



Investigator Name: Albert Nixon
Title: Senior Aviation Accident Investigator
Division: Aviation Safety - WPR

Date: September 23, 2022

Subject: WPR22LA353 Memorandum for Record - Record of Conversation

Contact: Sara A. Powell (Passenger seated in Co-pilots seat)

During an interview with Sara A. Powell the following is a summary of what she stated:

- She was a medical assistant for the company and performed prep for the operations.
- She had worked for the company about a year.
- On her workdays, she flew to locations about 30% of the time; the rest were taking a van.
- The workdays when she took the airplane were usually about 10-12 hours long.
- Usually, they flew to a location and performed their operations and then were flown back home.
- Sometimes another member of the team was picked up at another location.
- She described the accident pilot as calm, cool, amazing, phenomenal, and a great pilot.
- She had flown with the other pilots and said their differences were mostly in their personality but that the accident pilot was more personable and serious about his job than the other pilots.
- She did not recall being given a safety briefing, but the pilot did help her strap in the Co-pilot's 5-point harness and pointed out where the oxygen mask was.

- Although she arrived early to get a good seat, since you can pick the seat you want if its available. However, all the other passengers were already there, and she had to take the Co-Pilot's seat.
- It was her first-time sitting in the Co-Pilots seat, and she wore a headset.
- She said the pilot was in a good mood and alert.
- She said the preflight, taxi, takeoff, and flight was uneventful until the landing.
- She did not notice the pilot having any distractions on short final.
- She did not notice the pilot moving any levers just before or during the landing and landing roll, beside manipulating the yoke.
- She did mention that she did not hear the landing gear come down.
- The landing was hard, the airplane "crashed" into the runway, and skidded.
- She thought something was not right and looked at the other passengers and they looked like they had seen a ghost.
- After the airplane came to a stop the pilot said to "get out of the plane now!"
- The pilot assisted her in getting out of her harness.
- The pilot repeated to "get out of the airplane now!"
- She smelt fuel and could see smoke outside.
- She was the fourth or fifth person to egress the airplane.
- As she egressed, the left wing had fire under it, and it was coming towards the cabin.
- She ran away diagonally from the airplane and carried her personal bag with her.
- By the time the last person departed the airplane, the flames were near the door.
- There was a boom, and the airplane became fully engulfed in the flames.
- She was not aware of anything not being right before the landing. There were no audio warnings, alarms, or lights, she noticed.
- She was unable to recall anything (lights, lever position etc.) around the area of the landing gear lever.

- She could not recall if the pilot referenced any plastic checklists., during the approach.

- She had previously felt and heard the sound of the landing gear from seating in the back but did not hear or feel it on this landing. However, she was in the Co-Pilot's seat for the first time and not sure of how it would feel and sound there.

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Contact: Brooke B. Chapman (Passenger seated in jump seat)

During an interview with Brooke B. Chapman the following is a summary of what she stated:

- She was a registered nurse for the company.
- She had worked for the company since August of 2022.
- On her workdays when she flew, the duty day was about 10 hours.
- This was her third flight with the company.
- She described the accident pilot as very nice with a lot of experience and would talk to them during the flight.
- She had flown with the other pilots and had no issues or concerns about the accident pilot.
- She did not recall being given a safety briefing, but the orientation training covered the location of the safety items like exits, oxygen masks, and the fire extinguisher.
- However, she was unsure of the location of the oxygen mask in the jump position, she was seating at.
- She did not wear a headset.
- She said the pilot was very alert throughout the flight.

- She said the preflight, taxi, takeoff, and flight was smooth until the landing.
- She mentioned that she did not hear the landing gear lowered.
- The landing was "forceful," got her attention, and the airplane began to immediately grind on the runway.
- She thought something was not right and looked at the other passengers and she could tell something was not right.
- The airplane kept trying to veer to the left.
- She smelt a burn rubber smell.
- The airplane came to rest tilted slightly to the left.
- The pilot yelled "get out now," and opened the door.
- She was the first one out because of where she was seated.
- She egressed and observed the left wing on fire as she exited.
- She said the pilot stood by the door to assist and make sure everyone got off.
- She ran to a big field of about 100 ft off the left side of the airplane.
- She could not see the other side of the airplane.
- When the pilot was with them, he was quiet and in shock.
- She heard a pop and the airplane started to become engulfed in flames.
- The airplane became engulfed in full flames about 3-5 minutes.



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Date: October 6, 2022

Subject: WPR22LA353 Memorandum for Record - Record of Conversation

Contact: Rachel Clark (Air Traffic Control Tower)

During an interview with Rachel Clark, the following is a summary of what she stated:

- She possessed a few associate degrees.
- She worked for a few aviation companies prior to starting with the FAA in May of 2017.
- She was assigned to Pasco since August of 2017.
- She was working the tower on the accident day.
- She observed the accident airplane on about a 1 mile final during her normal scan.
- As the accident airplane was coming over the runway 3L threshold, she noticed that the airplane might not have its gear down.
- She got binoculars and confirmed that the airplane's gear was not extended. She stated that the airplane's belly looked flush. At the time, she estimated the airplane to be about 5 ft above ground level.
- There was not enough time to make a transmission to the accident pilot.
- The airplane touched down smoothly and skidded pretty much straight, to about the end of the runway.
- During the skid, the airplane had sparks and flames coming from the rear of the airplane.

