Gerhardt
Air Safety Investigator
General Aviation Accident Investigation Division, AS-20

Date: 11/29/2016
Person Contacted: Robert Swanson (Pilot in Command)
NTSB Accident Number: GAA17CA082

Narrative:

The following is a summary of a conversation that occurred with the pilot in command:

- The flight was in a balloon and had 14 revenue passengers onboard.
- It was unclear to the pilot if the fractured ankle to the passenger occurred during the landing, the skidding, or while she was exiting the basket. According to the pilot, the passenger was taken to the hospital immediately after the landing, so he did not have an opportunity to discuss exactly how the passenger's ankle was broken. Subsequently, he had no means to contact the passenger, who was on a vacation from Taiwan.
- He said the landing was not abnormal.
- According to the pilot, the passenger, who did not speak English as her first language, may not have braced appropriately for the high wind landing. He explained that many of his passengers/ customers are from other Nations and do not speak English as their first language.
- The pilot reported that another passenger told him that the injury was sustained while she was exiting the basket.
- As a safety improvement, he has laminated new illustrations that will be incorporated into his preflight passenger briefing. The illustrations are intended to enhance the understanding of the preflight instructions and bracing procedures, particularly for non-English speaking passengers.