



NTSB MEMORANDUM FOR RECORD

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Date: September 26, 2019
NTSB Accident Number: WPR19FA230

The following memorandum contains passenger statements obtained from those onboard N91GY, Delta Private Jets Flight 91, August 21, 2019. The passengers were requested to respond via email to six questions to the best of their recollection. One additional interview was conducted via telephone and is contained in this memorandum. The content in italics contains the passenger's responses. The passenger statements were randomly labeled #1 through #8.

PASSENGER #1

- 1. Please describe what you remember the morning of the accident, from the arrival at the airplane, through evacuating the airplane to the terminal.**

I do not recall anything abnormal at arrival to Oroville the night prior. In terms of flight which had the accident, I was in seat 8 and noticed the pilot was out on the left side of plane behind the wing. I do not know what he was looking at but he was checking something. During takeoff down the runway, the plane seemed to be swerving left to right the entire time as we sped up for takeoff. As we got closer to where we would lift off, there was an alarm in the cockpit. Then I noticed the pilot abort the take off by pushing on a level in his controls. Then all I remember is skidding/bumping as we left the runway and went thru the hard ground. The plane came to a stop, one of the pilots immediately popped up and opened the front door to exit. We all exited. We immediately went away from the plane and left our belongings behind. We noticed right away upon exiting the plane there was tall grass on fire along the path where the plane skid. The pilots stayed back appeared to use a fire extinguisher to put out the fire. The plane engines were still running. As we moved further away, eventually the emergency responders came to extinguish the fire (both land and air vehicles). The pilots at some point backed away from the fire and went to the terminal. They checked on us asked us if all right. I heard a bit of a pop which I think was the plane splitting in 2 about halfway thru the fire. We eventually went into the terminal and filled out paperwork.

- 2. Was there anything different about this flight, versus the two previous flights with this airplane and pilots?**

The only thing different is I think there was excessive swerving left to right on the runway as it was picking up speed and going for takeoff. I do not recall prior flights swerving like this.

- 3. Do you recall if a pilot provided a passenger briefing before the accident flight?**



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I do not remember as the flights all ran together. I know a briefing was provided on at least one of the prior flights. We had two different sets of pilots on the entire trip.

- 4. Did they provide a passenger briefing on any of the previous two flights? If so, what did they say?**

Yes at least one that I recall (see question 3). They briefed out the exits, oxygen, flotation, and bag storage requirements

- 5. Did you sustain physical injuries?**

No

- 6. Is there anything else you would like us to know?**

No

PASSENGER #2

- 1. Please describe what you remember the morning of the accident, from the arrival at the airplane, through evacuating the airplane to the terminal.**

Arrived and handed off baggage to the crew. Boarded the plane early. Waited for a while as the pilots did their pre-flight. Doors closed and there was another extended delay before attempted take-off. I was seated facing the back of the airplane. At about the same time as my mind triggered that we had been at a high speed running down the runway for too long another passenger stated that the plane did not have enough lift. He then stated that two more times with increasing urgency. I could hear a lot of activity in the cockpit and eventually alarms started sounding. The pilots then locked up the brakes – a second or two and then the plane slid off the runway, landing gear broke off and the plane slide for a couple hundred yards. When the plane came to rest people were checking on each other with no reported injuries or concerns, then the co-pilot opened the door (he needed to kick it several times). Once he got off the plane he began shouting at people to rapidly get off the plane and eventually said “leave your stuff you are sitting on 400lbs of jet fuel”. Everybody evacuated. I was the last passenger off and when I left the plane I noticed the grass was on fire about 10 yards behind the plane. We evacuated to about 50 yards and then were asked to move further aware. The pilots tried to put out the grass fire with the small portable fire extinguishers to no effect. The fire eventually got to the back of the plane and sometime in less than 10 minutes (6 or so), a small explosion occurred and the fire intensified (presumably this was the fuel tank).