- While, the airplane was skidding, she reported the accident on crash phone; an alert 3, aircraft landed gear up and on fire.
- When the airplane came to a stop, the flames erupted and became higher.
- She observed people running out of the airplane.
- She estimated that the fire personnel arrived at the accident site in under 2 minutes.
- She did not notice any abnormal in the accident pilot radio transmissions.



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Date: October 7, 2022

Subject: WPR22LA353 Memorandum for Record - Record of Conversation

Contact: Loren Graber (Accident Pilot)

Also in attendance were Patrick Lustick, FAA AVP-100, Taha Rabbani, Spokane, FAA FSDO.

- During an interview with Loren Graber, the following is a summary of what he stated:
- He possessed at ATP certificate and had two type ratings.
- He started flying in 1976.
- He was assigned to Pasco since August of 2017.
- He worked for the company since the summer of 2007.
- He was a contract pilot and then became a full-time pilot the last 4.5 years.
- He was not injured in the accident.
- He received his Citation training with Flight Safety and described his training as "great and that he was excellently trained."
- His recurrent training was three days long.
- He mentioned that his Single pilot resource management training was done by Flight Safety and was useful and good.
- The Chief pilot schedules the flights.

- He has daily interactions with the Chief Pilot in person and on the phone.
- The flight purpose is to fly eye doctors and surgery staff to the company's 17 locations.
- The company has about 40 eye doctors and 12 surgeons.
- Lives in Chehalis
- Normal day is to drop off surgery staff and goes to office to accomplished paperwork and lunch and then meet them back for the return flight.
- The company aircraft consists of 3 Citation CJ3s and 1 Mustang.
- A normal day is about 14 hours.
- As a contracted pilot flew about 2 days a week and as a full-time pilot about 4 times a week.
- He has not stayed over at a location since he has been flying with the company, although it has happened to others due to weather.
- The company had no flight safety programs or formal safety programs he was aware of.

Day of Accident:

- On the accident day he felt well rested.
- His show time for the flight was 0600.
- He would check oil, fuel, and then pre-flight inside which normally took about 15-20 minutes.
- The scheduled takeoff time was 0630 and he took off about 0640
- The flight to Pasco was to drop off a passenger.
- He did not conduct a safety brief of the passengers but did brief the individual in the right seat about using the oxygen, seat belts and exits.
- Normally only brief new individuals that were flying for the first time.
- Was a standard flight, weather was clear, and winds were light.
- He asked for runway 3l.

- Descending into Pasco, he slowed down and started to configure the gear, when the tower called and cleared him to land on runway 3L.
- There was another airliner taking off from Pasco, that he was watching.
- He was concerned about the airplane but then it took off and was cleared to depart frequency and was out of the way.
- He then said the winds were stronger than he expected, and he was focused on maintaining centerline on the approach.
- He lowered the flap a notch (takeoff setting of 15 degrees).
- He also said a flock of birds caught his attention.
- He noticed normal power and pitch settings on final.
- Approach seemed normal until he heard the terrific sound on touchdown.
- He said the landing was smooth.
- He had no master caution light or annunciators during the approach and silence no audio warnings.
- He did not move any levers or switches during the landing, just used the rudders to maintain directional control.
- The airplane skidded to a stop and there were no fire warnings or the smell of fire.
- He secured the engines and told everyone to get out.
- He was first out, opened the main door and assisted the passengers out.
- He was the last person by the airplane and said nobody was hurt.
- The fire trucks arrived in a couple of minutes.
- He was surprised how long they took.

Details of the Approach

- He usually configures 1-2 miles on final.
- He remembers flying between 120-125 kias on final.
- The last time he looked, the airspeed was about 118 kias.

- You can hear the gear coming down in the cockpit and feel it too.
- He did not get these indications on this flight.
- He had the flaps partially set to 15 degrees.
- In the flare, the airplane floated but he could not recall how far.
- The distance of the float was not concerning, and he did not think about going around.

Representative comments:

- The Citation aircraft slows well.
- Should check landing gear down to detent.
- Radio on the right-side causes difficulty from left seat to switch frequencies.

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Date: January 19, 2023

Subject: WPR22LA353 Memorandum for Record - Record of Conversation

Contact: Jay LaFrance (Chief Pilot)

Also in attendance were Patrick Lustick, FAA AVP-100, Taha Rabbani, Spokane, FAA FSDO.

- He possessed at ATP and Commercial pilot certificates.
- He started flying as a CFI, and then got a job with United Express, MPH, West Air, and they merged with Mesa Airlines.
- He has worked with the current company since 1993 as Chief Pilot and is based in Chehalis, Washington.
- He has about 17,000 flight hours total and 5,000 hours in the Citation CJ3.
- Some of his major responsibilities as Chief Pilot is scheduling the aircraft and coordinating their maintenance.
- He reports to the owner.
- The company employs about 650 personnel.
- He mentioned that they are fully staffed with pilots. 4 company pilots and about 4 contract pilots and that there was no pilot attrition in the last couple of years.
- He had no other pilots or other personnel that directly support his duties.
- He mentioned that he provides oversight of the other pilot's currencies and medical dates.

