



RECORD OF COMMUNICATION

Michael Huhn
Air Safety Investigator
Western Pacific Region

Date: April 22, 2020

Person Contacted: Mr. Josh Olsen (Executive Director, Angel Flight West)

NTSB Accident Number: WPR18FA251

Narrative:

The following is a verbatim copy of an email of NTSB questions (in black) and Angel Flight responses (in red) returned to the NTSB on this date by Mr. Olsen:

- 1) Did/does AF provide passengers with any advisory information regarding the pilot/airplane/operational qualifications & FAA requirements, particularly the differences between these FAR Part 91 flights and commercial (Part 121 or 135) flights?
We provide both donated Part 91 flights and commercial flights to our passengers. We do distinguish the difference between the two when we talk to passengers upon their first request, however we don't get into the actual FARs with patients needing travel. Additionally we provide different versions of the linked info on the phone, by email, and on our website: <https://www.angelflightwest.org/passengers/what-to-expect-when-you-fly-with-angel-flight-west/>
- 2) If so, can you describe the timing, format, means, and method of communication of the information (eg verbal, information pamphlet, website, etc) **above**
- 3) If so, was this practice in place at the time of the subject accident (Sept 4 2018) **Yes.**
- 4) Do you have a record (even a date) of the pilot's most recent FAA flight review? **No. We check qualifications upon orientation of our volunteer pilots, but our pilots self affirm currency, insurance, and qualifications prior to each sign up and flight.**
- 5) Did Mr Spencer ever have to take any oral, written, or flight tests/checks/demonstrations explicitly mandated by Angel Flight in order to fly for Angel flight? **No.**
 - a. If so please specify what/when etc **AFW does not provide check rides. We rely on the expertise on the FAA for qualifying pilots. Mr. Spencer did complete a ground orientation that explains how AFW works and checks qualifications with an orientation pilot.**

- 6) Have any of the policies, reqts, etc re b) above changed since the accident? **Yes. Flight requirements haven't changed, we've added some FAA and criminal background checks as part of our orientation, but nothing specifically because of this particular accident.**
- 7) Did or does Angel Flight have any minimum flight time or other knowledge /proficiency requirements for when pilots begin flying new/different airplanes?
 - a. If so please specify **No. At one point there were time in type currency requirements, but because we require insurance requirements that necessitate time in type, it was eliminated because it was redundant.**
- 8) Did Angel Flight or Angel Flight West make any changes as a result of this accident?
 - a. If so please specify **Yes. We've enhanced our Safety Management System to create a culture of self-reporting, safety learning, and added a paid safety officer position tasked with managing.**