- 2. Was there anything different about this flight, versus the two previous flights with this airplane and pilots?**

Couple of strange, unexplained delays. We sat on the plane longer before take-off. Don't know why.



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3. Do you recall if a pilot provided a passenger briefing before the accident flight?

Yes.

4. Did they provide a passenger briefing on any of the previous two flights? If so, what did they say?

Yes. They provided direction in case of emergency. Two exits. One in back and the one we enter and leave through normally. Oxygen mask statement. Baggage storage expectations. Seatbelts. Normal stuff.

5. Did you sustain physical injuries?

No.

6. Is there anything else you would like us to know?

No. Obviously would like to understand what went wrong.

PASSENGER #3

1. Please describe what you remember the morning of the accident, from the arrival at the airplane, through evacuating the airplane to the terminal.

The pilots were at the plane when we arrived. They helped with the roller bags. When I boarded the plane the co-pilot was in his seat and the pilot was not on the plane yet. The pilot walked across the way to throw something away where there was a small plane being worked on. The pilot was visibly sweating when he returned. Once everyone was on the plane, the pilot got onto the plane, told everyone that the safety briefing was the same as yesterday, and got into his seat. We spent 3 to 5 minutes sitting there while the pilots were checking everything. We began to taxi and when we got to the end of the runway, we stopped for 5 to 7 minutes. It seemed like they were checking on something. We started down the runway and everything seemed fine. The pilot pulled back on the controls and when the plane didn't lift off he started to frantically turn the wheel next to his right leg. Alarms started to sound and he eventually hit the brakes. We skidded for about 1 second before going off the runway. We bounced and skidded along in the field. When the plane came to a stop, the co-pilot got out of his seat and went to open the door. It only opened a foot or 2 so he started to kick it until it opened wide enough for us all to exit. The co-pilot helped everyone off the plane and we made our way to a safe area. Both pilots stayed and tried to fight the fire, but once it became apparent that the wind was blowing it into the plane they made their way to safety.

2. Was there anything different about this flight, versus the two previous flights with this airplane and pilots?



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Pilots seemed a little less jovial than the day before. Pilot complained that they had to stay in Chico which was 45 minutes away. Main pilot was sweating. We were taking off with the wind at our back instead of into the wind.

3. Do you recall if a pilot provided a passenger briefing before the accident flight?

He just said "Same briefing as yesterday".

4. Did they provide a passenger briefing on any of the previous two flights? If so, what did they say?

They did provide a briefing from Orange County to Visalia. Told us where they exits where, etc. Told us that our bags needed to be clear of the aisle.

5. Did you sustain physical injuries?

No physical injuries.

6. Is there anything else you would like us to know?

The co-pilot did a nice job of helping everyone off the plane.

PASSENGER #4

1. Please describe what you remember the morning of the accident, from the arrival at the airplane, through evacuating the airplane to the terminal.

I was sitting, totally in the back off the plane, right side looking forward to the pilots and windscreen. And saw everything from minute till minute. it was warm around 93 F. They took off with the wind in the back. The runway is not flat / horizontal, it runs half in the run strip at least 9/12 feet or so. down. (or even more) I could clearly see that, when looking through the windscreen. We took off at the highest point with the wind in the back.

Before I arrived on the plane, I went first to the toilet, outside the plane. When I came back the pilot was just finishing the loading off the plane. The small cargo hall was completely full. The pilot was over-headed and sweating as hell and acted very nervous!.

In the previous flight the pilot said do not put you luggage in the walkway, it is not allowed, but I only need to say it. He didn't care so much. He repeated that, partly that morning. Day of crash, everything the same procedure wise, he said

Than the rest of the group was discussing a problem we have in a factory, so nobody was paying attention to pilots. And or were sitting not facing pilots.



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I saw what happened. It took a very long time before they agreed what to do. They were arguing... 1 was pointing to left 1 was pointing to right. They had an argument. They were nervous.

A folder/ map fell out of their hands. The I pad fell out of their hands on the floor.