- He flies with the other company pilot mostly on ferry flights, about 5-6 times a year, and accomplished his last flight, with one about 3 months ago.
- There were no official minimums for new hires, but most were very experienced pilots.
- There were no flight restrictions on new hires, but he did fly with them for 1 to 2 flights.
- There were no pilot meetings, emails, newsletters etc., occurring on a regular basis.
- There were no formal safety programs at the company.
- SRM/CRM was taught at Flight Safety.
- No trend monitoring of stabilized approaches. He checked for them when he flew with other pilots.
- There were no safety meetings held or a formal safety reporting system. He would receive safety information from informal calls, meetings, or from the surgery teams supervisors on issues involving the flights.
- There were no company flight procedures or manuals.
- The pilot would show a minimum of 30 minutes before the scheduled takeoff time.
- The flights were normally scheduled on Monday through Thursday. The flights were normally scheduled to return back to corporate, and no overnight stays.
- The flight schedule usually had them depart about 0630 in the morning, and between 1 to 3 flights during the day.
- The average flight duration was usually about 0.5 to 0.75 of an hour, with the longest duration about 1.5 hours.
- The flights were normally to about 7 routine destinations in New Mexico, Washington, Montana, and Idaho; on some occasions, flights were flown to Alaska.
- He had flown with the accident pilot about 6-8 times in the last few years.
- He described that accident pilot as very conscientious, dedicated, and professional.
- He usually configures on base.
- He said the land gear warning system audio was adequate to notice.- He does not brief the passengers on a recurring basis but does check that the individual seated in the front right seat knows the location of oxygens and how the seat belts work.

- He said he was not aware of any NTSB incident/accidents in the last 5 years involving the company.
- He was working the morning of the accident and talked to the accident pilot. He said he was in a good mood and appeared "fine."
- He was notified of the accident after landing at Boise by one of the passengers that had seen it online.
- He made and received several phone calls after the accident, including with the owner, and accident pilot.
- The accident pilot was not drug tested and there was no company procedure requiring it.
- He received feedback from the accident passengers that initially they froze for a few seconds and then one of them opened the door and told everyone to get out.
- The company has had a lot of meetings about the accident and plans to create a video on emergency egress. They have also discussed the possibility of using two pilots.
- Company pilots are provided official training at Flight Safety and software to calculate weight and balance, etc.; contract pilots are not provided this by the company.
- Cargo is usually minimal in the company flights.
- The pilots accomplished their own flight planning for NOTAM, Weather, Weight, and Balance etc.
- There is no formal oversight of the aircraft but he does track them using their schedules and flight aware. Normally pilots will contact him with any issues.
- He also discussed with the FAA, how flight time can be logged with a single pilot rated aircraft.



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Date: January 4, 2023

Subject: WPR22LA353 Memorandum for Record - Record of Email

Contact: Jeremy Anderson, Field Technical Advisor, Williams International

In an email from Jeremy Anderson, the following is a summary of what he stated:

- A report of the engine Full Authority Digital Engine Control (FADEC) examinations that were completed at their facility on November 10, 2022 was attached.
- The FAA was in attendance for the examination.
- The FADECs were downloaded and the NVM data was reviewed.
- No FADEC exceedances were recorded on the day of the accident or stored in the historical data.
- The trend data points from the date of the accident were compared to the last 150 hours of operation and revealed that the engines were operating normally.
- A couple of faults on the throttle lever angle were recorded on the date of the accident that were consistent with the engines being shutdown via an outside influence such as a firewall shutoff valve being closed.
- There were several unrelated historical faults stored.



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Date: October 19, 2022

Subject: WPR22LA353 Memorandum for Record - Record of Email

Contact: Andrew Hall, Chief Air Safety Investigator, Textron Aviation

In an email from Andrew Hall, the following is a summary of what he stated:

- The Landing Gear Printed Circuit Boards (PCB) were examined.
- The FAA was in attendance for the examination.
- PCB Landing Gear 1 6318398-6 SN: 0422 was tested per CES-FT-525B-0047 and passed all tests.
- PCB Landing Gear 2 6318399-11 SN: 0412 was tested per CES-FT-525B-0048 and passed all tests.
- PCB Landing Gear Monitor 6318397-21 SN: 0489 was tested per CES-FT-525B-0049 and passed all tests.



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Date: June 15, 2023

Subject: WPR22LA353 Memorandum for Record - Record of Email

Contact: Andrew Hall, Chief Air Safety Investigator, Textron Aviation

In an email from Andrew Hall, the following is a summary of what he stated:

- His technical report for the accident was attached.
- The FAA inspector who was on site when the aircraft was recovered from the runway on September 8, 2022, reported that when the aircraft was raised from the runway for transport, all three-landing gear were free from the uplocks and dropped down towards the extended position.