They changed the setting on the mid consul at least 5 or 6 times, they typed in different things several times. (normally this is 1 or 2 ,s and done). They changed a wheel, or turned a wheel, next to the left pilot, his right leg, several times. 3-4 times.

They checked 2 times another folder/ map. Not the 1 which felt out of his hands. It took at least 15 /20 minutes before we even start taxing.

Before we entered the runway they stop again. 1 pilot pointed left, the other one pointed right. Than we turned left. Than I was panicking, We started on the high end off the run way with the wind in the back, because I saw the weather vane /cock full pointing in the direction we would depart.

Than I wanted to say something, but I did not, I wanted to say are we going with the wind and full people and fuel the right way. I trusted the pilots.....

Than he gave full throttle. Half in the runway just after the lower point off the runway, all kind off alarms. He wanted to lift, we can a little higher, than the pilot went full in the breaks. Engines were screaming till end/ explosion. So whole time, you can hear it on my movie.

Than we hit the grass, everything was flying everywhere. Laptops /backs, phones. Than with 200 + miles an hour we went over the field. Noise wheel brook. Many feet, do not know exact how much we came to a stop think at least 1000 /1500 feet just before tar platform.

Pilots were in shock, they did not act /react. Somebody from us said are you opening the door or shall I do it. Than the pilot came to the door. He could not get the door open.

I look at the emergency door, to open that ,was behind me. I saw already fire there, outside, so could not open that way. Than when I turned my head, I saw the pilot used force to open the door and he mange to do so.

He said leave everything behind and come out.

I was as last with the pilot out off the plane, he took small fire extinguisher, I said no chance my friend. Than I walked away from the plane. I took my mobile, which I put in my underpants, to protect my head from flying object's etc. And I started to shoot a movie. (I can send this to you)

1 minute later the plane was in fire from right to left, you could see the flames coming towards the plane, so the wind direction was towards the plane the grass was burning. 3 minutes later the whole plane exploded. Than we went to the hanger and the police and fire department came. Some questions where asked. We went to the plant.



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2. **Was there anything different about this flight, versus the two previous flights with this airplane and pilots?**

So yes there were many things different as normal. I fly many/many, times in private planes, I saw never this behavior/nervously in my life. read the above, that says it all

3. **Do you recall if a pilot provided a passenger briefing before the accident flight?**

N/A

4. **Did they provide a passenger briefing on any of the previous two flights? If so, what did they say?**

N/A

5. **Did you sustain physical injuries?**

N/A

6. **Is there anything else you would like us to know?**

N/A

PASSENGER #5

1. **Please describe what you remember the morning of the accident, from the arrival at the airplane, through evacuating the airplane to the terminal.**

It was a hot day with light winds. We boarded upon arrival at the airport. The pilots were performing their checks. They both came in and out of the plane. One of the pilots gave a brief safety review after shutting the door— we had been on the same plane from Queretaro, MX to John Wayne Airport and from John Wayne to Oroville that day so we were familiar with the plane and had received a similar briefing.

I was engaged in a conversation with a colleague from that point to takeoff. It wasn't until we were accelerating, and an alarm went off that I became aware of a problem. Immediately following that alarm the pilots aborted the takeoff and shortly thereafter we overshot the runway and within a few seconds I felt the front landing gear collapse. From that point, I braced for a potential impact. The plane came to a rest; I asked my colleague if he was alright and immediately turned to the pilots to find out whether they were OK. There was a slight delay in their response but within 10 seconds the pilot on the right hand side got up and opened the door we entered through; it did not open fully but he was able to jump on the door and get it to fully open. He asked everyone to exit immediately and leave all personal items behind. I had my office bag in my arms and threw it into the cockpit as I exited based upon his command.



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I was the first to exit the plane and immediately noticed a visible fire line approximately 40-60 feet long behind the plane and probably 20 - 30 feet from the tail of the plane. I also noticed a much larger fire 75 -100 yards up closer to the runway. Initially I was 30 yards from the plane but could tell that the fire was encroaching on the plane. I kept moving further away as within what seemed like 5 minutes the plane caught fire and from there quickly went up in flames. We continued to move further away and eventually mustered at the terminal. There was a small explosion 5-10 minutes later and the fire continued to burn. The police arrived in probably 5-10 minutes. The fire department arrived another 5-10 minutes later and began to try and control the fire; I believe this was after the initial small explosion.

2. Was there anything different about this flight, versus the two previous flights with this airplane and pilots?

The only difference I noticed in retrospect was it did not feel like we were accelerating as fast as previous flights.

3. Do you recall if a pilot provided a passenger briefing before the accident flight?

He did provide a safety briefing.

4. Did they provide a passenger briefing on any of the previous two flights? If so, what did they say?

He did provide briefing on the previous two. Keep aisle clear, exit doors, oxygen masks and seat belts.

5. Did you sustain physical injuries?

I did not sustain any physical injuries.

6. Is there anything else you would like us to know?

I have nothing further to add.

PASSENGER #6

1. Please describe what you remember the morning of the accident, from the arrival at the airplane, through evacuating the airplane to the terminal.

Nothing stands out for me in terms of being different as we arrived and boarded the plane. I was in a seat with my back to the cockpit. As we settled in we had 2 bags of catered lunch and one of those bags was at my feet along with my backpack. A group of us were in a conversation as we were preparing to leave and I actually lost track of time but seemed we were on the ground longer than typical when we use charter service. Once we picked up speed I noticed a concerned look on xxxxx



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face as he looked into the cockpit (from his seat) and said, "they don't have enough thrust in the engine to take off." I then watched him grip the sides of the seat and I did the same thing. I then heard the alarm sound but wasn't sure why. I then remember loud screeching as they tried to put on brakes and then recall the feeling of leaving the runway into the field. We weaved and swayed until we finally stopped. I remember asking my colleagues if they were ok. The next thing I can vividly remember is the pilots telling us to follow their instructions. We exited the plane and jumped a few feet to the ground and then were told to run fast from the plane. It was then that I saw fire at back of the plane and a long tail of fire behind us in the field. As we ran toward the hangar we were met by a group of firemen and heard sirens in the distance. I called 911 but the operator told me that help was on the way. We reached the hangar and were shortly interviewed by law enforcement.

- 2. Was there anything different about this flight, versus the two previous flights with this airplane and pilots?**

I don't recall anything different.

- 3. Do you recall if a pilot provided a passenger briefing before the accident flight?**

I recall him saying that the same things applied as last time...and moved through it quite quickly. He did say that our bags shouldn't be in the aisle but that once he goes to cockpit he won't know if they are there or not.

- 4. Did they provide a passenger briefing on any of the previous two flights? If so, what did they say?**

There was a briefing before each flight. Telling us where exits were and lavatory.

- 5. Did you sustain physical injuries?**

No physical injuries.

- 6. Is there anything else you would like us to know?**

No.

PASSENGER #7

- 1. Please describe what you remember the morning of the accident, from the arrival at the airplane, through evacuating the airplane to the terminal.**

The plane was already there as we had flown in the evening before. It was a warm day, light winds and overall clear skies. We boarded the plane as normal. The pilot did a brief safety overview (it was condensed as we heard the same briefing the day before on exits, seat belts and the oxygen masks). The co-pilot was already in the plane when I boarded. When the pilot boarded (he was last)



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I noticed he was really perspiring, I assume because it was a warm day and I think he was helping load the luggage.

We sat in the plane for a few minutes while the plane idled. I assume the pilots were going through their normal checklists. Then we taxied to the runway. That also took a few minutes as (I think) we go to the runway that is farthest away. There were no other planes taking off or landing at the immediate time we were going to the runway.

When we arrived at the runway, we started our roll. At some point early on in the roll, I noticed the plane was moving side to side (kind of like fish tailing in a car). About half way down the runway we could tell the pilots seemed to be struggling with something...about $\frac{3}{4}$ of the way down the runway, an alarm sounded in the cockpit and at that moment, the pilot abandoned the takeoff and put the plane in full reverse thrust. Because of our speed, the plane ran off the runway. I don't know how long it took for the plane to finally stop...it was a very rough ride inside the plane once we ran off the runway. Overall the plane stayed straight (versus turning hard left or right). When we finally stopped, I think the plane had moved slightly to the right.

We asked each other (the passengers) if everyone is okay and everyone confirmed they were. After a few seconds, the co-pilot jumped out of his seat and opened the door. It took him a few seconds to open the door because something was bent. Once he got the door open, he instructed us to leave everything and evacuate the plane. All passengers did so. When we left the plane, I noticed there was fire in the grass behind the plane. As the plane was taking off with the wind, we knew that the fire would eventually get to the plane. Within 10 or 15 minutes (my judgement on time is shaky) the plane was on fire. There were a couple of minor explosions (I think when each engine caught fire). I made my way back to the terminal. I had dropped my phone when leaving the plane, so I had to borrow someone else's phone to call my family and let them know I was okay.

2. Was there anything different about this flight, versus the two previous flights with this airplane and pilots?

I didn't notice anything different until the "fishtailing" movements of the plane when taking off (and obviously the aborted takeoff). We had the same plane, same passengers, same pilots on two flights the previous day without incident. Weather was fine both days.

3. Do you recall if a pilot provided a passenger briefing before the accident flight?

Yes, it was an abbreviated one since we went through the same things the previous day. Seat Belts, Emergency Exits, Oxygen Masks

4. Did they provide a passenger briefing on any of the previous two flights? If so, what did they say?

Yes, the same. They described how to open the exit doors and discuss seat belts and oxygen masks

5. Did you sustain physical injuries?



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No physical injuries but it was hard to sleep the first few days after the accident. I am better now.

6. Is there anything else you would like us to know?

I don't think so



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Date: 9/4/2019
Person Contacted: Passenger #8
NTSB Accident Number: WPR19FA230

Narrative:

The following is a summary of a telephone conversation with passenger #8. The contents of what was reported was summarized below:

- It was a routine boarding the morning of the accident. The cars were able to drive right up to the airplane. The passenger recalled that everyone in the group mostly had a roller bag and a handbag.
- The passenger recalled that another passenger left a bag at the nearby factory. The passenger recalled that one of the pilots may have retrieved the bag.
- The passenger recalled that it was hot, and the pilot seated in the left seat was sweating when he boarded the airplane.
- The passenger recalled that "it took quite a little while" to get from the ramp area to the runway for takeoff.
- During takeoff, the passenger "could recall vividly, it did not feel like we had the lift to take off." The passenger reported that they are a very frequent flyer, and this takeoff did not feel like the airplane had the lift to takeoff. The passenger stated, "it felt like we were going down the runway a long time."
- The passenger reported that during the takeoff an alarm sounded from the cockpit. The passenger looked forward and could see out the front windscreen. The passenger saw that the airplane was nearing the end of the runway and was going to go into the terrain and grass.
- The passenger reported that the airplane departed the runway and bounced on and off the ground. When the airplane stopped, the pilot in the right seat, jumped up and yelled, "we gotta' get out of the plane."
- The passenger reported that the airplane was titled onto its left side somewhat. The pilot had to kick the door open.
- The right engine had the appearance of pointing upward and it looked bent.
- The passenger observed that the field the airplane just skidded through was on fire, and the fire was burning towards the airplane. He said it was not excessively windy.
- The passenger and other passengers walked to the small terminal. The passenger believed within 3 to 5 minutes; the airplane was fully engulfed in flames. There was an explosion within this time.
- The passenger remembered a passenger briefing during the first flight they took with this flight crew. The passenger could not recall that a passenger briefing was conducted prior to the accident flight.
- The passenger did not sustain physical injuries.